



LATAM Trade Portal

Correct Name

WELCOMING
NEW HEIGHTS



Rules for managing the Correct Name module automatically

Correct Name transactions are available for NDC, e-LATAM and GDS PNRs.

Correct Name Types	Correct Name Types
1 Spelling errors in the first or last name (maximum 3 letters)	Correction: from GONSALES / DANIELE to GONZALEZ / DANIELE
2 First name reversed (keeping the last name) or last name reversed (keeping the first names).	Correction: from SILVA/MARIA ANA to SILVA/ANA MARIA
3 Add a first or last name while keeping the original first and last name.	Correction: from SILVA/ALBERTO to SILVA/LUIS ALBERTO
4 Duplicate first and last name while keeping the name.	Correction: from FARIA FARIA/HIGOR to FARIA/HIGOR
5 Name corrections by adding or removing an Agnome.	Correction: from SILVA JR/JOSÉ to SILVA/JOSÉ

Checklist to start Correct Name transactions

Ticket Type

Applicable to tickets issued by LATAM

Itinerary Type

Valid for 100% LA itineraries

Fare Type

Applicable to domestic and international fares

Advance Purchase

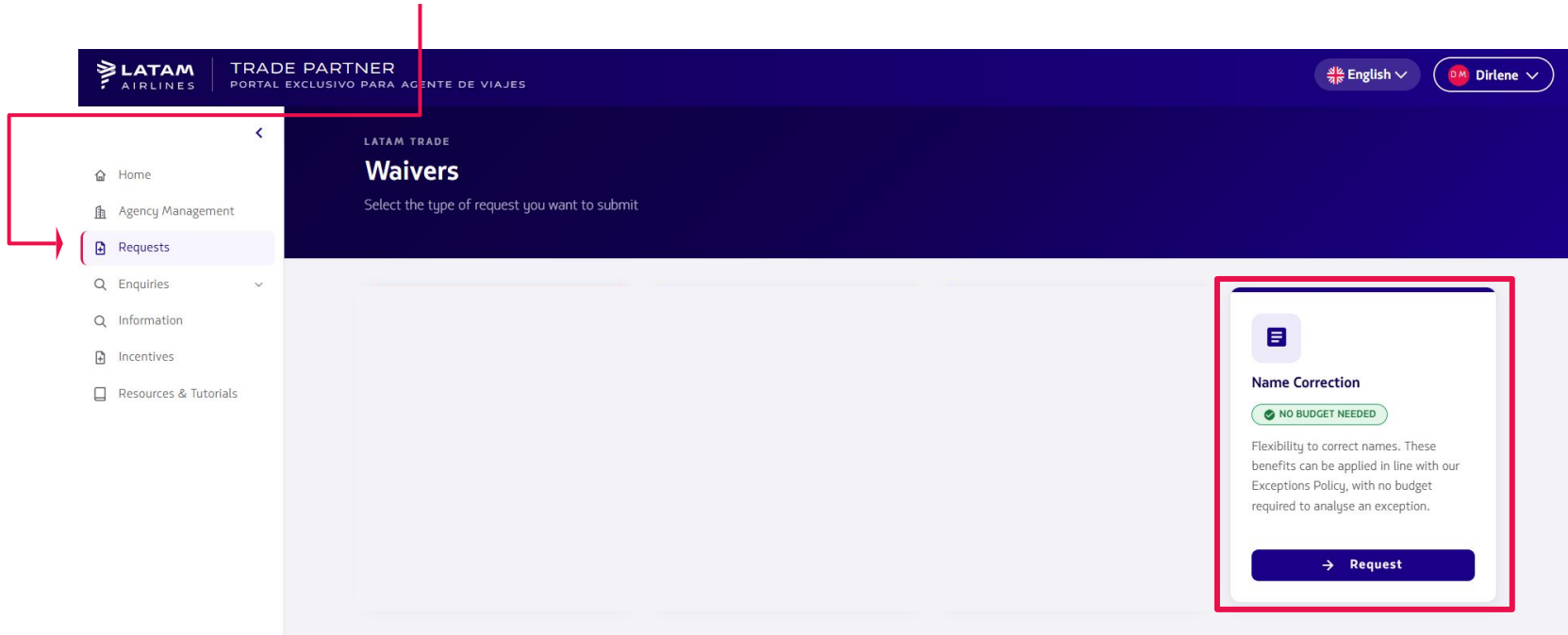
For bookings more than 48 hours before the first flight

Split

When the correction applies to only one passenger.

How to access the Correct Name?

