

Dear Partners,

Please be informed below about the new Auto-Approval procedure for name correction up to 3 characters, which applies to reservations with already issued tickets.

Example:

Ticket with an error in the surname and title.

Record Locator: [QEWSD5](#)   

   **Traveler**

#	Type	Title	First Name	Middle Name	Last Name	Date Of Birth	FF#
1	 ADT	MS	CHRYSSI		IERONIMA		

Itinerary

Booked - Air

				Class		Status	Cnx		Fare
		Wed 24Jun26 07:40a - 09:20a	ATH - MXP	A3 660	S 	2h 40m 32Q	HK	A3	1

Price **Services** **Create Fare** **Auto-Exchange** **Bag Fees** **Seats** **Delete** **Issue Documents**

Transactions

   **Tickets**

Reference	Source	Status	Transaction Date	Travelers	Segments
3906338825394	  A3	Ticketed	08DEC25 13:27	CHRYSSIMS IERONIMA (ADT)	A3660 ATH-MXP 24JUN

Make a request to the HUB, category - **Name Change**.

Required fields to fill in for Auto-Approval:

- Do you Know the ETKT?

Select Yes,

- Enter the correct name without spaces as indicated in the Info Icon 
When entering the correct name, there should be no spaces between names or before the title.
- Select the Distribution System from where the booking has been made.

An example of a request is described below:

REQUEST

Name Change

SUBMIT

Do you know the e-ticket?

☒ Yes

☐ No

Document Number (TKT)

3906338825394

Correct Full Name

IERONIMAKI/CHRYSSIMRS

Distribution System

Farelogix

Free Text optional

New PNR

Ensure the name is entered in the correct format as shown in the booking, e.g., Papadopoulos/GeorgiosMr

You will receive the Auto Approval in below format:

✔ Your Name Change request has been approved!

Please do not forget to use the **AEGEAN Hub ID number** of your request **as the waiver code** in the endorsement box.

You have received a detailed email with instructions & additional information regarding your Name change request.

Additional Information:

• [Travel Agent's Reservation Platform Manual \(Paragraph 5.i\)](#)

• [Name Change Policy](#)

Note:

G-class, SPA fares, and codeshare bookings are excluded from the above approval process.

< Name Change

Completed on 08/12/2025

Copy Request and create new one

At the same time, you will receive an Approval email with the further steps you need to follow.

Name Change request approved: Thank you for your request!

Please use the **AEGEAN Hub ID number** of your request as the waiver code in the endorsement box.

Steps to Complete the Name Change:

1. Multiple Passengers in a PNR

- Split the affected passenger(s) into a new PNR.
- Book the lowest available published RBD in the same cabin class, using the correct full name as per the travel document.
- If the flight is full, book the lowest available published RBD in waiting list. Copy the Hub ID (with the auto approved) and add the new Pnr in the free text field, requesting confirmation.

2. Manual Ticket Reissue:

- Reissue the ticket in the new PNR with the correct name, following the steps in our online guide.
- Apply any applicable tax differences. Fare differences do not apply. Copy all mandatory ticketing fields from the original ticket.

3. Post-Reissue Actions:

- Cancel the PNR with the incorrect name.
- Rebook any seats or baggage for the new PNR.

4. Final Step:

- Revert via AEGEAN Hub for EMD reissue after completing the above steps.

Additional Information:

- [Travel Agent's Reservation Platform Manual](#) (Paragraph 5.i)

- [Name Change Policy](#)

Note: G-class, SPA fares, and codeshare bookings are excluded from the above approval process.

- After confirmation, the ticket must be reissued to the new PNR manually. Collect any tax difference that may arise. The original amount in the **Base Fare** will be used.
- Even if the RBD is not the same as the original booking, no fare difference will be collected.
- The fare family and the **Fare Basis** will remain the same as per the original ticket.
- Proceed to create a mask (TST) by selecting **Create fare**
- The "Endorsement" field of the new fare must also include the original fare number and Hub ID as the discharge code.

Example:

Original TST with the wrong name:

STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	BAG
☐	ATH	MLP	A3	660	S	24JUN26	07:40 AM	HK	SNLGTSW		6/24/2026	6/24/2026	0PC

Fare Details			
Base Fare	EUR		62.00
Equivalent Fare			
Taxes	EUR		30.44
Tax Details			
Total	EUR		92.44

Commission and Information	
Commission	Percent 0.00
Reason	FIRST TICKET
Tour Code	
Endorsements	VALID ON A3 FLIGHTS/ DATES SHOWN ONLY NON-REFUNDABLE

Fare Calculation Line
ATH A3 MIL71.41SNLGTSW NUC71.41END ROE0.868150

The new booking is confirmed at higher RBD, as the original one is not available.

Record Locator: **OSPRD5**   

   **Traveler**

#	Type	Title	First Name	Middle Name	Last Name	Date Of Birth	FF#
1	ADT	MRS	CHRYSSI		IERONIMAKI		

Itinerary

Booked - Air

					Class		Status	Cnx		Fare
		Wed 24Jun26 07:40a - 09:20a	ATH - MXP	A3 660	K	 2h 40m 32Q	HK			A3

[Price](#)
[Services](#)
[Create Fare](#)
[Bag Fees](#)
[Seats](#)
[Delete](#)

In the new TST (manually created), the data of the original ticket should be copied.

In the Endorsement enter:

ISSD IN CONNEX WITH (**NUMBER OF ORIGINAL TICKET**)/VALID ON A3/OA
FLIGHTS ONLY/HUB ID (**NUMBER OF THE AUTO APPROVED ID**)

New TST:

Passenger Type: **ADT** Last Date/Time to ticket:

STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	BAG
	ATH	MPX	A3	660	K	24JUN26	07:40 AM	HK	SNLGTSW				0PC

Fare Details

Base Fare	EUR	62.00
Equivalent Fare		
Taxes	EUR	30.44

Tax Details

Designator	Amount	Nature	Collection Point	Airport	Currency	Airport	Amount	Paid (PD)
☐ YQ	3.00							☐
☐ GR	3.00							☐
☐ WP	19.44							☐
☐ WQ	5.00							☐
Taxes Paid	0.00							
Taxes to be Collected	30.44							

[Add Row](#) [Delete Row](#)

Commission and Information

Commission	Amount	
Reason	FIRST TICKET	
Tour Code		
Endorsements	ISSD IN CONNEX WITH 3906338825394/VALID ON A3/OA FLIGHTS ONLY/HUB ID 127404	

Total EUR 92.44

Fare Calculation Line

ATH A3 MIL71.41SNLGTSW NUC71.41END ROE0.868150

Once the mask is completed, select **Submit** and proceed with **Exchange/Reissue** of the original ticket from the **Advanced Search** option.

Search and Claim Functions

Search for Reservation FLX Advanced Search **Search for Ticket/Document** Flight Stats

Basic Ticket/Document Search

Ticket/Document Number: 3906338825394 Document Type: TICKET **Search**

Note:

It is vital to follow the steps of reissue exactly as stated in the email & Auto Approval policy, to avoid ADM.

Detailed information on the name change policy here:

<https://www.aegeanhub.com/en/booking-process-and-sales/pricing-and-policies/name-change/>

Thank you for your cooperation.