

Trusted Traveler Program Overview and Best Practices

February 2017



Transportation
Security
Administration

Risk-Based Passenger Security

In September 2011, TSA began undertaking efforts to adopt an intelligence-driven and risk-based approach to passenger screening with the aim of providing the most effective security in the most efficient way while improving the passenger experience at airport security checkpoints.

Guiding Principles of Risk-Based Security

1. The majority of airline passengers are low risk.
2. The more information available on each passenger, the easier it is to assess risk.
3. TSA optimizes screening processes and the use of technology to gain system-wide efficiencies.
4. Increases security by focusing on unknowns, which helps to expedite known/trusted travelers.

TSA Pre✓[®] and Risk Based Security

- TSA Pre✓[®] utilizes a risk-based approach
- TSA Pre✓[®] allows low-risk travelers to experience expedited security screening on participating airlines at TSA Pre✓[®] airport checkpoints for domestic and international travel
- By pre-screening to establish known travelers, TSA is able to focus resources on travelers TSA knows less about

What is
TSA Pre✓[®]?



Examples of TSA Pre✓[®] boarding pass indicators

TSA Pre✓[®] Passenger Experience at the Airport

TSA Pre✓[®] Experience

- Access to TSA Pre✓[®] lane
- Quicker transit through airport security screening
- Better travel experience
- Kids under 12 can join parent/guardians in the expedited lanes

No Removal of:

- Shoes
- 3-1-1 compliant bag
- Laptop
- Light outerwear/jacket
- Belts



TSA will always incorporate unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening

TSA Pre[✓]® Airline Participation

30 airline partners participate and embed the TSA Pre[✓]® indicator on the boarding pass

| | | | | | |
|-------------------|-------------------|-------------------|--------------------------|----------------------|-----------------|
| Air Canada | Boutique Airlines | Frontier Airlines | Miami Air International | Spirit Airlines | Virgin Atlantic |
| Alaska Airlines | Cape Air | Hawaiian Airlines | OneJet | Sun Country Airlines | Aeromexico |
| Allegiant | Delta Air Lines | JetBlue Airways | Seaborne Airlines | Sunwing | Aruba Airlines |
| American Airlines | Emirates | Key Lime Air | Southern Airways Express | United Airlines | WestJet |
| Avianca | Etihad Airways | Lufthansa | Southwest Airlines | Virgin America | Xtra Airways |

Over 180 airports across the US. Find participating airports and airlines at tsa.gov

Official website of the Department of Homeland Security

Transportation Security Administration

TRAVEL NEWS ABOUT CONTACT SEARCH

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Security Screening
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TSA Pre-Check Airports and Airlines

When I fly can I bring my...
Search for prohibited and permitted items

TSA Pre-Check is currently available at more than 150 airports nationwide. Eligible passengers can learn where by selecting a state or by entering airport information below.

Enter in Airport Name or Code

TSA Pre-Check Airports and Airlines

Virginia

Ronald Reagan Washington National Airport (DCA)

Participating Airlines

- Air Canada
- Alaska Airlines
- American Airlines
- Delta Air Lines
- JetBlue Airways
- Southwest Airlines
- Sun Country Airlines

Start Over

Ways to Receive TSA Pre✓[®] Expedited Screening

DHS Trusted Traveler Program Membership

- TSA Pre✓[®] Application program members
- Customs and Border Protection (CBP) program members
 - Global Entry
 - NEXUS
 - SENTRI

Department of Defense Military and Civilian Employees

- ID number serves as the Known Traveler Number (KTN)

Flight-by-Flight Risk Assessments, including Frequent Fliers

- TSA uses a combination of intelligence, itinerary and biographic information provided in the traveler's reservation to assign a risk factor for that traveler + trip
- Risk factor may allow that traveler to experience expedited screening that trip
- Infrequent and unpredictable access to the TSA Pre✓[®] lane flight by flight

Real Time Threat Assessment at the Airport – Managed Inclusion

- Passengers undergo assessment by TSA Officers, Passenger Screening Canines and may be selected for TSA Pre✓[®]



DHS Trusted Traveler Programs – Which is right for you?

