Carriers Working Group of 20 February 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 83 participants).

1. Introduction **a. Agenda** **b. Carriers meeting calendar**	eu-LISA presented the agenda of the 51st Carriers Working Group (CWG). Participants were invited to provide their feedback on their use of the Carrier Interface (CI) since it went live on January 9 2026 . The CWG took note of the Carriers meeting calendar with the dates of upcoming meetings until April 2026 and was reminded that the next CWG meeting is scheduled for 12 March 2026, noting it will be the last one before the CI query will be mandatory.
2. Legal updates (European Commission)	The European Commission provided an update on the EES deployment across the Member States (MS), highlighting that the EES continues to operate smoothly across all MS, with no technical or operational incidents reported. There were some minor challenges at local level tackled through the flexibility measures enabled by the PA (Progressive Approach). The Commission and eu-LISA continue to closely monitor the situation across the Schengen area. The Commission then proceeded to remind the carrier community about their obligations. Starting on April 10 2026, the query of the CI will be mandatory. The Commission encouraged the carriers to take advantage of the current voluntary period and use it to train their staff and ensure readiness on 10 April 2026. As a reminder, the purpose of the query via the CI is to verify that travellers holding a single /double entry visa still have remaining valid entries to enter the Schengen area. In parallel the carriers shall keep verifying the stamps affixed in the travel documents until 6 October 2026 (included). Starting October 7 2026, only the query of the CI will be needed.

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	Several carriers then proceeded with sharing their feedback on the deployment of the EES at various Border Crossing Points (BCPs), on querying the CI, and using the Carrier Onboarding Support Tool (COBST).
3. Technical updates (eu-LISA)	eu-LISA provided the CWG with the latest Carrier Implementation Figures and the progress made on onboarding and support.
	As the obligatory use of the CI is approaching, the number of Carrier registration (and connection requests) is increasing . All those requests are handled via the COBST, with all tickets linked to production being treated in priority. In terms of progress, more carriers are ready for operations; the same applies on the system side, where most systems are connected to production.
	For the web portal and the mobile application, the community was reminded that completing the staff training and sending a confirmation to eu-LISA is crucial in ensuring the access to the live environment; additionally, all the carriers who have not yet submitted the required security convention (Form F07) were urged to do so.
	An overview of the production traffic indicates that out of 426 carriers ready for operations, only 134 carriers submitted requests (mostly via the s2s_rest channel), therefore it was emphasised that the carriers who are ready and connected should use this opportunity to start using the system.
	Finally, a step by step explanation on how to query the CI via the Carrier Web Portal and Mobile Application was presented.
4. Carriers and Travellers Support - Operational updates and land scenario (Frontex)	Frontex presented the state of play for the first weeks of operations with the COBST and also reminded the community that the Frontex Assistance Centre Unit (ACU) supports the carriers 24/7 via the COBST Carriers can connect to the tool via the Carrier Support Admin account (CSA) which can handle standard and restricted requests, or via the Carrier COBST user account (CCU), the latter referring to a simpler profile that can only support standard requests.
	Frontex reminded the carriers that they have access to the Carrier Documentation Repository - Carrier Space - Confluence where they can see Land Scenarios , Sea Scenarios and also consult, Frequently Asked Questions in support of all carriers.
	A set of best practices, including reviewing the FAQs before submitting a ticket, consulting other relevant materials available in the Carrier Space, selecting the appropriate ticket category and providing as much detail as possible in the ticket description, were shared.
	Regarding the technical impossibility requests, carriers were advised to include the place of departure, the number or ID of the means of transport

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	and the arrival BCP. It was also emphasised that the ticket should not include any personal data (unless it refers to a ''User Management'' or ''Registration'' request). Finally, Frontex presented a new land scenario to the community and clarified how the carriers should query their travellers.
6. 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 responses from the CI, the suspension mechanism available to the MS, and on interacting with the COBST.