Go to the Requests menu and then open the module



The screenshot displays the LATAM Trade Partner portal interface. The top navigation bar includes the LATAM logo, the text 'TRADE PARTNER PORTAL EXCLUSIVO PARA AGENTE DE VIAJES', and language/user selection buttons for 'English' and 'Dirlene'. A left-hand sidebar menu is open, with the 'Requests' option highlighted. The main content area is titled 'Waivers' and prompts the user to 'Select the type of request you want to submit'. A red box highlights a specific module card titled 'Name Correction', which features a green badge stating 'NO BUDGET NEEDED' and a 'Request' button.

LATAM AIRLINES | **TRADE PARTNER**
PORTAL EXCLUSIVO PARA AGENTE DE VIAJES

English | Dirlene

LATAM TRADE

Waivers
Select the type of request you want to submit

- Home
- Agency Management
- Requests**
- Enquiries
- Information
- Incentives
- Resources & Tutorials

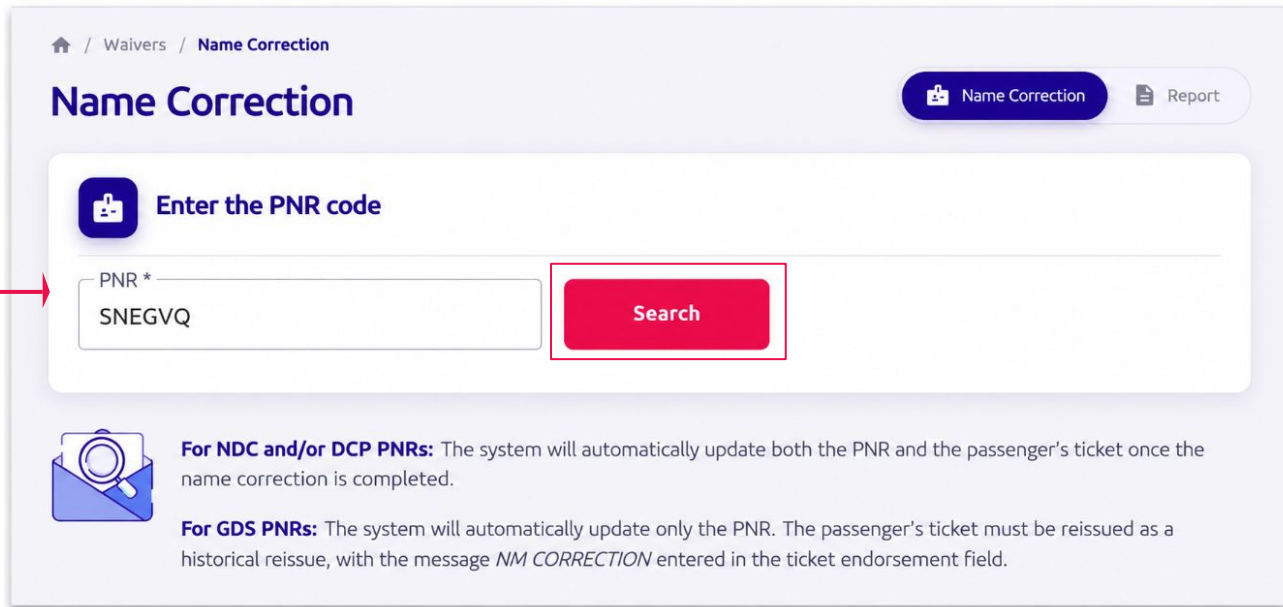
Name Correction
NO BUDGET NEEDED

Flexibility to correct names. These benefits can be applied in line with our Exceptions Policy, with no budget required to analyse an exception.

→ Request

To get started, follow these steps:

Enter the PNR to perform the transaction and then click Search.



