

My client has been excluded from TSA Pre✓™ every flight, why and is there anything that I can do to assist my client?

There reasons why an eligible passenger may not be selected for TSA Pre✓™ include:

- a. Currently, TSA Pre✓™ pertains only to domestically-bound flights. If any leg of a passenger's itinerary is international, that passenger will not be eligible for TSA Pre✓™ during that trip.
- b. A common mistake is that a passenger has erroneously entered their Known Traveler number into their airline profile; the passenger made a typo or other data entry error. The passenger should ensure only a CBP Trusted Traveler PASS ID is entered into the known traveler field. See the "[How To Enroll](#)" section on the TSA website for more specifics of which number to use and where to enter it.
- c. Another common mistake is that the passenger is not flying a participating airline (Delta, American, United, US Airways and Alaska)
- d. The passenger might also be departing from an airport that is not yet participating in TSA Pre✓™. (See website for list of participating airports).
- e. If none of the above apply, the passenger may want to verify with their airline that their Name, DOB, and gender match what is on the individual's identification, and that all three data points are reflected correctly in the airline reservation system (e.g., verify there are no typographical errors on the name or birth date in the airline's system).
- f. In addition, TSA will always incorporate random and unpredictable security measures throughout the airport. No individual will be guaranteed expedited screening in order to retain a certain element of randomness to prevent terrorists from gaming the system.