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

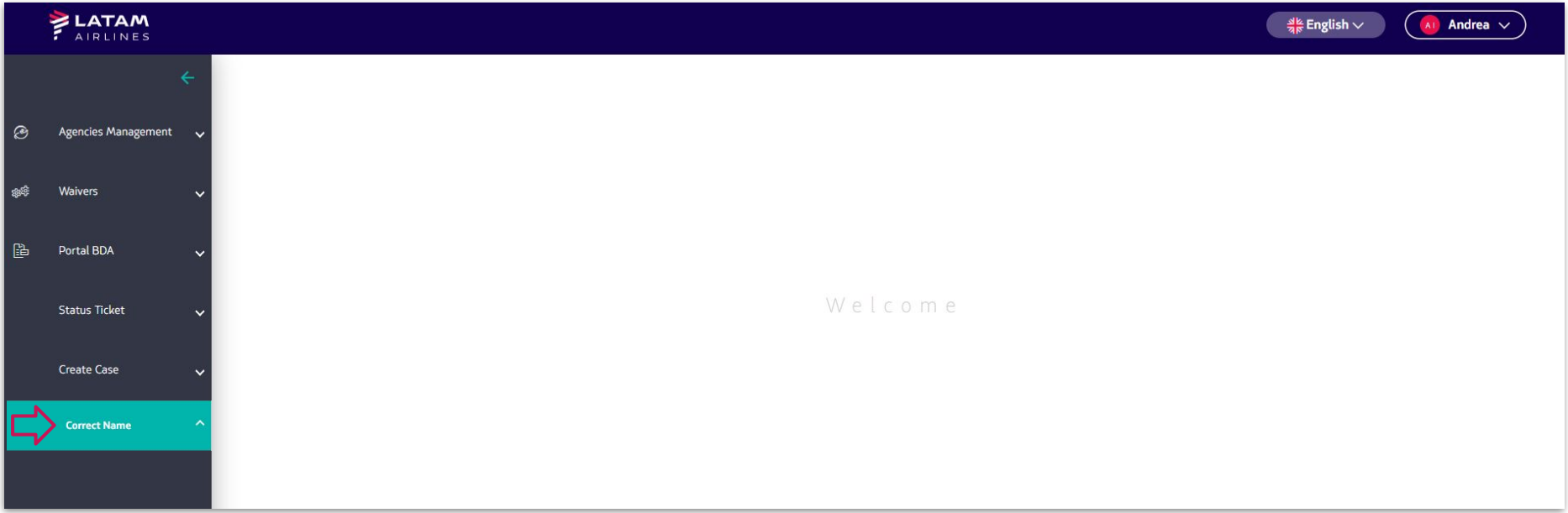
04 **Duplicate name and surname while keeping the name.**

