

# Carriers Working Group of 28 April 2025

## Summary

**Subject: Monthly Carriers Working Group meeting**

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

**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 85 participants).

<p><b>1. Introduction</b></p> <p><b>a. Agenda</b></p> <p><b>b. Carriers meeting calendar</b></p>	<p>eu-LISA presented the agenda of the 42<sup>nd</sup> Carriers Working Group (CWG) and the calendar of the upcoming meetings to the participants.</p> <p>The CWG reviewed the schedule for the upcoming meetings, noting the dates through July 2025, with the next session scheduled for June 2<sup>nd</sup>, 2025.</p>
<p><b>2. Legal updates (European Commission)</b></p>	<p>The European Commission presented the retro-planning for the adoption of the Regulation providing temporary derogation from certain provisions of the EES Regulation as regards a progressive start of operations of the EES in October 2025.</p> <p>Regarding the next milestones before its entry into operations, the European Commission explained that the negotiations between Council of EU and the European Parliament will be finalised by the end of May. In early June, the Commission expects the submission of the three remaining declarations of readiness by those Member States who have not yet declared their readiness, thus enabling the entry into force of the Regulation by mid-July which will be followed by the adoption of the Commission's decision on the EES start of operations date. Following that decision, the Member States will be able to finalise the last preparations (legal and technical). As announced during the last CWG, the EES start of operations is planned for October 2025.</p> <p>As for the impact on the transport industry, the Commission underlined that, as of October 2025, Member States will have the possibility to gradually introduce the use of the EES at their Border Crossing Points (BCPs). Carriers may start using the web service from the 90th calendar day of the</p>

	<p>progressive start of operations of the EES. According to the proposal, the carriers shall verify the stamps affixed in the travel documents for the duration of the progressive start of operations of the EES. Furthermore, for a period of 180 calendar days after the end of the progressive start of operations of the EES, the carriers shall, in addition to using the Carrier Interface, continue verifying the stamps affixed in the travel documents.</p> <p>The Commission also addressed the topic of the dual national with at least one EU nationality under ETIAS. It was explained that “dual national” refers to any citizen of the Schengen area who also holds a citizenship of a visa-exempt third country. Currently in the EU, 16 Member States allow dual citizenship, and these citizens can travel with either of their travel documents.</p> <p>Once ETIAS enters into operations, the situation will change for this category of travellers because the ETIAS cannot record information on any EU nationals including dual nationals who are also visa-exempt third-country nationals. To prevent the registration of the EU citizens dual nationals, the system requires the ETIAS applicants to provide all their nationalities since the travel authorization (TA) application data must be authentic, complete, correct and reliable. Should the applicants declare an EU nationality, their application will not be accepted.</p> <p>The application form will include a disclaimer explaining the reason they cannot apply for an ETIAS TA is because of their EU citizenship. Instead, they must travel using their EU travel document (e.g. passport). Regarding the travel indications, the Commission presented the scenario of an Italian American traveller. It was explained that they cannot travel with the US passport without an ETIAS TA. If they apply for an ETIAS TA for different reasons (EU passport has expired, never obtained an EU passport), their application will be refused.</p> <p>The Commission identified potential challenges for dual nationals, such as the expiration of the EU passport, the lengthy renewal process, or not being in possession of an EU passport. Consequently, the Commission is taking some actions to publish the relevant information on the Travel to Europe website and is preparing a list of communications to raise awareness among the Member States and third-country nationals.</p> <p>The Carrier community was advised to take some actions as well, such as including a disclaimer for travellers when buying tickets, FAQs, reminder during the check-in, information note to the staff, ensuring their customers are informed and aware before booking a flight to the countries requiring ETIAS.</p> <p>Finally, regarding the ETIAS timeline, the Commission reminded that the go-live is planned in the last quarter of 2026. The ETIAS transition period is a period of 6 months from the date on which ETIAS starts operation. During the transition period, travellers will be allowed to enter the territory of a</p>
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	European country that requires ETIAS TA without an ETIAS TA. The grace period will follow the transition period, and travellers will be allowed to enter the territory of the countries that require ETIAS TA without an ETIAS TA, if this is their first entry during that period.
<b>3. Technical updates (eu-LISA)</b>	<p>eu-LISA updated the CWG on the latest Carrier Implementation Figures and on the current status of the different implementation areas.</p> <p>An overview of the S2S CT for carriers and Service Providers were presented. Regarding the Carrier S2S implementation process a notable evolution was noted until week 10, since then the trend is stable with slow progress.</p> <p>For the web portal and the mobile application, eu-LISA informed that the progress regarding the staff training is not satisfactory. In case of any issues linked to passwords' expiration or activation of the accounts, eu-LISA reminded that guidance would continue to be provided to the community.</p> <p>Finally, the CWG was informed that the latest version of the Carrier Technical Guidelines (CTG) was shared with all Carriers SPOCs with 'System to System' selection.</p>
<b>4. Carriers and Travellers Support - Operational updates and sea scenarios (Frontex)</b>	<p>Frontex informed the CWG about the state-of-play of the Standard Operating Procedures (SOP) for carriers' assistance and explained that the purpose of the update is to also launch a feedback exercise. The Carriers can express their interest in receiving the draft SOP by sending an email to the ACU indicating in the mail subject "Carrier SOP feedback". The feedback window is available from April 28<sup>th</sup> until May 30<sup>th</sup>, 2025.</p> <p>It was explained that in accordance with the EES and ETIAS Regulations, the ETIAS Central Unit has the obligation to provide operational support to carriers and shall establish standard operating procedures setting out how such support is to be provided. The purpose of the SOP is to provide guidance on the workflows of the different business cases and to explain working arrangements that support the procedures including the roles and responsibilities of the involved actors. The document is of best support when used together with the Carrier Onboarding and Support Tool (COBST). Being drafted in agreement with eu-LISA and the European Commission, it is a living document which has changed from the past and will incur some adjustments in the future after the entry into operations encompassing the best practices.</p> <p>An overview of the document was presented, with its two main parts, one theoretical, the other procedural. In the latter one, all the procedures are explained in detail following a step-by-step approach.</p> <p>The document is divided in four blocks, it is customer-oriented and easy to read and navigate following the procedures' logic, including internal and external links. The first block consists of a content table, the purpose, the legal framework, some considerations and the progressive start of EES.</p>

