**Name corrections**

**Exchange a ticket due to a name correction**

**TCS application on name correction**

**Name corrections**

Name correction means to correct any name discrepancy between an existing booking and passenger passport. A name discrepancy may include a spelling error, use of an initial in place of a full name, use of a "nickname" or a new name due to a legal name change, name inversion etc.

Please note that absolutely all name corrections require a copy of the passport & supporting documents (marriage/divorce/name change/naturalization).

1.In case if you have just one airline involved, check if Apollo (GDS) allows name corrections (don't save any changes), request the airline/consolidator to correct the name in the same reservation and even exchange the ticket.

2. In case two or more airlines are involved, create a new booking mirroring the original one and request a waiver to even exchange the ticket. At this step, don't make any changes to the original reservation, unless advised by the carrier.

3.If the above option is not acceptable, check with the carrier if we can issue a new ticket and check for a full refund of the old one (do not cancel the old ticket until waiver is received or without the approval of the carrier).

**Note**: - For all the airlines the value of the new ticket must be equal or higher.

- Add TSA OSI and APIS remarks

**Apollo name corrections**

The Apollo system has a name change restriction table which controls name change(s) in a PNR according to the airline and alliance groups’ policy for name changes. This table contains restrictions that are verified anytime you attempt to change more than 3 characters of any part of the passenger's name. This table is updated by Travelport at the request of the Airlines.

In cases where an attempt to change a name in a booking does not meet the conditions specified in the table you will receive the following message:

>**C:N:TEST/ABC**

**NAME CHANGE NOT ALLOWED – CARRIER POLICY – CONTACT CARRIER**

**Important note**: while these restrictions are loaded into the system and will prevent you from processing an illegal name change it is imperative that you check with all the carriers present in the booking before processing any modifications to the name fields. Often the airline will have additional steps that need to be followed, even for modifications that do not involve more than 3 characters.

Basic names change actions

You can make name changes in Apollo whether it’s the last, first or entire name. Just be aware that the procedure depends on whether the PNR has already been ticketed or not.

| **Ticket has *not* been issued** | **Ticket *has* been issued** |
| --- | --- |
| 1. If the seats are still available in the same class of service, cancel the itinerary and create a brand-new booking with the correct name. If the seats are not available in the same class of service, continue to step 2. | • If the ticket was issued on the same day and seats in the same class of service are still available, void the ticket, cancel the itinerary and rebook a new one with the correct name. |
| 2. Contact the airline(s) in the booking to secure an authorization before processing the name change. The airline representative will then add an **OSI/SSR** to the PNR authorizing the name change. For example:  **-** SSR: **SSR OTHS 1V THIS IS YOUR APPROVAL TO CHANGE THE NAME FROM JOHN DOE TO JOHN SMITH**  - OSI: **OSI1V KE THIS IS YOUR APPROVAL TO CHANGE THE NAME FROM JOHN SMITH TO JOHN DOE** | • In case you are restricted from voiding the ticket, ask for an authorization to process a refund and create a brand-new booking. |
| 3. If you encounter any restriction such as **NAME CHANGE NOT ALLOWED**, contact the carrier directly to make the changes. | • If not permitted, contact the carrier directly to make the name change and process the exchange to have the new ticket with the correct name.  Also, it is very important to note that airlines have different requirements and restrictions for name changes. Be sure to check with the carrier(s) in the booking for their policies and procedures. |

Name Change system formats

Change the name field in a PNR

**Important Notes:**

* All airlines have their own policy and procedures regarding name changes and name corrections.
* It is your responsibility to verify this information with the specific carrier or carriers.
* Failure to do so could result in cancellation of your space.
* Please contact the carrier(s) directly or verify the information on their websites to obtain further details about name change procedures.

