

# Rules of modifying the name field in agency PNRs

## 1. Main purpose

The aim of this document is to:

- describe the standard requirements Agents abroad are obliged to follow whenever they make changes in passenger's first, last or middle name in agency PNRs;
- explain how Agents abroad and employees of Aeroflot Sales Department Helpdesk interact with each other whenever it's necessary to make changes in the name field of PNR or ticket.

## 2. Scope

The present document is used as a guide for Agents abroad and Helpdesk employees. It sets forth the rules and procedures of modifying the PNR's/ticket's name field for Aeroflot agency network abroad based on the requests that come from Agents.

## 3. Normative references

3.1. FAR-82 – Federal Aviation Regulations “General Rules of the air carriage of passengers, baggage and cargo and the requirements set with regard to the services provided for passengers, consignors and consignees”, approved by the order of the Russian Transport Ministry № 82 of June 28, 2007.

3.2. ПИ-ГД-190X – Rules of Passenger and Baggage Carriage of PJSC “Aeroflot”.

## 4. Terms, definitions and abbreviations

**Agent** – a legal entity providing services of reservation, sale and ticketing on behalf and at the expense of PJSC “Aeroflot” on the basis of the signed Agreements or as part of the neutral settlement systems;

**Agent abroad** – a sales agent that performs its activities in a country other than the Russian Federation;

**SA** – subsidiary airlines that operate SU flight numbers 5000-6999 under the full commercial management of PJSC “Aeroflot”;

**Identity document** – a passport or a document that replaces it; regular international passport; military passport, military ID card for servicemen, conscripted servicemen, individuals performing contract-based or alternative military service; birth certificate (for

persons under 14 years of age); national foreign passport (for foreign citizens); certificate of identity issued to stateless individuals; residence permit;

**Replacement** – a change of passenger’s first/last/middle name due to the differences of spelling one or more letters. Replacement completely changes the lexical meaning of the word, is not a result of an accidental typo, and as such, leads to substituting one passenger for another;

**Identification** – a procedure of verifying if the passenger’s last name, birth date or document number indicated in the original/copy of the ID document (paper or electronic form) correspond to the data specified in PNR’s SSR DOCS element (for Agents abroad – it’s allowed to use the FOID element, which can also contain numbers of other documents or bank cards). The data that will be taken into account will be the data originally entered in PNR within 24 hours after it’s been created;

**Correction** – a slight change in the spelling of the last name (surname) that does not change its lexical meaning;

**Marketing carrier (partner)** – a carrier that actually doesn’t operate a given flight, but whose code (in accordance with a concluded contract) is indicated in the “carrier” column of the ticket’s flight coupon issued for a joint operation flight;

**Name field modification** – making any changes in the name field (including replacement and correction);

**Non-standard situation** – a situation not regulated by this document;

**Failure situation** – absence of synchronization in the work of the Agent’s GDS and the airline’s system as a result of a technical error;

**SEA** – South-East Asia;

**DOCS** – a format used to enter ID document data;

**FOID** – Form of passenger check-in identification;

**GDS** – Global Distribution Systems;

**Helpdesk** – Real-time Sales Support Team (Helpdesk) is a group of Aeroflot employees who consult Agents on the rules of sales and ticketing. The team is a structural sub-unit of the Real-time Sales Support Unit of the airline’s Sales Department;

**Interline** – an agreement between airlines on the mutual recognition of carriage documents. Interline agreements give the Carrier (as a Party to the agreement) the right to issue tickets on the flights of its partner;

**PNR** (Passenger Name Record) – a record containing information about the passenger in the reservation system. PNR includes information on the air travel, special services and passenger’s personal data;

**SSR** (Special Service Request) – a format used to request special services for passengers;

**OSI** (Other Service Information) – a format used to specify additional information.

## **5. General rules of modifying the name field in PNRs and tickets**

### **5.1. General rules**

5.1.1. When a reservation is made, a passenger is required to present his/her personal data (first, last and middle name, birth date, gender, citizenship, type and number of ID document and its validity period). If a passenger refuses to provide the data mentioned above, the reservation will not be carried out. Information can be presented in any available format, both if passenger is the one who requests a reservation or if it’s done by his/her representative.