	<p>Block two covers the Carrier's responsibilities, carrier interface description including the in scope/out of scope and transitory provisions for those carriers that will be already registered before the SOP enters into force. In the third block, the assistance mechanism, the tools and all types of support are thoroughly explained. Finally, the fourth block, the procedural one, includes all the use cases/processes.</p> <p>An overview of how the COBST will appear was presented. From the login page, the credentials for the duly authorised staff will be inserted once the SPOC of the Carrier declares that their duly authorised staff are ready and trained for operations.</p> <p>Furthermore, an overview of the COBST support operational request was presented. Once the user submits a support request, he/ she will receive an acknowledgment email and a ticketing number.</p> <p>The SOP will include all those requests considered in scope and out of scope.</p> <p>The document will also cover a list of best practices not only for the COBST but also for the use of FAQ and for the Emergency Phone Line (EPL). The carriers were strongly encouraged to select the correct type of request to distinguish between operational or technical; to provide complete and clear description of the issue, include also attachments; to not share personal data in the attachments; to use the EPL only when the COBST is not working; to not combine multiple topics in a single request.</p>
<b>6. Q&amp;A</b>	<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, the national rollout plans, the communicational channel between the national authorities and the carriers.</p>

# Carriers Working Group of 28 April 2025

## Summary

**Subject: Monthly Carriers Working Group meeting**

**Air Carriers at 13:30– 16:00 CEST**

**Participants:** Carriers representing air industry, their declared service providers, Carrier associations, European Commission (DG HOME), Member State (MS) experts, Frontex and eu-LISA (altogether 149 participants).

