Secure Flight Passenger Data (SFPD) and Passport (APIS) with FAQs

Overview - Secure Flight Passenger Data (SFPD)
Overview - Passport and Advanced Passenger Information (APIS)
Guidelines
Travel Redress Program (TRIP)
TSA PreCheck

Frequently Asked Questions (FAQ)

Secure Flight Passenger Data (SFPD)
Bookings and Modifications within 72 Hours
Names
Infants
Suffixes and Titles
Changes
AAAdvantage
Trusted and Known Traveler Numbers
TSA
Other Miscellaneous

Overview - Secure Flight Passenger Data (SFPD)

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. This Secured Flight Passenger Data (SFPD) is required in a PNR prior to issuing a ticket.

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.

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

Return to top
Overview - Passport and Advanced Passenger Information (APIS)

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. If the Sabre subscribers choose to enter the passport (APIS) information in lieu of the SFPD, they should use the suggested format within our guidelines to enter the data directly into the reservation. The required SFPD will be extracted from the APIS data to meet the TSA requirements.

Best practice is for the APIS (DOCS/P) to be entered by the customer at the time of 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, at the Kiosk located at the airport, or with the AA Airport Agent.

Note: The required document information for any itinerary is to enter the DOCS/DB (SFPD) only.

Guidelines

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 Gerard 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/GERARD
- 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 their 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. 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.

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.

Name on Passport: Thurston Gerard 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/GERARD
OR
APIS: DOCS/P/US/1234567/US/01JAN35/M/01MAR17/HOWELL/THURSTON/GERARD-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.

Return to top

Secure Flight Passenger Data

1. **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

2. **What data is required?**
   To enable ticketing, Secure Flight Passenger Data (SFPD) is required and 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, as indicated on government-issued ID
   - Redress Number (where applicable)

3. **Why should the customer provide Secure Flight Passenger Data (SFPD)?**
   Every customer is required to provide Secure Flight Passenger Data to comply with the TSA mandate and to enable ticketing.

4. **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.

5. **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.
6. **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. 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, at the Kiosk located at the airport, or with the AA Airport Agent to ensure that the information is accurate and matches the docs exactly. This is why best practice is for the APIS (DOCS/P) to be entered by the customer upon check-in for international flight(s) as it promotes a smooth travel experience.

7. **Why is it important that agencies abstain from entering APIS (DOCS/P) information into the PNR?**
   For security purposes, and to prevent possible check-in issues, the Passport information should be entered by the customer upon check-in whether it is on aa.com, scanned at the airport kiosk, or entered by the American airport agent.
   
   **Note:** Upon Check-in, if the information already exists in the record, the customer is still required to re-enter it. Should the information differ in any way from the initial entry, the customer will be directed to see an ATO agent.

8. **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.

9. **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.

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**Bookings and Modifications within 72 Hours**

For travel booked within 72 hours, SFPD 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. Any modifications within 72 hours will send the record back through the vetting process and may result in online check-in failure.

10. **What happens if I modify the SFPD or KTN within 72hrs?**
   SFPD and KTN information can be modified/re-entered up to 25hrs prior to departure; however, this will send the record back thru the vetting process and may impact online check-in if the information does not match the data on file with the DHS.

**Return to FAQ**
11. What happens if I modify the PSPT/API field after the customer is checked-in and/or within 24hrs of departure?
If the information is changed in the PSPT field within this period, your client most likely will be restricted from check-in and/or receiving their boarding pass via aa.com or our mobile app. This is why we encourage agencies to abstain from entering PSPT information into the PNR once online check-in is available.

Note: Upon Check-in, if the information already exists in the record, the customer will still be required to re-enter it. The system will verify if the information in the 4DOCS field matches what the customer enters during check-in. Should the information differ in any way from the initial entry in the 4DOCS field, the customer will be directed to see an ATO agent. This is a safety mechanism to ensure the correct data from the passport matches what is in the PNR.

12. 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.

Names

13. Is the name in the Passenger Name Field required to match the Secure Flight Passenger Data (SFPD) exactly?
The PNR name field on the ticket should match the customer’s first name and last name only as stated on the valid government-issued photo identification that the customer is using for travel. The middle name, middle initial, and suffix are neither necessary nor required.

14. Since the middle name/middle initial are not recommended on the reservation/ticket, where do I include them?
The middle name/middle initial is required for SFPD or APIS to exactly match the valid government-issued photo identification that the customer is using for travel as this data is sent to the TSA and used for vetting purposes. The SFPD data should include the customer’s full name, including middle names and/or initial, as it appears on said document.

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

Note: 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

15. 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

16. 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

17. 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 that the customer is using for travel.

Infants

18. Am I required to include Secure Flight Data for an infant?
Infant traveler information is required and must be added as below:
- INF SFPD DOCS/DB - Indicate Fi or Mi or Ui for gender and associate to one of the adults
- Example: 4DOCS/DB/01JAN12/Fl/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

Suffixes and Titles

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

19. 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?
No. A title or suffix should not be used in the customer name field, SFPD, or Passport (APIS) information

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

20. 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

21. 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.

22. What happens if the customer's birth date is entered incorrectly in the reservation? Can I change it to the correct date?
The agency can input the new corrected DOCS/DB SSR as it will overwrite the old data which must be done outside of 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.

AAAdvantage

23. 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”
Trusted and Known Traveler Numbers

24. 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.

TSA

25. 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.

26. What airlines have to comply with TSA requirements?
Every airline, both domestic and international, that operates to/from/over the United States must comply with TSA Secure Flight program requirements.

Other Miscellaneous

27. 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.
28. Can the customer retrieve their reservation and add Secure Flight Passenger Data?
   Yes. Go to www.aa.com/secureflight for details.
   Return to FAQ

29. 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
   https://www.aa.com/i18n/customer-service/contact-american/technical-support.jsp . 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.
   Return to FAQ

30. 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.
   Return to FAQ

31. What code can I use if I do not want to reveal my gender in my Secure Flight Passenger Data?
   A new option has been added, the customer can use 'U' for Undisclosed.
   Return to FAQ

Travel Redress Inquiry Program (TRIP)

The Travel Redress Inquiry Program provides resolution for travel-related screening or inspection issues. 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 4DOCO//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.

Return to top
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