Name Change or Name Correction Restrictions

Index

- General Information
- Infant Name Correction
- Major Name Correction
- Minor Name Correction
- Name Change
- Ticket Reissue and Documentation Instructions
- Questions

General Information
American Airlines offers more flexibility to the travel agency community when processing name corrections on wholly unused tickets. Minor name corrections can be made in the same PNR without a waiver; major name corrections can be made in the same PNR with the required waiver authorization and applicable process fee on itineraries that may include American Airlines, American Eagle, and AA* oneWorld® codeshares AA*/BA, AA*/IB, AA*/QF, AA*/CX, AA*/JL only.

Return to top

Name Change
For marketed and operated flights by American Airlines and American Eagle and for codeshare, interline and alliance flights operated by other carriers:

- Name Changes from one person to another person are not allowed.
- Travel agents should not make any name changes in their Global Distribution System (GDS) or Computer Reservation System (CRS) in the customers ticketed PNR. The travel agent will need to call Sales Support for review.

Return to top

Minor Name Correction
American Airlines Guidelines for Minor Name Correction for Domestic & International Tickets
Travel agents can make a minor name correction on wholly unused tickets on American Airlines (001) and US Airways (037) validated tickets in the same PNR for itineraries that include:

- American Airlines, American Eagle, and AA* oneWorld® codeshares AA*/BA, AA*/IB, AA*/QF, AA*/CX, AA*/JL only
- Original Secure flight DOB/gender may not be altered,
- If the ticket includes flights operated by any other carrier or codeshare, please do not make any changes in the customers ticketed PNR. Please contact American Airlines Sales Support for assistance.

Return to top
**Major Name Correction**

**American Airlines Guidelines for Major Name Correction for Domestic & International Tickets**

Travel agents can make a major name correction on wholly unused tickets on American Airlines (001) and US Airways (037) validated tickets in the same PNR for itineraries that include:

- American Airlines or American Eagle, AA* oneworld codeshares AA*/BA, AA*/IB, AA*/QF, AA*/CX, AA*/JL only
- Original Secure flight DOB/gender may not be altered

### Minor Name Corrections

**Waiver Code: NC03AGCY**

<table>
<thead>
<tr>
<th>Last Name (maximum 3 characters)</th>
<th>Last Name (more than 3 characters)</th>
</tr>
</thead>
</table>

**Legal Name Correction**

- (wholly on AA Prime Itineraries)
  - Original Secure Flight DOB/Gender may not be altered

**Marriage/Divorce**

- (wholly on AA Prime Itineraries)
  - Original Secure Flight DOB/Gender may not be altered

**Update with Second/Additional Last name**

- May add or remove name to match the docs
  - Original Secure Flight DOB/Gender may not be altered

**Name Correction has already been processed on the new ticket**

### Major Name Corrections

**Waiver Authorization Required**

$25.00 Fee Applies

<table>
<thead>
<tr>
<th>Italian Name Correction (wholly on AA/AA* listed above)</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Original Secure Flight DOB/Gender may not be altered</td>
</tr>
</tbody>
</table>

**Marriage/Divorce**

- (wholly on AA/AA* listed above)
  - Original Secure Flight DOB/Gender may not be altered

- Name Correction has already been processed on the new ticket - refer to Major Correction as a processing fee will apply