The ticket (including an electronic one) confirms the fact that the passenger has entered into an Air Carriage Contract with PJSC “Aeroflot”. The ticket can be used only by the person specified in it.

Modifications to the name field in PNR/tickets are allowed only if the passenger has been successfully identified.

**Exceptions** (i.e. *correction without identification*) are possible in the following cases:

– if it’s necessary to delete passenger’s middle name/first letter of the middle name in order to make PNR and air ticket correspond to the requirements of the arrival/departure/transfer country’s state authorities;

– if it’s necessary to add/delete a second first name/last name, if they are specified/missing in ID documents;

– if the last/first name or their full components (in case they consist of several components) have mistakenly switched places and/or if one of these components is missing;

– if a double letter appears where it’s not necessary or if it’s missed;

– if Latin letters were used to type the first/last/middle name, while the Russian keyboard layout was left on;

– if the following typos have been committed: if the letter right next to the needed letter on the keyboard has been typed, if two letters have switched places, if one or two Latin letters have been typed as Cyrillic letters (VOROBIEV-BOROBIEB);

– if one of the letters has been missed, but only if the meaning and the ethnic affiliation of the last name remains the same (example of a lexical change of the last name: BUGROV-BUROV; example of a change in ethnic affiliation: RAENKO-RAENKOV – in such a case, identification is always required);

– MR/MRS titles have been entered incorrectly;

– in case of transliteration mistakes or mistakes related to name formation particularities in languages of certain ethnic regions of the world:

Turkic languages:

– dropping the “OGLU” from the name, for example, instead of TOPACLI**OGLU**/LADIN enter TOPACLI/LADIN;

Romano-Germanic language group:

– transliteration mistakes: U/OU/YU/IU, ZH/J/G, Y/I, KH/H, KS/X, V/W, F/PH, YA/IA, DJ/D, J/Y, C/CH;

– VAN (it’s allowed to add or delete this preposition in the beginning or end of a Dutch last name).

Languages of South-East Asia (SEA):

– dropping one letter G or E (Example: for China – CHENG/CHEN, ZHANG/ZHAN, for Korea – UN/UNE, ANG/AENG);

– transliteration mistakes: ZH/CH/Z, YE/YU/YO, OO/U/YU/UU;

– respelling the first or last name (for example, LI/JIA – LI/**L**IJIA);

– dropping or adding the letter H (a particular aspect of the Japanese language, for example, OTA/O**H**TA).

5.1.2. Modifications can be made in PNR without a ticket, provided that the passenger has been successfully identified and the Agent is ready to issue the ticket immediately after the name field has been corrected.

5.1.3. Name field modifications in PNRs, as well as ticket issuance/reissuance for the purpose of changing the name field are allowed only once. The ticket must be issued/reissued within 24 hours after the PNR's name field has been corrected.

5.1.4. Modifications can be made both in totally unused or in partially used air tickets.

5.1.5. Modifications will not be carried out if the first/last/middle name in PNR, ticket or ID document does not correspond to the name of the owner specified in the frequent flyer card.

5.1.6. Modifications will not be carried out if PNR/ticket contains segments/coupons on flights operated by carriers other than PJSC "Aeroflot" or SA.

5.1.7. If it's not possible to identify the passenger on the basis of data in PNR, ticket and the presented documents\* – modification is not carried out.

*IMPORTANT! In case of an international air travel, the DOCS element must specify the document\* required by the border crossing regulations of the departure/arrival country. If a passenger has dual citizenship and, accordingly, two ID documents for a Round Trip, Open Jaw or Circle Trip type of itinerary, it's necessary to select one particular document and specify it in PNR and ticket. Air travel with another document on hand cannot be guaranteed (which is especially important in cases when there are different last names in each of the documents).*

*\* For Agents abroad, entering document data in PNR and ticket is not a requirement. However, it can be a reason for rejecting modifications of the name field in PNR and ticket.*

## **5.2. Permitted modifications**

5.2.1. Replacing passenger's first, last or middle name due to marriage, adoption, and in other cases. This is allowed on condition the ID document data has been entered within 24 hours after PNR creation and if the new document (with the changed personal data) has been received after ticket issuance.