<p><b>1. Introduction</b></p> <p><b>a. Agenda</b></p> <p><b>b. Carriers meeting calendar</b></p>	<p>eu-LISA presented the agenda of the 42<sup>nd</sup> Carriers Working Group (CWG) and the calendar of the upcoming meetings to the participants.</p> <p>The CWG reviewed the schedule for the upcoming meetings, noting the dates through July 2025, with the next session scheduled for June 2<sup>nd</sup>, 2025.</p>
<p><b>2. Legal updates (European Commission)</b></p>	<p>The European Commission presented the retro-planning for the adaption of the Regulation providing temporary derogation from certain provisions of the EES Regulation as regards a progressive start of operations of the EES in October 2025.</p> <p>Regarding the next milestones before its entry into operations, the European Commission explained that the negotiations between Council of EU and the European Parliament will be finalised by the end of May. In early June, the Commission expects the submission of the three remaining declarations of readiness by those Member States who have not yet declared their readiness, thus enabling the entry into force of the Regulation by mid-July which will be followed by the adoption of the European Commission's decision on the EES start of operations date.</p> <p>Following that decision, the Member States will be able to finalise the last preparations (legal and technical). As announced during the last CWG, the EES start of operations is planned for October 2025.</p>

	<p>As for the impact on the transport industry, the Commission underlined that, as of October 2025, Member States will have the possibility to gradually introduce the use of the EES at their Border Crossing Points (BCPs). Carriers may start using the web service from the 90th calendar day of the progressive start of operations of the EES. According to the proposal, the carriers shall verify the stamps affixed in the travel documents for the duration of the progressive start of operations of the EES. Furthermore, for a period of 180 calendar days after the end of the progressive start of operations of the EES, the carriers shall, in addition to using the Carrier Interface, continue verifying the stamps affixed in the travel documents.</p> <p>The Commission also addressed the topic of the dual national with at least one EU nationality under ETIAS. It was explained that “dual national” refers to any citizen of the Schengen area who also holds a citizenship of a visa-exempt third country. Currently in the EU, 16 Member States allow for dual citizenship, and these citizens can travel with either of their travel documents.</p> <p>Once ETIAS enters into operations, the situation will change for this category of travellers because the ETIAS cannot record information on EU nationals including dual nationals who are also visa-exempt third-country nationals. To prevent the registration of the EU citizens dual nationals, the system requires the ETIAS applicants to provide all their nationalities since the travel authorisation (TA) application data must be authentic, complete, correct and reliable. Should the applicants declare an EU nationality, their application will not be accepted. The application form will include a disclaimer explaining the reason they cannot apply for an ETIAS TA is because of their EU citizenship. Instead, they must travel using their EU travel document (e.g. passport). Regarding the travel indications, the Commission presented the scenario of an Italian American traveller. It was explained that they cannot travel with the US passport without an ETIAS TA. If they apply for an ETIAS TA for different reasons (EU passport has expired, never obtained an EU passport), their application will not be accepted.</p> <p>The Commission identified potential challenges for dual nationals, such as the expiration of the EU passport, the lengthy renewal process or not being in possession of an EU passport.</p> <p>Consequently, the Commission is taking some actions to publish the relevant information on the Travel to Europe website and preparing a list of communications to raise awareness among the Member States and third-country nationals.</p> <p>The Carrier community was advised to take some actions as well, such as including a disclaimer for travellers when buying tickets, FAQs, reminder during the check-in, information note to the staff, ensuring their customers are informed before booking a flight to the countries requiring ETIAS.</p>
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	<p>Regarding the ETIAS timeline, the Commission reminded that the go-live is planned in the last quarter of 2026. The ETIAS transition period is a period of 6 months from the date on which ETIAS starts operation. During the transition period, travellers will be allowed to enter the territory of a European country that requires ETIAS TA without an ETIAS TA. The grace period will follow the transition period, and travellers will be allowed to enter the territory of the countries that require ETIAS TA without an ETIAS TA, if this is their first entry during that period.</p> <p>Finally, the Commission provided an update on the crew member certificate (CMC) topic. There are currently discussions on a potential amendment of the Schengen Borders Code and the CMC issue has been taken into consideration. The Commission emphasized that these are only preliminary discussion and that the EES will start operating before any amendment of the SBC enters into force. The Commission underlined that for the entry into operation of the EES, only crew members holding a CMC will be exempted of registration in the EES. The Commission is looking into the impact on crew members who do not hold certificate and who will be registered in the EES.</p>
<b>3. Technical updates (eu-LISA)</b>	<p>eu-LISA updated the CWG on the latest Carrier Implementation Figures and the current status of the different implementation areas.</p> <p>An overview of the S2S CT for carriers and Service Providers was presented. From the beginning of the implementation, significant change has been identified for the carriers' implementation evolution reaching a trend of stability in the latest weeks.</p> <p>For the web portal and the mobile application, eu-LISA informed that the progress regarding the staff training is not satisfactory. The Agency reminded the community that it is mandatory for the carriers to send the confirmation to the eu-LISA Carriers Onboarding team that their staff is trained for the Carrier Web Portal to be granted access to the live environment and also recommends avoiding completing this activity at the last moment.</p> <p>Finally, the CWG was informed that the latest version of the Carrier Technical Guidelines (CTC) was shared all Carriers SPOCs with 'System to System' selection.</p>
<b>4. Carriers and Travellers Support - Operational updates (Frontex)</b>	<p>Frontex informed the CWG about the state-of-play of the Standard Operating Procedures (SOP) for carriers' assistance and explained that the purpose of the update is to also launch a feedback exercise. The Carriers can express their interest in receiving the draft SOP by sending an email to the ACU indicating in the mail subject "Carrier SOP feedback".</p> <p>The feedback window is available from April 28th until May 30th, 2025.</p> <p>It was explained that in accordance with the EES and ETIAS Regulations, the ETIAS Central Unit has the obligation to provide operational support to carriers and shall establish standard operating procedures setting out how</p>

