

Name Amendment

17 Dec 2020

Passenger name should always match with that shown on passenger's travel document at booking creation time. Travel agents must minimize name change request as it is subject to flight situation and administrative fees.

Effective from 01 November 2018, we are introducing changes to our Name Amendment Policy with a standardized and simplified policy in terms of the criteria and the fee level as follows:

Ticketed bookings

1. Name correction requests must be processed following the guidelines and applicable fees stated in the name correction policy.

Non-ticketed bookings

1. Agents are encouraged to cancel and rebook
2. On those occasions in which name correction requests must be catered, the requests must be processed following the guidelines and applicable fees stated in the name correction policy. The customer must issue the ticket immediately, with the ticket fare and applicable name correction fee being collected.

Criteria

- Fee would be based on POC (Point of Commencement) instead of POS (Point of Sale)
- On the basis of "same person",
 - No charges for minor change:
 - Same person with name wrongly input due to typo up to 3 letters
 - Middle name addition or deletion
 - Surname and First name swapped
 - Title / gender correction
 - Charges incurred for moderate change:
 - Same person with name wrongly input due to typo of more than 3 letters
 - Name changed with proof document from government regulatory body, including but not limited to surname changed after marriage (Effective from 01Jan19)
- No reassessment of ticket fare and tax is required
- If not the "same person" - not permitted

Fee Level for Chargeable Name Amendment

Point of Commencement	Fee for agency booking
USA / Canada / Japan / Taiwan	USD30
Other POC not specified above	USD60

Name Amendment Procedures

- Agents are recommended to adhere to below procedure when name change is genuinely needed.
Travel agents must ask for name change authorization from CX Agency Sales or Reservation office via SSR OTHS. For SSR OTHS entry format please refer to GDS cuecard or contact GDS helpdesk for assistance.
Example in PNR :
"SSR OTHS CX PLS AUTH NAME CHANGE FROM CHAN/JACKY TO CHAN/JACK"
- Authorization request is required for all changes including spelling mistake, adding pax title, adding space to pax name in PNR.
- CX office will authorize/ reject the name change request via SSR OTHS.
Example :
"SSR OTHS ZZ FROM CX AUTH NAME CHANGE FROM CHAN/JACKY TO CHAN/JACK"
- Only when name change is authorized and PNR is updated with SSR OTHS, travel agents can approach GDSs' helpdesk to proceed name change.
- GDSs' helpdesk will change pax name upon authorization in SSR OTHS with "AUTH NAME CHANGE" or ".CX CNMG" is found in PNR.
- To avoid PNR un-synchronization, agents MUST NOT modify other PNR fields, except pax name, until name change process is completed.
- Name change without authorization will subject to whole PNR cancellation automatically without advance notification.
- Name correction can only be done for itineraries involving CX flights only.
- For Name Amendment chargeable cases, agents are required to settle the Name Amendment fee prior to ticket issuance or ticket reissue.