

# Ticket number reporting for infant not occupying seat

16 Dec 2020

When you change the flight/date of a booking that consists of adult and infant (not occupying seat), it is essential that you send **SSR TKNM to CX** for all passengers including the infant. The SSR TKNM information is important for airport to accept the infant travel.

Despite auto ticket revalidation will take place at CX when flight/date changes for adult passengers that have booked, the process **does not apply to infant NOT occupying seat**.

After sending the SSR TKNM to CX, you are **not required to contact CX office** to update the flight information to the infant ticket, as long as the ticket validity fulfils, CX will accept the travel.

If there is **absolute need for an updated ticket** for the infant passenger after any flight/date change, **a ticket reissuance is required**.

The above information can be found in [E-Ticketing Policy and Best Practice for Travel Agents](#) under *Policies & Procedures» Reservations/Ticketing Policies*