

# Carriers Working Group of 10 February 2025

## Summary

**Subject: Monthly Carriers Working Group meeting**

**Sea and Land Carriers at 10:00– 12:00 CET**

**Participants:** Carriers representing sea and land industry, their declared service providers, carrier associations, European Commission (DG HOME), Member State (MS) experts, Frontex and eu-LISA (altogether 88 participants).

<p><b>1. Introduction</b></p> <p><b>a. Agenda</b> <b>b. Carriers meeting calendar</b></p>	<p>eu-LISA presented the agenda of the 40<sup>th</sup> Carriers Working Group (CWG).</p> <p>The CWG was informed about a possible change of date regarding the March CWG meeting. More information will be provided in due time.</p>
<p><b>2. Legal updates (European Commission)</b></p>	<p>The European Commission updated the CWG on the proposal introducing the progressive entry into operations of the EES at the borders of the Member States at which the EES is operated. The Commission informed about the ongoing negotiations, namely, that the first reading of the proposal is taking place in the Council and the European Parliament (EP).</p> <p>The Commission is committed to keeping the CWG informed about the progress on the file.</p>
<p><b>3. Technical updates (eu-LISA)</b></p>	<p>eu-LISA updated the CWG on Carrier Implementation Figures as of February 2025. Currently, there are 711 Carriers registered for System-to-System connectivity and 515 for the Mobile App and Web Portal. Those Carriers who are not compliant with all the required forms were requested to get in contact with eu-LISA by providing the necessary documentation to advance in their preparations.</p> <p>Additionally, Carriers must send confirmation to the Carrier Onboarding team (<a href="mailto:carriers_onboarding@eulisa.europa.eu">carriers_onboarding@eulisa.europa.eu</a>) verifying that their staff have completed the necessary training for the Carrier Web Portal and Mobile App before access to the live environment can be granted.</p>

	<p>Furthermore, the CWG was informed about the unsuccessful log in use cases for the Carrier Web Portal (CWP). It was recalled that Carriers requesting this channel should have received two (2) SPOC accounts (CSA) and ten (10) users accounts (CAU). The former covers the user management of the accounts requesting to query the carrier interface (CI) while the latter allows the users to query the system; they will be directed to the page where they can upload a csv file or create a manual check. Three main issues have been encountered, either the account was never activated, or the account was locked temporarily because of a wrong password inserted more than 5 times, and lastly, the account (CSA and CAU respectively) was disabled due to inactivity. If all SPOC accounts are disabled, the Carrier will not be able to use the CWP. Guidance was provided for all cases.</p> <p>Since the CWP does not provide currently any details on the login failures, the Agency is working on finding a solution to offer more information and further guidance on this topic will be provided in a future version of the Carrier Technical Guidelines (CTG).</p>
<p><b>4. Carriers and Travellers Support - Operational updates and sea scenarios (Frontex)</b></p>	<p>Frontex provided the CWG with an update on three topics stemming from previous exchanges with the Carriers.</p> <p>Firstly, following a question on whether a national ID card would be accepted by the CI, Frontex explained that for the time being, only passports can be queried. This is linked mainly to section 1.12 of the FAQ which reads that Carriers should only query travellers who fall under the scope of the CI (holders of single or double-entry visas, or later those under the requirement of an ETIAS travel authorisation). This will change, in the future when necessary updates will be made in the system to include other types of travel documents. Regarding the EU ID cards, EU travellers are neither in scope of the CI nor in the scope of EES or ETIAS. Those travellers should not be queried; nevertheless, if they are queried, they should be flagged as out of scope.</p> <p>As for other ID types such as the military NATO identification documents travelling with individual or collective movement orders, these travellers will not hold a single or double-entry visa, therefore they are out of scope of the CI.</p> <p>Secondly, on the topic of dual nationality, Frontex underlined that, the travel document does not always equal the traveller's nationality thus the travellers with dual citizenship are treated as nationals of the country or territory that is indicated in the travel document they presented to the carrier. A passenger with Brazilian passport stating Portuguese nationality is exempt from being queried in the CI. A traveller with Portuguese ID card stating Brazilian nationality would require both a passport and an ETIAS travel authorization.</p>

