

Carriers Working Group of 7 May 2026

Summary

Subject: Monthly Carriers Working Group meeting

Sea and Land Carriers at 10:00– 12:00 CEST

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 70 participants).

1. Introduction a. Agenda b. Carriers meeting calendar	eu-LISA presented the agenda of the 54 th Carriers Working Group (CWG). The CWG took note of the next CWG meetings which are scheduled for 10 June and 17 July 2026.
2. Legal updates (European Commission)	The European Commission provided an update on the full deployment of EES. The community was informed that the EES Central System has proven to be stable and resilient with no major issues reported. Regarding the impact of EES on the carriers' obligations, the Commission underlined anew that the obligation to query the Carrier Interface (CI) started on 10 April 2026. They also reminded the community that the purpose of querying the CI is to verify that travellers holding a single/double entry visa still have valid entries remaining for traveling to the Schengen area. It was further highlighted that the carriers shall keep verifying the stamps affixed in the travel documents until 6 October 2026 (inclusive).
3. Technical updates (eu-LISA)	eu-LISA shared the latest Carriers Onboarding figures along with an update on progress status across different implementation areas for sea, land and air carriers. During the last month, 62 new registrations were completed from a total of 164 open registration requests. The Agency highlighted that, due to the high number of tickets received in COBST in recent weeks, a prioritisation process was introduced. Under this approach, registration requests are assigned a lower priority than the technical tickets. Regarding the web portal and mobile application, the community was reminded that completing the staff training and submitting the required confirmation to eu-LISA are prerequisites for accessing the live environment. In addition, 154 carriers have not completed the security convention (Form F07) and only 227 carriers (ready for operations) have

	declared that Staff training for the Carrier Web Portal is completed, out of a total of 1248 carriers requesting web portal and/ or mobile application access. Currently, only few carriers are using the Carrier Web Portal in Production. An overview of the production traffic as of 9 January 2026, was also presented along with statistics on the production-related support tickets registered and treated by eu-LISA in COBST. Concerning the new enhancement for travellers holding a multi-entry visa (MEV), eu-LISA announced that entry into force is delayed. Until the feature is activated, queries submitted without the “out of scope” flag for such travellers will return a “NOT OK” response. In these cases, carriers are requested to disregard the response and continue verifying the visa sticker manually, in line with existing procedures. Furthermore, the community received an update on the Service Provider (SP) topic in COBST. As presented in the April 2026 CWG meeting, a second option is currently being implemented and is planned to go-live by end of May 2026. It is foreseen that new COBST accounts will be provided to the declared SP SPOCs. Only the Support tickets and User management request will be available under this new option. Finally, the Agency provided an update on the next milestone relevant for the carriers, namely the ETIAS EiO. Passengers will be verified against ETIAS, checking the validity of their ETIAS Travel Authorisation, considering the ETIAS Transitional and Grace Periods. Regarding the impact on the onboarding, for carriers already certified there is no obligation to rerun the Compliance Testing (CT). As for the others, the CT campaign will contain four new test cases. The deployment in Playground (PGD) is scheduled for Q3 2026. Regarding the impact on the operations, the responses from the CI before and after the ETIAS EiO were presented as well.
4. Carriers and Travellers Support - Operational updates and sea scenarios (Frontex)	Frontex presented an overview of the statistics and types of requests related to technical, operational matters, and cases of technical impossibility (TI) received in COBST between 9 January 2026 and 5 May 2026. The presentation focused on the technical impossibility topic. Where a carrier detects that it is technically impossible to send a verification query via the CI, the carrier shall notify a technical impossibility (only in the Production environment) to ECU as soon as they become aware of it. Furthermore, it was underlined anew that the Emergency Phone Line is a backup solution only when COBST is not available. TI is a declaration meaning that impacted MS are informed. The carriers must make sure that the issue is not a technical request. The impacted MS for TI declaration are the EU MS of destination. In addition, carriers many times declare technical impossibility for all MSs, whereas the impacted one is the destination MS. This should be avoided and only one country chosen, if is only one MS affected. The ECU

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	sends information to the MSs according to the technical impossibility description. Thus, it takes time to retrieve this. Furthermore, several key messages were also presented. The mandatory query of the Carrier Interface started on 10 April 2026. Carriers must continue to verify the passport stamps until 6 October 2026. Carriers should not send a request on behalf of another carrier. When calling the Emergency Phone Line, the PIN is mandatory. Frontex also informed that a new version of the FAQ was uploaded in Confluence, and is also available on their web page. Frequently Asked Questions - FAQ - Frequently Asked Questions (FAQ) - Confluence Finally, Carriers were advised to not perform multiple reset attempts for the same account in the CI. Multiple resets may invalidate previously issued credentials, which can result in further login failures.
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 specific sea cruise scenarios and their crew, functionalities of the CI, requests in COBST and overall experience with the tool.