Home / Waivers / Name Correction

Name Correction

 Name Correction  Report

 Enter the PNR code

PNR *



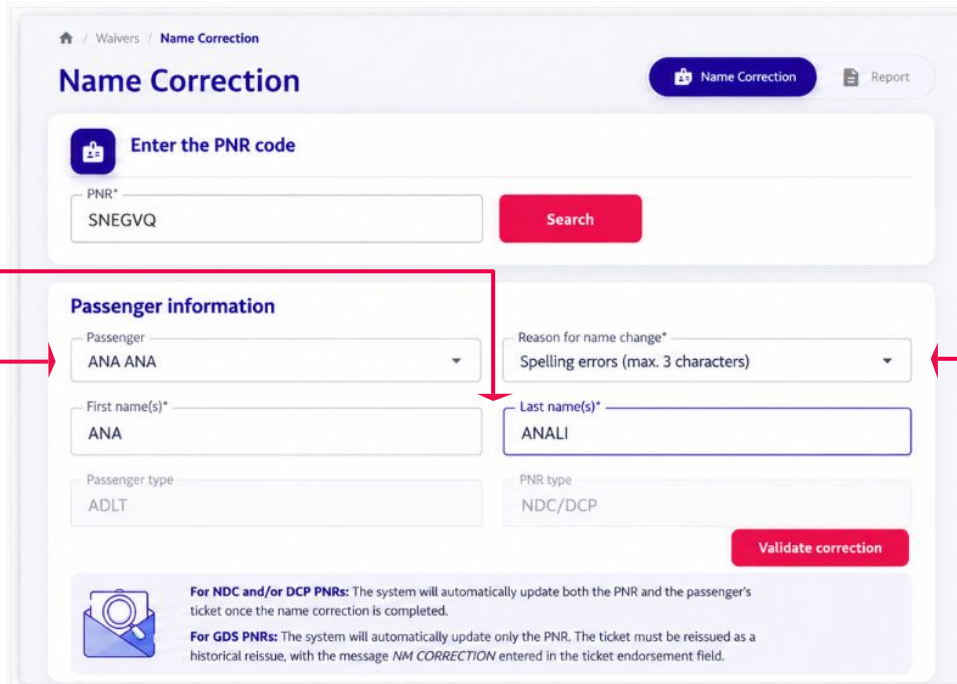


For NDC and/or DCP PNRs: The system will automatically update both the PNR and the passenger's ticket once the name correction is completed.

For GDS PNRs: The system will automatically update only the PNR. The passenger's ticket must be reissued as a historical reissue, with the message *NM CORRECTION* entered in the ticket endorsement field.

To get started, follow these steps:

Select the passenger and the reason for the change. Then make the correction in the corresponding field:
— First Name or Last Name.



Name Correction

Enter the PNR code

PNR*
SNEGVQ

Search

Passenger information

Passenger
ANA ANA

Reason for name change*
Spelling errors (max. 3 characters)

First name(s)*
ANA

Last name(s)*
ANALI

Passenger type
ADLT

PNR type
NDC/DCP

Validate correction

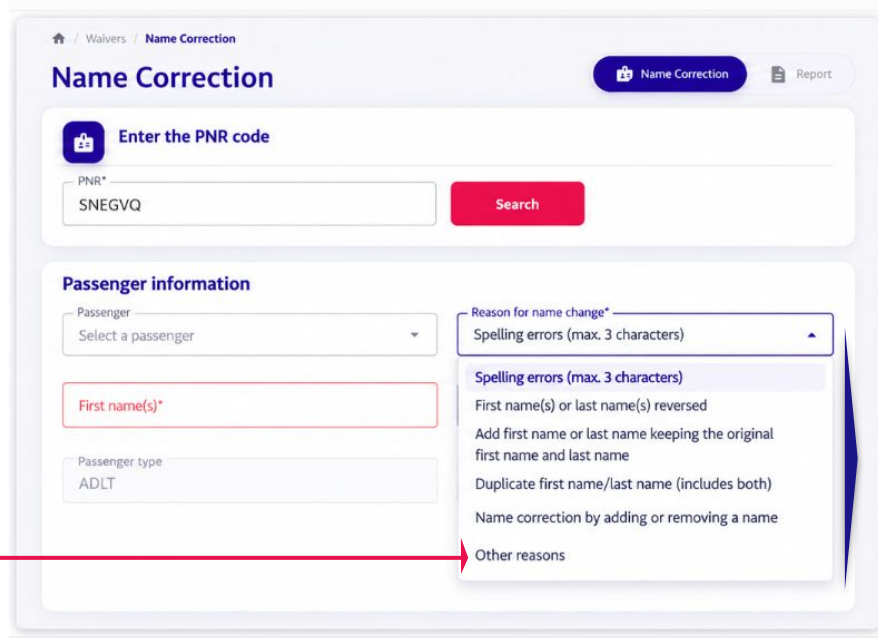
 **For NDC and/or DCP PNRs:** The system will automatically update both the PNR and the passenger's ticket once the name correction is completed.

For GDS PNRs: The system will automatically update only the PNR. The ticket must be reissued as a historical reissue, with the message *NM CORRECTION* entered in the ticket endorsement field.

Reasons available for Name Correction:

The first five available reasons allow the request to be processed automatically.

If the required change does not fit any of these options, select **“Other reasons”** to send the request for manual review.



