



## Revenue Management Memo

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Approved by : Li Dian Chun

Endorsed by: Zheng Qiang

Checked by: Angel Li

Handled by : Michael Kwok

From : Revenue Management

To : Sales office / Call Center / Airport / CRD

Copy : Commercial Director / Assistant Commercial Director / RM

### **Passenger name change guideline and procedure – Revision 3**

In order to standardize the passenger name change policy, the guideline of passenger name change was revised as follows:

#### **Applicable Flight**

- All HX flights ( except charter flights )

#### **Authority**

- Applicable to Group bookings and individual bookings.
- Group passenger name changes are restricted performed to be performed by sales office.
- HX operated flights + flights operated by any other carrier  
If ticket is validated on HX and includes flights operated by any other carrier, the incorrect name PNR should be cancelled and a new PNR must be created with the same flight details and the same booking class with correct name.  
Name change in the original PNR can be accepted only upon receive the approval and confirmation from the other carriers.
- Name changes on codeshare flights are not permitted.
- Name change on charter flight shall ask charterer via Charter team of Airline Planning.



Name change fee **NOT** applicable **before ticket issue**, as described below:

Criteria	Acceptable Example	
Suffix / prefix Add / Remove / Change	MR, MRS, MS, MDM, Miss CHD - WONG/Ming	<-> WONG/Ming MR
Space in given Name Add / Remove / Change	HO/Yuk Wong	<-> HO/ Yu Kwong
Inverted Name	GEORGE/MICHAEL	<-> MICHAEL/GEORGE
Pronunciation mistake	GUO/Zhi Qiang	<-> KWOK/Chi Keung
Surname change due to marriage / Divorce	LI/Suk King	<-> WONGLI/Suk King
Name length shorten for ET issuance	SANCHEZHERNANDEZ/ FANNY MARYANN MS	<-> SANCHEZHERNANDEZ/ Fanny Mary
Given name Add / Remove	KWOK/Chi Ming	<-> KWOK/Chi Ming Michael
Christian name to given name	KWOK/Michael	<-> KWOK/Chin Ming
Given name Maximum of 1 character Change / Add / remove	WONG/Chi Min	<-> WONG/Chi Man
Typing mistake Maximum of 2 characters swap	KWOK/Mcihael	<-> KWOK/Michael
Inverted given name	KWOK/Ming Chi	<-> KWOK/Chi Ming

Name change fee **NOT** applicable **after ticket issue**, as described below:

Criteria	Acceptable Example	
Suffix / prefix Add / Remove / Change	MR, MRS, MS, MDM, Miss CHD - WONG/Ming	<-> WONG/Ming MR
Space in given Name Add / Remove / Change	HO/Yuk Wong	<-> HO/ Yu Kwong
Inverted Name	GEORGE/MICHAEL	<-> MICHAEL/GEORGE



Name change fee **APPLIED after ticket issue**, as described below:

Criteria	Acceptable Example	
Pronunciation mistake	GUO/Zhi Qiang	<-> KWOK/Chi Keung
Surname change due to marriage / Divorce	LI/Suk King	<-> WONGLI/Suk King
Given name Add / Remove	KWOK/Chi Ming	<-> KWOK/Chi Ming Michael
Christian name to given name	KWOK/Michael	<-> KWOK/Chin Ming
Given name Maximum of 1 character Change / Add / remove	WONG/Chi Min	<-> WONG/Chi Man
Typing mistake Maximum of 2 characters swap	KWOK/Mcihael	<-> KWOK/Michael
Inverted given name	KWOK/Ming Chi	<-> KWOK/Chi Ming

### Exceptional Scenario

- For group booking only
- Early final request by revenue control team due to flight overbooked

Category		Before ticket issue	After ticket issue
Tour Leader	Fee	X	X
	Number of alphabet	No limitation	No limitation. Must provide staff ID and medical certificate for verification
Other passengers	Fee	X	Follow name change guideline
	Number of alphabet	<ul style="list-style-type: none"> <li>- Max of 3 characters Change / Add / Remove</li> <li>- Max allow 2 passenger name change per group</li> </ul>	



Other Groups,

Category		Before ticket issue	After ticket issue
Tour Leader	Fee	Fee	Fee
	Number of alphabet	No limitation. Must provide staff ID and medical certificate for verification.	No limitation. Must provide staff ID and medical certificate for verification.

