

达美更新姓名变更政策

Name Correction Policy

The policy below applies worldwide for Delta 006 ticket stock. Please follow these guidelines for name corrections that occur before or after ticketing to ensure that the PNR is documented correctly and to avoid cancellation of the PNR.

Name Correction Policy for Domestic & International Tickets

When one or more of the following **exclusions** apply, please contact Global Sales Support or Delta Reservations for assistance:

- If the ticket includes flights operated by any other carrier, including Air France, KLM, Alitalia, Virgin Atlantic, or any other airline
- If the itinerary includes travel to/from India
- More than three letters of the customer's last name need to be corrected
- If the name has already been corrected once and requires further correction and ticket needs to be reissued a second time

Most **minor name corrections** may be made without contacting Delta for assistance. Please follow these guidelines for name corrections that occur before or after ticketing to ensure that the PNR is documented correctly and to avoid cancellation of the PNR:

- Applies worldwide for Delta 006 ticket stock
- All flights on the ticket must be Delta-operated (including Delta Connection carriers)
- Only one reissue for a name correction is allowed per passenger ticket

1. Correction to the first or middle name

Travel agents may make a correction to the first or middle name and reissue the ticket without a waiver code

- Correct the name in the PNR
- Add the following OSI message to the PNR advising that a name correction has been made:

- **OSI DL NAME CORRECTION TO FIRST/MIDDLE NAME ONLY**

- Reissue the ticket as an even exchange (no other change to flights/dates allowed)
- No waiver code is required

2. Correction to the last name

Travel agents may make a correction to the last name and reissue the ticket without a waiver code

- Corrections to the last name is limited to a maximum of three characters; if a correction to the last name requires more than three characters, please contact Global Sales Support for assistance
- Correct the name in the PNR
- Add the following OSI message to the PNR advising that a name correction has been made:

- **OSI DL NAME CORRECTION TO 3 LETTERS OF LAST NAME ONLY**

- Reissue the ticket as an even exchange (no other change to flights/dates allowed)
- No waiver code is required

3. Addition to the last name without changing the name

- For example, SMITH/ELIZABETH changed to ANDERSONSMITH/ELIZABETH
- Correct the name in the PNR
- Add the following OSI message to the PNR advising that a name correction has been made:

- **OSI DL NAME CORRECTION ADDED SECOND NAME TO LAST NAME**

- Reissue the ticket as an even exchange (no other change to flights/dates allowed)
- No waiver code is required

4. First and last names are inverted on the ticket

- For example, TAYLOR/ROSS should read ROSS/TAYLOR
- Correct the name in the PNR

- Add the following OSI message to the PNR advising that a name correction has been made:
 - **OSI DL NAME CORRECTION FIRST AND LAST NAME INVERTED**
- Reissue the ticket as an even exchange (no other change to flights/dates allowed)
- No waiver code is required

Important! If a middle name, initial or title (e.g. MR, MS, MRS) is included in the name field and the first and last names are inverted **you will need to contact Delta for assistance.**

Examples:

- TAYLOR/ROSSJOHN to ROSS/TAYLORJOHN - call Delta for assistance
- ALEXANDER/CAIX to CAI/ALEXANDERX - call Delta for assistance
- PAUL/HENRYMR to HENRY/PAULMR - call Delta for assistance

Secure Flight Passenger Data (SFPD)

If a passenger name has been changed or corrected in a PNR that contains Secure Flight Passenger Data (SFPD) information, the SSR DOCS will be removed from the PNR. It is necessary to enter a new SSR DOCS containing the SFPD for the passenger after the correction to the name has been made.

Examples of When Travel Agents may Make Name Corrections

1. A customer has a round trip ticket from Salt Lake City to Los Angeles, and all flights are operated by Delta. The customer needs to change their first name from Jim to James to match their government issued ID. A travel agent can make the correction to the first name, enter the required OSI and reissue the ticket; no waiver code is required.
2. A customer requests that his middle name be added to the ticket; no correction is needed to the first or last name. A travel agent may add the middle name, enter the required OSI and reissue the ticket; no waiver code is required.
3. A ticket is issued in the name of SMITH/ROBERT. The customer calls to say his name is spelled Smythe. The travel agent may correct the last name because only two letters,

“y” and “e,” are different from the original spelling (up to three letters may be corrected), enter the required OSI and reissue the ticket; no waiver code is required.

4. A ticket is issued in the name of SMITH/ELIZABETH. The customer advises that her government-issued identification includes her combined last name of Anderson-Smith. The travel agent may correct the last name to AndersonSmith, enter the required OSI and reissue the ticket. No waiver code is required because this is an addition to the last name and not a complete change.

The customer’s first and last names are inverted (e.g. TAYLOR/ROSS should be ROSS/TAYLOR) on the ticket. The travel agent may correct the first and last name, enter the required OSI and reissue the ticket; no waiver code is required.

Examples of When a Travel Agent must Contact Global Sales Support or Delta Reservations for Assistance with a Name Correction

1. A customer is flying from Atlanta to Amsterdam on a Delta-coded, KLM-operated flight. Since this flight is operated by KLM, the travel agent must contact Delta for assistance with the name correction.
2. A name correction has already been made to the ticket; the travel agent added the customer’s middle name and reissued the ticket. Now the same customer calls back to correct his first name (e.g., from Tom to Thomas, or Peggy to Margaret). The travel agent will need to call Delta for assistance because the ticket was already reissued once with a name correction.
3. A customer has a roundtrip ticket to India and wants to correct her first name from Cindy to Cynthia. Because the customer is traveling to/from India, the travel agent must contact Delta for assistance.
4. A customer’s name appears as MOHAMED/LEILA on the ticket. The customer calls and advises that her last name is spelled Muhammat. A travel agent must contact Delta because more than three characters of the last name need to be corrected.
5. When the first and last names are inverted and the name field contains a middle name or initial, the travel agent will need to contact Delta for assistance.

Air France and KLM Name Change and Name Correction Policies

For Travel Agents already logged into agentconnect.biz, the links below will take you directly to Air France's or KLM's Name Change and Name Correction Policy information. Otherwise, select either link below and follow the instructions.

Air France - [Name Change and Name Correction Policy](#)

Select the link, log in and go to > Sales & support > Fares & ticketing information > Name Changes and Name Correction

KLM - [Name Change and Name Correction Policy](#)

Select the link, log in and go to > Sales & support > Fares & ticketing information > Name Changes and Name Correction > KLM policy

Please note: A log-on is required to access information on Air France/KLM's agency website agentconnect.biz.

Q&A

Q: Is a waiver code necessary for a name correction?

A: Providing you are following the above policy and meeting all requirements for a minor name correction, a waiver code is not needed. The OSI entry must be added to the PNR or the exchange will be subject to a debit memo.

Q: If the name correction does not meet the minor name correction parameters or one of the exclusions outlined above applies, what steps does a travel agent need to take to correct the name?

A: If the name correction does not meet the minor name correction parameters or if one of the exclusions outlined applies, additional assistance is required. Contact Global Sales Support or Delta Reservations for assistance.