Secure Flight Passenger Data (SFPD) FAQs

Overview

Secure Flight is a risk-based passenger prescreening program that enhances security by identifying low and high-risk customers before they arrive at the airport by matching their names against trusted traveler lists and watch lists.

To protect privacy, the Secure Flight program collects the minimum amount of personal information, such as full name, date of birth, and gender, necessary to conduct effective matching. Personal data is collected, used, distributed, stored and disposed of according to stringent guidelines.

Secure Flight transmits the screening instructions back to the airlines to identify customers eligible for TSA PreCheck and standard screening. The Travel Redress Program provides resolution for travel-related screening or inspection issues.

To learn more about the TSA Secure Flight program, please visit www.aa.com/secureflight or https://www.tsa.gov/travel/security-screening

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**How does Secure Flight work?**

Secure Flight matches the name, date of birth and gender information for each passenger against government watch lists to:
- Identify known and suspected terrorists
- Prevent individuals on the No Fly List from boarding an aircraft
- Identify individuals on the Selectee List for enhanced screening
- Facilitate passenger air travel
- Protect individuals' privacy

**What data is required?**

Secure Flight Passenger Data (SFPD) includes the following information:
- Name as it appears on a Passport, driver's license or other valid government-issued photo identification
- Date of Birth (2-digit or 4-digit birth year is acceptable)
- Gender
- Redress Number (where applicable)
Why should the customer provide Secure Flight Passenger Data (SFPD)?
To comply with the TSA mandate, every customer is required to provide Secure Flight Passenger Data. A ticket cannot be issued without SFPD information in the reservation.

When does the Secure Flight Passenger Data (SFPD) get entered into the PNR?
The SFPD is required in a PNR prior to issuing a ticket. However, if travel is within 72 hours it must be entered prior to ending the PNR and receiving a record locator. This is to ensure the required data is transmitted to help prevent future delays for misidentified passengers.

If I have Secure Flight Passenger Data (SFPD) and Passport (APIS) Information, do I enter both?
No, the only required document information in the PNR is the SFPD (DOCS/DB) to issue the ticket. See Formats – SFPD and Passport for more information.

How is the Trusted Traveler Number (TTN) or Known Traveler Number (KTN) entered into the PNR and what is the difference?
See the TSA PreCheck page on the Agency Reference for more formats and details.

Is the name in the Passenger Name Field required to match the Secure Flight Passenger Data (SFPD) exactly?
The Passenger Name Field on the ticket should contain the customer’s first name and last name only. The middle name, middle initial, and suffix are not necessary. GDS functionalities differ and may not support the middle name or middle initial. Check with your GDS Help Desk for clarification on Name Field requirements.

The SFPD data should include the customer’s full name as it appears on a person’s valid government-issued photo identification that will be use when traveling. The SFPD data is sent to the TSA for customer vetting. If the government-issued ID includes a middle name or initial, it must be included in the SFPD SSR when booking a reservation. Do not include the suffix.

In many cases the PNR name and SFPD field will be different since many customers have a middle name.

When I make a reservation do I include the middle name/middle initial for the passenger’s itinerary and ticket?
The PNR name field requirements are separate from the SFPD or APIS requirement.
The PNR name field on the ticket should contain the customer’s first name and last name only. The middle name, middle initial, and suffix are not necessary. GDS functionalities differ and may not support the middle name or middle initial. Check with your GDS Help Desk for clarification on PNR name field requirements.

The middle name/middle initial is required for SFPD or APIS to match the valid government-issued photo identification the customer is presenting to the TSA at security check point.

Please do not use a suffix in the name field of the PNR or for the SFPD/APIS information.

**Note:** Name correction should not be made to add a prefix, middle name or suffix.

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### What if the customer has a Single Character Last Name?

If a customer advises that he/she has a single character last name of "B", "C", "Z" or "I", the character must be doubled due to Sabre coding requirements for the PNR name field; however it must be properly documented in the SFPD documentation.