Carriers Working Group of 7 May 2026

Summary

Subject: Monthly Carriers Working Group meeting

Air Carriers at 13:30– 16:00 CEST

Participants: Carriers representing air industry, their declared service providers, Carrier associations, European Commission (DG HOME), Member State (MS) experts, Frontex and eu-LISA (altogether 175 participants).

1. Introduction a. Agenda b. Carriers meeting calendar	eu-LISA presented the agenda of the 54 th Carriers Working Group (CWG). The CWG took note of the next CWG meetings which are scheduled for 10 June and 17 July 2026.
2. Legal updates (European Commission)	The European Commission provided an update on the full deployment of EES. The community was informed that the EES Central System has proven being stable and resilient with no major issues reported. Regarding the impact of EES on the carriers' obligations, the Commission underlined anew that the obligation to query the Carrier Interface (CI) started on 10 April 2026. They reminded the community that the purpose of querying the CI is to verify that travellers holding a single/double entry visa still have valid entries remaining for travelling to the Schengen area. It was further highlighted that the carriers shall keep verifying the stamps affixed in the travel documents until 6 October 2026 (inclusive).
3. Technical updates (eu-LISA)	eu-LISA shared the latest Carriers Onboarding figures along with an update on progress status across different implementation areas for sea, land and air carriers. During the last month, 62 new registrations were completed from a total of 164 open registration requests. The Agency highlighted that, due to the high number of tickets received in COBST in recent weeks, a prioritisation process was introduced. Under this approach, registration requests are assigned a lower priority than the technical tickets. Regarding the web portal and mobile application, the community was reminded that completing the staff training and submitting the required confirmation to eu-LISA are prerequisites for accessing the live environment. In addition, 154 carriers have not completed the security

	convention (Form F07) and only 227 carriers (ready for operations) have declared that Staff training for the Carrier Web Portal is completed, out of a total of 1248 carriers requesting web portal or mobile application access. Currently, only a few carriers are using the Carrier Web Portal in Production. An overview of the production traffic as of 9 January 2026, was also presented along with statistics on the production-related support tickets registered and treated by eu-LISA in COBST. Concerning the new enhancement for travellers holding a multi-entry visa (MEV), eu-LISA announced that entry into force is delayed. Until the feature is activated, queries submitted without the “out of scope” flag for such travellers will return a “NOT OK” response. In these cases, carriers are requested to disregard the response and continue verifying the visa sticker manually, in line with existing procedures. Furthermore, the community received an update on the Service Provider (SP) topic in COBST. As presented in the April 2026 CWG meeting, a second option is currently being implemented and is planned to go-live by end of May 2026. It is foreseen that new COBST accounts will be provided to the declared SP SPOCs. Only the Support tickets and User management request will be available under this new option. Finally, the Agency provided an update on the next milestone relevant for the carriers, namely the ETIAS EiO. Passengers will be verified against ETIAS, checking the validity of their ETIAS Travel Authorisation, considering the ETIAS Transitional and Grace Periods. Regarding the impact on the onboarding, for carriers who already certified there is no obligation to rerun the Compliance Testing (CT). As for the others, the CT campaign will contain four new test cases. The deployment in Playground (PGD) is scheduled for Q3 2026. Regarding the impact on the operations, the responses from the CI before and after the ETIAS EiO were presented as well.
4. Carriers and Travellers Support - Operational updates (Frontex)	Frontex presented an overview of the statistics and types of requests related to technical, operational matters, and cases of technical impossibility (TI) received in COBST between 9 January 2026 and 5 May 2026. The presentation focused on the technical impossibility topic. Where a carrier detects that it is technically impossible to send a verification query via the CI, the carrier shall notify a technical impossibility (only in the Production environment) to ECU as soon as they become aware of it. Furthermore, it was underlined anew that the Emergency Phone Line is a backup solution only when COBST is not available. TI is a declaration meaning that impacted MS are informed. The carriers must be sure that the issue is not a technical request. The impacted MS for TI declaration are the EU MS of destination. In addition, carriers many times declare technical impossibility for all MSs, whereas the impacted one is the destination MS. This should be avoided and only one country chosen. The ECU sends information to the MSs

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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 revised VIS milestones, feedback from the first weeks of full deployment of EES including the process of collecting biometric data, MEV enhancement, ETIAS Transitional and Grace periods, COBST requests, visa with Limited Territorial Validity (LTV) and replies from the CI, maximum length of the TCN authorised stay topic, ETIAS information campaign, CMC and latest updates from ICAO and technical impossibility.