

JAPAN AIRLINES NAME CORRECTION POLICY for AMERICAN REGION

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General Information :

Japan Airlines offers more flexibility to the travel agency community when processing minor name corrections for tickets issued on JL/131. - All name corrections require the creation of a new PNR (passenger name record) provided it is for the same person. The itinerary and fare, including RBD (reservation booking designator) must be identical to the original.

Agency Instructions:

Create a new PNR with corrected name with the same itinerary as the original.

Re-enter the SFPD/DOCS information.

Reissue the ticket as even exchange and insert "REISSUE DUE CHNT" in the Endorsement Box.

Carry over original Endorsement Box items as well.

Reassign seats and requested meals, etc.

Retain documentation on file for a two year period. JAL reserves the right to request submission of such documents.

Acceptable documentation includes, but is not limited to copies of passport, driver's license, marriage certificate, etc.

Passenger's middle name is optional in the PNR. Adding or deleting is not required provided SFPD/DOCS information matches the full name in the passport.

Acceptable Name Correction:

Correct Last Name – Maximum of 3 characters

NAKATA/KEI – correct last name to NAKADA

KATO/HIROSHI – correct last name to KATOH

SMITH/JOHN – correct last name to SMYTHE

Correct First Name – Maximum of 3 characters

SUZUKI/KOJI – correct first name to KOHJIRO

NIKKO/MICHIYO – correct first name to MICHIKO

BROWN/SUSAN – correct first name to SUZANNE

Nickname to Full Name

TAK to TAKAHIKO

JUNE to JUNKO

TOM to THOMAS

Subject to change without prior notice.

Hyphenated Name

SUZUKI/KANAKO to SUZUKI/KANAKOLEE
BROWN/KEIKO to BROWNSATO/KEIKO
TAYLOR/ELIZABETH to SMITHTAYLOR/ELIZABETH

Inverted Name

TARO/NIKKO to NIKKO/TARO
JAMES/FRANCIS to FRANCIS/JAMES

Marriage / Divorce

MAEDA/HIROMI to YAMASHITA/HIROMI – must match SFPD / DOCS

Removing Suffix / Prefix

Changing MRS to MS
Changing MSTR to MR

Miscellaneous:

If the original itinerary is not available and the itinerary includes other airlines (including flight(s) operated by other airlines) , cancel and process a refund with the applicable penalties.

If the original itinerary is not available and includes only JL operated flight, waitlist the flight(s) and contact JL for assistance. Do **NOT** cancel original record.

Name changes from one person to another are **NOT** permitted. Ticket must be refunded with applicable penalties and new ticket must be issued.

For any other questions, contact your Japan Airlines Sales Rep or Japan Airlines Call Center at 800-525-3663.