	<p>such support is to be provided. The purpose of the SOP is to provide guidance on the workflows of the different business cases and to explain working arrangements that support the procedures including the roles and responsibilities of the involved actors. The document is of best support when used together with the Carrier Onboarding and Support Tool (COBST). Being drafted in agreement with eu-LISA and the European Commission, it is a living document which has changed from the past and will incur some adjustments in the future after the entry into operations encompassing the best practices.</p> <p>An overview of the document was presented, with its two main parts, one theoretical, the other procedural. In the latter one, all the procedures are explained in detail following a step-by-step approach</p> <p>The document is divided in four blocks, it is customer-oriented and easy to read and navigate following the procedures' logic, including internal and external links. The first block consists of a content table, the purpose, the legal framework, some considerations and the progressive start of EES. Block two covers the Carrier's responsibilities, carrier interface description including the in scope/out of scope and transitory provisions for those carriers that will be already registered before the SOP enters into force. In the third block, the assistance mechanism, the tools and all types of support are thoroughly explained. Finally, the fourth block the procedural one, includes all the use cases/processes.</p> <p>An overview of how the COBST will look like was presented. From the login page, the credentials for the duly authorised staff will be inserted once the SPOC of the Carrier will declare that their duly authorised staff is ready and trained for operations.</p> <p>Furthermore, an overview of the COBST support operational request was presented. Once the user submits a support request, he/ she will receive an acknowledgment email and a ticketing number.</p> <p>The SOP will include all those requests considered in scope and out of scope.</p> <p>The document will also cover a list of best practices not only for the COBST but also for the use of FAQ and for the Emergency Phone Line (EPL). The carriers were strongly encouraged to select the correct type of request to distinguish between operational or technical; to provide complete and clear description of the issue, include attachments; to not share personal data in the attachments; use the EPL only when the COBST is not working; to not combine multiple topics in a single request.</p>
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<b>5. Q&amp;A</b>	During the Q&A session, eu-LISA, the Commission and Frontex addressed several matters and responded to further questions on the timeline, the modalities of the proposal on the progressive entry into operation of the EES, the dual nationals and the type of the travel documents to be queried, the CMC topic and the COBST release.
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