

Carriers Working Group of 16 December 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 81 participants).

<p>1. Introduction a. Agenda b. Carriers meeting calendar</p>	<p>eu-LISA presented the agenda of the 49th Carriers Working Group (CWG). The CWG took note of the Carriers meeting calendar with the dates of upcoming meetings until April 2026. The next CWG meeting is scheduled for 21 January 2026.</p>
<p>2. Legal updates (European Commission)</p>	<p>The European Commission provided an update on the EES rollout, highlighting that implementation across Member States (MS) is overall, proceeding smoothly. MS accelerated the deployment of EES compared to how it was supposed to be deployed based on progressivity. Overall, the registration percentage of the number of arrivals surpassed the expected number for this period. Similarly, the Commission observed that a significant percentage of files registered in the system contain biometric data showing an increasing capacity of the MS to process such files .</p> <p>The processing times can be further optimised, particularly at some border crossing points (BCPs). This is an ongoing exercise across the MS to further improve their procedures thus reducing the time spent on each traveller. As of 10 December 2025, all files registered in EES must contain biometrics thus an increase in the percentage of files containing biometrics is expected.</p> <p>Based on the information received from the MS, no persistent queues have been observed across the BCPs because of the EES introduction. While the Commission recognises that delays were present before the launching of the EES, it is essential to differentiate between these queues and those specifically caused by the system. In this sense, a slight impact caused by the EES rollout was reported by some MS who together with the infrastructure operators are looking for ways to accelerate the procedures.</p>

	<p>The Commission is closely monitoring the situation both regarding the compliance with the EU legislation and the actual situation in the MS caused as a result of the EES introduction. The goal is to ensure a smooth experience for travellers.</p> <p>Finally, the Commission invited the participants to share their experiences and feedback on the EES entry into operations. It was underlined that January 2026 is an important milestone for carriers, since they can start using the system on a voluntary basis until April 2026, being the only users who can train their staff in real conditions during this period until the use of the carrier interface (CI) becomes mandatory. Therefore, Commission encouraged the carriers to take advantage of this unique opportunity to test their processes to ensure readiness on 10 April 2026.</p> <p>Several sea carriers provided detailed insights from various BCPs, offering practical feedback on EES implementation.</p>
<p>3. Technical updates (eu-LISA)</p>	<p>eu-LISA provided the CWG with updated Carrier Implementation Figures and the progress status across different implementation areas. An overview of the S2S CT for carriers and service providers was presented, highlighting those carriers and service providers fully ready to voluntary query the CI as of 9 January 2026.</p> <p>For the web portal and the mobile application, the community was reminded that completing the staff training step is crucial to ensure the carriers receive the necessary credentials once the EES goes live. Carriers who have not yet submitted the required documentation were urged anew to do so to advance in their preparations. For training confirmation and registration issues, carriers were directed to contact the Carrier Onboarding team at carriers_onboarding@eulisa.europa.eu.</p> <p>The community was also informed about the availability in the store of a new version of the mobile application. Furthermore, it was noted that a new version of the CTG for the mobile app and the web portal with some updates linked to ETIAS is also available.</p> <p>Regarding the Carrier onboarding and Support Tool (COBST), the Agency recalled that the main carrier SPOC email initially received 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.</p> <p>Carriers ready for operations may begin sending their traffic to the CI after 09 January 2026 12:00 pm CET. A dedicated communication is to be shared with the eligible carriers beforehand.</p>
<p>4. Carriers and Travellers Support - Operational updates and sea</p>	<p>The CWG received a presentation from Frontex detailing the support mechanisms provided by the ETIAS Assistance Centre Unit (ACU) to the carriers and an overview of the Unit. This comprehensive guide outlines the roles, digital tools and standard operating procedures designed to assist carriers in fulfilling their tasks related to EES and ETIAS. The ACU, a dedicated unit within the ETIAS Central Unit at Frontex, is primarily</p>

<p>scenarios (Frontex)</p>	<p>responsible for supporting carriers, as well as travellers when filling in the ETIAS application form. The Unit is also responsible for the follow up on the ETIAS website content-related issues and offers support to travellers who pre-register in the EES app. This Unit will be operational 24 hours a day, 7 days a week.</p> <p>The ACU commits to responding to operational requests, facilitating the management of technical inquiries which are sent to eu-LISA and handling notifications on the technical impossibility of sending verification queries via the CI. The FAQs, the COBST and the Emergency Phone Line (EPL) are the tools made available to the community.</p> <p>Furthermore, the CWG was briefed on the in/out of scope requests, travellers in scope of the carrier interface and on procedures in case of operational and technical requests, technical impossibility detected by a carrier and Emergency Phone Line.</p> <p>Finally, the community was reminded of the supporting documentation available to carriers, namely the SOP, FAQs, and the Land and Sea Scenarios.</p>
<p>5. Q&A</p>	<p>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, sea scenarios, availability of the short-stay calculator.</p>

Carriers Working Group of 16 December 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 145 participants).