**Example:**

- PNR NAME FIELD - ZZ/JULIANNE
- SFPD IN SSR – 4DOCS/DB/01JAN00/F/Z/JULIANNE

**Note:** Check with your GDS Help Desk for clarification on name field coding requirements

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### What if the customer has a Single Name?

If the customer’s legal name is a single/one name; enter the single name as their last name. Use FNU as their first name in the PNR name field.

**Example:**

- PNR NAME FIELD – MADONNA/FNU
- SFPD IN SSR – 4DOCS/DB/01JAN00/F/MADONNA

**Note:** Check with your GDS Help Desk for clarification on PNR name field coding requirements

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### If the customer’s driver’s license has one name, but the name on the passport is different, which one should be provided?

The SFPD information should match whatever type (passport, driver’s license, etc.) of valid government-issued photo identification is presented.

The PNR name field on the ticket should contain the customer’s first name and last name only valid government-issued photo identification the customer intends to present at check-in and at the TSA security check point.

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What if my passport is torn or damaged?

All passports and/or passport replacing documents must be in good condition and the edges may not be torn or damaged.

Can SFPD in an international booking be changed to add the Passport ( APIs ) information?

If the required Secure Flight Passenger Data (SFPD) information (DOCS/DB) was entered to issue the ticket, it is suggested that the agency does not replace/update the APIs (DOCS/P) information. Passport information should be entered by the customer upon check-in on aa.com, scanned at the airport kiosk, or by the American airport agent to ensure the information is accurate and matches the documents exactly to avoid check-in situations. The customer is required to re-enter the passport information upon check-in on aa.com or the Kiosk at the airport.

If the passport information was initially entered in the PNR DOCS/P by the agency and was incorrect, the customer may experience check-in problems when the customer re-enters the information, as it does not override the information entered by the travel agent initially. Best practice is for the APIs (DOCS/P) to be entered by the customer upon check-in for international flight(s).

If a customer is on an international itinerary, should the agency enter the passport information via the standard DOCS/P, and do we still need to collect the SFPD and enter it as a separate DOCS/DB?

The required document information for any itinerary is to enter the DOCS/DB (SFPD) only. Best practice is for the APIs (DOCS/P) to be entered by the customer upon check-in for international flight(s). It is suggested that the agency does not enter the APIs (DOCS/P) information in the PNR, but that the customer should enter the information upon check-in on aa.com or scan the information at the Kiosk located at the airport, or that the AA Airport Agent ensure that the information is accurate and matches the docs exactly.

Is a title or suffix required when booking a domestic or international reservation (such as "Mr.", "Dr.", "Ms.", "Jr.", "Sr.", "III", "IV") or special characters?

A title or suffix should not be used in the customer name field, SFPD, or Passport (APIS) information.

What happens if the customer's birth date is entered incorrectly in the reservation?

The agency can input the new corrected DOCS/DB SSR as it will overwrite the old data which must be done before 72 hours prior to the flight departure. Within 72 hours American must transmit all PNRs to DHS/TSA and American could be fined for any incorrect or incomplete data.

Should a customer's AAdvantage account be updated with Secure Flight Passenger Data to make certain that it matches the SFPD that the agency is required to enter into a reservation prior to ticketing?
Yes. It is important that the DOCs SSR name matches the name on file in the AAdvantage account, otherwise check-in on AA.com will fail. AAdvantage members have a one-time opportunity to make the change or they can call AAdvantage Customer Service for assistance.

To insure the information is up to date, please visit www.aa.com then select Log in.

- Go to Your account
- Select Information and password
- The Secure Flight information is located under “Your name”

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Can the customer retrieve their reservation and add Secure Flight Passenger Data?
Yes. Go to www.aa.com/secureflight for details.

If a reservation is booked within 72 hours of flight departure with Secure Flight Passenger Data (SFPD) in the reservation and the ticket purchase date is not until the next day will the reservation be canceled even though the SFPD is in the reservation?
Standard ticketing time limit rules apply.

