Video conference, 09 September 2026

Carriers Working Group of 09 September 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 68 participants).

1. Introduction **a. Agenda** **b. Carriers meeting calendar**	eu-LISA presented the agenda of the 57th Carriers Working Group (CWG). The CWG took note of the next CWG meeting scheduled for 14 October 2026.
2. Legal updates (European Commission)	The European Commission provided an update on the EES and informed that since its launch in April 2026, the system registered to date around 81 million travellers' files, over 192 million total entries and exits with over 65 000 refusals of entries out of which more than 1700 were individuals presenting a threat to the EU internal security. Furthermore, regarding the partial suspension of EES, the Commission recalled that there has been a provision in the legal framework of the progressive EiO of EES allowing Member States (MS) in exceptional circumstances, resulting from excessive waiting times at the border crossing points, to suspend the biometric data registration in EES. This possibility expired on 6 September, therefore the legal framework no longer allows for the suspension of the biometric data registration. This means that the MS must now register both facial image and fingerprints when creating the third-country national (TCN) individual files in EES. The Commission reminded the community that the purpose of querying the Carrier Interface (CI) is to verify that travellers holding a single or double entry visa still have valid entries remaining for traveling to the Schengen area. It was highlighted anew that the carriers shall keep verifying the stamps affixed in the travel documents until 6 October 2026 (included).

3. Technical updates (eu-LISA)	eu-LISA shared the latest Carriers Onboarding figures along with an update on progress status across different business areas for sea, land and air carriers including the daily number of requests by channel and the COBST ticket trend. While carrier onboarding continues to progress, there is still a significant gap between registration and operational adoption. More than 1,600 carriers are registered in the system, but fewer than 550 are actively submitting requests in production, indicating that less than half of the registered carriers are currently using the system operationally. Concerning the Carrier Interface 1.0.2. release, the Agency informed that a Not Applicable (NA) response is now returned for queries concerning travellers holding a multi-entry visa, thus addressing the error 500 issue. Furthermore, the support for ICAO airport codes (for arrival airport) was added and the list of Schengen/EU airports was updated to include both IATA and ICAO codes. Finally, enhancements were implemented to improve support for special characters in travel documents.
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 6 September 2026. The presentation focused on several sea crew members and the implementation of ETIAS cruise scenarios. Concerning the first scenario of a crew member holder of single or double entry visa or ETIAS travel authorisation (TA), embarking in Buenos Aires (Argentina) on 01/01/2030 for multiple cruises on the same vessel, visiting Schengen ports and disembarking in Italy on 01/07/2030, the carrier must query the CI, at the earliest 48 hours prior 01/01/2030 scheduled departure from Buenos Aires, indicating Italy and “01/07/2030” as the “Country of destination” and “Scheduled local date of arrival”. In the second scenario of a crew member holder of single/double entry visa or ETIAS TA, embarking in Recife (Brazil) on 01/02/2030, for multiple cruises on the same vessel, visiting Schengen ports and disembarking in Savona (Italy) on 01/07/2030, the carrier must query the CI, at the earliest 48 hours prior 01/02/2030, scheduled departure from Recife, indicating “Italy” and “01/07/2030”, as the “Country of destination” and “Scheduled local date of arrival”. In the third scenario of a crew member holder of single/double entry visa or ETIAS TA, embarking in Santo Domingo on 01/02/2030, for multiple cruises on the same vessel, visiting Schengen ports whose initial plan was to disembark in Warnemuende (Germany) on 01/07/2030, the carrier must query the CI at the earliest 48 hours prior 01/02/2030, scheduled departure from Santo Domingo, indicating “Germany” and “01/07/2030”, as the “Country of destination” and “Scheduled local date of arrival”. Following the change of plan while in Dover (UK) with Copenhagen (Denmark) as disembarkation port on 29/06/2030, the carrier must query the CI again, at the earliest 48 hours prior scheduled departure from Dover,

	indicating “Denmark” and “29/06/2030”, as the “Country of destination” and “Scheduled local date of arrival’’. Finally, in the fourth scenario of a crew member holder of single/double entry visa or ETIAS TA, embarking in Santo Domingo on 01/02/2030, for multiple cruises on the same vessel, visiting Schengen ports whose initial plan was to disembark in Warnemuende (Germany) on 01/07/2030, the carrier must query the CI , at the earliest 48 hours prior 01/02/2030, scheduled departure from Santo Domingo, indicating “Germany” and “01/07/2030”, as the “Country of destination” and “Scheduled local date of arrival”. Following the change of plan while in Dover (UK) with Warnemuende (Germany) as disembarkation port on 03/07/2030, the carrier must query the CI again, at the earliest 48 hours prior scheduled departure from Dover, indicating “Germany” and “03/07/2030”, as the “Country of destination” and “Scheduled local date of arrival”. In scenarios 3 and 4, the second query must be performed because it is crucial to have the exact correspondence between the actual movement of the crew member and the query to the CI to cover the cases of crew members with ETIAS travel authorisations with Limited Territorial Validity (LTV). Frontex underlined that it is cruise carriers’ final decision on the approach to be followed in such cases. Carriers were reminded about the following documentation available to them: Sea Scenarios Land Scenarios Finally, the community was informed about the latest version of the FAQ now translated in 24 EU languages plus Icelandic and Norwegian. Frequently Asked Questions in support of all carriers
5. Q&A	During the Q&A session, eu-LISA, the Commission and Frontex addressed several topics and responded to questions from the Carriers on the ETIAS EiO, partial suspension of EES, sea crew members scenarios.