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Carriers Working Group of 20 February 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 180 participants).

1. Introduction **a. Agenda** **b. Carriers meeting calendar**	eu-LISA presented the agenda of the 51st Carriers Working Group (CWG). Participants were invited to provide their feedback on their use of the Carrier Interface (CI) since it went live on January 9 2026 . The CWG took note of the Carriers meeting calendar with the dates of upcoming meetings until April 2026 and was reminded that the next CWG meeting is scheduled for 12 March 2026, noting it will be the last one before the CI query will be mandatory.
2. Legal updates (European Commission)	The European Commission provided an update on the EES deployment across the Member States (MS), highlighting that the EES continues to operate smoothly across all MS, with no technical or operational incidents reported. There were some minor challenges at local level tackled through the flexibility measures enabled by the PA (Progressive Approach). The Commission and eu-LISA continue to closely monitor the situation across the Schengen area. The Commission then proceeded to remind the carrier community about their obligations. Starting on April 10 2026, the query of the CI will be mandatory. The Commission encouraged the carriers to take advantage of the current voluntary period and use it to train their staff and ensure readiness on 10 April 2026. As a reminder, the purpose of the query via the CI is currently to verify that travellers holding a single /double entry visa still have remaining valid entries to enter the Schengen area. In parallel the carriers shall keep verifying the stamps affixed in the travel documents until 6 October 2026 (included). Starting October 7 2026, only the query of the CI will be needed.

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	Several carriers then proceeded with sharing their feedback on the deployment of the EES at various Border Crossing Points (BCPs), on querying the CI and using the Carrier Onboarding Support Tool (COBST)
3. Technical updates (eu-LISA)	eu-LISA provided the CWG with the latest Carrier Implementation Figures and the progress made on onboarding and support.
	As the obligatory use of the CI is approaching, the number of Carrier registration (and connection requests) is increasing . All those requests are handled via the COBST, with all tickets linked to production being treated in priority. In terms of progress, more carriers are ready for operations; the same applies on the system side, where most systems are connected to production.
	For the web portal and the mobile application, the community was reminded that completing the staff training and sending a confirmation to eu-LISA is crucial in ensuring the access to the live environment; additionally, all the carriers who have not yet submitted the required security convention (Form F07) were urged to do so.
	An overview of the production traffic indicates that out of 426 carriers ready for operations, only 134 carriers submitted requests (mostly via the s2s_rest channel), therefore it was emphasised that the carriers who are ready and connected should use this opportunity to start using the system.
	Finally, a step by step explanation on how to query the CI via the Carrier Web Portal and Mobile Application was presented.
4. Carriers and Travellers Support - Operational updates (Frontex)	Frontex presented the state of play for the first weeks of operations with the COBST and also reminded the community that the Frontex Assistance Centre Unit (ACU) supports the carriers 24/7 via the COBST. Carriers can connect to the tool via the Carrier Support Admin account (CSA) which can handle standard and restricted requests, or via the Carrier COBST User account (CSU), the latter referring to a simpler profile that can only support standard requested.
	Frontex also reminded the carriers they have access to the Carrier Documentation Repository - Carrier Space - Confluence where they can find useful information and documentation and also consult, Frequently Asked Questions in support of all carriers. A set of best practices, including reviewing the FAQs before submitting a ticket, consulting other relevant materials available in the Carrier Space, selecting the appropriate ticket category and providing as much detail as possible in the ticket description, were shared.
	Regarding the technical impossibility requests, carriers were advised to include the place of departure, the number or ID of the means of transport and the arrival BCP.

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	It was also emphasised that the ticket should not include any personal data (unless it refers to a ''User Management'' or ''Registration'' request).
5. Q&A	During the Q&A session, eu-LISA, the Commission and Frontex addressed several topics and responded to further questions posed by Carriers on the various responses provided by the CI, the suspension mechanism available to the MS, the Carriers' obligations for querying their crew members via the CI and interacting with the COBST.

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