How to handle Infant Naco/Nach requests when booking under the void window

Description: In case the customer contacts us for NACO/NACH about INF (infant) passenger while void is still possible. We will propose to issue a new ticket for Infant and Adult tickets who are associated with Infant, while we are voiding the old tickets with the wrong name.

Step by step for void & new ticket:

1. Check if a void is possible and if it is in a void window. **If the booking is out of the Void window or not possible to void, follow the NACO general process mentioned in [Shelf](#) and Edvin Docs.**

2. If Void is possible; Check the availability for the same flights before advising the Void option.

3. Inform the customer of the applicable fare difference for both passenger Infant and Adult tickets who are associated with Infant **(Our fees for both Adult and infant will not be charged)**. The new ticket fare difference should be calculated with the original ticket fare and taxes. Collect the payment via Moto during the call or via the Payment link. Also, collect the passport copy or identity card copy from the passenger via etrack.

Attn: Inform the customer that providing the correct spelling on the call is their responsibility. Otherwise, the customer must submit the relevant document.

4. Once we receive the payment from the customer, Split the Adult on whom the Infant is associated if needed **(If there is more than one Adult)** and link the PNR in Edvin.

5. Void the original ticket of the Infant and associated Adult and cancel the segments in the original PNR.

In this case, we do not refund to the customer (Do not run the modify Order).

6. Create a new PNR for both passengers (Infant and Adult) with the correct name, also add passenger docs information, and link the PNR in Edvin.

7. Send the new PNR to the ticketing using the **" Ticketing template"** from register errands for a new ticket name change. Select template **TKT info name change (Amadeus/Sabre/Galileo).**

Register Errand

Channel

☐ Select channel... ⌄

Category

☐ Select category... ⌄

Type

☐ Select type... ⌄

Action

☐ Select action... ⌄

Order Note

○ System Support
○ First Line - Schedule change
Templates ⌄   ○ Customer Relations ● Frontline

TICKETING

Test

TKT info ATC reissue (incl. FM) (Amadeus/Sabre/...

TKT info SC INVOL reissue (NOT FM) (Amadeus...

TKT info reissue (incl. FM) (Amadeus/Sabre/Galil...

TKT info name change (Amadeus/Sabre/Galileo)

TKT info new ticket (Amadeus/Sabre/Galileo)

TKT info issue EMD voucher (Amadeus/Sabre/G...

TKT info EMD Ancillary (Amadeus/Sabre/Galileo)

TKT Info add infant (Amadeus/Sabre/Galileo)

TKT info PTC error (Amadeus/Sabre/Galileo)

Add (Alt +

booking | Schedule change | Communication | Refund | Fraud Re   on purchases 3 | Sen
nversations

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Register Errand - TKT info name change (Amadeus/Sabre/Galileo)

PNR *

Name of customer contact: *

Check-list OK? Yes/No? *

What kind of name change REISSUE, NEW TICKET *

Which passenger has been changed (Enter new name) *

What ticket number(s) should be exchanged/refunded *

*** ATT TICKETING ***
PNR:
Customer name:
Check-list OK:

Name change:

Old PNR:

Airline Penalty:
Collect on:
Fare diff:
Tax diff:
Fare basis:

WAIVER CODE:

Baggage Upsell/EMD:
Ancillaries:

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8. Put on queue in Edvin in order to send the booking to **BOM TKT (Name Change and Add Infant only).**

9. Remove the payment link and Change the status of the order to a **name change or name correction - change.**