DHS Trusted Traveler Comparison Chart

| Department of Homeland Security Trusted Traveler Programs www.dhs.gov/tt | | | | |
|---|--|--|--|--|
| | Transportation Security Administration (TSA) | U.S. Customs and Border Protection (CBP) | | |
| Program | TSA Pre✓* | Global Entry | NEXUS | SENTRI |
| Eligibility Required | U.S. citizens and U.S. lawful permanent residents. | U.S. citizens, U.S. lawful permanent residents and citizens of certain other countries. ¹ | U.S. citizens, U.S. lawful permanent residents, Canadian citizens and lawful permanent residents of Canada. | Proof of citizenship and admissibility documentation. |
| Application Fee | \$85.00 5-year membership | \$100.00 5-year membership | \$50.00 5-year membership | \$122.25 5-year membership |
| Passport Required | No | Yes; or lawful permanent resident card | No | No |
| Application Process | Pre-enroll online, visit an enrollment center; provide fingerprints and verify ID. | Pre-enroll online, visit an enrollment center for an interview; provide fingerprints and verify ID. | Pre-enroll online, visit an enrollment center for an interview; provide fingerprints and verify ID. | Pre-enroll online, visit an enrollment center for an interview; provide fingerprints and verify ID. |
| Program Experience | TSA Pre✓* expedited screening at participating airports. | Expedited processing through CBP at airports and land borders upon arrival in the U.S. Includes TSA Pre✓* benefits. | Expedited processing at airports and land borders when entering the U.S. and Canada. Includes Global Entry benefits. Includes TSA Pre✓* benefits for U.S. citizens, U.S. lawful permanent residents and Canadian citizens. | Expedited processing through CBP at land borders. Includes Global Entry and TSA Pre✓* benefits for U.S. citizens and U.S. lawful permanent residents. |

¹ For a list of eligible citizens, visit www.globalentry.gov

TSA Pre✓[®] Application Program

No passport required. Enjoy expedited screening when departing from US airports.

2 Step Process to receive a Known Traveler Number (KTN)

1. Online Application – 5-10 min

- Last step of application is appointment scheduling
- 400+ application centers nationwide

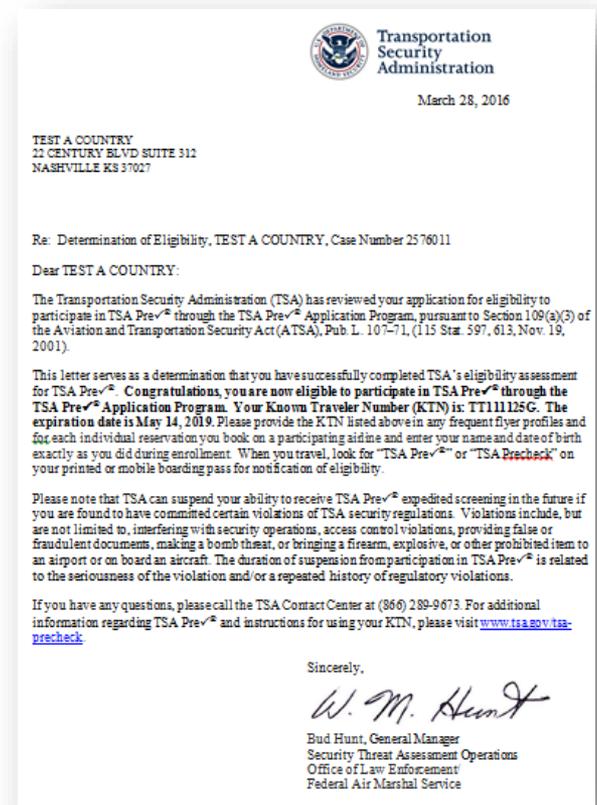
2. In person appointment – 10 min

- Identity documents scanned
- Fingerprints collected
- \$85 Application Fee collected

Most applications approved in 5 days

- [Check status online](#)
- Official letter mailed in a week

KTN is valid for 5 Years



TSA Pre✓® Application Enrollment Centers

48 Airport Enrollment Center Locations

| | | |
|----------------------------|-----------------------------|-------------------------|
| Indianapolis (IND) | Nashville (BNA) | Cleveland (CLE) |
| Atlanta (ATL) x 2 | Dulles (IAD) | Boston (BOS) |
| New York (LGA) (JFK) (EWR) | Sacramento (SMF) | Pittsburgh (PIT) |
| Cincinnati (CVG) | Los Angeles (LAX) x 3 | St. Louis (STL) |
| Salt Lake City (SLC) | Las Vegas (LAS) | Tampa (TPA) |
| Minneapolis (MSP) | Detroit (DTW) | Orange County (SNA) |
| Memphis (MEM) | Dallas Fort Worth (DFW) x 2 | Charlotte Douglas (CLT) |
| Houston (IAH) | Houston Hobby (HOU) | Seattle (SEA) |
| Reagan National (DCA) | San Francisco (SFO) | Denver (DEN) |
| Orlando (MCO) | Palm Beach (PBI) | Miami (MIA) |
| Phoenix (PHX) | Spokane (GEG) | Reno (RNO) |
| San Antonio (SAT) | Bradley (BDL) | Little Rock (LIT) |
| Syracuse (SYR) | Austin (AUS) | Raleigh-Durham (RDU) |
| Southwest FL (FSW) | Chicago (ORD) | San Diego (SAN) |
| | | Baltimore (BWI) |



