

DEAR ORBITZ FOR BUSINESS TRAVELER:

The Transportation Security Administration (TSA) will soon implement the *Secure Flight* program. This letter describes the latest updates and its impact on you as an Orbitz for Business (OFB) traveler.

Secure Flight overview

The Secure Flight program conducts pre-screening of passenger information against federal government watch lists for domestic and international flights. Secure Flight is designed to facilitate air travel and the screening and boarding processes, while adding additional layers of protection from security threats. The TSA collects the minimum amount of personal information necessary to conduct effective watch list matching (your full name, gender, and date of birth).

Secure Flight changes for OFB

As mentioned in an earlier communication, you should confirm that your name, gender and date of birth in your profile matches the full name of the valid, government-issued photo ID you use when traveling. Failure to enter Secure Flight information may result in additional screening at the airport and, potentially, denied boarding.

All of your personally identifiable Secure Flight information is masked (hidden) to everyone except you. Secure Flight information includes:

- › Gender
- › Date of birth
- › Redress number (if applicable)
- › Known traveler number (if applicable)

By the end of the year, Secure Flight information stored in your profile will automatically be included in the booking path and transmitted to the airlines when you make a reservation. The airlines will then send this Secure Flight information on to the TSA.

If there is no Secure Flight information in your profile, then you must enter it on the *Flight Details* page in the booking path. If you select the *Save traveler's preferences to My Account* option, the Secure Flight information will be stored in your profile for future flights.

OFB will also start sending Secure Flight information to the airlines for international flights by the end of the year.

Online ticket redemption

In order to redeem a previously canceled, unused, nonrefundable ticket online, the first and last name used in the booking path for the new ticket must exactly match the first and last name on the unused ticket.

For travelers who changed their first or last name to comply with Secure Flight but have tickets that were canceled online *prior* to their name change, their unused tickets are still viewable on the OFB home page and in the *Redeem Ticket Value* and *Canceled Trips* pages of their account. However, these tickets will not appear in the booking path.

If you want to redeem any of these unused tickets, you need to contact OFB Customer Service and redeem the ticket offline with an agent.

If you have changed your middle name, like adding a middle initial, but not your first or last names, you will still be able to redeem the previously cancelled, unused nonrefundable ticket online.

Original Traveler Name	Name Change for Secure Flight	Online Redemption?	Locations where ticket is viewable
Frank Smith	Frank Smith (no change)	Yes	OFB home page <i>Redeem Ticket Value</i> page <i>Canceled Trips</i> page Air booking path
Frank Smith	Francis Smith (first name changed)	No Call OFB Customer Service	OFB home page <i>Redeem Ticket Value</i> page <i>Canceled Trips</i> page
Frank Smith	Frank J. Smith (middle initial added)	Yes*	OFB home page <i>Redeem Ticket Value</i> page <i>Canceled Trips</i> page Air booking path

* Note: It is not required to include the middle initial on the new *ticket* as the TSA advises: “For the near future, small differences between the passenger’s ID and the passenger’s reservation information, such as the use of a middle initial instead of a full middle name or no middle name/initial at all, should not cause a problem for the passenger. Over time, passengers should strive to obtain consistency between the name on their ID and their

travel information.”¹ OFB will, however, still transmit the full name, as stored in the traveler’s profile, i.e. Frank J. Smith, for Secure Flight.

Additional resources

For more information about the Secure Flight program, check these resources.

TSA Secure Flight overview

(http://www.tsa.gov/what_we_do/layers/secureflight/index.shtm)

TSA Secure Flight press release (<http://www.tsa.gov/press/releases/2009/0512.shtm>)

TSA Secure Flight FAQs

(http://www.tsa.gov/what_we_do/layers/secureflight/faqs.shtm#traveler_faqs)

¹(Source: http://www.tsa.gov/what_we_do/layers/secureflight/index.shtm)