5.2.2. Replacing the first or middle name.

5.2.3. Replacing the first, last or middle name in PNR or ticket issued at a group fare, in accordance with its application rules (if the Agent is not able to perform this operation for technical reasons).

5.2.4. Replacing the first, last or middle name in PNR/ticket for a corporate client, in line with the conditions stated in the contract with this client.

5.2.5. Change in the transcription/transliteration of the first/last name whenever the ID document in PNR is replaced (in case two of the documents are both valid).

5.2.6. For GDS GALILEO users, corrections to the name field are made when booking:

- air travel for passengers with extra comfort seats (EXST);
- air travel for passengers on stretchers (STCR);
- air travel for passengers who need to put their baggage on passenger seats (CBBG).

Corrections to the name field should be made for the relevant type of service:

EXSTA/EXSTB (Galileo) - EXST/EXST (Sabre)

STCRA/STCRB (Galileo) - STCR/STCR (Sabre)

CBBGA/CBBGB (Galileo) - CBBG/CBBG (Sabre)

### **5.3. Prohibited modifications**

5.3.1. No changes are allowed to be made to passenger's last name even if the birth date and ID document data have been entered in PNR correctly. If the identification procedure is not passed, the passenger will be deemed to be someone else (cases in which the identification procedure is not conducted are given in item 5.1.1.).

5.3.2. Change in the transcription/transliteration of the first/last/middle name, without changing the way it's pronounced and heard – only for domestic itineraries within the Russian Federation (Y to I, J to G and ZH, U to YU and IU, KH to H, KS to X, V to W, F to PH, YA to IA and vice versa, etc.). However, passengers whose names have such transliteration mistakes will be accepted on flights within the Russian Federation without limitation.

5.3.3. Changes in PNR's/ticket's name field if PNR has flights under codes of other airlines or flights where Aeroflot functions as a marketing partner. In such a case – see item 6.2.

5.3.4. Corrections in PNR's name field for a passenger under 2 years of age without a seat (INF) on the part of the airline. In such a case – see item 6.3.

### **6. Recommendations as to what possible actions Agents can undertake in case it's technically impossible or prohibited to modify the name field**

**6.1.** In case of prohibited modifications indicated in item 5.3.1., Agents are recommended to refund the ticket in accordance with the fare application rules, create a new and correct PNR in codes available for sale, and issue a new ticket.

**6.2.** In case it's not possible to modify the name field in a PNR that has segments of flights operated by other carriers (see 5.3.3.), the following procedure shall apply:

6.2.1. If modification of the name field is permitted in accordance with the established rules (see 5.2.), the Agent is advised to:

- cancel PNR,
- create a new PNR in codes available for sale with a correct name,
- issue a new ticket;
- request involuntary refund of the originally issued ticket and indicate "CORR NAME" as the reason and the number of the new ticket;

OR

- cancel PNR,
- create a new PNR in codes available for sale with a correct name,
- reissue the ticket in accordance with the applicable fare rules (incl. collection of a penalty for making changes and the difference in fares, if any), specify "CORR NAME" in the "endorsement" field.

6.2.2. If modification of the name field is not permitted in accordance with the established rules (see 5.3.), the Agent is advised to:

- refund the ticket in accordance with the fare application rules,
- create a new PNR in codes available for sale with a correct name,
- issue a new ticket.

6.2.3. If PNR and the ticket issued on Aeroflot own flights contain segments of flights operated under codes of other airlines or flights where Aeroflot functions as a marketing

partner, Agents have to call Helpdesk employees ( +7(499)681-13-11 ) and ask for their advice.

**6.3.** If it's necessary to correct the name field of a passenger under 2 years of age without a seat (INF), Agents are advised to:

- delete the INF passenger from PNR, refund the ticket (according to Aeroflot fare regulations, ticket refunds for passengers under 2 years of age are carried out without collecting a penalty), delete all PNR elements that contain the wrong name,

- add the INF passenger with a correct name, issue a new ticket, enter the correct name in PNR elements.

