



**Air Niugini**

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# Ticketing Guideline for Name Correction

**For Travel Agent Use Only**

Issued by: PX Pricing & Tariffs Office

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## 1. Introduction

Air Niugini requires all passenger tickets (656 stock) to match name on valid form of identification whether it be a Passport, National Identity Card, driver's license, School/Work ID, Superannuation Cards or PX Passenger ID Card. For all international travel, passport bio data page **MUST** be sighted before ticket is issued to ensure name spelling on passport matches the ticket.

This guideline aims to deliver a clear definition of **Name Correction** and intends to provide direction on the process involved in facilitating a ticket change where name correction is involved.

This is a PX- Travel Agent **internal document** therefore, all ticketing procedures in this guide apply to PX tickets (656 stock) issued through a Travel Agency office **only**.

## 2. Name Correction to a Ticket

### 2.1 Definition

Name correction is when the travelling passenger is the same person as ticketed however, his/her name may have been misspelt, jumbled up, has a wrong/missing title or is missing an additional name whether it be the first, second, last or middle name.

### 2.2 Required Documents & Process for Requesting Authority

Travel Agent must send an email to Tariffs Office ([tariffs@airniugini.com.pg](mailto:tariffs@airniugini.com.pg)) and copy Interline ([interline@airniugini.com.pg](mailto:interline@airniugini.com.pg)) for assessment and/or authority for Name Correction. Email content must include PX RELOC, ticket number and correct Name spelling. Provide valid form of passenger ID where necessary. Assessment will be done based on the two sub categories under *section 2.3*.

#### I. International Tickets

- a. A reissue is required where ticket name is misspelt, jumbled up, has a wrong/missing title, missing additional names (first, second or middle) or requires removal of extra name(s). Ticket must be reissued for ease of Check-In and Immigration formalities.
- b. Depending on ticketed fare class, the change fee will vary according to the Penalties Category in the fare rule. Doing a name correction to a 'U class' ticket for any international travel will be **assessed at the 'O' class** change penalty.

#### II. PNG Domestic Tickets

For minor name corrections, the correct details must be inserted into the **SSR-CKIN** remarks of the PNR for Airport Team to view and assist with uplift on the day of travel. A request must be sent to the Interline Office ([interline@airniugini.com.pg](mailto:interline@airniugini.com.pg)) to insert correct details under SSR-CKIN. Reissue is not required. Minor name corrections include title correction, jumbled names, Jumbled letters or 1-3 characters misspell. **This does NOT apply to Promotional (U class) tickets.**

**Example:** Pax name was erroneously ticketed as TOM/SOPHIE when the correct name is TOM/SOPHIA. Corrective action: Liaise with the Interline Office to insert correct name details into the *free text box* under SSR-CKIN.

**Note:** Middle Name is not mandatory for PNG Domestic Travel as long as First and Last name are as per the ticket/valid ID.

## 2.3 Name Correction Categories

Name correction is categorized under two sub-categories where one form of change can be done free of charge while the other will be at the applicable change fee.

### 2.3a Name Correction: Free of Charge

For the name correction scenarios listed below, changes can be done FOC. Waiver code is NOT required.

- i) Title correction.
- ii) Misspell of a minimum of three characters
- iii) Jumbled names

Travel Agent can go ahead and create a new booking on the same Fare class with the correct name details and exchange ticket for the **same date/s and flight/s as shown on original ticket.**

**For Example:**

- a. Correct Name Spelling: COLLIN  
Travel agent tickets as: COLIN- 1 letter missing
  - b. Correct Name Spelling: SHAUN  
Travel agent tickets as: SHUAN –Wrong spelling with 2 letters jumbled.
  - c. Correct Name Spelling: PETERSON/STEVEN  
Travel agent tickets as: PETERSON/STEVENSON– 3 Character change in the Name Stevenson.
- Any international ticket that is exchanged to get the name corrected must have a clear indication of that change in the **Ticket Endorsement Field**. Listed below are the

text formats that must be followed for Title and Name corrections. This is the text that must show in the ticket endorsement:

- a. For Title Correction – **NC/ TITLE CORRECTION**
- b. For 1 letter misspell – **NC/ 1 LETTER MISPELL**
- c. For 2 letters misspell – **NC/ 2 LETTER MISPELL**
- d. For 3 letters misspell – **NC/ 3 LETTER MISPELL**
- e. For jumbled names – **NC/ JUMBLED NAMES**

**NOTE: Any name correction in this category that will involve a date or flight change is deemed a voluntary change and is subject to the ticketed class change fee.**

#### 2.3b Name Correction: Fee Applicable

For scenarios below, an authority code is required before the reissue:

- I) Name correction of more than three characters of an existing name (excludes complete name change) or; inclusion of an additional name whether it be the middle name, surname, or first name and; omission of a name(s). This will incur a change fee of the most restrictive ticketed fare class.

