eu-LISA

Carriers Working Group of 24 November 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 76 participants).

1. Introduction **a. Agenda** **b. Carriers meeting calendar**	eu-LISA presented the agenda of the 48th Carriers Working Group (CWG). The next CWG meeting is scheduled for 16 December 2025 with the 2026 meeting calendar currently being finalised. eu-LISA encouraged the carriers and service providers to contact eu-LISA for assistance in addressing implementation challenges.
2. Legal updates (European Commission)	The European Commission provided an update on the EES rollout, highlighting that its implementation is overall proceeding smoothly . The EES Central System has been stable with few technical issues reported at national level. These issues have been resolved through collaboration between national authorities and eu-LISA. Carriers were reminded of their obligations and key timelines until October 2026.The carriers were reminded that they may start using the Carrier Interface (CI) as of 9 January 2026 on a voluntary basis. The obligation to query the CI will start as of 10 April 2026. From 12 October 2025 until 6 October 2026 (included) the carriers shall keep verifying the stamps affixed in the travel documents. As of October 7 2026, checking the stamps will no longer be mandatory. Member States (MS) will continue stamping the passports during the progressive start of operations of EES. Finally, the Commission invited the participants to share their experiences and feedback on the EES entry into operations and emphasised anew that carriers should only query travellers who hold a short-stay visa for one of two entries. Several sea carriers provided detailed insights from various Border Crossing Points (BCPs), offering practical feedback on EES implementation.

European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice

Vesilennuki 5, 10415 Tallinn, Estonia
www.eulisa.europa.eu

1

3. Technical updates (eu-LISA)	eu-LISA provided the CWG with updated Carrier Implementation figures and status of progress across different implementation areas. An overview of the system-to-system compliance testing progress with carriers and service providers was presented, highlighting those carriers and service providers fully ready to voluntary query the CI as of 9 January 2026.
	For the web portal and the mobile application, eu-LISA noted that the staff training progress remains insufficient, with only a limited number of carriers fully ready to query the CI by the voluntary start date. The community was reminded that completing this phase is crucial to ensure the carriers receive the necessary credentials once the EES goes live. Carriers who have not yet submitted all the required documentation were urged to do so. For login-related issues, carriers were directed to contact the Carrier Onboarding team at carriers_onboarding@eulisa.europa.eu
	Furthermore, the community was informed about the deployment of the final release with the eligible list of all travel document codes. The community was encouraged to test these updates. A new version of the Carrier Technical Guidelines is available, incorporating the new travel document codes eligible under the CI and new JSON schema (valid until ETIAS EiO) with the travel documents pattern.
	Additionally, an overview of the user management topic was presented. Roles and responsibilities for the Carrier SPOC users, Carrier Authorised users and Carrier support users were reiterated, including access rights and task assignments.
	Regarding the Carrier onboarding and Support Tool (COBST), the Agency informed about the go-live date which is set for 4 December 2025. During December 2025, the main carrier SPOC email will receive initially 12 accesses, namely 2 accesses for the SPOC users, 10 accesses for support users. Starting 9 January 2026, COBST will be the main communication channel between carriers, ETIAS Central Unit (ECU) and eu-LISA.
	Finally, eu-LISA presented the timeline of the go-live preparation steps, namely the COBST EiO, the PRD connectivity and the Carrier Interface EiO. Regarding the COBST EiO, the main Carrier SPOC will receive the access for the tool. As for the PRD connectivity, configuration and testing of environments will continue during December 2025. Carriers were urged to contact the Agency to finalise the remaining activities. Carriers ready for operations may begin sending their traffic to the CI as of 09 January 2026. A dedicated communication is planned to be shared with eligible carriers.

European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice

Vesilennuki 5, 10415 Tallinn, Estonia
www.eulisa.europa.eu

2

4. Carriers and Travellers Support - Operational updates and sea scenarios (Frontex)	Frontex presented an update on the FAQ document, now translated into 24 EU languages and two non-EU languages (Norwegian and Icelandic). New questions addressing the EES progressive start have been added, and the document will be accessible in the COBST.
	As of 9 January 2026, carriers may use the CI on a voluntary basis. The Assistance Centre Unit is operational 24/7 via the COBST to support the carriers.
	Additionally, Frontex underlined the EES obligations and responsibilities (before and after the EES EiO) of the third-country nationals, carriers and border authorities. The passenger/crew's responsibilities will remain unchanged, they must be in possession of a valid travel document for their journey. The carriers must verify that their crew/passengers are in possession of valid travel documents (passport, visa etc). As for the border authorities, before the EES, their obligations concern performing border checks and registration of entry and exit of third-country nationals along with stamping the passports. Following the full EiO of EES, the registration of entry and exit and capturing of biometric data will be registered in EES and the stamping will cease.
	Lastly, the carrier community was informed about the sea scenarios document which included additional operational guidance.
5. Q&A	During the Q&A session, eu-LISA, the Commission and Frontex addressed several topics and responded to questions and feedback received from the Carriers on the travellers' experience following the launch of the EES, user management issues, handling of travel documents.

