

Carriers Working Group of 12 March 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 97 participants).

<p>1. Introduction a. Agenda b. Carriers meeting calendar</p>	<p>eu-LISA presented the agenda of the 52nd Carriers Working Group (CWG). The CWG took note of the Carriers meeting calendar and was reminded that the next CWG meeting is scheduled for 14 April 2026, the first meeting after the start of mandatory use of the Carrier Interface (CI).</p>
<p>2. Legal updates (European Commission)</p>	<p>The European Commission reiterated the key developments and upcoming milestones for ETIAS and the revised Visa Information System (VIS) noting that ETIAS is planned to become operational in the final quarter of 2026. The system will introduce new obligations for the carriers, namely they will have to verify whether third-country nationals (TCNs) who are visa-exempt possess a valid ETIAS Travel Authorization (TA).</p> <p>The Justice and Home Affairs Council approved on March 5 2026 a revised roadmap for the interoperability of the EU’s large-scale IT systems for Justice and Home affairs, including key milestones for the rollout of the revised VIS. This rollout will follow a phased approach. In the first phase (last quarter of 2028), short-stay visa and automated queries against other EU databases will be implemented while the residence permits and long-stay visas are scheduled for the second phase (third quarter of 2029).</p> <p>From the final quarter of 2028, the CI will consider the remaining days of authorised stay when providing responses and will also include checks of the validity of multiple-entry visas, while functionality covering long-stay visas and residence permits will become available from the third quarter of 2029.</p> <p>As for the impact of EES on the carriers’ obligations, the Commission underlined that the obligation to query the CI for all travellers in scope starts as of 10 April 2026 as previously announced and emphasised the</p>

	<p>importance of being ready and finalising the testing requirements with eu-LISA. As a reminder, the purpose of querying the CI is to verify that travellers holding a single /double entry visa still have remaining valid entries to enter the Schengen area.</p> <p>Furthermore, the carriers were strongly encouraged to take advantage of the voluntary period to ensure readiness on 10 April 2026. It was also highlighted that 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 shared detailed insights from various border crossing points (BCPs), providing practical insights on the EES implementation and on the initial period of voluntarily querying the CI.</p>
<p>3. Technical updates (eu-LISA)</p>	<p>eu-LISA shared the latest Carrier Implementation Figures along with an update on progress status across different implementation areas. As the deadline for the mandatory use of the CI approaches, the community was encouraged to make use of the web portal and mobile application if they are not yet compliant with the System to System (S2S) connection.</p> <p>For the web portal and the mobile application, the community was reminded that completing the staff training and submitting confirmation to eu-LISA are essential to gain access to the live environment. In addition, carriers who have not yet submitted the required security convention (Form F07) were strongly urged to do so.</p> <p>An overview of the production traffic was also presented. Although an increase has been observed, the figures remain below expectations given the timeline.</p> <p>As for the S2S Certificate Management, the certificate lifecycle topic was outlined, with a focus on certificate request and renewal processes. The community was informed that only certificates signed by eu-LISA will be accepted. It was emphasised that a new private key is required for each renewal. Since eu-LISA does not track certificate expiration dates, carriers are responsible for monitoring them. As a future improvement, notifications will be sent by email to the SPOC or the designated certificate SPOC when a certificate is issued and as it approaches expiration.</p> <p>Concerning the rehearsal for the Switch Over - Switch Back to the backup site, it was noted that Sea and land carriers using S2S (REST) should experience no impact. A new application release including several enhancements will also be deployed. Carriers with VPN connections need to switch to the back-up site. For the Switch back to the main site further communications will follow for service providers and carriers involved.</p> <p>As next steps, the Agency urged Carriers to send real traffic before 10 April 2026 to ensure their operations are fully prepared ahead of the mandatory phase.</p> <p>Furthermore, eu-LISA underlined the importance of reviewing the carrier documentation repository - mainly the SOP and Carrier Manual - and completing staff trainings for CWP and Mobile app users as well as finalising system implementation. Finally, the community was updated on the ongoing maintenance activities in PGD.</p>

<p>4. Carriers and Travellers Support - Operational updates and sea scenarios (Frontex)</p>	<p>Frontex presented a summary of the statistics and types of requests related to technical, operational matters, and cases of technical impossibility received in COBST between 9 January 2026 and 10 March 2026. The presentation also highlighted common errors and omissions identified at early stages. Most requests were of technical nature, primarily concerning password resets and temporary connectivity issues, while the operational ones were mainly linked to the application of EU legislation, the clarification of certain aspects of the CI usage, and questions regarding travellers in and out of scope.</p> <p>Frontex also reiterated the distinction between a technical request and a technical impossibility, emphasising that the latter represents a more serious issue that prevents carriers from querying the CI. In such cases, specific steps and obligations must be followed, and the community was reminded to consult the relevant documentation and ensure that all mandatory fields are properly completed.</p> <p>Finally, practical guidance was shared for submitting tickets, including consulting the SOP for correct procedures, referring to the carrier manual and technical guidelines document (CTG) developed by eu-LISA, and reviewing the FAQ to address common issues and errors. The Carrier Documentation Repository is available here.</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, replies from the CI, user management issues.</p>

Carriers Working Group of 12 March 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 160 participants).