Example: FARIA FARIA/HIGOR por FARIA/HIGOR

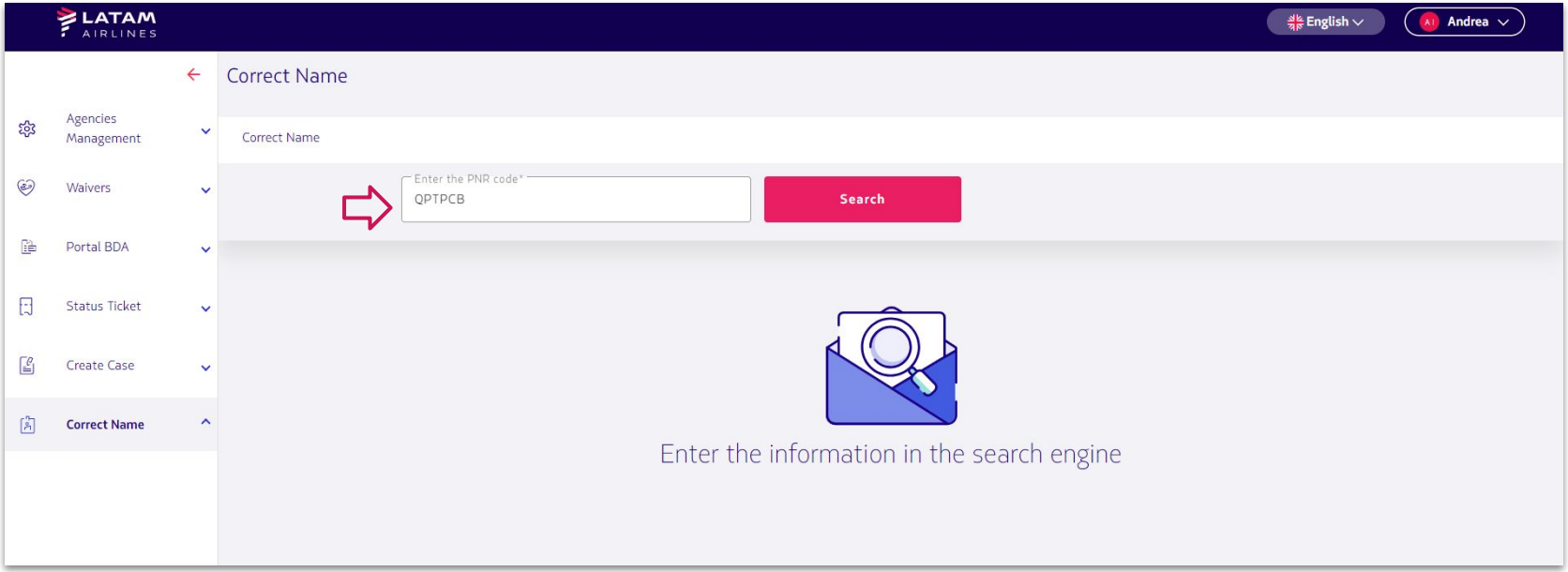
05 **Correction of names by adding or removing suffix.**

Example: JR/JOSÉ, JÚNIOR/JOSÉ

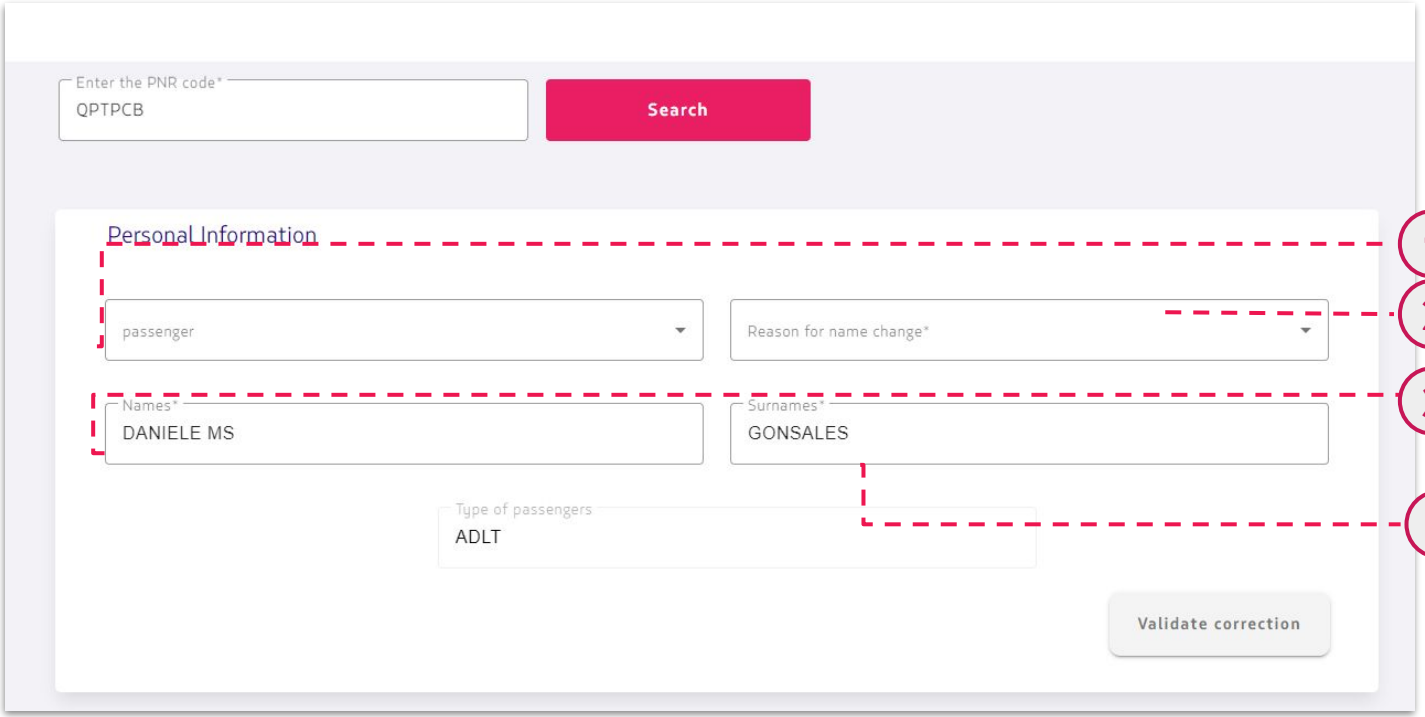
Upon entering LATAM Trade, you will be able to view the "Correct Name" menu.