European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice

Vesilennuki 5, 10415 Tallinn, Estonia
www.eulisa.europa.eu

3

Carriers Working Group of 24 November 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 165 participants).

1. Introduction **a. Agenda** **b. Carriers meeting calendar**	eu-LISA presented the agenda of the 48th Carriers Working Group (CWG). The next CWG meeting is scheduled for the 16 December 2025. The Carriers meeting calendar for 2026 is currently under preparation. eu-LISA encouraged the carriers and/or service providers to contact eu-LISA for support to address implementation challenges.
2. Legal updates (European Commission)	The European Commission provided an update on the EES rollout, highlighting that its implementation is overall proceeding smoothly. The EES Central System has been stable with technical issues reported at national level. These issues have been resolved through collaboration between national authorities and eu-LISA. Carriers were reminded of their obligations and key timelines until October 2026.The carriers were reminded that they may start using the Carrier Interface (CI) as of 9 January 2026 on a voluntary basis. The obligation to query the CI will start as of 10 April 2026. From 12 October 2025 until 6 October 2026 (included) the carriers shall keep verifying the stamps affixed in the travel documents. As of October 7 2026, checking the stamps will no longer be mandatory. Member States (MS) will continue stamping the passports during the progressive start of operations of EES. Finally, the Commission invited the participants to share their experiences and feedback on the EES entry into operations and emphasised anew that carriers should only query travellers who hold a short-stay visa for one of two entries. Several air carriers provided detailed insights from various Border Crossing Points (BCPs), offering practical feedback on EES implementation.

European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice

Vesilennuki 5, 10415 Tallinn, Estonia
www.eulisa.europa.eu

4

3. Technical updates (eu-LISA)	eu-LISA provided the CWG with updated Carrier Implementation figures and status of progress across different implementation areas. An overview of the system-to-system compliance testing progress with carriers and service providers was presented, highlighting those carriers and service providers fully ready to voluntary query the CI as of 9 January 2026.
	For the web portal and the mobile application, eu-LISA noted that the staff training progress remains insufficient, with only a limited number of carriers fully ready to query the CI by the voluntary start date. The community was reminded that completing this phase is crucial to ensure the carriers receive the necessary credentials once the EES goes live. Carriers who have not yet submitted all the required documentation were urged to do so. For login-related issues, carriers were directed to contact the Carrier Onboarding team at carriers_onboarding@eulisa.europa.eu.
	Furthermore, the community was informed about the deployment of the final release with the eligible list of all travel document codes. The community was encouraged to test these updates.
	A new version of the Carrier Technical Guidelines is available incorporating the new travel document codes eligible under the CI and new JSON schema (valid until ETIAS EiO) with the travel documents pattern.
	Additionally, an overview of the user management topic was presented. Roles and responsibilities for the Carrier SPOC users, Carrier Authorized users and Carrier support users were reiterated, including access rights and task assignments.
	Regarding the Carrier onboarding and Support Tool (COBST), the Agency informed about the go-live date which is set for 4 December 2025. During December 2025, the main carrier SPOC email will receive initially 12 accesses, namely 2 accesses for the SPOCs users, 10 accesses for support users. Starting 9 January 2026, COBST will be the main communication channel between carriers, ETIAS Central Unit (ECU) and eu-LISA.
	Finally, eu-LISA presented the timeline of the go-live preparation steps, namely the COBST EiO, the PRD connectivity and the Carrier Interface EiO. Regarding the COBST EiO, the main Carrier SPOC will receive the access for the tool. As for the PRD connectivity, configuration and testing of environments will continue during December 2025. Carriers were urged to contact eu-LISA to finalise the remaining activities. Carriers ready for operations may begin sending their traffic to the CI as of 09 January 2026. A dedicated communication is planned to be shared with eligible carriers.

European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice

Vesilennuki 5, 10415 Tallinn, Estonia
www.eulisa.europa.eu

5

4. Carriers and Travellers Support - Operational updates (Frontex)	Frontex presented an update on the FAQ document, now translated into 24 EU languages and two non-EU languages (Norwegian and Icelandic). New questions addressing the EES progressive start have been added, and the document will be accessible in the COBST. As of 9 January 2026, carriers may use the CI on a voluntary basis. The Assistance Centre Unit is operational 24/7 via COBST to support the carriers. Additionally, Frontex underlined the EES obligations and responsibilities (before and after the EES EiO) of the third-country nationals, carriers and border authorities. The passenger/crew's responsibilities will remain unchanged, they must be in possession of a valid travel document for their journey. The carriers must verify that their crew/passengers are in possession of valid travel documents (passport, visa etc). As for the border authorities, before the EES, their obligations concern performing border checks and registration of entry and exit of third-country nationals along with stamping the passports. Following the full EiO of EES, the registration of entry and exit and capturing of biometric data will be registered in EES and the stamping will cease.
5. Q&A	During the Q&A session, eu-LISA, the Commission and Frontex addressed several matters and responded to further questions on several aspects such as the query process during the voluntary period, travel document handling, COBST, user management issues and the responsibilities of the Carrier SPOC, private aviation.