

# Carriers Working Group of 25 April 2024

## 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).

<p><b>1. Introduction</b></p> <p><b>a. Agenda</b></p> <p><b>b. Carriers meeting calendar</b></p>	<p>eu-LISA presented the agenda of the 31<sup>st</sup> Carriers Working Group (CWG) and the calendar of the upcoming meetings to the participants.</p> <p>The CWG took note of the Carriers meeting calendar with the dates of upcoming meetings until June 2024. The next CWG meeting is scheduled for 29th May. Ad hoc meetings can be organised upon request. eu-LISA however kindly requested that the discussion topics are shared in advance to ensure the inclusion of the most pertinent experts.</p>
<p><b>2. Legal updates (European Commission)</b></p>	<p>The European Commission provided an update on the EES communication and information campaign, outlining the roles of carriers in disseminating campaign materials and the strategies for effective outreach. The strategy involves disseminating all materials three months before the EES Go Live date. Carriers will receive an information email regarding the availability of these materials, which will be made accessible online by the EES campaign contractor. For carriers, the campaign comprises two main components. Firstly, there will be materials published to raise awareness about EES. Carriers are encouraged to use the provided materials to ensure harmonised communication and clarity for travellers. Secondly, the carrier information package will be distributed for internal use. This package includes leaflets intended for internal dissemination, such as during staff training sessions, to ensure readiness and awareness of EES among Carrier personnel.</p>

<p><b>3. Technical updates (eu-LISA)</b></p>	<p>eu-LISA updated the CWG on the status of Carrier implementations and system-to-system integration processes as of April 2024, providing a comprehensive overview of the progress and developments in various areas. In the current landscape, there are 561 carriers prepared for system-to-system integration and 505 carriers ready for integration with the mobile app and web portal. Among these, 127 carriers have not yet completed all required forms, while 161 carriers are ready for testing, though their systems are not yet compliant. Additionally, 216 carriers are ready to be certified for system compliance, with 25 carriers already certified or exempted. On the system readiness front, 40 systems are not yet ready to start the system-to-system connectivity, indicating a need for further preparation in terms of technical readiness and compliance. Meanwhile, 23 systems are currently undergoing connectivity testing, and 9 systems are ready for compliance testing, having completed connectivity. Only 4 systems have reached full compliance. As regards first access to the Carrier Web Portal and Mobile Application, the process involves the allocation of 10 anonymous user IDs to each Carrier's SPOC upon request. Carrier authorised users then define a new password either through the Web Portal or the Mobile Application. Following this, carrier staff can log in using the provided URL, user ID and password. Carrier SPOC users can manage users under their organisation and activate two-factor authentication using a TOTP-compatible application or a FIDO2-compatible device. The creation or deletion of authorised staff users is handled by the eu-LISA Carrier administrator upon request. Before EES EiO, the request of the creation or the deletion of a user shall be sent to the EULISA Carriers Onboarding. After EES EiO, the request of the creation or the deletion of a user shall be sent via the Carrier Onboarding and Support Tool. Finally, two video demos were shown on how the carrier authorised staff and SPOC admin can initialize their account.</p> <p>In response to inquiries from Carriers regarding the presented statistics, eu-LISA expressed concerns for the slow progress and for the systems yet to submit required forms, as testing activities must progress. eu-LISA urges carriers using compliant systems to promptly schedule compliance tests or submit exemption forms. Despite resolved technical issues, it remains essential for carriers to ensure the presence of technical experts during connectivity sessions. The deadline for connectivity tests is ASAP, ideally before mid-summer, aligning with the timeline for a planned autumn 2024 EiO.</p>
<p><b>4. Carriers and Travellers Support - Operational updates and sea scenarios (Frontex)</b></p>	<p>Frontex presented updates to the CWG, including the consolidation of FAQ content for general and registered carriers, the update of Bulgaria and Romania status in the FAQ, and the definition of the Carrier Interface scope; all new items are marked in green. Example FAQs covered the scope of the carrier interface and carrier obligations. Updated cruise scenarios with itineraries including Cyprus were presented to guide cruise operators' obligations for querying the carrier interface. Future plans include Frontex</p>

	<p>continuing to collect questions for FAQ updates and integrating sea and land scenarios into the FAQ.</p> <p>For operational queries, Carriers were invited to contact Frontex at <a href="mailto:etias.acu1@frontex.europa.eu">etias.acu1@frontex.europa.eu</a>.</p>
<b>6. Q&amp;A</b>	<p>During the Q&amp;A session, eu-LISA, the Commission and Frontex addressed several topics and answered Carriers' questions on the connectivity testing, the creation of the carrier authorised staff and SPOC admin account. In case of issues with the Sys2Sys channel, it is recommended to use the Carrier Web portal or the Mobile App as fallback and to declare this option during the registration.</p>

