

# Name Correction Restrictions

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## General Information

American Airlines offers flexibility for Minor and Major name corrections for wholly unused (001) validated tickets.

**Minor** name corrections apply to itineraries that consist of American prime and American Eagle flights *only* and may be corrected in the same PNR. Itineraries ticketed in “R” inventory must follow Major Name Correction Guidelines

**Major** name corrections apply to itineraries ticketed in “R” inventory, codeshare flight segments on our AA\*/**oneworld**® codeshares or non-**oneworld** carriers, and require a new PNR as a name correction cannot be made within the same PNR due to GDS limitations.

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## Minor Name Correction Guidelines – Itineraries are wholly American/American Eagle

Minor name corrections may be made in the same PNR for wholly American Prime /American Eagle flights on (001) validated tickets. The original date of birth (DOB) and gender (M\_F) information from the initial Secure Flight Passenger Data (SFPD) input must not be altered.

**Note:** Itineraries ticketed in “R” inventory must follow [Major Name Correction Guidelines](#)

Minor Name Correction Guidelines	
<b>Name:</b>  Name corrections may not be made within 24 hours of departure as the flight is under airport control	Correct the name in same PNR to match the TSA required documents
<b>SSR DOCS SFPD</b>	Re-enter the correct SSR DOCS SFPD <ul style="list-style-type: none"><li>• Original DOB and gender must not be altered from the initial input</li></ul>
<b>Endorsement Box and Waiver Code requirement:</b>	<b>NC03AGCY</b> <ul style="list-style-type: none"><li>• No other annotation required on the new ticket other than the waiver code<ul style="list-style-type: none"><li>○ If you include the original fare ticket endorsement NC03AGCY should appear at the start of the endorsement/restrictions text on the replacement ticket.</li></ul></li></ul>

	<ul style="list-style-type: none"> <li>Failure to indicate NC03AGCY in Endorsement Box is subject to a debit memo</li> </ul>
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<b>Ticketing:</b>	Reissue the original ticket for a new ticket <i>with the original ticketed fare</i> <ul style="list-style-type: none"> <li>No changes to flights/dates allowed</li> <li>No additional monies or penalty fee apply</li> <li>No Name Correction fee applies</li> </ul>
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**Endorsement Requirement:**

**Minor Name Correction – Wholly American Prime/American Eagle Flight Itineraries**

<b>MINOR NAME CORRECTION</b>	
<b>WAIVER CODE: NC03AGCY</b>	
<ul style="list-style-type: none"> <li>No SalesLink waiver authorization required in PNR</li> <li>Original Secure Flight DOB/Gender must not be altered</li> <li>Ticket Reissue required. This is the only required verbiage and supersedes all other information.</li> </ul>	
<b>Note:</b> If you include the original fare ticket endorsement NC03AGCY should appear at the start of the endorsement/restrictions text on the replacement ticket.	

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**Major Name Correction Guidelines - Itineraries include AA\*/oneworld, or oneworld carriers on an AA fare**

Major name corrections require a new PNR when itineraries include “**R**” inventory, AA\*/oneworld, oneworld, carriers on an AA fare on (001) validated tickets. The original date of birth (DOB) and gender (M\_F) information from the initial Secure Flight Passenger Data (SFPD) input must not be altered.

For AA\*/non-oneworld and non-oneworld carriers on an AA fare on (001) validate tickets, contact Sales Support Center.

<b>Major Name Correction Guidelines</b>	
<b>Name:</b>  Name corrections may not be made within 24 hours of departure as the flight is under airport control	Correct the name in a new PNR to match the TSA required documents
<b>Itinerary:</b>	The itinerary in the new PNR must be the same flights, inventory, origin /destination/routing <ul style="list-style-type: none"> <li>If unable to book the identical itinerary contact the Sales Support Center</li> </ul>