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

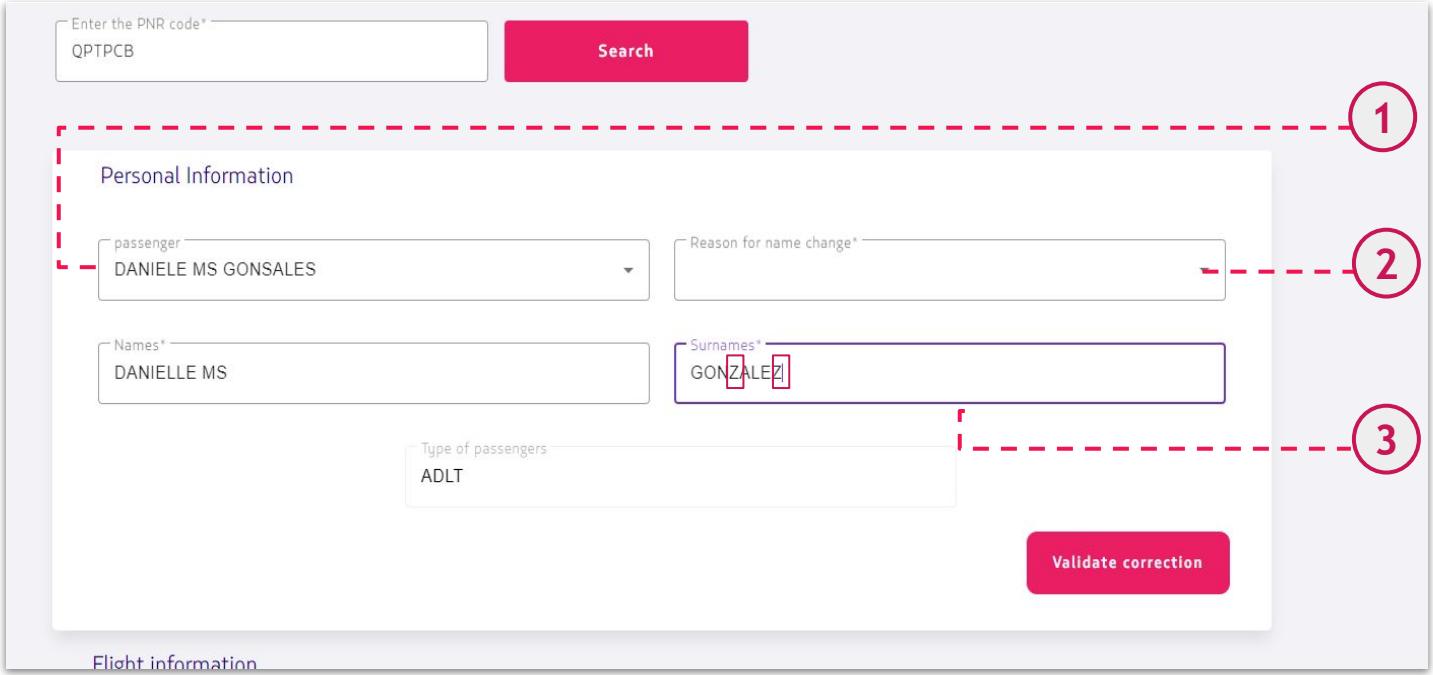


Next steps, select the following options:

