FRONTEX

Frequently Asked Questions (FAQ)

In support of all carriers

General Information

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- Answers may contain links to external sites over which ECU has no control and for which it does not assume responsibility.

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1. General Questions

1.1. What is the Entry and Exit System (EES)?

The Entry and Exit System (EES) is an automated IT system that electronically registers each entry into or exit from the territory of European countries that use the system by travellers who are in the scope of EES (Please see Q/A Which travellers are in the scope of EES?), recording the time and place of their entry/exit and calculating the duration of their authorised stay. It also registers refusals of entry and generates alerts for overstayers. When the system enters into operation, it will replace the manual stamping of travel documents by border authorities.

1.2. What is the European Travel Information and Authorisation System (ETIAS)?

The European Travel Information and Authorisation System (ETIAS) is a system for granting authorisation for visa-exempt third-country nationals to travel to European countries for a short-term stay. The information travellers provide in their application form when requesting an ETIAS travel authorisation will support European countries in determining whether they pose a security, illegal immigration or epidemic risk.

1.3. What legislation regulates the implementation of EES, ETIAS and carrier related obligations?

The instruments are, in their current and consolidated version:

- For EES

Regulation (EU) 2017/2226 of the European Parliament and of the Council of 30 November 2017 establishing an Entry/Exit System (EES) to register entry and exit data and refusal of entry data of third-country nationals crossing the external borders of the Member States and determining the conditions for access to the EES for law enforcement purposes, and amending the Convention implementing the Schengen Agreement (CISA) and Regulations (EC) No 767/2008 and (EU) No 1077/2011, hereinafter referred to as Regulation (EU) 2017/2226.

Commission Implementing Regulation (EU) 2022/1409 of 18 August 2022 concerning the detailed rules on the conditions for the operation of the web service and data protection and security rules applicable to the web service as well as measures for the development and technical implementation of the web service and repealing Implementing Regulation (EU) 2021/1224, hereinafter referred to as Commission Implementing Regulation (EU) 2022/1409.

- For ETIAS

Regulation (EU) 2018/1240 of the European Parliament and of the Council of 12 September 2018 establishing a European Travel Information and Authorisation System (ETIAS) and amending Regulations (EU) No 1077/2011, (EU) No 515/2014, (EU) 2016/399, (EU) 2016/1624 and (EU) 2017/2226, hereinafter referred to as Regulation (EU) 2018/1240.

Commission Implementing Regulation (EU) 2022/1380 of 8 August 2022 laying down the rules and conditions for queries by carriers, provisions for data protection and security for the carriers' authentication scheme as well as fall-back procedures in case of technical impossibility, hereinafter referred to as Commission Implementing Regulation (EU) 2022/1380.

The Convention Implementing the Schengen Agreement of 14 June 1985 (CISA) between the Governments of the States of the Benelux Economic Union, the Federal Republic of Germany and the French Republic on the gradual abolition of checks at their common borders.

- Additional instruments from the Smart Border Package

Regulation (EU) 2016/399 of the European Parliament and of the Council of 9 March 2016 on a Union Code on the rules governing the movement of persons across borders (Schengen Borders Code), hereinafter referred to as the Schengen Border Code.

1.4. Which countries use EES?

Twenty-nine European countries use EES: 25 EU Member States (Austria, Belgium, Bulgaria, Croatia, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden) as well as the four Schengen Associated Countries (Iceland, Lichtenstein, Norway and Switzerland).

Ireland and Cyprus are EU Member States that do not use EES; passports are still stamped manually.

For more information regarding specific situations and territories, please refer to 'Special situations'.

1.5. Which countries require ETIAS travel authorisation?

Thirty European countries require ETIAS travel authorisation: 26 EU Member States (Austria, Belgium, Bulgaria, Croatia, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden) as well as the four Schengen Associated Countries (Iceland, Lichtenstein, Norway and Switzerland).

Ireland is an EU Member State that does not require ETIAS travel authorisation.

For more information regarding specific situations and territories, please refer to 'Special situations'.