**Points to note:** Apollo helpdesk will assist you in changing the passenger names, when needed. You are required to obtain the airline's written approval, before contacting the helpdesk to change the name. The accepted written approval may be an OSI or SSR line added in the booking by the airline or an email where they confirm the new name.

| **Formats** | **Descriptions** |
| --- | --- |
| **C: N: MITCHELL/BART E MR** | Change single name |
| **C:1N: WALKER/ROBERT MR** | Change 1st name field/different surnames |
| **C:3N: I/COOK/RAE\*12JAN15/P-INF01** | Change infant name |
| **C:3N: \*12JAN13/P-INF01** | Change infant birth date remark |
| **C:3N: \*P-C07** | Change name field 3 remark to PAX type child aged 7 |
| **C: N: \*B8642** | Change remark single name |

**Important note**: If space is lost due to a name change that was not approved by the involved carrier(s) the Travelport Help Desk cannot assist.

| **Delete a name from a PNR** | |
| --- | --- |
| **Formats** | **Descriptions** |
| **C: N:** | Delete single name |
| **C:1-2N:** | Delete 2nd name with same surname |
| **C:2N:** | Delete 2nd name different surnames |
| **Note:** Info added after the asterisk (\*) in the Name Field is not sent anywhere. | |



**Exchange a ticket due to a name correction**

The rules for exchanging a ticket due to a name change vary widely and are governed by the individual airline. Please check with the carrier for any restrictions on changing a name. Once you have received permission and a waiver code, make the name change in the PNR, or document as specified, then complete the exchange as normal (placing the waiver code where specified).

Because e-ticket records must match exactly, if you try to exchange a ticket after changing a name in a passenger name record, you may encounter an error, which is why it's very important to follow the airline's procedures.

The first step when processing an exchange is to determine the fare details for the new ticket: base fare, taxes and if the fare rules of the old ticket require you to pay any penalty. If you are not sure of the fare details for the new ticket, we recommend you contact the carrier to acquire this information.

Having done that, determine the following:

* Is the new base fare higher or lower compared to the one on the old ticket?
* Are the taxes higher or lower compared to the ones on the old ticket?
* Do you need to collect a penalty?

Once you have the above information, search the knowledge base to find more information on how to proceed with the type of exchange you need to process (Even exchange, Add Collect exchange or Residual Exchange).

**Name Changes and Spelling Mistakes on Flight Tickets FAQs**

***Can I change the name on the flight ticket***?

Yes. You can change the name on a flight ticket, but the airline will normally charge you an administration fee to do so. Some airlines will allow you to change the name on your reservation because of a spelling mistake but won't allow you to transfer your flight to somebody else. If you need to change the name on your Alternative Airlines ticket, please contact our customer support team who will be able to go through the administration fee and let you know how much it will cost to change the name on your flight ticket.

***Can I travel under an incorrect name?***

Definitely not. Under the Transportation Security Administration’s (T.S.A.) rules, the name on the boarding pass must match the passenger's government-issued ID. This is to ensure that all passengers have been screened against the government’s watchlist and are approved to fly. Not only do airlines have the right to deny you flight access, but many also have a cutoff point for making name changes. Even if you feel it's too late, it's still worth contacting customer service, who may be able to note on the reservation that they've been made aware of the issue.

***Will it cost me money to make the change?***

The cost of making a name change on a flight ticket will vary depending on the airline you're flying with. While Alaska and Delta charge $125 and $200 respectively for changes, other airlines, such as JetBlue and Southwest, allow at least one free correction. For the most part, no matter how good your reason may be to make a change, expect the airlines to apply all penalties, fees, and increased fares. In some cases, passengers may incur a cancellation fee if the flight needs to be rebooked under a new name.

***What if I recently got married or divorced, and my name changed?***

Legally, you're fine if you have the right documentation and allow enough time at the airport to be reviewed. Seeing as technically the name on your ticket simply needs to match the passenger's identification on the day of travel, the Department of Transportation on its Fly-Rights page explains: "If your name has recently changed and the name on your ticket and your I.D. are different (or will be different by the time of your trip), bring documentation of the change (e.g., a marriage certificate or court order)." That'll show the necessary authorities that the name on your government ID now corresponds to the one on your ticket, even if your physical ID doesn't reflect it yet. To be safe, we'd encourage you to bring a printout of the Fly-Rights page in case the person you're dealing with isn't aware of this protection.