



GLOBAL SALES SUPPORT

Correct Name in LATAM Trade

Correct Name en LATAM Trade

The new functionality of LATAM Trade provides the ability to correct the name on a booking in cases of issuance errors in NDC under the following conditions:

For tickets issued by LATAM, for itineraries that are 100% LA.

For unused tickets issued at any domestic or international rate.

For flights that are within the commercial window (more than 48hs for the flight).

NOTE: A split of a PNR should be performed when there is more than one passenger, and the name correction applies to only one of them. In cases where the name correction applies to all passengers, a split will not be necessary.

Types of Correct Name

01

Name or surname spelling errors (maximum 3 letters)

Example: GONSALES DANIELE por GONZALEZ DANIELLE

02

Reversed name (keeping the surname) or reversed surname (keeping the names).

Example: SILVA/MARIA ANA por SILVA/ANA MARIA

03

Add a first name or last name while keeping the original first and last names.

Example 1: SILVA/ALBERTO por SILVA/LUIS ALBERTO

Example 2 : RUIZ/ALBERTO por RUIZ TORO/ ALBERTO

04

Duplicate name and surname while keeping the name.

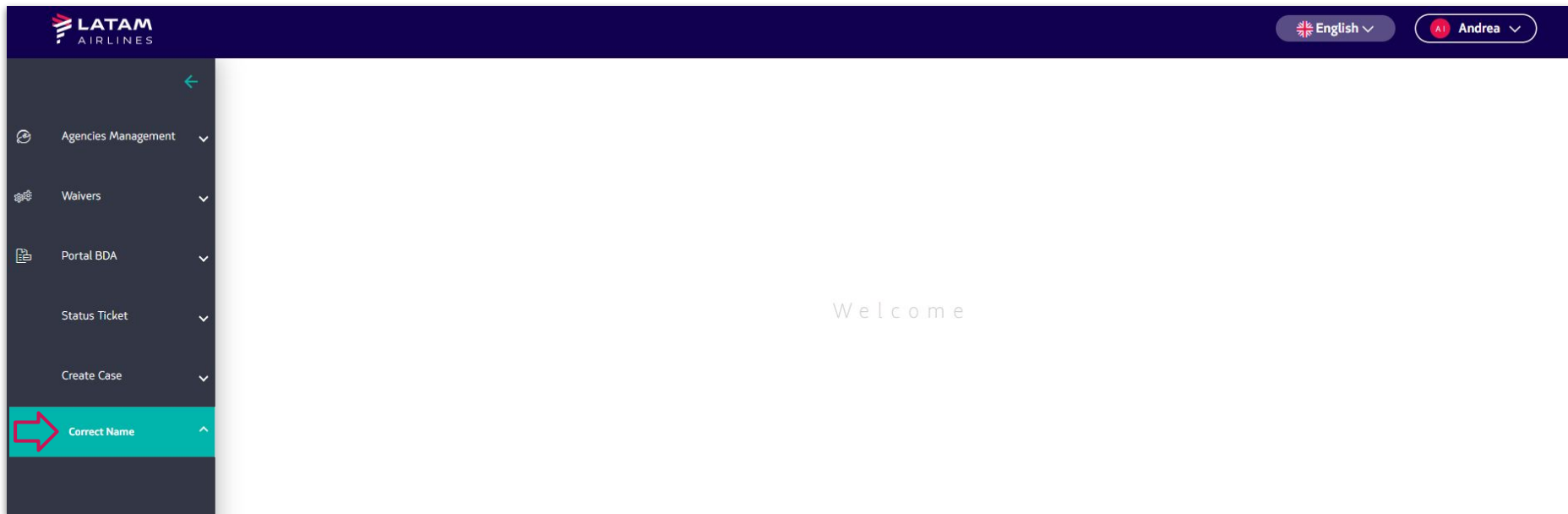
Example: FARIA FARIA/HIGOR por FARIA/HIGOR

05


Correction of names by adding or removing suffix.

Example: JR/JOSÉ, JÚNIOR/JOSÉ

Upon entering LATAM Trade, you will be able to view the "Correct Name" menu.



To start, you need to enter the PNR data and click on "Search".