Note:

- Other than above scenarios, name changes are not permitted. Ticket must be refunded with applicable penalties and new ticket must be issued. Incorrect name PNR should be cancelled and rebooked into new PNR. If the original itinerary is not available, waitlist the flight(s) and contact Reservation Control (rescontrol@hkairlines.com) for assistance. **Do NOT** cancel original booking until receive the confirmation on new PNR.
- Group name change before or after ticket issue (before or after importing passenger name is suitable for GTO system).
- Name change fee is exempted for infant ticket.
- Failure to comply with the name change policy and any illegal name change will result in the demotion of the confirmation and a warning letter will be issued by the company to the concerning person(s).

### Name change procedure:

After name change has been performed, "OSI" (other services information) must be added into the PNR to state the "original (incorrect) passenger name", new (correct) name" and the staff name:

a/ Within the criteria which name change fee is not applicable:

OSI HX NAME CHANGE FM 1GUO/ZHI QIANG TO 1KWOK/CHI KEUNG X NAME CHANGE FEE IS  
WAIVED UNDER POLICY X C08MK

b/ Within the criteria which name change fee is applied:

OSI HX NAME CHANGE FM 1WONG/KAR MING TO 1WONG/KA MING X NAME CHANGE FEE  
COLLECTED X MCO 8511201234567 X C08MK



c/ Beyond the criteria and name change is not permitted:

OSI HX REJECTED NAME CHANGE FM 1CHAN/CHI KONG MR TO 1CHAN/WAI MR X ALREADY  
INFORMED PAX X C08MK

### The applicable fee for name change in normal and peak season

Category	Normal season	Peak Season
Group	HK\$500	HK\$700
FIT	HK\$300	

Or equivalent to the local currency

For peak season, please refer to GI:HXNOTE/501

The name change policy will be effective from 20Oct2015.

**Revenue Management**

**20Oct2015**

## 香港航空业务通告

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签发人: Li Dian Chun

复核人: Zheng Qiang

核对人: Angel Li

经办人: Michael Kwok

发件单位: 香港航空收益管理

发往: 各营业部 / 呼叫中心 / 机场 / CRD

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### 关于旅客姓名更改指引及流程 第三修订版

为规范旅客姓名修改的标准, 收益管理部现下发旅客姓名的权限给各营业部和呼叫中心, 请参阅以下的指引:

#### 适用航线

- HX 所有自营航班 (包机航班除外)

#### 改名条件

- 适用于团队及散客
- 团队订座名字修改只限于营业部操作
- HX 承运航班 + 外航联运航班

如果姓名变更涉及到联运的外航, 建议取消订位, 用正确的姓名预订一个新的订位。然而, 只要得到联运的外航公司的授权, 原始 PNR 中的修改也是允许的。

- 代码共享航班不允许任何姓名更改
- 包机航班名字更改需提交至包机组向包机方申请



HONGKONG AIRLINES

香港航空

开票前的免费修改旅客姓名：

性质	例子	
增加 / 减小 / 更改性别	MR, MRS, MS, MDM, Miss CHD - WONG/Ming	<-> WONG/Ming MR
增加 / 减小 / 修改 姓名的空间	HO/Yuk Wong	<-> HO/ Yu Kwong
姓氏与名字交换	GEORGE/MICHAEL	<-> MICHAEL/GEORGE
发音的错误	GUO/Zhi Qiang	<-> KWOK/Chi Keung
增加 / 减少丈夫姓氏	LI/Suk King	<-> WONGLI/Suk King
缩短姓名长度，以作开电子票之用	SANCHEZHERNANDEZ/ FANNY MARYANN MS	<-> SANCHEZHERNANDEZ/ Fanny Mary
增加 / 减小英文名	KWOK/Chi Ming	<-> KWOK/Chi Ming Michael
英文名转为中文名	KWOK/Michael	<-> KWOK/Chin Ming
不多于 1 个字母的更改 / 增加 / 减小	WONG/Chi Min	<-> WONG/Chi Man
手误 (2 个字母的对换)	KWOK/Mcihael	<-> KWOK/Michael
名字组别对换	KWOK/Ming Chi	<-> KWOK/Chi Ming

