TSA Pre-Check Information:

- If you have a TSA Known Traveler Number (KTN) such as Pre-Check and/or Global Entry Number, it must be added to your Concur profile and to each airline frequent flyer membership profile. Verify that the name and number all match.
- Entering your KTN to Concur and to your Frequent Flyer profile will **NOT** automatically update previously booked reservations. Please call TSI USA for an agent to add the number to the reservation. Once the KTN is saved in the Concur profile, the number will move into the reservation record when creating a new trip.
- If booking through an airline website, even though the KTN is saved in the frequent flyer profile, it will not associate the KTN with reservations automatically unless the KTN is supplied during the booking process. Remember to always enter the KTN when booking a reservation when using a frequent flyer profile.
- Some systems don't allow a traveler to enter a KTN and only have a "Redress" field. **Do not** enter your KTN in the redress field.
- Lastly, if you make a change to a reservation, the airline reservation system may, at times, remove your KTN.

Tips to ensure that the KNT is added correctly:

Verify that your Secure Flight data matches. Verify that the airline has your first/middle/last name, gender and correct date of birth exactly as you applied for your KTN. Your individual reservation — not just your frequent flyer profile — must include your KTN. Incorrect number, name and/or date of birth information will not clear you to receive TSA Pre✓® expedited screening on that flight. This also will happen if you incorrectly enter your KTN or enter it in the Redress field.

Participants in a U.S. Customs and Border Protection (CBP) trusted traveler program: your PASSID is your KTN and will generally start with 98. You can verify this information by logging into GOES. Choose the "Change Profile" option to verify first/middle/last name/date of birth and PASSID, which is your KTN. Your trusted traveler card will not grant you access to pre-check. TSA Pre✓® must be printed on your boarding pass in order to receive expedited screening benefits.

What happens if I didn't receive TSA Pre✓® on my boarding pass? What are my options?

If you didn't receive it, most likely it was due to one of the issues outlined above. Additionally, if you have flights with multiple participating carriers, you should ensure the correct KTN is listed with each individual carrier, as they submit this data to TSA for TSA Pre✓® verification starting 72-hours prior to departure.

If you check-in online before your flight and don't see a TSA Pre✓® indicator on your boarding pass, please verify that your profile has the correct number and the names match. Contact TSI USA or the airline to update the existing reservation. This will update your Secure Flight information right away. If everything matches, you should be able to re-print your boarding pass with TSA Pre✓®.

Note: TSA continues to incorporate random and unpredictable security measures. No individual will be guaranteed expedited screening even with KTN when security measures are put into effect.