












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		<b>IERONYMA</b>		

**Itinerary**

**Booked - Air**

				Class		Status	Cnx		Fare
▶		Tue 10Jun25 16:25 - 17:30	ATH - FCO	A3 654	S 	2h 05m 32Q	<b>HK</b>	A3	1

Price

Services

Create Fare

Auto-Exchange




Bag Fees



Seats

Delete

Issue Documents


**Transactions**

   **Tickets**

Reference	Source	Status	Transaction Date	Travelers	Segments
<a href="#">3902819309675</a>	  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 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
<input type="radio"/>	ATH	FCO	A3	654	S	10JUN25	16:25	HK	SNLGTSW	PR20	10JUN2025	10JUN2025	0PC

**Fare Details**

Base Fare	EUR	48.00
Equivalent Fare		
Taxes	EUR	30.44
Tax Details <input type="button" value="v"/>		
<b>Total</b>	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**

▶ <input checked="" type="checkbox"/>			Class	✈	Status	Cnx	🔗	Fare
▶ <input checked="" type="checkbox"/>		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.

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:  Last Date/Time to ticket:

STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	BAG
O	ATH	PCO	A3	654	K	10JUN25	16:25	HK	SNLGTSW	PR20	10JUN2025	10JUN2025	0PC

**Fare Details**

Base Fare	EUR	48.00
Equivalent Fare		
Taxes		30.44

**Tax Details**

Designator	Amount	Nature	Collection Point	Airport	Currency	Airport	Amount Paid (PD)
<input type="checkbox"/> GR	3.00						<input type="checkbox"/>
<input type="checkbox"/> YQ	3.00						<input type="checkbox"/>
<input type="checkbox"/> WP	19.44						<input type="checkbox"/>
<input type="checkbox"/> WQ	5.00						<input type="checkbox"/>
Taxes Paid	0.00						
Taxes to be Collected	30.44						

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

Total		78.44
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**Commission and Information**

Commission	Percent	
Reason	REISSUE	
Tour Code	ISSUED IN CONNEX WITH 3902819309675/VALID ON A3/OA FLIGHTS ONLY/HUB ID 92595	
Endorsements		

**Fare Calculation Line**  
ATH A3 ROM51 81SNLGTSW/PR20 NUC51 81END ROEO 911005

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

**Basic Ticket/Document Search**

Ticket/Document Number

Document Type

**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.