<p>1. Introduction a. Agenda b. Carriers meeting calendar</p>	<p>eu-LISA presented the agenda of the 52nd Carriers Working Group (CWG). The CWG took note of the Carriers meeting calendar and was reminded that the next CWG meeting is scheduled for 14 April 2026, the first meeting after the start of mandatory use of the Carrier Interface (CI).</p>
<p>2. Legal updates (European Commission)</p>	<p>The European Commission reiterated the key developments and upcoming milestones for ETIAS and the revised Visa Information System (VIS) noting that ETIAS is planned to become operational in the final quarter of 2026. The system will introduce new obligations for the carriers, namely they will have to verify whether third-country nationals (TCNs) who are visa-exempt possess a valid ETIAS Travel Authorization (TA).</p> <p>The Justice and Home Affairs Council approved on March 5 2026 a revised roadmap for the interoperability of the EU’s large-scale IT systems for Justice and Home affairs, including key milestones for the rollout of the revised VIS. This rollout will follow a phased approach. In the first phase (last quarter 2028), short stay visa and automated queries against other EU databases will be implemented while the residence permits and long-stay visas are scheduled for the second phase (third quarter of 2029).</p> <p>From the final quarter of 2028, the CI will consider the remaining days of authorised stay when providing responses and will also include checks of the validity of multiple-entry visas, while functionality covering long-stay visas and residence permits will become available from the third quarter of 2029.</p> <p>As for the impact of EES on the carriers’ obligations, the Commission underlined that the obligation to query the CI for all travellers in scope starts as of 10 April 2026 as previously announced and emphasised the</p>

	<p>importance of being ready and finalising the testing requirements with eu-LISA. As a reminder, the purpose querying the CI is to verify that travellers holding a single /double entry visa still have remaining valid entries to enter the Schengen area.</p> <p>Furthermore, the carriers were strongly encouraged to take advantage of the voluntary period to ensure readiness on 10 April 2026. It was also highlighted that from 12 October 2025 until 6 October 2026 (included) the carriers shall keep verifying the stamps affixed in the travel documents.</p> <p>Several air carriers shared detailed insights from various border crossing points (BCPs), providing practical insights on the EES implementation and on the initial period of voluntarily querying the CI.</p>
<p>3. Technical updates (eu-LISA)</p>	<p>eu-LISA shared the latest Carrier Implementation Figures along with an update on progress status across different implementation areas. As the deadline for the mandatory use of the CI approaches, the community was encouraged to make use of the web portal and mobile application if they are not yet compliant with the System to System (S2S) connection.</p> <p>For the web portal and the mobile application, the community was reminded that completing the staff training and submitting confirmation to eu-LISA are essential to gain access to the live environment. In addition, carriers who have not yet submitted the required security convention (Form F07) were strongly urged to do so.</p> <p>An overview of the production traffic was also presented. Although an increase has been observed, the figures remain below expectations given the timeline.</p> <p>As for the S2S Certificate Management, the certificate lifecycle topic was outlined, with a focus on certificate request and renewal processes. The community was informed that only certificates signed by eu-LISA will be accepted. It was emphasised that a new private key is required for each renewal. Since eu-LISA does not track certificate expiration dates, carriers are responsible for monitoring them. As a future improvement, notifications will be sent by email to the SPOC or the designated certificate SPOC when a certificate is issued and as it approaches expiration.</p> <p>Concerning the rehearsal for the Switch Over Switch Back to the backup site, it was noted that Air carriers using S2S (REST) should experience no impact. A new application release including several enhancements will also be deployed. Carriers with VPN connections need to switch to the back-up site. For the Switch back to the main site further communications will follow for service providers and carriers involved.</p> <p>As next steps, the Agency urged Carriers to send real traffic before 10 April 2026 and to ensure their operations are fully prepared ahead of the mandatory phase.</p> <p>Furthermore, eu-LISA underlined the importance of reviewing the carrier documentation repository - mainly the SOP and Carrier Manual - and completing staff trainings for CWP and Mobile app users as well as finalising system implementation.</p>

	<p>Finally, the community was updated on the ongoing maintenance activities in PGD.</p>
<p>4. Carriers and Travellers Support - Operational updates (Frontex)</p>	<p>Frontex presented a summary of the statistics and types of requests related to technical, operational matters, and cases of technical impossibility received in COBST between 9 January 2026 and 10 March 2026. The presentation also highlighted common errors and omissions identified at early stages. Most requests were of technical nature, primarily concerning password resets and temporary connectivity issues, while the operational ones were mainly linked to the application of EU legislation, the clarification of certain aspects of the CI usage, and questions regarding travellers in and out of scope.</p> <p>Frontex also reiterated the distinction between a technical request and a technical impossibility, emphasising that the latter represents a more serious issue that prevents carriers from querying the CI. In such cases, specific steps and obligations must be followed, and the community was reminded to consult the relevant documentation and ensure that all mandatory fields are properly completed.</p> <p>Finally, practical guidance was shared for submitting tickets, including consulting the SOP for correct procedures, referring to the carrier manual and technical guidelines document (CTG) developed by eu-LISA, and reviewing the FAQ to address common issues and errors. The Carrier Documentation Repository is available here.</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 suspension mechanism, CMC topic, COBST and user management topic, replies from the CI, renewal certificate process.</p>