How will American Airlines identify flight segments that require Secure Flight Passenger Data (SFPD)?
All American flights require SFPD collection. A ticket cannot be issued until the SFPD or Passport (APIS) information is added to the reservation.

If the travel agent receives "ADD SECURE FLIGHT DATA", would it be possible for a travel agent to issue tickets by force after they receive the message requesting the SFPD?
Agencies will not be able to force the issuance of a ticket after receiving the message ADD SECURE FLIGHT DATA (that is the response that American Airlines will send the issuing source if the data is missing). SFPD must be in our reservation to issue a 001-validated ticket.
Do TSA Secure Flight regulations apply to carriers operated flights, regardless of the codeshare carrier?

All American flights require the collection of SFPD, whether we are the Operating or Marketing Carrier on the flight. Itineraries which include at least one flight segment require the collection of SFPD. Every airline, domestic and international that operates to/from/over the United States must comply with TSA Secure Flight program requirements.

If changes are made to the itinerary, including Schedule Change, or if an Other Airline Segment(s) are added, do I have to re-submit the SFPD?

Any time a customer’s itinerary is changed in a PNR, including schedule change information/acceptance, or to add an Other Airline carrier segment, whether on a courtesy hold or ticketed, the Travel Agent is (required) to re-submit SFPD data to ensure that the SFPD collected is transmitted to the other airline carrier.

Some GDS’s associate SFPD by segment and as a result the Other Airline carrier segment or newly booked segment will not have SFPD and must be re-submitted for the new itinerary.

Example of segment associated SFPD:
- SSR DOCS AA HK1 DFWORD176Q17MAR/DB/16OCT1967/M/SMITH/DON/H

Example of name associated SFPD:
- SSR DOCS AA HK1/DB/16OCT1967/M/SMITH/DON/H

If the customer encounters a problem while attempting to check-in on AA.com who should they contact?

The customer at the time they receive the error message should contact AA.COM Web Services at 800-222-2377. AA.com Technical Support team will attempt to troubleshoot, track, analyze, and develop resolutions to the error(s). Do not call American reservations for assistance.

What information is required for a residency or citizenship based tax exemption?

For residency and citizenship based exemptions, you will need to input the customer’s relevant passport or residency card number at the time of ticketing in the DOCS field of the PNR. This will be a requirement to make sure the customer qualifies for the tax exemption. You can verify the DOCS input formats with your GDS.
Travel Redress Inquiry Program (TRIP)

TRIP is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experienced during their travel screening at airports (and other transportation hubs) or crossing U.S. borders. This includes watch list issues, screening problems at ports of entry, and situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding or identified for additional screening.

DHS TRIP is part of an effort by the departments of State and Homeland Security to welcome legitimate travelers while still securing our country from those who want to do us harm.

The Redress Control Number (redress number) allows the Transportation Security Administration’s (TSA) Secure Flight program to match travelers with the results of their redress case. Secure Flight is a behind-the-scenes program that streamlines the watch list matching process. Airlines have begun modifying their reservation system as part of the Secure Flight program. This will improve the travel experience for all passengers, including those who have been misidentified in the past.

The Sabre format is 4DOCS//R/123456-1, which is entered in addition to the formats shown for SFPD.

Note: Users of other GDSs should contact the respective GDS for the correct format.

Secure Flight – Domestic and International Travel

Utilize the following guidelines for adding Secure Flight Passenger Data (SFPD) or Passport (APIS) information to a reservation:

**Domestic Travel**
Name on Driver’s License: Thurston Backus Howell III
- Can also use the name issued on the customers passport for domestic travel

Name Field in Reservation: -Howell/Thurston
- The middle name or middle initial is not required in the Name Field of the reservation
- Do not use suffix in the Name Field of the reservation

Secure Flight Passenger Data:
4DOCS/DB/01JAN35/M/HOWELL/THURSTON/BACKUS
- Must include middle name/middle initial if it appears on the government-issued ID.
- Do not use a suffix

In all cases when updating the DOCS information for SFPD the name must be entered exactly as they appear on a government issued picture id, excluding suffix. The formats described are for use in Sabre. Users of other GDSs should contact the respective GDS for the correct format.