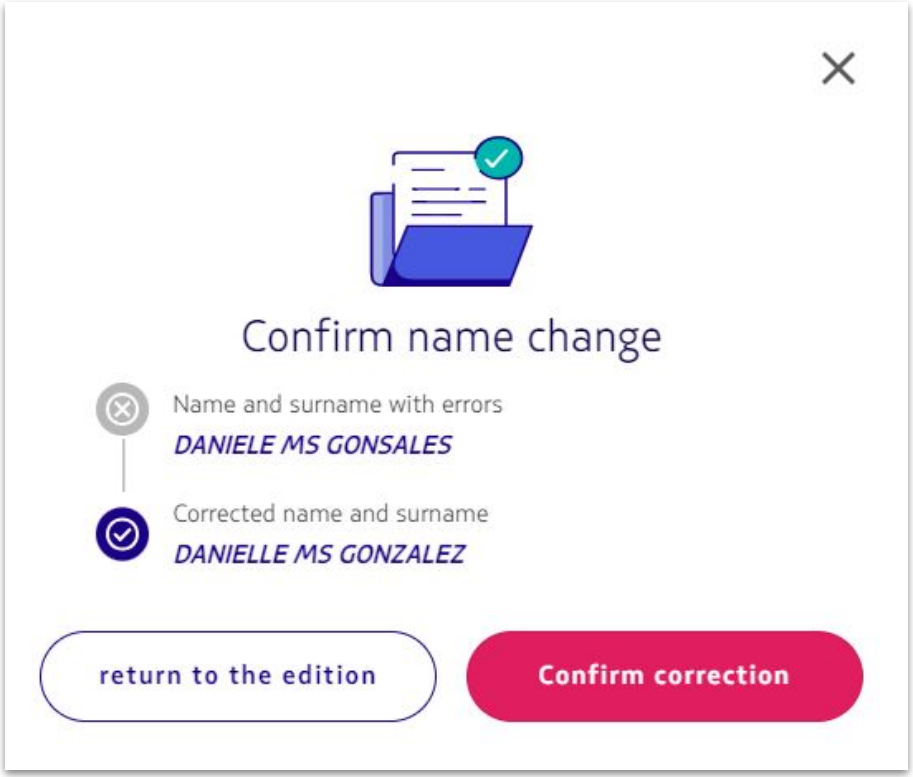


1. *Passenger*
2. *Reason for change*
3. *Name*
4. *Surname*

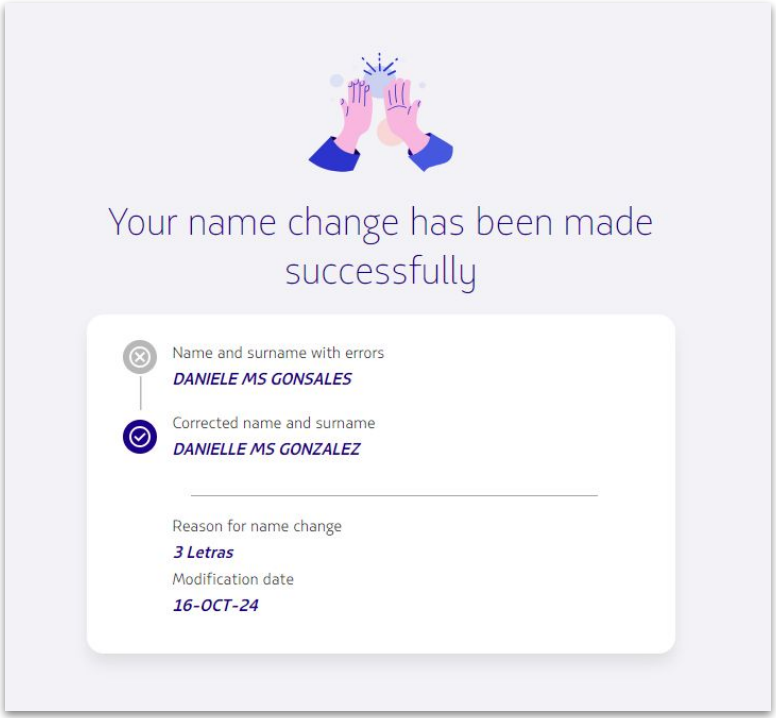
Example: Spelling errors in the name or surname (maximum 3 characters).



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



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



