

# 北京首都航空有限公司业务通告

收件方：北京首都航空相关单位

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## 关于国际电子客票旅客姓名更改操作规定

国际电子客票旅客姓名栏需按照大写英文字母或拼音打印，在出票时，会因旅客或售票人员的疏忽而导致姓名栏输入不准确，为了更好的帮助旅客顺利成行，现制定国际电子客票旅客姓名更改规定如下：

### 1、定义：

售票人员在出票时或者旅客自行在网站购票过程中，由于疏忽，造成旅客姓名输入出现错误、遗漏或多输字母、姓与名字颠倒、复姓名中名字错误或旅客姓名后未加身份识别标识（如 SD、DL 等）等。

（1）姓名错误、遗漏或多输字母、复姓名中名字错误等不得超过 3 个字母。在此范围内客票，可以按照本规定进行姓名更改。如超出 3 个字母的客票按照自愿退票处理，重新购买客票。

（2）姓名颠倒，但不涉及字母错误，可按照本规定进行姓名更改。

（3）旅客姓名后未加身份识别标识，但不涉及字母错误，可按照本规定进行姓名更改，在姓名后添加身份识别标识。且旅客姓名后的身份识别标识与证件信息项中性别识别标识可做一次性统一修改。

2、客票分类：

- (1) 全程为首都航空实际承运航段的国际客票（含合作航班）；
- (2) 含 SPA 及/或外航 ADD ON 航段的联运国际客票；
- (3) 代码共享航班客票

3、适用旅客类型：

团队、散客客票。

4、更改姓名客票范围：

首都航空本票及以 898 确认的中性票

5、姓名修改权限：

首都航空各境内外办事处，95071999 呼叫中心

6、变更姓名手续费：

免收姓名变更手续费一次。第二次更改姓名按自愿退票处理。由此造成的退票费用由责任人承担。

7、修改流程：

(1) 旅客或代理人发现客票名字错误后，向首都航空各境内外办事处或呼叫中心 95071999 通过电话提出更改旅客姓名。工作人员接到旅客姓名更改申请后，在确认属本文件规定的可更改范围内，可直接按本文件规定进行姓名更改，更改时需要查验旅客证件原件或复印件。

(2) 代理人销售的客票，如需更改旅客姓名，应联系所在地区的首都航空办事处或呼叫中心 95071999 进行姓名更改。

(3) 网站购票的旅客，可通过电话联系 95071999，并将证件的

扫描件以及错误名字的客票票号通过邮件的方式（邮箱地址：[ysq@hnair.com](mailto:ysq@hnair.com)）提供给 95071999，95071999 的工作人员核实情况后，进行姓名更改。

（4）首都航空境外办事处、95071999 在订座系统里提取 PNR，修改旅客姓名：

①全程为首都航空实际承运航段(含合作航班)的电子客票修改：

- 在 RMK 备注里做“修改姓名/PX+首都航空直属售票处、95071999+工作人员姓名”例如，95071999 李 XX 修改了一个 PNR 里的第二个旅客姓名，在 RMK 里标注为“changed name/p2 95071999 lixx”。
- 票面处理：修改 PNR 后务必 DETR 提取票面确认票面姓名发生相应变更，并在客票历史中 TRMK 备注首都航空办事处、95071999 及操作人姓名。

②客票上的行程中含 SPA 航段及/或外航 ADD ON 航段客票的修改以及代码共享航班客票的修改，则按以下方式操作：

- 按照正确的姓名重新开具新客票，且航程日期与原客票必须一致。并在新客票 PNR 中的 RMK 备注里做“修改姓名/原客票 PNR 记录+首都航空办事处、95071999+工作人员姓名”，例如，95071999 李 XX 修改了一个 PNR 里的第二个旅客姓名，在 RMK 里标注为“changed name/jv12t 95071999 lixx”。同时在 FC 项中输入原客票票号，IE 项的最前面增加代码“CHNA”。
- 新客票开出后，旅客需按实际销售价格支付票款及税费，原客

票可按非自愿退票办理（退票在原出票地办理）。

本文件自下发日起生效。

首都航空市场部国际业务中心

二〇一六年六月

# Beijing Capital Airlines Business Announcements

Recipients: Beijing Capital Airlines relevant units

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Cc: Sales department、Settlement center、95071999 Call center

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Notification target:  Business department, overseas offices , Call center  Agent

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## International e-ticket passenger name change operation regulations

In order to better help visitors make the trip smooth, International electronic ticket passenger name change rules have been formulated

### 1、 Definition

- (1) Name of errors, omissions, or lose the letter, in the name of the name of the complex errors can not be more than 3 letters. Within this range ticket, you can change the name in accordance with these regulations. More than three letters, you should refund the ticket.
- (2) Name upside down, but does not involve an incorrect letter, name changes can be carried out in accordance with the provisions of this.
- (3) No Canadian identity after identification passenger name, but does not involve an incorrect letter, name change may be in accordance with this provision, adding after his name identification identity. And identification documents and identification information items identified gender recognition after the passenger name can do a

one-time unified modifications.

2、 Ticket Categories

(1) TKT by JD and operate by JD

(2) SPA-containing and / or ADD ON leg of international transport tickets

(3) Tickets of code share

3、 Applicable passenger type

Group and individual tickets

4、 Tickets range

898 tickets

5、 Name Modify Permissions

Capital Airlines domestic and foreign offices, call center 95071999

6、 Name Change Fee

The first time is for free. You should refund ticket for the second renamed. Refund costs resulting from this shall be borne by the responsible person

7、 Operational process

(1)、 Passengers or ticket agents discovered the error of the name to Capital Airlines domestic and foreign offices or call centers by phone 95071999 proposed changes to the passenger name. After the staff received a passenger name change request, in the case of confirmation specified in this document to change the range, can be directly under this name change documents, you need to check traveler documents or copies of the originals when changing.

(2)、 By selling tickets, To change the passenger name, contact area of Capital Airlines office or call center were 95071999 for name change.

(3)、 Guest tickets official website, you can contact by phone 95071999。

(4)、 Capital Airlines offices,95071999 extract PNR in system, change the

passenger name.

① the entire process for Capital Airlines - operated leg (including cooperation flights) e-ticket Review:

In doing pnr Remarks "Edit name / PX + Capital Airlines ticketing offices, 95,071,999 + staff names

After modifying sure to change the face name change accordingly

② ticket containing the modified SPA segment and / or foreign airline ticket ADD ON leg modifications and codeshare flight ticket, press the following manner.

Re-issued in the correct name of the new ticket, the original ticket and the flight date and must be consistent.

Passengers pay the fare according to actual sales prices and taxes for the new ticket, the original ticket may apply for involuntary refund (refund the original ticket to handle)

This document is effective from the date issued.

Beijing Capital Airlines Marketing Department

Jun 3th,2016