**International Travel**
All passports and/or passport replacing documents must be in good condition and the edges may not be torn or damaged.

The U.S. Passport Card is not valid for travel by air. The U.S. Passport Card may only be used for international land and sea travel between the U.S., Canada, Mexico, the Caribbean and Bermuda.
**Note:** Passport information should be entered by the customer upon check-in on aa.com, scanned at the airport kiosk, or by the American airport agent to ensure the information is accurate and matches the documents exactly to avoid check-in situations.

Name on Passport: Thurston Backus Howell III  
Name Field in Reservation: -HOWELL/THURSTON  
- The middle name or middle initial is not required in the Name Field of the reservation  
- Do not use suffix in the Name Field of the reservation

SFPD: 4DOCS/DB/01JAN35/M/HOWELL/THURSTON/BACKUS  
OR  
APIS: DOCS/P/US/1234567/US/01JAN35/M/01MAR17/HOWELL/THURSTON/BACKUS-1.1  
- Do not use a suffix

If APIS data is entered into a reservation, SFPD does not have to be entered, as American extracts the required SFPD from the APIS data.

**Note:** Passport information should be entered by the customer upon check-in on aa.com, scanned at the airport kiosk, or by the American airport agent to ensure the information is accurate and matches the documents exactly to avoid check-in situations.

**Formats – SFPD and Passport (APIS)**

The SFPD is required in a PNR prior to issuing a ticket. When travel is within 72 hours, it must be entered prior to ending the PNR and receiving a record locator. This is to ensure the required data is transmitted to help prevent future delays for misidentified passengers.

SFPD entry must match the customer’s name as it appears on the photo identification, excluding suffix. The middle name must be included in the SFPD if it appears on the customer’s identification. The birth year format is acceptable as 2-digits or 4-digits.

**SFPD formats for Sabre subscribers:**
- 4DOCS/DB/DATE OF BIRTH/GENDER/LASTNAME/FIRSTNAME/MIDDLENAME  
- 4DOCS/DB/01JAN41/M/HOWELL/THURSTON/BACKUS  
  or 4DOCS/DB/01JAN1941/M/HOWELL/THURSTON/BACKUS

Infant traveler information must be added as well:
- INF SFPD DOCS/DB - Indicate FI or MI for gender and associate to one of the adults  
  Example: 4DOCS/DB/01JAN12/FI/SMITH/JANE/ANN-1.1

  **Note:** Do *not* indicate the DOCS/P passport information for the infant. The passport should be scanned at the airport.

**Note:** Passport information should be entered by the customer upon check-in on aa.com, scanned at the airport kiosk, or by the American airport agent to ensure the information is accurate and matches the documents exactly to avoid check-in situations.

However, if the Sabre subscribers choose to enter the passport information they should use the format below to enter APIS data directly into the reservation. The SFPD data will be extracted from the APIS for the TSA requirements.
Passport (APIS) formats for Sabre subscribers:
- 4DOCS/P/ISSUING COUNTRY/PASSPORT NBR/NATIONALITY/DATE OF BIRTH/
  GENDER/EXPIRATION DATE/LASTNAME/FIRSTNAME/MIDDLENAME/NAME NBR IN PNR
- 4DOCS/P/US/1234567/US/01JAN53/M/01MAR17/HOWELL/THURSTON/BACKUS-1.1

Note: In all cases, SFPD or APIS the names must be entered exactly as they appear on the government-
issued picture identification, excluding the suffix.

Note: Users of other GDSs should contact the respective GDS for the correct format.

Note: Passport information should be entered by the customer upon check-in on aa.com, scanned at the
airport kiosk, or by the American airport agent to ensure the information is accurate and matches the
documents exactly to avoid check-in situations.

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