

Carriers Working Group of 21 January 2026

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 98 participants).

<p>1. Introduction a. Agenda b. Carriers meeting calendar</p>	<p>eu-LISA presented the agenda of the 50th Carriers Working Group (CWG). This was the first meeting held after the EU Carrier Interface went live on 9 January 2026.</p> <p>The community was informed that several carriers connected to the Carrier Interface (CI), submitted tickets via COBST, and began familiarising themselves with the tool. Participants were invited to share their first impressions and feedback based on their initial use of the interface.</p> <p>The CWG took also note of the Carriers meeting calendar with the dates of upcoming meetings until April 2026. The next CWG meeting is scheduled for 20 February 2026.</p>
<p>2. Legal updates (European Commission)</p>	<p>The European Commission provided an update on the EES rollout, highlighting that Member States (MS) have reached an important milestone, as they need to register at least 35% of the border crossings now in the system.</p> <p>The EES continues to operate smoothly across all MS, with no technical or operational incidents reported. MS also indicated that there are no queues resulting from the EES. The Commission and eu-LISA continue to closely monitor the situation across the Schengen area.</p> <p>As for the impact of EES on the carriers' obligations, the Commission encouraged the carriers to take advantage of the voluntary period and use it to ensure readiness on 10 April 2026. For the period of 9 January 2026 to 10 April 2026 the passport stamps will prevail. The obligation to query the CI will start as of 10 April 2026 as previously announced. From 12 October 2025 until 6 October 2026 (included) the carriers shall keep verifying the stamps affixed in the travel documents.</p>

	<p>Several sea carriers provided detailed insights from various BCPs, offering practical feedback on the EES implementation and on the initial days of voluntarily querying the CI.</p>
<p>3. Technical updates (eu-LISA)</p>	<p>eu-LISA provided the CWG with updates following the going live of the EU Carrier Interface and presented an overview of the traffic. It was highlighted that all carriers' channels were activated on the 9th of January 2026 before 12:00 CET. For the System to System, only carriers with the completed production connectivity have been activated. For the Web interfaces (i.e. the Carrier Web Portal and the mobile application), the access is provided to the carrier SPOCs only if the confirmation of the completed training is received. Moreover, the Carriers' COBST credentials can be shared with the service providers and operational teams to open requests. The Agency reminded that reviewing the process as per the Standard Operational Procedures (SOP) is key for all carriers and their service providers.</p> <p>Furthermore, an overview of the Carrier Implementation Figures and progress status across different implementation areas was presented. The WG took note of the S2S CT status for carriers and service providers, 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 is crucial in ensuring that 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.</p> <p>As for the User Management regarding the Web Interface access, clarifications were provided on the account lockout, as well as on the password reset topic.</p> <p>Regarding the next steps, the Agency urged the Carriers to send real traffic during the upcoming period before the 10 April 2026.</p> <p>Secondly, the community was informed about the upcoming rehearsal of a switch over-switch back to connect the backup site in case of outage in the main site.</p> <p>Thirdly, eu-LISA underlined the importance for the carriers to review the carrier documentation repository - mainly the SOP and Carrier Manual - and completing the staff trainings for CWP and Mobile app users and system implementation. It was underlined that the processes related to the connection will continue for the next period.</p> <p>Finally, a high-level overview on the main security measures took place followed by a live demo presentation of the COBST.</p>
<p>4. Carriers and Travellers Support - Operational updates and sea</p>	<p>Frontex presented the statistics and the list of technical, operational, and technical impossibility requests received as of 9 January 2026, as well as user management and registration requests. FRONTEX presented examples of issues raised by carriers in operational and technical tickets, as well as technical impossibility. Carriers were informed that most of the</p>

<p>scenarios (Frontex)</p>	<p>issues reported in COBST were wrongly categorised. A set of best practices was shared, including carefully reviewing the FAQs before submitting a ticket, consulting other relevant materials available in the Carrier Space, selecting the appropriate ticket category, and providing in the description as much detail as possible. In addition, the importance of correctly categorising requests by carriers was emphasised.</p> <p>Frontex presented the type of requests which can be accessed based on Carriers' roles.</p> <p>Regarding technical impossibility requests, carriers were advised to include in the description the place of departure, the number or ID of the means of transport, and the Border Crossing Point of arrival. It was also emphasised that no personal data should be included in operational and technical tickets descriptions or comments, nor should files containing personal data be attached.</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 and the suspension mechanism, the voluntary period of querying the CI, user management issues, testing topic.</p>

Carriers Working Group of 21 January 2026

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 170 participants).

