

**Guideline for Austrian Airlines, Brussels Airlines,
Lufthansa and SWISS ticket stock**

NAME CORRECTION GUIDELINE

Valid for:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Austrian Airlines | <input checked="" type="checkbox"/> Lufthansa |
| <input checked="" type="checkbox"/> Brussels Airlines | <input checked="" type="checkbox"/> SWISS |
| <input type="checkbox"/> Eurowings | <input type="checkbox"/> Air Dolomiti |

Status: 01 June 2023

Version: 1.6

Target group: Travel agencies

Editor: LHG Fulfillment Solutions Team

CONTENTS

1. Introduction	4
2. Rules for Name Corrections	4
2.1 Legal Name Correction	5
2.2 Misspelled Name	5
3. Technical Restrictions	5
4. New PNR Creation Process	6
5. If Name Correction in the Ticket is not feasible	7
5.1 Immediate Notice after Ticket Issuance	7
5.2 Issue a New Ticket:	7
5.3 Correct Name Entry as SSR DOCS:	7
6. Reissue of ticket	8
6.1 Handling of associated ancillary EMDs	8
7. Name Correction before Ticket Issuance	8

OVERVIEW OF CHANGES

Version	Date of Change	Chapter	Content
1.4	01DEC21	all	Integration of SN
1.4	14FEB22	2	Clarification of 'inverted names'
1.5	05SEP22	all	Integration of EN flights on OS/LH/LX/SN ticket stock
1.6	01JUN23	all	Change in wordings, streamlining of guideline, deletion of redundancies
		2	Change of 2 letters includes change in title (e.g., MR/MRS/MX)
		4	Technical restriction NDC deleted. Name correction up to 2 letters possible via SPRK.

1. INTRODUCTION

The name on a ticket must match the passenger's official document (passport, ID card). Always pay attention to enter the passenger's name correctly when creating a new booking.

This guideline applies to:

- **OS (257), SN (082), LH (220) or LX (724) document.**
Since EN is not included in the LHG Agency Support, EN (101) ticket stock is excluded from this policy.
- **LHG flights** in this policy defined as: OS, SN, EW, LH, LX, EN, 4Y flight number and operated by OS, SN, EW, LH, LX, EN, WK, 4Y or their wetlease partners. For name corrections on WK operated flights always create a new PNR (see chapter 3: Technical restrictions).
- OAL flights in this policy defined as: flight operated and/or marketed by any airline except LHG.
- Entirely **unused tickets**
- **Individual bookings.** The rules for group bookings apply as per the group contract.

Retrospective corrections to the PNR/ticket involve considerable effort and expense.

A fee of EUR 25 / CHF 25 / USD 25 / CAD 35 (or equivalent in the local currency converted from EUR as per standard conversion rules) per ticket will apply to a name correction on Austrian Airlines, Brussels Airlines, Lufthansa or SWISS ticketstock.

The fee applies **per ticket** that needs to be exchanged due to a name correction (e.g., also INF and Rail&Fly tickets).

2. RULES FOR NAME CORRECTIONS

Changing the person travelling is never allowed. If another person is to travel, **a new ticket must be issued.** The new booking is subject to current availability and current fares. The original ticket may be refunded in line with the fare conditions.

Only **one** name correction per person is permitted.

2.1 Legal Name Correction

The **name of the person travelling** has **changed** as a result of marriage, divorce, gender reassignment, legal proceedings and/or due to a new passport/ID.

Proof is required (e.g., marriage certificate or decree absolute, divorce certificate), that the person travelling is the same. Once this is verified, the name will be corrected by the Lufthansa Group Agency Support.

2.2 Misspelled Name

Not every request can be accepted as a name correction.

Rules for correction of misspelled names:

Correction of:	Examples:	Who:
Up to two (2) letters in the first-, middle- or last name or title	<ul style="list-style-type: none"> • BRWON/ROBERT MR to BROWN/ROBERT MR • GREEN/ANNE MRS to GREEN/ANNA MRS • WILLIAMS/JULIA MR to WILLIAMS/JULIA MRS or WILLIAMS/JULIA MX * 	Travel agent directly in the reservation system
Correction of nicknames	<ul style="list-style-type: none"> • BILL to WILLIAM • USCHI to URSULA • PACO to FRANCISCO 	Lufthansa Group Agency Support
Correction of names in inverted sequence	<ul style="list-style-type: none"> • PETER/WILLIAM to WILLIAM/PETER • MEIER/PETER HANS to MEIER/HANS PETER 	

*MX = non-binary person

- Other corrections than mentioned above will not be accepted/processed by the airlines of the Lufthansa Group.
- Addition or deletion of second first name, middle name or second family name is not permitted (unless supported by legal documentation).
- For name corrections of tickets sold in India or Brazil (Point of sale: IN or BR), please contact the Lufthansa Group Agency Support.

3. TECHNICAL RESTRICTIONS

To avoid automated cancellation (UC/HX) of other airlines (OAL) segments, a **new PNR** shall be created, whenever a name correction is done in a PNR containing **OAL flights**.