<p>1. Introduction a. Agenda b. Carriers meeting calendar</p>	<p>eu-LISA presented the agenda of the 49th Carriers Working Group (CWG). The CWG took note of the Carriers meeting calendar with the dates of upcoming meetings until April 2026. The next CWG meeting is scheduled for 21 January 2026.</p>
<p>2. Legal updates (European Commission)</p>	<p>The European Commission provided an update on the EES rollout, highlighting that implementation across Member States (MS) is overall proceeding smoothly. MS accelerated the deployment of EES compared to how it was supposed to be deployed based on progressivity. Overall, the registration percentage of the number of arrivals surpassed the expected number for this period. Similarly, the Commission observed that a significant percentage of files registered in the system contain biometric data showing an increasing capacity of the MS to process such files .</p> <p>The processing times can be further optimised, particularly at some border crossing points (BCPs). This is an ongoing exercise across the MS to further improve their procedures thus reducing the time spent on each traveller. As of 10 December 2025, all files registered in EES must contain biometrics thus an increase in the percentage of files containing biometrics is expected.</p> <p>Based on the information received from MS, no persistent queues have been observed across the BCPs because of the EES introduction. While the Commission recognises that delays were present before the launching of the EES, it is essential to differentiate between these queues and those specifically caused by the system. In this sense, a slight impact caused by the EES rollout was reported by some MS who together with the</p>

	<p>infrastructure operators are looking for ways to further accommodate and accelerate the procedures.</p> <p>The Commission is closely monitoring the situation both regarding the compliance with the EU legislation and the actual situation in the MS caused as a result of the EES introduction. The goal is to ensure smooth experience for travellers.</p> <p>Finally, the Commission invited the participants to share their experiences and feedback on the EES entry into operations. It was underlined that January 2026 is an important milestone for carriers, since they can start using the system on a voluntary basis until April 2026, being the only users who can train their staff in real conditions during this period until the use of the carrier interface (CI) becomes mandatory. Therefore, Commission encouraged the carriers to take advantage of this unique opportunity to test their processes to ensure readiness on 10 April 2026.</p>
<p>3. Technical updates (eu-LISA)</p>	<p>eu-LISA provided the CWG with updated Carrier Implementation Figures and the progress status across different implementation areas. An overview of the S2S CT for carriers and service providers was presented, highlighting those carriers and service providers fully ready to voluntarily query the Carrier Interface (CI) as of 9 January 2026.</p> <p>For the web portal and the mobile application, the community was reminded that completing the staff training step is crucial to ensure the carriers receive the necessary credentials once the EES goes live. Carriers who have not yet submitted the required documentation were urged anew to do so to advance in their preparations. For training confirmation and registration issues, carriers were directed to contact the Carrier Onboarding team at carriers_onboarding@eulisa.europa.eu.</p> <p>The community was also informed about the availability in the store of a new version of the mobile application. Furthermore, it was noted that a new version of the CTG for the mobile app and the web portal with some updates linked to ETIAS is also available.</p> <p>Regarding the Carrier onboarding and Support Tool (COBST), the Agency recalled that the main carrier SPOC email initially received 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. Carriers ready for operations may begin sending their traffic to the CI after 09 January 2026 12:00 pm CET. A dedicated communication is to be shared with the eligible carriers.</p>
<p>4. Carriers and Travellers Support -</p>	<p>The CWG received a presentation from Frontex detailing support mechanisms provided by the ETIAS Assistance Centre Unit (ACU) to carriers and an overview of the Unit. This comprehensive guide outlines the roles, digital tools and standard operating procedures designed to assist carriers in fulfilling their future tasks related to EES and ETIAS. The ACU, a dedicated unit within the ETIAS Central Unit at Frontex, is primarily</p>

<p>Operational updates (Frontex)</p>	<p>responsible for supporting carriers, as well as travellers when filling in the ETIAS application form. The Unit is also responsible for the follow up on the ETIAS website content-related issues and offers support to travellers who pre-register in the EES app. This unit will be operational 24 hours a day, 7 days a week.</p> <p>The ACU commits to responding to operational requests, facilitating the management of technical inquiries which are sent to eu-LISA and handling notifications on the technical impossibility of sending verification queries via the CI. The FAQs, the COBST and the Emergency Phone Line (EPL) are the tools made available to the community.</p> <p>Furthermore, the CWG was briefed on the in/out of scope requests, travellers in scope of the carrier interface and on procedures in case of operational and technical requests, technical impossibility detected by a carrier and Emergency Phone Line.</p> <p>Finally, the community was reminded of the supporting documentation available to carriers, namely the SOP, FAQs, and the Land and Sea Scenarios.</p>
<p>5. Q&A</p>	<p>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 feedback on the EES implementation, COBST, user management topic and the responsibilities of the Carrier SPOC.</p>