

REVENUE MANAGEMENT & MARKETING AUTOMATION

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NAME CORRECTION POLICY for Tickets issued at
Point of Sale (POS) **UK/EUROPE/ISRAEL/KENYA**

Air India is, henceforth, introducing a facility of **Name Correction** for Tickets issued at **Point of Sale (POS) UK/EUROPE/ISRAEL/KENYA**, for itineraries booked for **any Origin and Destination Combinations**.

The said circular enumerates the **APPLICABLE FEE & PROCEDURE** for Name Correction, when there is a bona fide **Spelling/Title/Chronology Error** in the Current Name.

Some of the **examples** of the permitted corrections are as follows:

1. Interchange of Surname/First Name

SONAL/MEHTA MS to MEHTA/SONAL MS

2. Title Amendments

MEHTA/CHARU MS to MEHTA/CHARU MR

3. Maiden Name to Married Name or vice versa

MEHTA/SONAL MS to DESAI/SONAL MS

4. If passport has a Middle Name and ticket does not

MEHTA/SONAL to MEHTA/RATAN SONAL

5. If the passport has ONLY the First Name, with NO Surname

RAKESH to RAKESH/RAKESH

6. Spelling mistakes up to 3 characters

MEHTA/SAMIR MR to MEHTA/SAMEER MR

* Please do bear in mind that **in cases of Spelling Mistakes (viz. Point No. 6)**, the Name Correction is permitted for a **maximum of up to 3 Characters**.

A Nominal Fee would be charged from the passenger, the details of which are as mentioned below:

Point of Sale (POS)	Fee
UK	GBP 50
Europe	EUR 50
Israel/Kenya	USD 50

It may be noted that the **said Name Correction Facility is available ONLY AT Air India Ticketing/Booking Offices** at the Airport/City viz. ATO/CTO, notwithstanding the Point of Sale, which could be anyone of the following viz. **ATO/CTO/Travel Agencies/AI's Web Portal** etc.

The procedure for BOTH the **UNTICKETED and TICKETED Passengers**, is as mentioned below:

SCENARIO 1 – BEFORE the Issuance of Ticket

NO FEE to be charged (from the passenger) before the issuance of the Ticket, for the requisite Name Correction in the PNR.

1. POS Air India ATO/CTO/ AI's Web Portal

The passenger, along with VALID **Passengers' Identification Documents**, to approach the ATO/CTO (AI Direct Sales), for the requisite Name Correction.

The Counter Staff should unambiguously establish the **veracity of the Passengers' Identification Documents** mentioning the Correct Name vis-à-vis the PNR created, and conclude the **said PNR's bona fide eligibility for Name Correction**.

The Staff, subsequently, shall **contact Revenue Management (Respective Routes' Inventory Controllers)**, for Name Corrections in the erroneous PNR, for the requisite changes.

2. POS – Travel Agencies

The Travel Agent, along with VALID **Passengers' Identification Documents**, to **approach the Local Air India ATO/CTO** for the requisite change, which in turn will follow the **procedure as mentioned above**.

SCENARIO 2 – AFTER the Issuance of Ticket

1. POS Air India ATO/CTO/ AI's Web Portal

The passenger, along with VALID **Passengers' Identification Documents**, to approach the ATO/CTO (AI Direct Sales), for the requisite Name Correction.

The Counter Staff should unambiguously establish the **veracity of the Passengers' Identification Documents** mentioning the Correct Name vis-à-vis the PNR created, and conclude the **said PNR's bona fide eligibility for Name Correction**.

The Counter Staff TO ALSO ensure that the **Name Correction falls within the purview of the said circular**, and is NEITHER a complete Name Change, NOR is combined with Date/Flight (or any other) Modification in the PNR.

A **NEW PNR, with the Corrected Name, TO BE CREATED in the SAME RBD** (as in the original ticket). If the Original RBD is NOT Available, then **Revenue**

Management (Respective Routes' Inventory Controllers) TO BE CONTACTED.

The **Route Controller to then CONFIRM the requested RBD**, after ensuring that the **Name Correction is a bona fide case within the purview of the said circular**, and is NOT Combined with Date/Flight (or any other) Modification in the PNR.

Subsequently, the **NEW Confirmed PNR can now be ticketed at the ATO/CTO** (by the Counter Staff), with the details of the **Original Ticket/PNR CROSS REFERENCED** (and details added) in the NEW TICKET's Endorsement Box.

The **Total Fare to be COLLECTED AGAIN**, while issuing the New Ticket.

The **New Ticket to be issued with an Additional Charge** (along with the Total Fare) **of GBP/EUR/USD 50** (whichever applicable as per the respective markets), shown under '**Code OD**'. The said Additional Charge to be shown (in the NEW Ticket) **in addition to the Other Taxes/Fees & Charges** as per the Original Ticket.