Off Airport Enrollment Center Locations

- Nearly 360 TSA Pre✓® enrollment sites currently operating at off-airport locations
- Additional new centers opening, including within select H&R Block locations, and VA DMV offices
- [Find locations here](#)



Global Entry Enrollment Process Overview

Two benefits for the international traveler: expedited processing by CBP upon U.S. arrival and TSA Precheck eligibility

2 Step Process

Online Application – approximately 45 min to complete

- Create [Global Online Enrollment System \(GOES\)](#) account
- Log in to your GOES account to complete the application
- Pay the \$100 non-refundable fee

In Person Interview – 20 min

- Upon conditional approval, GOES account alerts you to schedule an interview at [Global Entry Enrollment Center](#). 70+ locations nationwide.
- Notification delivered typically a few weeks from application submission
- Appointment availability varies by location
- At the interview
 - Identity documents scanned
 - Fingerprints taken
 - Interview with CBP Officer
 - If approved, applicants leave with PASS ID #
- Program Benefits valid 5 years



Do the following to enjoy TSA Pre✓[®] consistently

1. Update all new travel reservations and travel profiles with the KTN
 - Airline Frequent Flier Account Profiles
 - Travel Management Company Account Profile
 - For CBP Programs, the PASS ID serves as the KTN
2. Ensure name, Date of Birth, gender match the information used on the application
 - If there is a data mismatch, the TSA Pre✓[®] benefit will not work

This letter serves as a determination that you have successfully completed TSA's eligibility assessment for TSA Pre✓[®]. Congratulations, you are now eligible to participate in TSA Pre✓[®] through the TSA Pre✓[®] Application Program. **Your Known Traveler Number (KTN) is: TT111125G.** The expiration date is May 14, 2019. Please provide the KTN listed above in any frequent flyer profiles and

TSA Secure Flight Data FAQs

Please make sure your full name is entered exactly as it appears on your government-issued identification (example: Jane Elizabeth Doe).

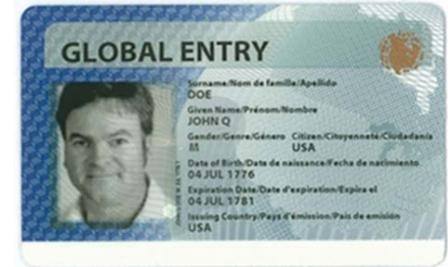
| | | |
|-----------------------------------|--------------------------------|----------------------------------|
| *First Name | Middle Name | *Last Name |
| <input type="text" value="John"/> | <input type="text" value="Q"/> | <input type="text" value="Doe"/> |

| | |
|-----------------------------------|--|
| *Gender | *Date Of Birth (with 4 digit year) |
| <input type="text" value="Male"/> | <input type="text" value="July"/> <input type="text" value="4"/> <input type="text" value="1776"/> |

If you have a TSA-issued **Redress Number** or **Known Traveler Number**

| | |
|----------------------|--|
| Redress Number | Known Traveler Number |
| <input type="text"/> | <input type="text" value="777700757"/> |

Known Traveler Number



No TSA Pre✓®? Things to Double Check

 Are the airlines and airports participants in TSA Pre✓®

 Is the name, Date of Birth, KTN and gender correct in all profiles?
(Frequent Flyer and Travel Management Provider)

| Known Traveler Number (KTN) Examples | | | | |
|--------------------------------------|-----------------|---------------|------------|---|
| Population | # of Characters | Letter Prefix | Example | Notes |
| TSA Pre✓™ Application Program | 9 | TT | TT1234567 | May not be all numbers following the TT |
| Global Entry/NEXUS/SENTRI | 9 | <none> | 981743284 | Typically begin with 98 or 99 |
| DOD (Military and Civilian) | 10 | <none> | 1401762236 | |

 Has the passenger violated any TSA Security Regulations?

 Has the traveler's Global Entry Membership or Passport Expired?

 If a TSA Pre✓® Member, has anything changed since last flight?

