NAME CHANGE

A new reservation with the correct name, in the same booking class (as in the initial one) should be created. If there is no availability under the same booking class please book at the first available class and then contact the Platform Support department.

- In case the new fare is higher due to fare recalculation, agent must charge the name correction fee plus the difference between the original and the current value (without rebooking fee).
- In case the new fare is lower, agent must book a higher RBD so as the new fare to be equal or higher (regardless of RBD) and then charge the name correction fee plus the fare difference between the original and the new RBD (without rebooking fee).

1. In the new reservation select the itinerary, click on Price and then click Store Fare (see chapter 7).

2. On the Itinerary field mouse over the Fare field and then click on pencil “View/Edit Fare”.

Reservation
3. In the mask, click on the “Tax Details” field and choose “Add Row” in order to add the Name Change penalty fee (OC 23.00 EUR for Greek and International travel agents)

4. In the field “Reason”, select “Reissue” and in the “Endorsement” box fill in the sentence: “OC 23.00 EUR charge for name change penalty”. Check the example below: Then click “Submit”

5. Continue in the “Advanced Search” option and select “Search for ticket/Document”

In the blank box write the original ticket number that you want to change “e.g. 0502828585858” and click on Search. The ticket will show up with the option active. Proceed with the reissue of the ticket as usual.