The **Original PNR to be cancelled, with a CROSS REFERENCED REMARK** (in the Original Ticket's History) using the RM Command, giving details of the NEW Ticket Number/PNR (with the Corrected Name). The **Original Ticket to then be processed for Refund, with NIL Refund Penalty Charges.**

A **WAIVER CODE** viz. **NC/EU/2019** to be used, while processing the **Refund of the Original Ticket**, else the said transaction would attract commensurate ADM(s).

It's imperative that the **Waiver Code and the Cross Referenced Remark** (in the Original Ticket's History) **be USED IN TANDEM**, and neither one in isolation, for the reconciliation (for Audit Purpose) and avoiding attracting an ADM.

In cases where the **Fare (as shown on the Original Ticket) has expired** and is Not Valid at the time of Ticketing of the New PNR (with the Corrected Name), **Manual Pricing (with the Original Fare) to be done**, with a remark added in the New PNR/Ticket Endorsement Box, **mentioning the Original Fare Details.**

The Air India Staff to thereafter communicate **to Internal Fare Audit Team**, enumerating the **Details of the Original and New Tickets**, to ensure that an **ADM is NOT raised.**

2. POS – Travel Agencies

The Agent, along with **VALID Passengers' Identification Documents**, to approach the ATO/CTO (AI Direct Sales), for the requisite Name Correction.

The Counter Staff should unambiguously establish the **veracity of the Passengers' Identification Documents** mentioning the Correct Name vis-à-vis the PNR created, and conclude the **said PNR's bona fide eligibility for Name Correction**. After the said verification, the **Agent to be given an APPROVAL for the requisite Name Correction**.

Once the Name Correction is Approved (by Air India Personnel), **a NEW PNR, with the Corrected Name, TO BE CREATED by the Agent in the SAME RBD** (as in the Original Ticket).

If the Original RBD is NOT Available, the **Agent to then contact Air India Staff**, who in turn would contact **Revenue Management (Respective Routes' Inventory Controllers)**.

The **Route Controller to then CONFIRM the requested RBD**, after ensuring that the **Name Correction is a bona fide case within the purview of the said circular**, and is NOT Combined with Date/Flight (or any other) Modification in the PNR.

Subsequently, the **NEW Confirmed PNR can now be ticketed by the Agent**, with the details of the **Original Ticket/PNR CROSS REFERENCED** (and details added) in the NEW TICKET's Endorsement Box.

The **New Ticket to be issued with an Additional Charge of GBP/EUR/USD 50** (whichever applicable as per the respective markets), shown under '**Code OD**'. The said Additional Charge to be shown (in the NEW Ticket) **in addition to the Other Taxes/Fees & Charges** as per the Original Ticket.

The Agent to, then, **forward the details of BOTH the Original and New Ticket**, to the Air India Personnel (Counter Staff).

The Air India Staff to put **a CROSS REFERENCED REMARK** (in the Original Ticket's History) using the RM Command, giving details of the NEW Ticket Number/PNR (with the Corrected Name). The **Original Ticket to then be authorised for processing of Refund, with NIL Refund Penalty Charges**.

The **Agent to the process the Original Ticket for Refund**, with NIL Refund Penalty Charges.

A **WAIVER CODE** viz. **NC/EU/2019** to be used, while processing the **Refund of the Original Ticket**, else the said transaction would attract commensurate ADM(s).

It's imperative that the **Waiver Code and the Cross Referenced Remark be USED IN TANDEM**, and neither one in isolation, for the reconciliation (for Audit Purpose) and avoiding attracting an ADM.

In cases where the **Fare (as shown on the Original Ticket) has expired** and is Not Valid at the time of Ticketing of the New PNR (with the Corrected Name), **Manual Pricing (with the Original Fare) to be done**, with a remark added in the New PNR/Ticket Endorsement Box, **mentioning the Original Fare Details**.

The Air India Staff to thereafter communicate **to Internal Fare Audit Team**, enumerating the **Details of the Original and New Tickets**, to ensure that an **ADM is NOT raised**.

OTHER TERMS & CONDITIONS

- Name Correction Requests received **along with any Date/Flight** (or any other) Modification in the PNR **WILL NOT BE ENTERTAINED**. Such changes must be requested separately.
- Name Correction for **Bookings involving Interline/Code Share Itineraries is NOT PERMITTED**.
- **Regular Audit will be conducted**, to ensure that the said Name Correction Facility is NOT misused. If anyone found guilty of misuse (of the same), **commensurate ADMs will be raised**.
- A **complete NAME CHANGE is NOT PERMITTED** WHATSOEVER.

Kindly disseminate to all concerned Agents.



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