

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: [SHFOKT](#)        

   **Traveler**

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

Itinerary

Booked - Air

				Class		Status	Cnx		Fare
▶		Tue 10Jun25 16:25 - 17:30	ATH - FCO	A3 654	S 	2h 05m 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
3902819309675	  A3	Ticketed	09MAY25 11:16	CHRYSSIMS IERONYMA (ADT)	A3654 ATH-FCO 10JUN

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)

3902819309675

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

Correct Name

IERONYMAKI/CHRYSSIMRS



Distribution System

Farelogix



Free Text optional

New PNR

You will receive the Auto Approval in below format:

Dashboard > Request details



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 \(Paragraph 4\)](#)
- [Name Change Policy](#)

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

< Name Change

● Completed on 09/05/2025

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.

2. Manual Ticket Reissue:

- Reissue the ticket in the new PNR with the correct name, following the steps in our online guide.
- Apply a processing fee of €23 (OC) and include 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 4)
- [Name Change Policy](#)

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

- After confirmation, the ticket must be reissued to the new PNR manually with the collection of the name change fee as OC 23 Eur in taxes and 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 will remain the same, **Fare Basis** 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 ticket 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	FCO	A3	654	S	10JUN25	16:25	HK	SNLGTSW	PR20	10JUN25	10JUN25	0PC

Fare Details

Base Fare	EUR	48.00
Equivalent Fare		
Taxes	EUR	30.44
Tax Details v		
Total	EUR	78.44

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 ROM51.81SNLGTSW/PR20 NUC51.81END ROE0.911005

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

Record Locator: [RP9NG2](#)        

   **Traveler**

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

Itinerary

Booked - Air

▶ ☒			Class	✈	Status	Cnx	🔑	Fare
▶ ☒		Tue 10Jun25 16:25 - 17:30	ATH - FCO	A3 654	K	2h 05m 32Q	HK	A3

Price

Services

Create Fare

Bag Fees

Seats

Delete

Create a new Fare for selected Flights

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

Insert an additional Tax Row for the 23.00Eur/OC fee.

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	FCO	A3	654	K	10JUN	04:25 PM	HK	SNLGTSW	PR20	10/06/2...	10/06/2...	0PC

Fare Details

Base Fare

EUR

48.00

Equivalent Fare

Taxes

EUR

53.44

Tax Details

Designator	Amount	Nature	Collection Point	Airport	Currency	Airport	Amount	Paid (PD)
☐ GR	3.00							☐
☐ YQ	3.00							☐
☐ WP	19.44							☐
☐ WQ	5.00							☐
☐ OC	23.00							☐

Taxes Paid

0.00

Taxes to be Collected

53.44

Add Row

Delete Row

Commission and Information

Commission

Amount

Reason

FIRST TICKET

Tour Code

Endorsements

ISSUED IN CONNEX WITH 390281930975/VALID ON A3/OA FLTS ONLY/HUB ID 92595

Total

EUR

101.44

Fare Calculation Line

ATH A3 ROM51.81SNLGTSW/PR20 NUC51.81END ROE0.911005

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

Search for Reservation

FLX Advanced Search

Search for Ticket/Document

Flight Stats

Basic Ticket/Document Search

Ticket/Document Number

3902819309675

Document Type

TICKET

Search

Note:

It is vital to follow the steps of reissue exactly as stated in the email & 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.

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