	<p>Additionally, the Carriers may check Prado for examples of documents issued to foreign nationals:  <a href="https://www.consilium.europa.eu/prado/en/prado-start-page.html">https://www.consilium.europa.eu/prado/en/prado-start-page.html</a>  or Timatic, and border authorities when in doubt. The way carriers should handle dual citizenships is reflected in <a href="#">Carrier FAQ</a>, Q/A <a href="#">12.7 How can carriers verify travellers with dual citizenship?</a></p> <p>When the CI replies with ‘NOK EES’ or ‘NOK ETIAS’, the Carrier shall manually verify and, if needed, request additional documents that justify exemption from the visa or ETIAS travel authorisation requirement before boarding.</p> <p>Thirdly, in the case of the UK passports which can be post-dated in case of name changes due to marriage or other reasons, Frontex explained that some important factors dictate how this case should be handled. Firstly, the ETIAS Regulation requires that ETIAS travel authorisation should be requested with a valid passport. If the passport’s date of issuing is in the future, the system will not accept it. Secondly, the Schengen Borders Code and the conditions for entry stated in article 6 indicate that the passport must have been issued within the previous 10 years.</p> <p>The CWG was also reminded to refer to the <a href="#">FAQ</a>, and encouraged to regularly consult it for updates and guidance.</p>
<p><b>6. Q&amp;A</b></p>	<p>During the Q&amp;A session, eu-LISA, the Commission and Frontex addressed several topics and responded to questions posed by Carriers on various legislative, operational and technical topics, such as the timeline and the modalities of the progressive approach including the national rollout plans, transition period and holders of diplomatic and service passports.</p>

# Carriers Working Group of 10 February 2025

## Summary

**Subject: Monthly Carriers Working Group meeting**

**Air Carriers at 13:30– 16:00 CET**

**Participants:** Carriers representing air industry, their declared service providers, Carrier associations, European Commission (DG HOME), Member State (MS) experts, Frontex and eu-LISA (altogether 186 participants).

<p><b>1. Introduction</b></p> <p><b>a. Agenda</b> <b>b. Carriers meeting calendar</b></p>	<p>eu-LISA presented the agenda of the 40<sup>th</sup> Carriers Working Group (CWG).</p> <p>The CWG was informed about a possible change of date regarding the March CWG meeting. More information will be provided in due time.</p>
<p><b>2. Legal updates (European Commission)</b></p>	<p>The European Commission updated the CWG on the proposal introducing the progressive entry into operations of the EES at the borders of the Member States at which the EES is operated. The Commission informed about the ongoing negotiations, namely, that the first reading of the proposal is taking place in the Council and the European Parliament (EP). The Commission is committed to keeping the CWG informed about the progress on the file.</p>
<p><b>3. Technical updates (eu-LISA)</b></p>	<p>eu-LISA updated the CWG on Carrier Implementation Figures as of February 2025. Currently, there are 711 Carriers registered for System-to-System connectivity and 515 for the Mobile App and Web Portal. Those Carriers who are not compliant with all the required forms were requested to get in contact with eu-LISA by providing the necessary documentation to advance in their preparations.</p> <p>Additionally, Carriers must send confirmation to the Carrier Onboarding team (<a href="mailto:carriers_onboarding@eulisa.europa.eu">carriers_onboarding@eulisa.europa.eu</a>) verifying that their staff have</p>