# Carriers Working Group of 25 April 2024

## 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 126 participants).

<p><b>1. Introduction</b></p> <p><b>a. Agenda</b></p> <p><b>b. Carriers meeting calendar</b></p>	<p>eu-LISA presented the agenda of the 31<sup>st</sup> Carriers Working Group (CWG) and the calendar of the upcoming meetings to the participants.</p> <p>The CWG took note of the Carriers meeting calendar with the dates of upcoming meetings until June 2024. The next CWG meeting is scheduled for 29th May. Ad hoc meetings can be organised upon request. eu-LISA however kindly requested that the discussion topics are shared in advance to ensure the inclusion of the most pertinent experts.</p>
<p><b>2. Legal updates (European Commission)</b></p>	<p>The European Commission provided an update on the EES communication and information campaign, outlining the roles of carriers in disseminating campaign materials and the strategies for effective outreach. The strategy involves disseminating all materials 3 months before the EES Go Live date. Carriers will receive an information email regarding the availability of these materials, which will be made accessible online by the EES campaign contractor. For carriers, the campaign comprises two main components. Firstly, there will be materials available to raise awareness about EES. Carriers are encouraged to use the provided materials to ensure a harmonised communication and clarity for travellers. Secondly, the carrier information package will be distributed for internal use. This package includes leaflets dedicated to Carriers’ needs and intended for internal dissemination, such as during staff training sessions, to ensure readiness and awareness of EES among Carrier personnel.</p>

	<p>Carriers inquired about European Commission’s communication strategies beyond airlines, and the discussion focused on the potential use of official channels such as embassies for the communication campaign. Plans were outlined to distribute materials specifically tailored for national authorities, consulates and embassies, alongside public messages aimed at reaching a wider audience. The preparation of the campaign is being finalized, with updates forthcoming. Regarding timing, it was noted that while the campaign begins 3 months before EiO, this duration was deemed sufficient to inform the public about border procedure changes facilitated by EES. Moreover, online resources, such as the EES website, already provide preliminary information to the public.</p>
<p><b>3. Technical updates (eu-LISA)</b></p>	<p>eu-LISA updated the CWG on the status of Carrier implementations and system-to-system integration processes as of April 2024, providing a comprehensive overview of the progress and developments in various areas. In the current landscape, there are 561 carriers prepared for system-to-system integration and 505 carriers ready for integration with the mobile app and web portal. Among these, 127 carriers have not yet completed all required forms, while 161 carriers are ready for testing, though their systems are not yet compliant. Additionally, 216 carriers are ready to be certified for system compliance, with 25 carriers already certified or exempted. As regards the system readiness, 40 systems are not yet ready to start the system-to-system connectivity, indicating a need for further preparation in terms of technical readiness and compliance. Meanwhile, 23 systems are currently undergoing connectivity testing, and 9 systems are ready for compliance testing, having completed connectivity. Only 4 systems have reached full compliance. For first access to the Carrier Web Portal and Mobile Application, the process involves the allocation of 10 anonymous user IDs to each Carrier’s SPOC upon request. Carrier authorised users then define a new password either through the Web Portal or the Mobile Application. Further on, carrier staff can log in using the provided URL, user ID, and password. Carrier SPOC users can manage users under their organisation and activate two-factor authentication using a TOTP-compatible application or a FIDO2-compatible device. The creation or deletion of authorised staff users is handled by the eu-LISA Carrier administrator upon request. Before EES EiO, the request of the creation or the deletion of a user shall be sent to the EULISA Carriers Onboarding. After EES EiO, the request of the creation or the deletion of a user shall be sent via the Carrier Onboarding and Support Tool. Finally, two video demos were shown on how the carrier authorised staff and SPOC admin can initialize their account.</p>

<p><b>4. Carriers and Travellers Support - Operational updates (Frontex)</b></p>	<p>Frontex presented updates to the CWG, including the consolidation of FAQ content for general and registered carriers, the update of Bulgaria and Romania status in the FAQ, and the definition of the Carrier Interface scope; all new items are marked in green. Future plans include Frontex continuing to collect questions for FAQ updates.</p> <p>For operational queries, Carriers were invited to contact Frontex at <a href="mailto:etias.acu1@frontex.europa.eu">etias.acu1@frontex.europa.eu</a>.</p>
<p><b>5. Q&amp;A</b></p>	<p>During the Q&amp;A session, eu-LISA, the Commission and Frontex addressed several topics and answered Carriers' questions.</p> <p>With regards to the topic of the traveler registration process at kiosks, clarity was sought by Carriers on whether it constituted a registration or validation and if refusal during registration was possible. It was clarified that the EES system would record traveler acceptance (entry) or refusal in the Schengen area, along with travel history. Regarding refusal, existing procedures would apply and the carrier has the obligation to return the traveler. As to validation of single or double entry visas, and whether it would occur through the EES, it was explained that the carrier interface considers various information coming from EES, VIS (such as visa status and validity) and ETIAS. It was emphasized that the carrier interface reply does not consider biometric data.</p> <p>Concerns were raised about crew members' visa requirements and implications for carriers. Further clarifications have been asked on the specific case of crew members who are not in possession of an ICAO Crew Member Certificate (CMC) and may be in scope of EES and therefore they will need to be registered into the EES system for recording entries and exits. It was clarified that distinction needs to be made between EES and the carrier interface. Carrier should query for travellers who fall under the scope of the carrier interface. Finally, in response to a query about operation crew having their biometrics taken at the border, it was stated that, if they are not exempted under EES Regulation, their biometrics would be collected; otherwise, no collection would be required. The provisions for air crew will be further discussed in one of the upcoming Working Group meetings.</p>