English ▾

Andrea ▾

←

Correct Name

Agencies Management ▾

Waivers ▾

Portal BDA ▾

Status Ticket ▾

Create Case ▾


Correct Name ▴

Correct Name

Enter the PNR code*

QPTPCB

Search



Enter the information in the search engine

Next steps, select the following options:

Personal Information

passenger

Reason for name change*

Names*

DANIELE MS

Surnames*

GONSALES

Type of passengers

ADLT

- 1 Passenger
- 2 Reason for change
- 3 Name
- 4 Surname

Example: Spelling errors in the name or surname (maximum 3 characters).

Personal Information

passenger

DANIELE MS GONSALES

Reason for name change*

Names*

DANIELLE MS

Surnames*

GONZALEZ

Type of passengers

ADLT


Flight information


1 Select the passenger.

2 Select the reason.


3 Correction 1: Change 2 letters of the surname.

Once the name correction is validated, the system will confirm the transaction.






Confirm name change



Name and surname with errors

DANIELE MS GONSALES



Corrected name and surname

DANIELLE MS GONZALEZ

[return to the edition](#)

[Confirm correction](#)

Upon confirmation, the system will notify that the change has been successfully made.



Your name change has been made
successfully



Name and surname with errors

DANIELE MS GONSALES



Corrected name and surname

DANIELLE MS GONZALEZ

Reason for name change

3 Letras

Modification date

16-OCT-24



For agencies that use an application developed with our services (API).

The update of names in PNRs and tickets does not occur instantly. This process may take approximately 2 minutes to complete.

Therefore, we recommend that after making the name change, you wait 2 minutes and then refresh your screen to view the updated information.

The name in the PNR and on the ticket will be automatically updated.

```
QPTPCB
1.1GONZALEZ/DANIELLE MS
1 LA3944S 08NOV F CGHSDU HK1 2000 2100 /E
/OPERATED BY LATAM AIRLINES BRASIL
TKT/TIME LIMIT
1.T-16OCT-SSA5NDC
2.TE 9572200467094 GONSA/D SSA5NDC 0849/16OCT
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/G
ONSALES/DANIELE
4.SSR LAXP LA 3944S8NOV/LATAM XP USER NN1
5.SSR FOID LA HK1/NIBR31309373825 ‡
VCR*9572200467094«
VIRTUAL COUPON RECORD
9572200467094 NAME-GONZALEZ/DANIELLE MS
TTL NBR OF CPNS- 1 DATE OF ISSUE-16OCT24 PNR-QPTPCB 16OCT24
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT
1 LA 3944 S 08NOV CGHSDU 2000 OK SJHX0N4/DD01 OK
FARE BRL 648.35 TAX 57.87BR TOTAL BRL 706.22
```

When the name correction validation is not allowed, the system will display the following message.



Correction cannot be made

The rule for name changes is not applicable to the application.