### First Name

### Nickname to full name

### Middle Name/Middle Initial
### Agency Instructions for Ticket Reissue and Documentation

<table>
<thead>
<tr>
<th>Minor Name Corrections</th>
<th>Major Name Corrections</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancel seats and special meals <strong>prior</strong> to changing name in same PNR</td>
<td>Cancel seats and special meals <strong>prior</strong> to changing name in same PNR</td>
</tr>
<tr>
<td>- Not required for wholly AA Prime itineraries</td>
<td></td>
</tr>
<tr>
<td>Correct the name in the same PNR</td>
<td>Correct the name in the same PNR</td>
</tr>
<tr>
<td>Re-enter the SFPD SSR DOCS</td>
<td>Re-enter the SFPD SSR DOCS</td>
</tr>
<tr>
<td>- Original Secure Flight DOB/Gender may not be altered</td>
<td>- Original Secure Flight DOB/Gender may not be altered</td>
</tr>
<tr>
<td>The OSI message in the PNR:</td>
<td>The OSI message in the PNR:</td>
</tr>
<tr>
<td>OSI field:</td>
<td>OSI field:</td>
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<tr>
<td>OSI: Minor name correction policy</td>
<td>OSI: Major name correction policy</td>
</tr>
<tr>
<td>OSI: CART/AN Number (if applicable)</td>
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</tr>
<tr>
<td>Tour Code/IT Box:</td>
<td>Tour Code/IT Box:</td>
</tr>
<tr>
<td>IT BOX:</td>
<td>IT BOX:</td>
</tr>
<tr>
<td>Waiver Code: NC03AGCY</td>
<td>No Waiver Code required for Major Name Correction</td>
</tr>
<tr>
<td>This is the only annotated verbiage required on the new ticket and supersedes the required verbiage for the fare ticketed.</td>
<td></td>
</tr>
<tr>
<td>Note: If TourCode/IT Box cannot be altered due to the ticketed fare auto populates information, indicate the NC03AGCY code in the Endorsement Box along with the required verbiage for that fare.</td>
<td>SalesLink or Sales Support Waiver authorization required in the PNR</td>
</tr>
<tr>
<td>Reassign the seats and request the special meals</td>
<td>Reassign the seats and request the special meals</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>Reissue the ticket as an even exchange (no changes to flights/dates allowed)</td>
<td>Request Major name correction waiver authorization and collection of the processing fee through SalesLink.</td>
</tr>
<tr>
<td>Indicate the waiver code in the IT BOX. If IT BOX cannot be altered may indicate the code in the Endorsement Box along with the automated fare verbiage.</td>
<td>Note: Please contact American Airlines Sales Support prior to making the major name correction when the itinerary includes other carrier or codeshare space.</td>
</tr>
<tr>
<td>Update the OSI message with the CART/AN number (if applicable)</td>
<td></td>
</tr>
<tr>
<td>The waiver code is the only required verbiage in the IT BOX of the new ticket and supersedes all other information</td>
<td></td>
</tr>
<tr>
<td>No name correction waiver authorization is required through SalesLink</td>
<td>No waiver code required in the IT Box for Major; only the waiver authorization from SalesLink.</td>
</tr>
<tr>
<td>Processing fee not applicable</td>
<td>Processing fee applicable $25.00USD</td>
</tr>
<tr>
<td>For name corrections on AA*/codeshare flights, please contact the operating carrier to ensure the name correction was received</td>
<td>For name corrections on AA*/codeshare flights, please contact the operating carrier to ensure the name correction was received</td>
</tr>
</tbody>
</table>

**Passenger Name Field Information**

**Name field in the PNR** –

- The customer's name that appears in the Name Field of the PNR, ticket and boarding pass, only requires the Last Name and First Name as it appears on the government ID that the passenger will use while traveling.

**Middle Name or Middle Initial** –

- The customer's middle name or middle initial is not a requirement for the Name Field in the PNR, ticket or boarding pass.

**Infant Name Correction**

Travel agents may make name change corrections to an infant name field even if the ticketed itinerary contains other airline/codeshare segments. Infant names are not sent to the other airline/codeshare; only a 3SSR message is generated to the other airline indicating an infant will be traveling so there is no risk of cancelling other airline/codeshare space.
- **Do not** divide the infant from the existing PNR.
- Add 4INFT SSRs (4INFT for AA space/3INFT when other carrier space in the PNR) by segment and name associated to the adult to identify lap child (no seat) – **this will automatically create the I/ (Infant name) in the name field.**
  - Example: 4INFT/SMITH/JAMES/02APR11-2.1 - last name, first name, birth date of the infant, and an adult name association (infant name should not in name field)
  - Example by segment format: 4INFT1/SMITH/JAMES/02APR11 - Segment 1, one adult in PNR and lap **infant** (infant name should not in name field)
  - OA GDS subscribers should contact their respective OA GDS representatives for correct formats

**Note:** Do *not* add the I/ name field and then add the 4INFT as the system will compare the name input in the SSR INFT field with the data in the I/ field and if the name is not EXACT then the system automatically adds another I/ -- or it may automatically add another I/-. This will create problems ending the PNR.

- Update the DOCS/DB or DOCS/P
  INF SFPD – indicate F1 or M1 for Gender and associate to one of the adults
  OA GDS Subscribers should contact their respective OA GDS representatives for correct formats.
- Ticketing
  Domestic- no ticket required
  International- reissue ticket, no waiver authorization or processing fee applies.

Questions
Please contact American Airlines Sales Support for assistance with any questions regarding this updated name correction policy.

Updated: September 20, 2016