Carriers Working Group of 09 September 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 155 participants).

1. Introduction **a. Agenda** **b. Carriers meeting calendar**	eu-LISA presented the agenda of the 57th Carriers Working Group (CWG). The CWG took note of the next CWG meeting scheduled for 14 October 2026.
2. Legal updates (European Commission)	The European Commission provided an update on the EES and informed that since its launch in April 2026, the system registered to date around 81 million travellers' files, over 192 million total entries and exits with over 65 000 refusals of entries out of which more than 1700 were individuals presenting a threat to the EU internal security. Furthermore, regarding the partial suspension of EES, the Commission recalled that there has been a provision in the legal framework of the progressive EiO of EES allowing Member States (MS) in exceptional circumstances, resulting from excessive waiting times at the border crossing points, to suspend the biometric data registration in EES. This possibility expired on 6 September, therefore the legal framework no longer allows for the suspension of the biometric data registration. This means that the MS must now register both facial image and fingerprints when creating the third-country national (TCN) individual files in EES. The Commission reminded the community that the purpose of querying the Carrier Interface (CI) is to verify that travellers holding a single or double entry visa still have valid entries remaining for traveling to the Schengen area. It was highlighted anew that the carriers shall keep verifying the stamps affixed in the travel documents until 6 October 2026 (included).

3. Technical updates (eu-LISA)	eu-LISA shared the latest Carriers Onboarding figures along with an update on progress status across different business areas for sea, land and air carriers including the daily number of requests by channel and the COBST ticket trend. While carrier onboarding continues to progress, there is still a significant gap between registration and operational adoption. More than 1,600 carriers are registered in the system, but fewer than 550 are actively submitting requests in production, indicating that less than half of the registered carriers are currently using the system operationally. Concerning the Carrier Interface 1.0.2. release, the Agency informed that a Not Applicable (NA) response is now returned for queries concerning travellers holding a multi-entry visa, thus addressing the error 500 issue. Furthermore, the support for ICAO airport codes (for arrival airport) was added and the list of Schengen/EU airports was updated to include both IATA and ICAO codes. Finally, enhancements were implemented to improve support for special characters in travel documents.
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 6 September 2026. The presentation focused on the technical impossibility topic. During August, the Assistance Centre Unit (ACU) received 225 tickets out of which 90 were technical impossibilities (TIs). Most of those TIs were related to carriers receiving error code 500 while querying the Carrier Interface (CI), thus often impeding the possibility for carriers to perform the rest of the query. When a carrier detects that it is technically impossible to send a verification query via the CI, the carrier shall notify a TI to ECU as soon as they become aware of it. There can also be the scenario where eu-LISA detects that it is impossible to send a verification query due to a failure of any component of the EES or ETIAS systems. In this case, the ACU will notify the carriers and they shall be exempt from the obligation to verify the status of travellers in scope of those systems. In the scenario of a TI detected by the carrier, carriers shall notify the ACU when they detect that they cannot send the verification queries. Among the reasons, one could be due to a failure on carrier's side (carrier is aware of experiencing some technical issue). In this case, the carrier shall then notify ACU as soon as the issue is fixed. Secondly, if the reason is unknown to the carrier, eu-LISA will investigate the issue, the carrier will be informed whether any issue is encountered at Central System level or if the issue lies with the carrier. Finally, if there is a security risk, eu-LISA can disconnect the carrier from the CI, eu-LISA will communicate with the carrier. Carriers shall notify ACU as soon as they become aware of the TI; they shall refrain from notifying ACU retroactively. One of the purposes of immediately notifying a TI, is that Member States can be informed in due time and be able to enhance their border checks. A

	retroactive TI does not allow that, this is why, in accordance with the legal base, retroactive TIs shall not be accepted. Only carriers connected to the Production environment (either via Mobile/Web Portal, S2S or both) can submit a TI. Furthermore, carriers must differentiate between experiencing technical issues (which lead to the creation of a technical request) and experiencing a technical impossibility (not being able to connect and perform the query via the CI via any of the channels subscribed by the carrier). When creating a TI, carrier should be as precise as possible and share essential information such as *error received, identified on, trip identificatory reference, departure place, border crossing points and impacted Member States*. This will allow ACU to properly notify only the impacted Member States and to share with them as much information as possible. Finally, the community was informed about the latest version of the FAQ now translated in 24 EU languages plus Icelandic and Norwegian. Carriers may contact Frontex ACU at etias.acu1@frontex.Europa.eu Carrier SOP can be found in Confluence: Carrier Documentation Repository - Carrier Space - Confluence
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 the ETIAS testing availability and environment access, Gibraltar topic, process in case of carrier inactivity for one year, guidance on certificate renewal to avoid downtime, user experience to access the Carrier web portal, communication and incident management and reporting feedback.