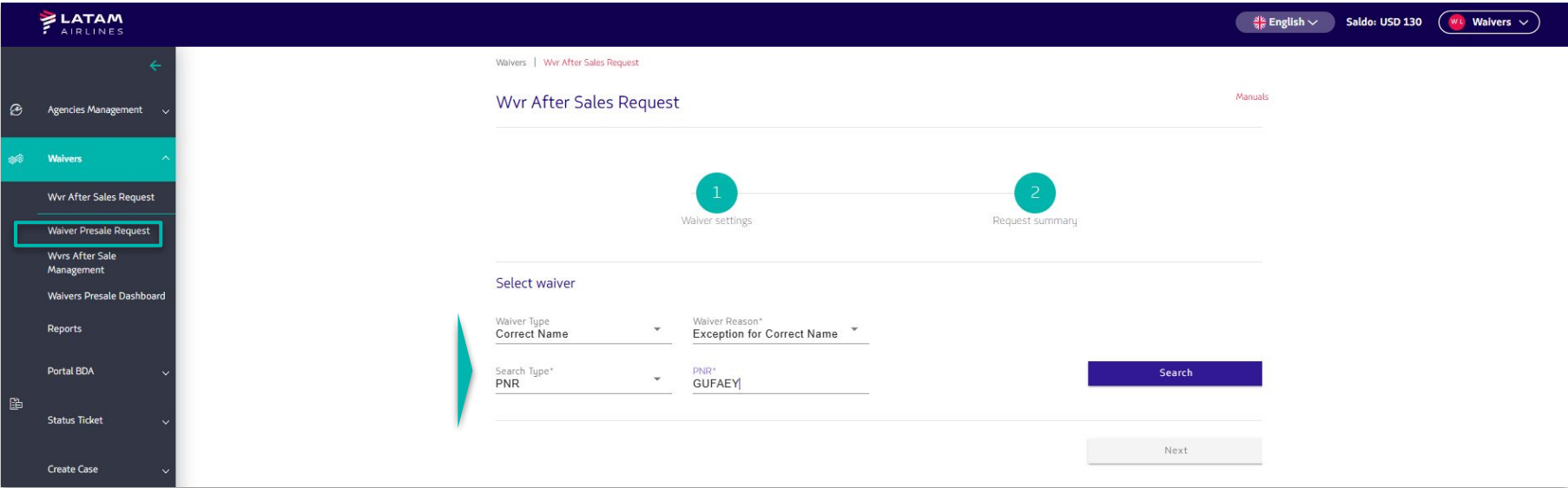
return to the edition

When the correction rules do not allow a name change or in case of GDS PRNs , you can submit a request to our support team for analysis.

To proceed, click on the “Wrv After Sales Request” button. In the “Wrv After Sales Request” module, fill in the fields as follows:

- **Waivers Type:** Correct Name
- **Waivers Reason:** Specify the reason
- **Search Type:** PNR or TKT
- **PNR or TKT:** [Enter the corresponding number

Refer to the example below for guidance:



The screenshot displays the LATAM Airlines 'Wvr After Sales Request' module. The sidebar on the left includes options like 'Agencies Management', 'Waivers', 'Wvr After Sales Request', 'Waiver Presale Request' (highlighted with a red box), 'Wvrs After Sale Management', 'Waivers Presale Dashboard', 'Reports', 'Portal BDA', 'Status Ticket', and 'Create Case'. The main content area shows a progress bar with two steps: '1 Waiver settings' and '2 Request summary'. Below the progress bar, the 'Select waiver' section contains the following form fields:

Waiver Type Correct Name	Waiver Reason* Exception for Correct Name
Search Type* PNR	PNR* GUFAEY

A red arrow points to the 'Waiver Type' field. To the right of the form is a blue 'Search' button, and below it is a grey 'Next' button.

Select the passenger, the segments and click “Next”

Select waiver

Waiver Type

Correct Name

Waiver Reason*

Exception for Correct Name

Search Type*

PNR

PNR*

GUFAEY

Search

1

Booking information

PNR	PNR type	Booking Creation	PAX Number	POS	IATA	PCC	Office ID
GUFAEY	INDIVIDUAL	26-APR-24 08:57	1	SAO	—	—	—

Passenger information

Passenger Name	FOID	Passenger Type	TKT	
T***** C*****	—	ADLT	9572154377455	✓

Segments information

Segment Number	MKT carrier	MKT Flight Number	Class	From	To	Departure Date/Hour	Segment Status	
1	LA	3903	Q	SDU	CGH	16-DEC-24 06:35	HK	✓
2	LA	4532	O	CGH	SDU	18-DEC-24 19:05	HK	✓

Next

Enter the new PNR, the required documentation for analysis, and a description of the reason for the change. Then, submit the request for review by our support team.

Wvr After Sales Request

Manuals

1

Waiver settings

2

Request summary

Request summary

1

Type	Correct Name
Reason	Exception for Correct Name
PNR	GUFAY View Detail

Agency PNR (Optional)

Enter agency PNR ZXCVBN ⓘ

Attach File

Apresentação1.jpg

(Maximum size: 2 MB)

Add Remark (Optional)

Name Change ~~after~~ divorce

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Send Request

IMPORTANT: To process the requests, it is essential to provide documentation that supports the need for the name correction.

For more information about the Correct Name rules, access the LATAM Trade Portal at <https://www.latamtrade.com>

A tropical beach scene at sunset. The sky is a mix of orange, yellow, and blue with scattered clouds. The sun is low on the horizon, creating a bright glow and lens flare. In the foreground, there are two wooden lounge chairs with white cushions on a sandy beach. To the right, a palm tree and a beach umbrella are visible. The ocean stretches to the horizon.

THANK YOU