<b>SSR DOCS SFPD</b>	<p>Enter SSR DOCS SFPD</p> <ul style="list-style-type: none"> <li>• New PNR SFPD DOB/Gender must match what was in the original PNR DOB/Gender</li> <li>• Original DOB and gender must not be altered from the initial input <ul style="list-style-type: none"> <li>○ Alteration of SFPD in the new PNR must be authorized by Sales with approval documented in the new PNR</li> </ul> </li> </ul>
<b>Endorsement Box and Waiver Code requirement:</b>	<p>If the itinerary in the new PNR has the same flights, inventory, origin /destination/routing use the waiver code <b>MAJORN</b></p> <ul style="list-style-type: none"> <li>• No other annotation required on the new ticket other than the waiver code <ul style="list-style-type: none"> <li>○ If you include the original fare ticket endorsement <b>MAJORN</b> should appear at the start of the endorsement/restrictions text on the replacement ticket.</li> </ul> </li> </ul> <p>Failure to indicate <b>MAJORN</b> in Endorsement Box is subject to a debit memo</p>
<b>IT Box: Required for Corporate Accounts only</b>	<p>Include JBID – ex. INXXXUS or country code</p> <p style="text-align: center;">– OR –</p> <p>Include CART/AN – ex. CXXXXXXAXXEDWN</p>
<b>Ticketing:</b>	<p>Reissue the original ticket for a new ticket <i>with the original ticketed fare</i></p> <ul style="list-style-type: none"> <li>• No changes to original ticketed itinerary allowed</li> <li>• No changes to booking class. <ul style="list-style-type: none"> <li>○ If original booking class is not available ,must contact Sales Support Center for authorization to the PNR</li> </ul> </li> <li>• No add/collect or penalty fee apply</li> <li>• Name Correction fee \$25.00 USD International Point of Sale - Current rate of exchange applies <ul style="list-style-type: none"> <li>○ <b>fee waived for “R” Inventory only</b></li> </ul> </li> </ul>

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## Subsequent Name Corrections

Original Secure Flight DOB/Gender must not be altered	
Minor Wholly AA Prime/American Eagle Flight Itineraries	Major Itineraries include R Inventory, AA* oneworld or non-oneworld New PNR required if name correction changed in original PNR
<p>Multiple corrections allowed</p> <ul style="list-style-type: none"> <li>• Waiver Code: NC03AGCY</li> <li>• SFPD Original DOB and gender must not be altered from the initial input</li> </ul>	<p>Multiple corrections allowed</p> <p>If the itinerary in the new PNR has the same flights, inventory, origin /destination/routing use the waiver code <b>MAJORNC</b></p> <ul style="list-style-type: none"> <li>• If original booking class is not available ,must contact Sales Support Center for authorization to the PNR</li> <li>• Original DOB and gender must not be altered from the initial input</li> <li>• No additional monies or penalty fee apply               <ul style="list-style-type: none"> <li>○ Name Correction fee \$25.00 USD applies International Point of Sale - Current rate of exchange applies</li> </ul> </li> </ul>

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## Infant Name Correction Guidelines

Travel agents may make name 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.

Infant Lap or With seat Do not divide the infant from the existing PNR	
<b>Name:</b>	<p>Lap - Correct the name in the same PNR with the adult for domestic or international itineraries</p> <p>With Seat – Correct the name in a new PNR along with the adult associated with the infant.</p>
<b>SSR DOCS SFPD:</b>	<p>Enter SSR DOCS SFPD</p> <ul style="list-style-type: none"> <li>• SFPD DOB/Gender must be associated to the adult (FI_MI)</li> </ul> <p>OA GDS Subscribers should contact their respective OA GDS representatives for correct formats</p>

<b>Endorsement Box and Waiver Code Requirement:</b>	No waiver code required Original automated endorsement should be on the new ticket
<b>TICKETING:</b>	If an infant ticket was originally issued: Reissue the original ticket for a new ticket with the original ticketed fare <ul style="list-style-type: none"> <li>• No changes to original ticketed itinerary allowed</li> <li>• No additional monies or fees apply</li> </ul>

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## Frequently Asked Questions

**1. How should the passenger name appear in the Passenger Name Field of the reservation and on the ticket?**

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.

If the customer has TSA Pre✓®, Global Entry, NEXIUS, or SENTRI card the name submitted on their airline reservation must be an exact match to the name they provided on their application. If they use a frequent flyer account or online travel profile, ensure that the name is properly saved.

**2. What if the customer's identification contains a middle name?**

The middle name would then be included in the Secure Flight Passenger Data (SFPD/DOCS) of the PNR.

**3. What is the difference between a Name Correction and a Name Change?**

A name correction allows the agency to correct the name to match the TSA government required document(s) for miss-spelling, married/maiden/divorce names, legal names, secondary last name, inverted names, etc., and the SFPD DOB/Gender does not change from the original input for ticketing.

A name change from one person to another person is not permitted.

**4. Why is "R" inventory on AA Prime flights required to follow Major Name Correction guidelines?**

"R" inventory does not allow Name Corrections. When a Name Correction is performed, Sabre programming will cancel the entire reservation, therefore a new PNR must be created.

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

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