<p>1. Introduction a. Agenda b. Carriers meeting calendar</p>	<p>eu-LISA presented the agenda of the 50th Carriers Working Group (CWG). This was the first meeting held after the EU Carrier Interface went live on 9 January 2026.</p> <p>The community was informed that several carriers connected to the Carrier Interface (CI), submitted tickets via COBST, and began familiarising themselves with the tool. Participants were invited to share their first impressions and feedback based on their initial use of the interface.</p> <p>The CWG took also note of the Carriers meeting calendar with the dates of upcoming meetings until April 2026. The next CWG meeting is scheduled for 20 February 2026.</p>
<p>2. Legal updates (European Commission)</p>	<p>The European Commission provided an update on the EES rollout, highlighting that Member States (MS) have reached an important milestone, as they have to register 35% of the border crossings now in the system. The EES continues to operate smoothly across all MS, with no technical or operational incidents reported. MS also indicated that there are no queues resulting from the EES.</p> <p>The Commission and eu-LISA, continue to closely monitor the situation across the Schengen area.</p> <p>As for the impact of EES on the carriers' obligations, the Commission encouraged the carriers to take advantage of the voluntary period and use it to ensure readiness on 10 April 2026. For the period of 9 January 2026 to 10 April 2026 the passport stamps will prevail. The obligation to query the CI will start as of 10 April 2026 as previously announced. From 12 October 2025 until 6 October 2026 (included) the carriers shall keep verifying the stamps affixed in the travel documents.</p>

<p>3. Technical updates (eu-LISA)</p>	<p>eu-LISA provided the CWG with updates following the going live of the EU Carrier Interface and presented an overview of the traffic in production. All carriers' channels were activated on the 9th of January 2026 before 12:00 CET. For the System to System, only carriers with the completed production connectivity have been activated. For the Web interfaces (i.e. the Carrier Web Portal and the mobile application), the access is provided to carrier SPOCs only if the confirmation of the completed training is received. Moreover, the Carriers' COBST credentials can be shared with the service providers and operational teams to open requests. The Agency reminded that reviewing the process as per the Standard Operational Procedures (SOP) is key for all carriers and their service providers.</p> <p>Furthermore, an overview of the Carrier Implementation Figures and progress status across different implementation areas was presented. The WG took note of the S2S CT status for carriers and service providers, 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 is crucial in ensuring that 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 .</p> <p>As for the User Management regarding the Web Interface access, clarifications were provided on the account lockout , as well as on the password reset topic.</p> <p>Regarding the next steps, the Agency urged the Carriers to send real traffic during the upcoming period before the 10 April 2026. Secondly, the community was informed about the upcoming rehearsal switch over-switch back to connect the backup site in case of outage in the main site. Thirdly, eu-LISA underlined the importance for the carriers to review the carrier documentation repository - mainly the SOP and Carrier Manual - and completing the staff trainings for CWP and Mobile app users and system implementation. Furthermore, it was underlined that the processes related to the connection will continue for the next period.</p> <p>Finally, a high-level overview on the main security measures took place followed by a live demo presentation of the COBST.</p>
<p>4. Carriers and Travellers Support - Operational updates (Frontex)</p>	<p>Frontex presented the statistics and the list of technical, operational, and technical impossibility requests received as of 9 January 2026, as well as user management and registration requests. FRONTEx presented examples of issues raised by carriers in operational and technical tickets, as well as technical impossibility. Carriers were informed that most of the issues reported in COBST were wrongly categorised. A set of best practices was shared, including carefully reviewing the FAQs before submitting a ticket, consulting other relevant materials available in the Carrier Space, selecting the appropriate ticket category, and providing in the description as</p>

PUBLIC

	<p>much detail as possible. In addition, the importance of correctly categorising requests by carriers was emphasised.</p> <p>Frontex presented the type of requests which can be accessed based on Carriers' roles.</p> <p>Regarding technical impossibility requests, carriers were advised to include in the description the place of departure, the number or ID of the means of transport, and the Border Crossing Point of arrival. It was also emphasised that no personal data should be included in operational and technical tickets descriptions or comments, nor should files containing personal data be attached.</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 feedback on the EES implementation, voluntary period of querying the CI, COBST, user management topic, and fallback procedures.</p>