

# TSA Pre✓<sup>®</sup> Helps Microsoft Travelers

**ENHANCE PRODUCTIVITY AND IMPROVE SAFETY FOR ALL**

To meet the demands of significantly increased travel volume and more effective and efficient security operations in screening more than 2.2 million passengers daily at the nation's 450 airports, the U.S. Transportation Security Administration works across the travel industry and with corporations to encourage more business travelers to enroll in TSA Pre✓<sup>®</sup> or one of the other Department of Homeland Security (DHS) Trusted Traveler programs.

DHS Secretary Jeh Johnson and Commerce Secretary Penny Pritzker recently co-signed a letter to the Top 100 corporations (based on air travel spend) to request their help to market and promote DHS Trusted Traveler programs. The Secretaries asked corporations to reimburse travelers where feasible, for the enrollment costs as a smart business decision which not only improves employee productivity, but also enhances national security.

With TSA Pre✓<sup>®</sup>, travelers can reduce airport security wait times by more than 80 percent, to an average of five minutes or less.

## ROI REQUIRES NO FORMULA

"The Return on Investment is so simple, you don't need to do the math," Eric Bailey, global travel and venue group lead for Microsoft, said of the policy to reimburse travelers for TSA Pre✓<sup>®</sup> or Global Entry. "It is such a simple decision with a quick ROI and so many benefits for us, airports, airlines, security and for everybody involved. My goal is to provide benefits to our travelers while improving security."

The cost for five years of such expedited screening equates to less than \$20 a year, Bailey said. "We trust our employees to make good decisions for the company. If they want to spend \$20 a year to improve the predictability, reliability and safety of travel, we trust their judgement."

## WHAT IS TSA PRE✓<sup>®</sup> ?

TSA Pre✓<sup>®</sup> is an expedited security screening program for travelers departing from 180 airports on 16 airlines within the United States. Travelers considered low-risk who qualify for the program typically find the designated security screening lines shorter and an improved experience as these travelers do not need to remove shoes, laptops, 3-1-1 liquids, belts or light jackets. Travelers may apply online at [tsa.gov](http://tsa.gov) and then schedule an in-person appointment at one of 370+ enrollment centers (including those at 41+ airports) to provide proof of identification, citizenship and fingerprints or complete the process. Approval is available with your Known Traveler Number (KTN) as early as a week later. Valid for five years, the \$85 cost amounts to \$17 a year or less than \$1.06 per segment for those who fly eight times a year. The KTN should be added to all traveler profiles with online booking, global distribution and airline frequent flier systems so it is included in each airline passenger name record. Airlines indicate on the boarding pass whether a passenger is eligible for the expedited TSA Pre✓<sup>®</sup> screening lanes.



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## FAST FACTS ABOUT TSA

- Responsible for security at 450 airports, 25,000 domestic flights a day
- Protects more than 2.2 million fliers daily
- Screens 4.1 million checked and carry-on bags daily
- Pre-screens every traveler prior to airport arrival

## TSA PRE✓® GROWTH

- 2.8 million travelers enrolled in TSA Pre✓® as of May 2016
- 7.6 million more enrolled in a DHS Trusted Traveler program such as Global Entry, eligible for TSA Pre✓®
- TSA goal of 25 million travelers enrolled in DHS Trusted Traveler Programs year-end 2019.

Pressed for an ROI, Bailey said, “I need someone to save 15 minutes a year to justify the cost of enrollment.”

Whether that means an employee could leave home 15 minutes later for an early morning flight or settle in at the gate earlier, the employee and Microsoft benefit from that improved productivity, he said.

Microsoft and other companies should readily find savings as U.S. Homeland Security Secretary Jeh C. Johnson told CBS News in late May that 90 percent of travelers nationwide experienced an average wait time of

30 minutes or less for airport security. TSA Pre✓® members cut the wait time by more than 80 percent to an average of five minutes or less, Johnson said.

## REIMBURSABLE COST OF BUSINESS

Microsoft allows reimbursement for Global Entry and TSA Pre✓®. Searching expense data, Bailey said, he found “very, very few” employees had actually expensed such enrollment fees.

With more than 70,000 travelers and a sizeable percentage in Seattle headquarters, Microsoft could easily enroll thousands of travelers.

TSA Pre✓®, Bailey said, would be “faster, more convenient,” for all Microsoft travelers and also “improves safety for all travelers going through security” by allowing the TSA to focus on higher-risk travelers. Given the number of travelers based in Seattle who fly through Seattle-Tacoma International Airport, the initiative has the potential to significantly impact security lines there if more frequent travelers are enrolled in expedited screening.

## PROGRAM LAUNCH

To boost employee enrollments, Microsoft emailed its most frequent travelers to encourage them to enroll for TSA Pre✓®.

“We want to be more aggressive and make sure our travelers know this is a benefit that they’re getting from Microsoft,” Bailey said. To make it even easier for employees to register for the program, the travel team in May scheduled mobile registration at one of Microsoft’s high-profile hub offices in Seattle. After registering online, employees met with TSA representatives at company offices to provide identification, fingerprints and payment of the \$85 fee to their

corporate card. As part of the event, preferred airlines “helped support the programs onsite and provided education” for those who signed up.

This fall, Bailey said he scheduled a similar mobile registration event for Global Entry, a Trusted Traveler program for international travelers that provides not only Pre✓® benefits, but expedited processing through Customs and Border Protection at airports and land borders for a \$100 fee valid for five years.

Microsoft enrolled about 800 employees in TSA Pre✓® at the launch event. Provided employee interest continues, Bailey said, Microsoft could continue to offer similar mobile registration events a couple times a year at Seattle headquarters or other campuses with larger numbers.

“If we can get 5,000 employees in the short-term going through the program, I would be really happy,” Bailey said. “We can probably do this for up to 10,000 to 20,000 in the Seattle area.”

## SEEING THE BENEFITS

Aviation security is strengthened as more travelers enroll in Trusted Traveler programs to enable TSA to reallocate resources to those they know less about.

Key to meeting TSA’s goal of 25 million travelers in DHS Trusted Traveler programs by the end of 2019 will be signing up business travelers and those who take more than three trips a year. Security efforts can then focus on higher-risk travelers.

TSA officials note that TSA Pre✓® enrollments are running at more than double the pace of last year, and enrolling in a DHS Trusted Traveler program will clearly improve both airport security and the overall experience for travelers.



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For more information about TSA PRE✓®, contact David Lim, Executive Advisor, Office of Chief Risk Officer, TSA, [david.lim@tsa.dhs.gov](mailto:david.lim@tsa.dhs.gov); or [OCROMarketingBrand@tsa.dhs.gov](mailto:OCROMarketingBrand@tsa.dhs.gov); or visit [tsa.gov](http://tsa.gov)