Additional Assistance

- For further help, please contact TSA Contact Center.
- The TSA Contact Center can be reached at 1-866-289-9673
Monday – Friday: 8 a.m. – 11 p.m. Eastern Time
Weekends/Holidays: 9 a.m. – 8 p.m. Eastern Time
- @AskTSA on Twitter
Monday – Friday: 8 a.m. – 10 p.m. Eastern Time
Weekends/Holidays: 9 a.m. – 7 p.m. Eastern Time



@AskTSA: “To use the TSA Precheck lane you must fly with a participating airline in order to get the TSA Precheck indicator on your ticket.”

@AskTSA: “Thanks for asking, Terri! Mobile boarding passes with TSA Precheck indicator are accepted at our checkpoints.”

@AskTSA: Sorry for the inconvenience! TSA Precheck members may still experience some form of expedited screening in standard lanes.

@AskTSA: “Thanks for reaching out. Our officers have the discretion to ask passengers to remove laptops even in the TSA Precheck lanes.”

GENERAL ALERT



THURSDAY TRAFFIC UPDATES The latest updates from SCHP, SCDOT, and dispatch

[Click here for more info](#)

ADVERTISEMENT

TSA pre-check program helps frequent flyers avoid headache of long security lines

BY ASHLEY BLACKSTONE | WEDNESDAY, MAY 18TH 2016



Longer lines are expected at TSA checkpoints at airports across the country (2).jpg



1 killed, 1 injured on James Island after moped runs into recycle bin



One man shot, suspect in custody after shooting at North Charleston bar



Local vaping businesses fear new federal regulations will mean closure

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Organizations offering Reimbursement for Application Fees

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Credit Cards and Loyalty Programs featuring TSA Pre✓®



If you are a member or customer of one of the following organizations, you may qualify to have some or the entire TSA Pre✓® application fee covered or be able to pay with frequent flyer miles/points. Contact your credit card company or loyalty program to learn more.

⚠ TSA provides these links for convenience only and does not endorse any of these companies, their products or services. This information is subject to change without notice in the sole discretion of the vendor and TSA cannot guarantee that it is accurate or up to date.

The following credit cards and loyalty programs cover the TSA Pre✓® application fee as a member benefit, provide a statement credit towards the application fee, or allow members to use rewards points to pay for the TSA Pre✓® application fee.

- [Chase Sapphire Reserve™](#)
- [Citi® / AAdvantage® Executive World Elite™ MasterCard®](#)
- [Citi Prestige® Card](#)
- [Club Carlson](#)
- [Diners Club® Carte Blanche® Corporate Card](#)
- [Expedia+ Voyager Card from Citi](#)
- [Hilton HHonors](#)
- [United MileagePlus®](#)
- [Orbitz Rewards®](#)
- [Certain American Express® Credit Cards](#)
- [MasterCard® Black Card™](#)
- [MasterCard® Gold Card™](#)
- [SunTrust Travel Rewards World Elite Mastercard® Credit Card](#)
- [US Bank FlexPerks® Gold American Express® Card](#)

TSA Pre✓[®] Mobile Enrollment Services

TSA Pre✓[®] enrollment services can come to your corporate office or event location

TSA Pre✓[®] enrollment services contractor:

- Manages coordination and scheduling efforts
- Provides pre-enrollment and appointment scheduling
- Can help develop communications content for the event



Requirements for a Mobile Enrollment

- TSA's standard \$85.00 TSA Pre✓[®] fee charged per applicant
- The minimum number of TSA Pre✓[®] application enrollments must be met
- No mobile service convenience fee charge for events that meet minimum enrollments
- The stakeholder may be responsible for the mobile service convenience fees for events that do not meet the minimum enrollments:
 - Shipping of enrollment equipment to/from your location
 - Travel expenses for Trusted Agent(s) to/from your location
 - Setup and breakdown labor hours

Benefits of Educating Clients on TSA Pre✓[®]

- Positions staff as knowledgeable resource for travel-related content
- Adds value to services and helps re-enforce customer loyalty
- Helps promote a positive traveler experience each trip
- Positive Checkpoint experience benefits all in the travel ecosystem



Thank you!

- Providing forums to share information about TSA Pre✓®
- Questions, Comments, Inquiries: TSA Marketing and Branding contacts:
 - Meredith Wadeson
Marketing Manager
 - Meredith.Wadeson@tsa.dhs.gov
 - 571-227-4355
 - Mary Dewhirst
Marketing Manager
 - Mary.Dewhirst@tsa.dhs.gov
 - 571-227-5233
- For specific traveler issue investigation, TSA Contact Center 1-866-289-9673
Monday – Friday: 8 a.m. – 11 p.m. ET
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