Important

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.

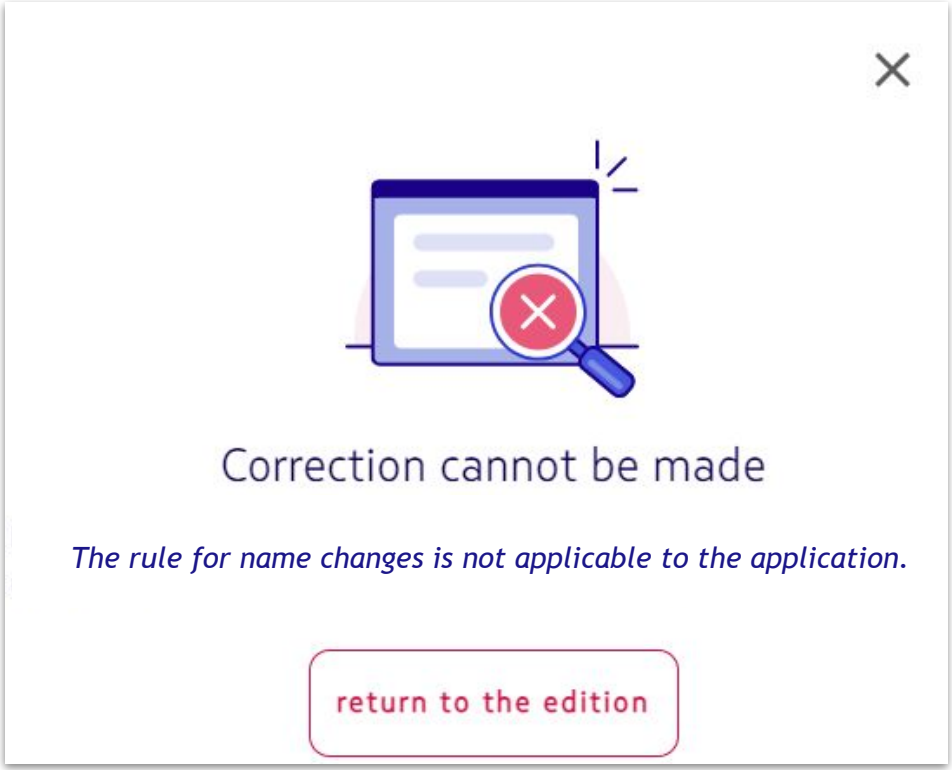
Therefore, we recommend that after making the name change, you wait 2 minutes and then refresh your screen to view the updated information.

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.