开票后的免费修改旅客姓名：

性质	例子	
增加 / 减小 / 更改性别	MR, MRS, MS, MDM, Miss CHD - WONG/Ming	<-> WONG/Ming MR
增加 / 减小 / 修改 姓名的空间	HO/Yuk Wong	<-> HO/ Yu Kwong
姓氏与名字交换	GEORGE/MICHAEL	<-> MICHAEL/GEORGE

开票后需收取改名费用：

性质	例子	
发音的错误	GUO/Zhi Qiang	<-> KWOK/Chi Keung
增加 / 减少丈夫姓氏	LI/Suk King	<-> WONGLI/Suk King
增加 / 减小英文名	KWOK/Chi Ming	<-> KWOK/Chi Ming Michael
英文名转为中文名	KWOK/Michael	<-> KWOK/Chin Ming
不多于 1 个字母的更改 / 增加 / 减小	WONG/Chi Min	<-> WONG/Chi Man
手误 (2 个字母的对换)	KWOK/Mcihael	<-> KWOK/Michael
名字组别对换	KWOK/Ming Chi	<-> KWOK/Chi Ming

### 特殊情况

1. 航班超售时，航线管理室要求团队订座提前出票：

类别		开票前	开票后
领队	收费	X	X
	字母限制	没有限制	没有限制，须提供有效职员证和医生纸证明
其他客人	收费	X	按正常程序执行
	字母限制	-不多于 3 个字母的更改/增加/减少 -每团不多于 2 人更改名字	

2. 其它团队

类别		开票前	开票后
领队	收费	收费	收费
	字母限制	没有限制，须提供有效职员证和医生纸证明	没有限制，须提供有效职员证和医生纸证明

### 备注：

- 不属于以上的范围，旅客姓名修改不容许。需要办理退票并收取相关的退票手续费，再重新开票。不正确名字的订座需要取消并重订，如没有同舱位，可以订候补航段并联系主控室（[rescontrol@hkairlines.com](mailto:rescontrol@hkairlines.com)）协助。在没有确定候补订座前，**不要**取消原来的订座。
- 团队开票前和开票后（输入旅客名单前和后-适用于团队网）
- 婴儿票姓名修改费用可以豁免。
- 不遵守旅客姓名守则和任何违规改名，将会把订座由 **OK** 降级到候补及发出警告信致有关操作人员及主管。

### 编码更新

执行名字更改后，必须於电脑编码中备注

1. 须在 PNR 的 OSI 项中备注“原姓名”、“新姓名”及“工作人员姓名”。

a/ 在权限范围内，而不需收取改名费：





OSI HX NAME CHANGE FM 1GUO/ZHI QIANG TO 1KWOK/CHI KEUNG X NAME CHANGE FEE IS  
WAIVED UNDER POLICY X C08MK

b/ 在权限范围内，需要收取改名费：

OSI HX NAME CHANGE FM 1WONG/KAR MING TO 1WONG/KA MING X NAME CHANGE FEE  
COLLECTED X MCO 8511201234567 X C08MK

c/ 在权限范围外，拒绝名字修改:-

OSI HX REJECTED NAME CHANGE FM 1CHAN/CHI KONG MR TO 1CHAN/WAI MR X ALREADY  
INFORMED PAX X C08MK

#### 姓名修改收费准则

类别	平季	旺季
团队	HK\$500	HK\$700
散客	HK\$300	

或等同当地的货币价值

旺季时段，请参考 GI:HXNOTE/501

本文件自 2015 年 10 月 20 日起生效

特此通知

收益管理部

2015 年 10 月 20 日