## **7. How to modify the name field in agency PNRs/tickets if more than 24 hours are left before departure (modification is allowed)**

**7.1.** If it's necessary to carry out a permitted modification of the name field, Agents have to enter the following in PNR's OSI element: CORR NAME KUZNETSOV/SERGEY MR.

**7.2.** Agents have to send a request to [salessupport@aeroflot.ru](mailto:salessupport@aeroflot.ru) indicating the following information:

- in the “Subject” field, it's required to put “Name change”;

- in a request for name correction, it's necessary to specify PNR number in the Carrier's system (with a remark entered as shown in 7.1.) and attach a copy of the ID document the data of which is indicated in PNR;

- in a request to replace the first/last/middle name, Agents need to specify PNR number (with a remark entered as shown in 7.1.) and attach a copy of the new ID document that serves as a basis for replacing the first/last/middle name, and the document the data of which was originally entered in PNR.

**7.3.** If a passenger has been identified, the request meets the requirements and is in fact the very first request made, Helpdesk employee:

- makes changes in the name field,

- enters the below remarks in PNR:

CORR NAME/RQ AGT,

ATTN AGT/CORR NAME ACRD YR REQ/PLS EXCH TKT,

- sends a notification (message) to the Agent saying that the name field has been modified.

After the Agent receives the message from Helpdesk saying that the modification has been carried out, it needs to immediately:

- replace ID document data in PNR (if that's necessary and related to legal changes);

- check if ID document data is displayed correctly in PNR and make changes (if necessary);

- reissue the ticket and add “CORR NAME” in the “endorsements/restrictions” field. No penalties are imposed for modifying the name field, unless otherwise stated in the rules of the applicable fare.

**ATTENTION! IF THE TICKET IS NOT REISSUED WITHIN 24 HOURS, ALL THE CHANGES MADE WILL BE CANCELLED.**

Subsequent (repeated) requests to modify the name field will not be processed.

**7.4.** In the event at least one of the conditions specified in 7.2 is not fulfilled, Helpdesk employees will send a message to the Agent via e-mail:

- if the required information is not presented – a notice asking the Agent to submit all of the information, scans (copies) of documents;

- if the request was made repeatedly – a notice rejecting modification of the name field. The following remark will then be entered in PNR:

ATTN AGT/ CORR NAME REJECTED DUE TO SECOND RQ;

- if prohibited modifications are requested or if it's not possible to identify the passenger – a notice rejecting modification of the name field. The following remark will then be entered in PNR:

ATTN AGT/ CORR NAME REJECTED DUE TO NON IDENTIFICATION

**7.5.** After the name field modification has been carried out, the Agent must check if all SSR and OSI elements have been entered correctly and, if necessary, enter them again, in view of the modification already made.

**7.6.** In the event of a failure situation, the Agent needs to send a request to GDS support desk, asking its staff to synchronize the reservation systems (with Helpdesk e-mail address [salesupport@ Aeroflot.ru](mailto:salesupport@ Aeroflot.ru) in copy). After synchronization is over, the Agent issues/reissues the ticket.

Note:

The request will be rejected if:

- it's made in violation of the established rules of permitted PNR/ticket modifications;
- the message was sent without the required documents attached or the remarks required for modifying the name field in PNR have not been entered;
- it was sent repeatedly because the ticket was not reissued on time.

**7.7.** In the event of a failure or non-standard situation, and provided that the conditions stated in item 7.2 are complied with, Helpdesk employees may advise a different procedure.

**7.8.** To get answers on how properly to make changes in the name field, the Agent needs to make a multi-way phone call to Helpdesk by dialing +7(499)681-13-11 or by dialing a toll free number published on the official Aeroflot website in the «Toll free phone numbers around the world» section.

## **8. How to modify the name field in agency PNRs/tickets if less than 24 hours are left before departure (modification is allowed)**

**8.1.** If there is no failure situation, name field modifications have to be conducted in accordance with section 7.

**8.2.** In the event of a failure situation, Agents have to follow the recommendations of Helpdesk employees.