The screenshot shows the 'Name Correction' form with the following elements:

- Header:** Home icon, 'Walters / Name Correction', and buttons for 'Name Correction' and 'Report'.
- PNR Section:** A lock icon, 'Enter the PNR code', a text input for 'PNR*' containing 'SNEGVQ', and a red 'Search' button.
- Passenger information section:**
 - 'Passenger' dropdown menu with 'Select a passenger'.
 - 'First name(s)*' text input field with a red border.
 - 'Passenger type' dropdown menu with 'ADLT'.
 - 'Reason for name change*' dropdown menu with a list of options: 'Spelling errors (max. 3 characters)', 'First name(s) or last name(s) reversed', 'Add first name or last name keeping the original first name and last name', 'Duplicate first name/last name (includes both)', 'Name correction by adding or removing a name', and 'Other reasons'.

Red arrows from the text boxes point to the 'First name(s)*' field and the 'Other reasons' option in the dropdown menu. A red line connects the top text box to the 'Search' button and the 'Reason for name change*' dropdown.

To get started, follow these steps:

The system will display a summary of the requested change so the information can be reviewed before completion. After reviewing it, you must confirm to process the transaction. Once completed, the system will display a message confirming that the transaction was successfully completed.



Confirm name change



Current name with errors
DANIELLE MS GONZALEZ



Corrected name
DANIELE MS GONSALES

Go back to edit

Confirm



Name change completed successfully



Current name with errors
DANIELLE MS GONZALEZ



Corrected name
DANIELE MS GONSALES

Reason for name change
3 Letters

Modification date
16-OCT-24

How are PNRs and tickets updated after the Correct Name transaction?

The name in the PNR and ticket will be updated automatically for bookings made through NDC or e-LATAM.

```
QPTPCB
1.1GONSALES/DANIELE MS
1 LA3944S 08NOV F CGHSDU HK1 2000 2100 /E
/OPERATED BY LATAM AIRLINES BRASIL
TKT/TIME LIMIT
1.T-160CT-SSA5NDC
2.TE 9572200467094 GONSA/D SSA5NDC 0849/160CT
VCR COUPON DATA EXISTS *VI TO DISPLAY
PHONES
1.SSA55--11998765432-C-1.1
PASSENGER EMAIL DATA EXISTS +PE TO DISPLAY ALL
PRICE QUOTE RECORD EXISTS - *PQS
PROFILE INDEX DATA EXISTS +PI TO DISPLAY ALL
LA FACTS
1.SSR BRND LA NN1 CGHSDU3944S08NOV/KM
2.SSR DOCS LA HK1/I/BR/31309373825/BR/16JAN1987/F/31DEC2030/GONSALES/DANIELE
4.SSR LAXP LA 3944S8NOV/LATAM XP USER NN1
5.SSR FOID LA HK1/NIBR31309373825#
VCR=9572200467094<<
VIRTUAL COUPON RECORD
9572200467094 NAME-GONSALES/DANIELE MS
TTL NBR OF DATE OF ISSUE-160CT24 PNR-QPTPCB 160CT24
CPNS- 1
CPN A/L FLT CLS DATE BRDOFF TIME ST F/R STAT
1 LA 3944 S 08NOV CGHSDU 2000 OK SJHX0N4/DD00K
```

IMPORTANT: For agencies using NDC via API, the name update may take up to 2 minutes. After making the change, wait this amount of time before viewing the update.

For a GDS PNR, LATAM Trade will correct the name only in the PNR, as shown in the example below:

```
QPTPCB
1.1GONSALES/DANIELE MS
1 LA3944S 08NOV F CGHSDU HK1 2000 2100 /E
/OPERATED BY LATAM AIRLINES BRASIL
TKT/TIME LIMIT
1.T-160CT-SSA5NDC
2.TE 9572200467094 GONSA/D SSA5NDC 0849/160CT
VCR COUPON DATA EXISTS *VI TO DISPLAY
PHONES
1.SSA55--11998765432-C-1.1
PASSENGER EMAIL DATA EXISTS +PE TO DISPLAY ALL
PRICE QUOTE RECORD EXISTS - *PQS
PROFILE INDEX DATA EXISTS +PI TO DISPLAY ALL
LA FACTS
1.SSR BRND LA NN1 CGHSDU3944S08NOV/KM
2.SSR DOCS LA HK1/I/BR/31309373825/BR/16JAN1987/F/31DEC2030/GONSALES/DANIELE
4.SSR LAXP LA 3944S8NOV/LATAM XP USER NN1
5.SSR FOID LA HK1/NIBR31309373825#
```

After correcting the name in LATAM Trade, the ticket must be reissued immediately as a historical reissue.

Enter the message "NM CORRECTION" in the endorsement field.

Important: failing to reissue the ticket may affect the validity of the correction performed.