- **Name correction on WK** operated flights **must be processed by creating a new PNR**. Any name correction done within the same PNR will not be synchronized to WK and will result in problems upon check-in/boarding!
- If **Eurowings** (EW) segments are included in the PNR, please contact your Lufthansa Group Agency Support prior to a name correction.
- If an **FQTV element** is included in the PNR, a name correction might technically not be possible. If possible, delete the FQTV element and re-enter it after the name correction. Otherwise create a new PNR. Please contact your Agency Support if in such case an LHG flight is not available in original RBD.
- Depending on the **synchronisation functionality** of the reservation system used, name corrections carried out by Lufthansa Group Agency Support may not be synchronised in the original PNR. In this case, contact your technical help desk. If synchronisation is not possible, new PNR must be created.

4. NEW PNR CREATION PROCESS

Enter the name in the new PNR in accordance with the passenger's **valid travel document**.

- **Book the original flights** in the original RBDs as in the original PNR:
- The **original PNR must remain active & unchanged until the finalization of the new PNR**.

RBD reinstatement process:

When original flights:	Then create new booking:	And:
Are operated and marketed by LHG	<ul style="list-style-type: none"> • 'Confirmed' status or • 'Waiting list' status or • in the next higher available RBD, if the original booking class is closed 	Contact the Lufthansa Group Agency Support if one or more flights are not confirmed in original RBD: <ul style="list-style-type: none"> • LHG flights will be reinstated in the new PNR. • afterwards the segments in the original PNR will be cancelled by the airline.
Are operated and/or marketed by OAL	<ul style="list-style-type: none"> • 'Confirmed' status in the original RBD or • 'Confirmed' status in the next higher available RBD. 	The Lufthansa Group Agency Support cannot help you with flight confirmations for other airlines. If OAL flights can only be confirmed in a higher RBD the fare difference is applicable.

5. IF NAME CORRECTION IN THE TICKET IS NOT FEASIBLE

Passengers can decide whether they want to travel with the incorrect name on their ticket) or purchase a new ticket.

Adding an SSR DOCS with the full/correct passenger name is recommended if the passenger wishes to use the original ticket.

5.1 Immediate Notice after Ticket Issuance

If the incorrect name is noticed immediately after the ticket has been issued, there are two choices:

- void the ticket or
- refund within the 'grace period' (next calendar day)

If voiding or refunding the ticket within the grace period is not possible anymore, proceed to option b) or c).

5.2 Issue a New Ticket:

Make a new booking with the correct name and

- Issue a **new ticket** based on current availability, prices and all fare conditions at time of ticketing.
- The fare/total price in the new ticket may be equal, lower or higher.
- If the person traveling and the booked flights remain unchanged, a refund waiver for the originally issued ticket can be requested from the Lufthansa Group Agency Support.
- The OPC (Optional Payment Charge) and the DCC (YR Tax) remain non-refundable.
- A fee of EUR 25/CHF 25/USD 25/CAD 35 per ticket (or equivalent in local currency) is applicable and needs to be deducted from the refund amount.

5.3 Correct Name Entry as SSR DOCS:

Enter the correct name as an SSR DOCS element in the original PNR using the following format:

```
SSR DOCS YY HK1 ////DDMMYY/F//LAST NAME/FIRST  
NAME/MIDDLE NAME
```

- It is highly recommended for the passenger to carry a printout of the PNR during the journey.
- Note that it is the passenger's decision to travel with a ticket containing an incorrect name. If this causes problems, e.g., at check-in or immigration control, it may be necessary to purchase a new ticket with the correct name during the journey.
- SSR DOCS can be used if, for example, the second first name/middle name is missing. However, the passenger can only check-in online using the name entered in the name field of the PNR/ticket in such cases.
- For flights to the USA, APIS Data (SSR DOCS) and passport information must match 100%. Using SSR DOCS instead of correcting the name in the PNR/ticket is permitted as long as it is recognizable that it refers to the same person.

There is no charge for entering SSR DOCS.

6. REISSUE OF TICKET

Once a name correction has been made, the ticket must be reissued.

- Endorsement Box: NAME CORRECTION
- DU Tax: The name correction **fee** applies **per ticket** and must be collected via DU tax during reissue. If no DU Tax available (e.g., in ARC-markets), known settings are to be used.
- Fee amount: EUR 25 / CHF 25 / USD 25 / CAD 35 (or equivalent in the local currency converted from EUR as per standard conversion rules)
- No waiver from your Lufthansa Group Agency Support is required for these reissues.

6.1 Handling of associated ancillary EMDs

Name correction on EMDs is technically not always supported. In this case, refund the original EMD and issue a new EMD. Please contact your travel agency support for a waiver.

7. NAME CORRECTION BEFORE TICKET ISSUANCE

If a name correction is requested before the ticket is issued, the **same rules** apply as for a name correction after ticketing.

Before ticketing, the name correction fee does not apply.