	<p>completed the necessary training for the Carrier Web Portal and Mobile App before access to the live environment can be granted.</p> <p>Furthermore, the CWG was informed about the unsuccessful log in use cases for the Carrier Web Portal (CWP). It was recalled that Carriers requesting this channel should have received two (2) SPOC accounts (CSA) and ten (10) users accounts (CAU). The former covers the user management of the accounts requesting to query the carrier interface while the latter allow the users to query the system who will be directed to the page where they can upload a csv file or create a manual check. Three main issues have been encountered either the account was never activated, or the account was locked temporarily because of a wrong password inserted more than 5 times, and lastly, the account (CSA and CAU respectively) was disabled due to inactivity. If all SPOC accounts are disabled, the Carrier will not be able to use the CWP. Guidance was provided for all cases.</p> <p>Since the CWP does not provide currently any details on the login failures, the Agency is working on finding a solution to offer more information and further guidance on this topic will be provided in a future version of the Carrier Technical Guidelines (CTG).</p>
<p><b>4. Carriers and Travellers Support - Operational updates (Frontex)</b></p>	<p>Frontex provided the CWG with an update on three topics stemming n from previous exchanges with the Carriers.</p> <p>Firstly, following a question on whether a national ID card would be accepted by the CI, Frontex explained that the for the time being only passports can be queried. This is linked mainly to section 1.12 of the FAQ which reads that Carriers should only query travellers who fall under the scope of the CI (holders of single or double-entry visas, or later those under the requirement of an ETIAS travel authorization). This will change, in the future when necessary updates will be made in the system to include other types of travel documents. Regarding the EU ID cards, EU travellers are neither in scope of the CI nor are in scope of EES or ETIAS. Those travellers should not be queried; nevertheless, if they are queried, they should be flagged as out of scope. As for other ID types such as the military NATO identification documents travelling with individual or collective movement orders, these travellers will not hold a single or double-entry visa therefore they are out of scope of the CI.</p> <p>Secondly, on the topic of dual nationality, Frontex underlined that, the travel document does not always equal the traveller's nationality thus the travellers with dual citizenship are treated as nationals of the country or territory that is indicated in the travel document they presented to the Carrier. A passenger with Brazilian passport stating Portuguese nationality is exempt from being queried in the CI. A traveller with Portuguese ID card stating Brazilian nationality would require both a passport and an ETIAS travel authorisation.</p>

	<p>Additionally, the community may check Prado for examples of documents issued to foreign nationals:  <a href="https://www.consilium.europa.eu/prado/en/prado-start-page.html">https://www.consilium.europa.eu/prado/en/prado-start-page.html</a>  or Timatic, and border authorities when in doubt. The way carriers should handle dual citizenships is reflected in <a href="#">Carrier FAQ</a>, Q/A <a href="#">12.7 How can carriers verify travellers with dual citizenship?</a></p> <p>When the CI replies with 'NOK EES' or 'NOK ETIAS', the Carrier shall manually verify and, if needed, request additional documents that justify exemption from the visa or ETIAS travel authorisation requirement before boarding.</p> <p>Thirdly, in the case of the UK passports which can be post-dated in case of name changes due to marriage or other reasons, Frontex explained that some important factors dictate how this case should be handled. Firstly, the ETIAS Regulation requires that ETIAS travel authorisation should be requested with a valid passport. If the passport's date of issue is in the future, the system will not accept it. Secondly, the Schengen Borders Code and the conditions for entry stated in article 6 indicate that the passport must have been issued within the previous 10 years.</p> <p>The CWG was also reminded to refer to the <a href="#">FAQ</a>, and encouraged to regularly consult it for updates and guidance.</p>
<p><b>5. Q&amp;A</b></p>	<p>During the Q&amp;A session, eu-LISA, the Commission and Frontex addressed several topics and responded to further questions posed by Carriers on the crew members without CMC, the timeline of the proposal on the progressive entry into operation of the EES, the types of travel documents to be queried and the replies to be provided by the CI, user management accounts for the CWP. The carriers also requested that possible scenarios from the progressive start period be included in the FAQ.</p>