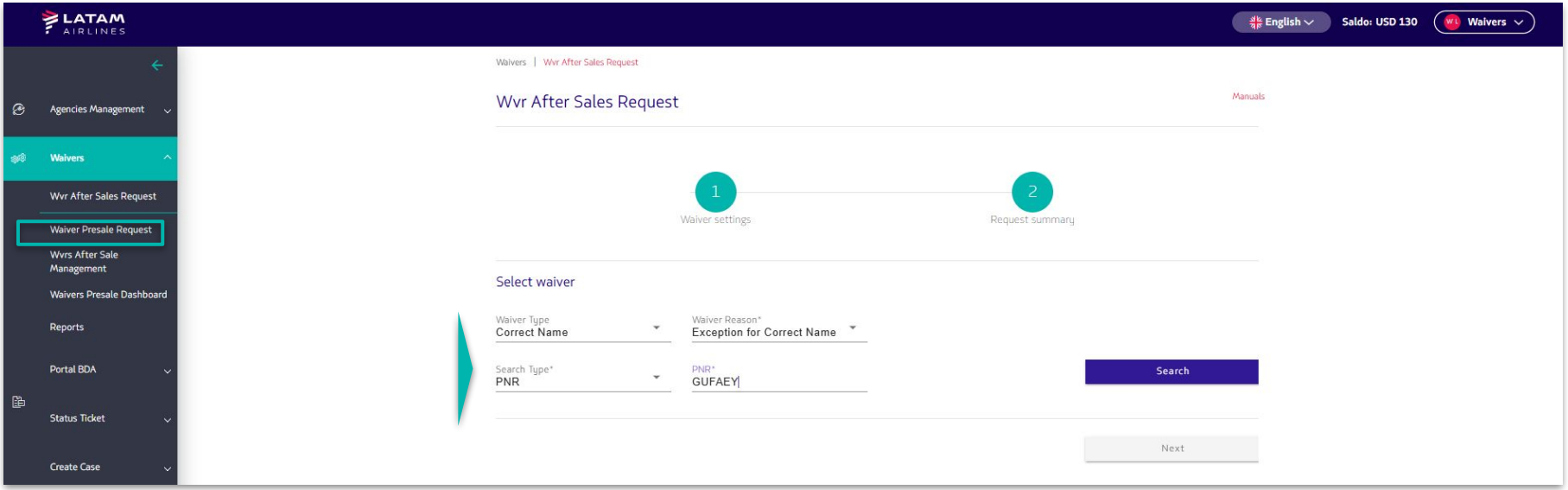


When the correction rules do not allow a name change or in case of GDS PRNs , you can submit a request to our support team for analysis.

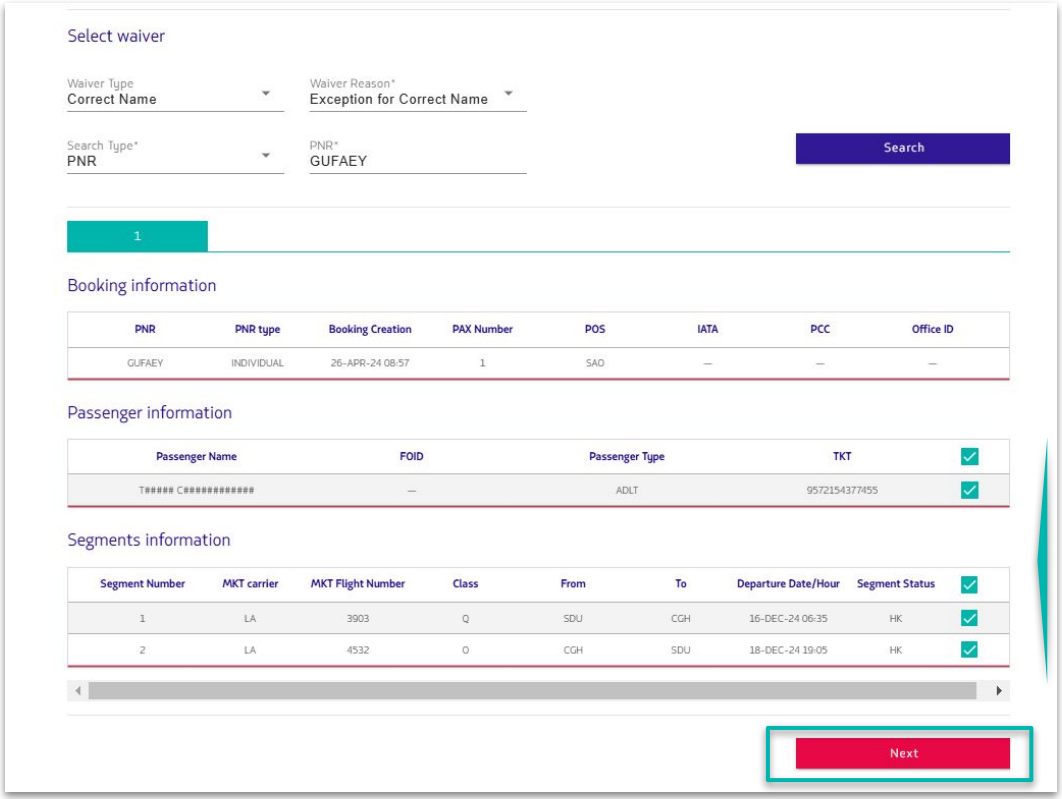
To proceed, click on the "Wrv After Sales Request" button. In the "Wrv After Sales Request" module, fill in the fields as follows:

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

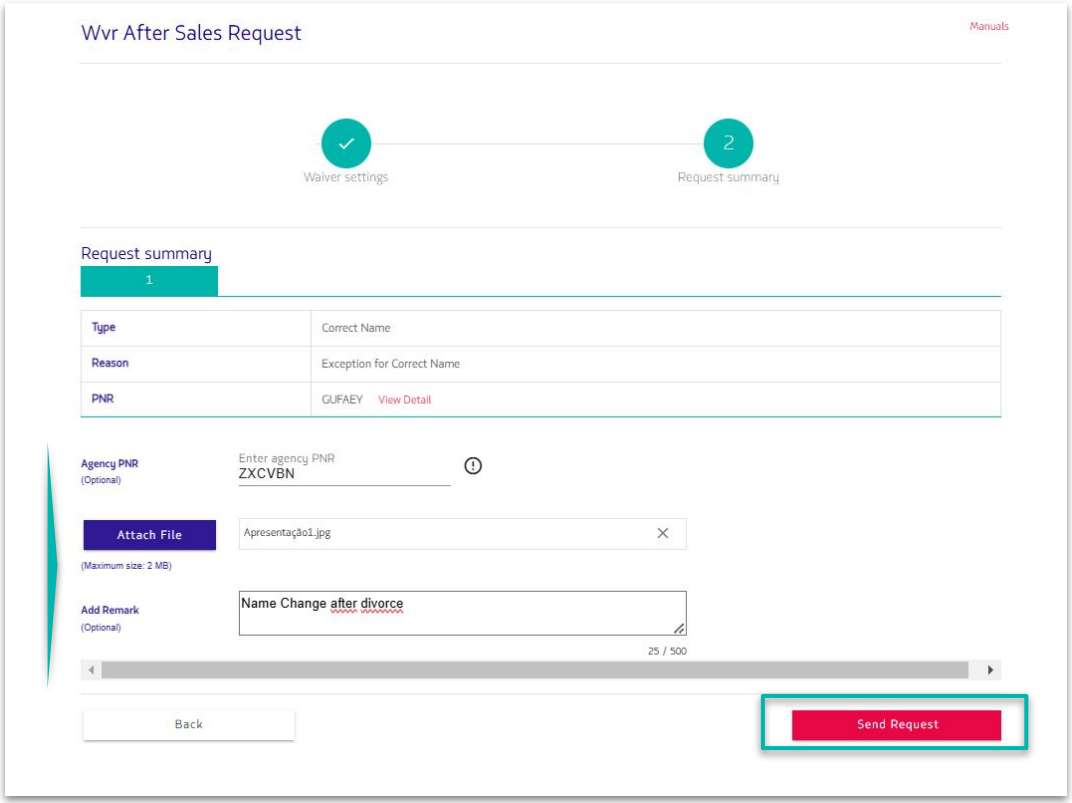
Refer to the example below for guidance:



Select the passenger, the segments and click “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.



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

THANK YOU