#### **Example 1: Name Correction**

Ticketed as: JOHNSON/TOM MR

Correct Name: JOHNSON/THOMAS MR

There is an addition of 3 characters to the name Tom. This is classified as a name correction and is accepted.

#### **Example 2: Complete Name Change – NOT ALLOWED**

Ticketed as: JOHNSON/HAN MR

Correct name: JOHNSON/JIM MR

There is a complete change to 3 characters of the given name. This is classified as a complete name change which is not permitted.

- II) If a ticket was issued on V class, then the V class change/penalty fee will apply for the exchange/reissue. Same concept will apply to other sub-classes/special fares.
- III) Where there is a combination of 2 or more different fare classes, the change fee for the most restrictive applies.

**Example:** V class rule will apply to ticket below:

- *Passport Name: Marsh/Natasha Jane*
- *First Ticket issued as: Marsh/Natasha*
- *Ticket needs to be exchanged to include middle name*
- *V class change fee is PGK180 (or equivalent in local currency) to reissue to correct name as per passport*

**Virtual Coupon Record**

Number: 6562154709248      Name: MARSH/NATASHA MS

Nbr of Cpns: 2      Created: 05JUN24      Issued: 06JUN24      PNR: SYYWOT      Type: ADT

Nbr	Cx	AI	Fit	CI	Dep	Frm	To	Time	Bk St	Fb	Stat	FF	bags
1		PX	3	V	1SJUL	POM	BNE	0630	OK	VVV1PG	OK		30K
2	0	PX	4	L	29JUL	BNE	POM	1040	OK	LYS1PG	OK		30K

**Fare Info**      FCMi: 0      Tax Info      EXPANDED\_VCR

Base: PGK 1994.00 114.00 PG 68.00 GC 509.80 XT      Total: PGK 2685.80

**Fare Calc**  
POM PX BNE128.04PX POM Q26.40 351.17NUC505.61END ROE3.94386

**Form of Payment**  
FOP: CASH 2685.80

Issued: 06JUN24 at POMCT by POM GRW  
Endorse/Restrict: VALID PX SERVICES ONLY/SAVER /CHNGS REF TO PSGR  
Tour:  
Remarks:

Print

OK    Modify    Exchange    Refund    Control    PNR    History    Cancel

IV) Travel Agent must request through Tariffs Office for an Authority code to have ticket reissued to reflect the name correction.

V) To have ticket reissued, Travel Agent must;

- Create a new booking under the correct Name.
- Book on the same classes as ticketed.
- Seek assistance from Yield Team ([ym@airniugini.com.pg](mailto:ym@airniugini.com.pg)) to reinstate same ticketed class if not available.
- Re-associate ticket to the new booking/PNR
- Reissue ticket (collect fee as XP Tax) and state Authority code in the endorsement box.
- Ensure to cancel original booking to avoid system picking up as Duplicate.

## 2.4 Name Correction Involving Interline Partners

Most airlines do not accept Name Correction in the same PNR. A new PNR must be created for the ticket to be reissued to reflect the correct name. This is done so that the new ticket can generate to the other airline's system for ease of check in.

Travel Agent must:

- Create a new booking under the correct name.
- Book on the same ticketed class.
- Seek assistance from Yield Team ([ym@airniugini.com.pg](mailto:ym@airniugini.com.pg)) if seats are not available on the same ticketed fare class for PX sectors.
- Re-associate ticket to new PNR.
- Charge the change fee where required according to Name Correction categories **2.3a/2.3b**.
- Reissue ticket and Insert **Tariffs Authority #/Standard Ticket endorsement** in the endorsement field.
- Ensure to cancel original PNR to avoid system picking up duplicate booking
- If you are unable to get the same class on an interline partner, there are 2 options:
  - i. Ticket will have to be submitted for refund (voluntary) and a new ticket issued on correct name spelling.
  - ii. Upgrade ticket to next available class/fare.

## 2.5 Ticket Eligibility for Name Correction

- Name correction must be done on **fully unused** ticket(s) only.
- Name correction to be done on tickets issued only on **656** stock/sequence.
- For the FOC name correction (2.3a), it has to be on the **same date and flight** as originally ticketed.

## 2.6 Name Correction Restrictions

- **Complete Name Change** is **NOT** permitted. Ticket(s) to be refunded. All Penalties will apply unless waiver granted from Tariffs Office. Refer to example under 2.3b of what is considered a complete name change.
- Name correction is not permitted on Partially USED tickets.



**REMINDER:**

All reissued/exchanged tickets are audited therefore; any fraudulent changes are subject to ADM being given to the Travel Agent. It is the Travel Agent's responsibility to follow this guideline meticulously to prevent any inconvenience to passengers and to avoid unnecessary ADMs.

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**NOTE:** For any scenario that is not covered in this guideline or when in doubt, reach out to Tariffs Office for further guidance.

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