When the correction does not meet the criteria for automatic processing, the system will display the following message:

To continue with the request, enter the **reason for the change, attach documentation** supporting the need for the correction, and click **“Submit Request”**



The correction cannot be made

Rejection due to a flight on another airline

Submit for manual review

Go back to edit

Continue with manual request

It was not possible to correct the name automatically, but you can continue: we will create a name correction request for our team to review.

CARLOS SOTOMAYOR → ANTONIO SOTOMAYOR

Comment for review*

The passenger had a name change and needs to update the name on the booking.

Mandatory: explain why it was not possible to correct the name and attach a supporting document (mandatory).

70/422



Medical certificate – passenger Maria Luiza (2).pdf



Cancel

Submit Request

The system will validate your request

The request will then be **pending review** and will be forwarded to our **LATAM Support Team**.



Waiver pending approval

OK



Your waiver request could not be approved automatically due to an attached document. Your request will be forwarded to our LATAM Support team for review, with a response time of up to 24 business hours.

 Waiver details

Request ID	POS	Agency	IATA	Sales Executive	Type	PNR/TKT	Approval date/time	Departure date/time
52460	BR	NUCLEO DE NEGOCIOS		Dirlene Martins	Waiver: Changes ~ Alteration Not Permitted	OVLCRU	23-SEP-26	03-NOV-26

Manual review

If none of the automatic reasons applies to the change, follow the steps below:

Select Name Change Reasons – **“Other Reasons”**.

Name Correction

 Name Correction

 Report

 Enter the PNR code

PNR *
QVRFZM

Search

Passenger information

Passenger
CARLOS SOTOMAYOR

Reason for name change *
Other reasons

First name(s) *
CARLOS

Last name(s) *
SOTOMAYOR

Passenger type
ADLT

PNR type
NDC/DCP

When the correction does not meet the criteria for automatic processing, the system will display the following message:

To continue with the request, enter the **reason for the change**, **attach documentation** supporting the need for the correction, and click **"Submit Request"**.

Name correction request

This reason cannot be corrected online. Please fill in the comments and attach a supporting document: our team will review your request.

CARLOS SOTOMAYOR → CARLOS SOTOMAYOR

Included segments: GRU → GIG

Comment for review *

Name correction

16/400

Attach a supporting document (mandatory).



Medical certificate – passenger Maria Luiza (2).pdf



☒ I have read and accept the [Terms and Conditions](#) and understand that it is my responsibility to ensure that all the information provided matches the booking, otherwise the airline may charge an ADM fee.

Cancel

Submit Request

The system will validate your request

The request will then be **pending review** and will be forwarded to our **LATAM Support Team**.



Waiver pending approval

OK



Your waiver request could not be approved automatically due to an attached document. Your request will be forwarded to our LATAM Support team for review, with a response time of up to 24 business hours.



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52460	BR	NUCLEO DE NEGOCIOS		Dirlene Martins	Waiver: Changes ~ Alteration Not Permitted	OVLCRU	23-SEP-26	03-NOV-26

Messages displayed by the system when it is not possible to complete the transaction.

Types of messages displayed by the system when the transaction cannot be completed.



A correção não pode ser feita

To perform the transaction, remove the frequent flyer (LATAM PASS) information from the booking and save it before requesting the correction again. After the name correction is successfully completed, re-enter the frequent flyer information in your system.

voltar para a edição



A correção não pode ser feita

Name changes are not permitted. Check the conditions or consult the change rules in our LATAM Trade Portal.

voltar para a edição



A correção não pode ser feita

Simultaneous changes were detected in the booking. Use the 'IR' command to ignore and retrieve the data, then save the booking before trying again.

voltar para a edição

Types of messages displayed by the system when the transaction cannot be completed.



A correção não pode ser feita

The number of passengers does not match the seats reserved in the booking. Please verify that the booking information is correct, make the necessary corrections, and try again.

voltar para a edição



A correção não pode ser feita

The order of the itinerary segments must be adjusted. Organize the itinerary correctly to perform the name change transaction and try again.

voltar para a edição



A correção não pode ser feita

The entered format contains an issue. Check the conditions or consult the name change rules in our LATAM Trade Portal and try again.

voltar para a edição

Types of messages displayed by the system when the transaction cannot be completed.



A correção não pode ser feita

The flight is under airport control. Changes cannot be made to this booking at this time. Please contact our support team via chat.

[voltar para a edição](#)



A correção não pode ser feita

The flight has already departed. Changes to this booking are no longer possible.

[voltar para a edição](#)



A correção não pode ser feita

The phone field must be included in the booking. Add this information and try again.

[voltar para a edição](#)

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NEW HEIGHTS