1.6. What is the definition of a carrier, and which carriers are bound by EES and ETIAS?

According to Article 1 of the CISA and Article 2 (15) of the Schengen Borders Code, a 'carrier' is any natural or legal person whose occupation it is to provide passenger transport by air, sea or land.

Air, sea and international carriers transporting groups overland by coach, which provide transport for profit, to travellers who fall under the scope of the carrier interface (Which travellers are in the scope of the carrier interface?), from a third country or territory to any of the European countries that use EES or require ETIAS travel authorisation, are bound by the EES and ETIAS regulations.

1.7. Which carriers are not bound by EES and ETIAS?

A carrier:
- transporting travellers within the European countries that use EES or require ETIAS travel authorisation;
- transporting travellers only outside European countries that use EES or require ETIAS travel authorisation;
- that does not intend to transport travellers into a European country that uses EES or requires ETIAS travel authorisation within the next 6 months;
- transporting travellers by train;

and river carriers.

1.8. What are the obligations of carriers for the implementation of EES?

Air carriers, sea carriers and international carriers transporting groups overland by coach must use the carrier interface (What is the carrier interface?) to verify whether travellers who hold a short-stay visa issued for one or two entries have already used the number of entries authorised by their visa (Article 13 (3) of Regulation (EU) 2017/2226).

The query shall be introduced no earlier than 48 hours before the scheduled time of departure. Carriers must ensure that only duly authorised staff have access to the carrier interface (please see Q/A 'Who will have access to the carrier interface?' for the definition of duly authorised staff). Carriers should put in place, at the very least, physical and logical access control mechanisms to prevent unauthorised access to the infrastructure or systems they use, including authentication, logging to ensure access traceability, and regular review of access rights (Article 3 of Commission Implementing Regulation (EU) 2022/1409).

The carrier obligations stipulated in Article 26 of the CISA remain unchanged. Querying the carrier interface is an additional obligation.

1.9. What are the obligations of carriers for the implementation of ETIAS?

Air carriers, sea carriers and international carriers transporting groups overland by coach must use the carrier interface (What is the carrier interface?) to verify whether travellers subject to the travel authorisation requirement have a valid ETIAS travel authorisation (Article 45(1) of Regulation (EU) 2018/1240).

According to Article 3 of Commission Implementing Regulation (EU) 2022/1380, the query shall be sent anytime between 48 hours before the scheduled time of departure and the time of departure. Carriers must ensure that only duly authorised staff have access to the carrier interface (please see Q/A 'Who will have access to the carrier interface?' for the definition of 'duly authorised staff'). The carriers should put in place, at the very least, physical and logical access control mechanisms to prevent unauthorised access to the infrastructure or systems they use, including authentication, logging to ensure access traceability, and regular review of access rights.

The carrier obligations stipulated in Article 26 of the CISA remain unchanged. Querying the carrier interface is an additional obligation.

1.10. What is the carrier interface?

The carrier interface is a tool that allows carriers to fulfil their obligations and send queries to check the status of travellers in scope (Which travellers are in the scope of the carrier interface?).

The carrier interface will not have direct access to EES and ETIAS; it will have access to a read-only database, updated daily via a one-way extraction of the necessary subset of EES (Article 13(5) of the EES Regulation) and ETIAS data (Article 45(4) from ETIAS Regulation).

1.11. Which travellers are in the scope of the carrier interface?

Travellers who hold a short-stay visa for one or two entries or an ETIAS travel authorisation.

Carriers should only query travellers who fall under the scope of the carrier interface.

1.12. When will EES start operating?

The EES will start operating on 12.10.2025 as provided by Commission Implementing Decision (EU) 2025/1544. According to Regulation - EU - 2025/1534 - EN - EUR-Lex, the EES will start with progressive implementation by the EU countries that use EES for a period of 180 days, followed by the full start of operations. However, during the progressive period, some Member State can opt to start using the EES fully from day one.

1.13. What does the progressive start of EES mean?

The Entry/Exit System (EES) will be deployed gradually across the external borders of the 29 European countries over a period of 6 months. These European countries will introduce the different elements of the EES in phases, including the collection of biometric data, such as facial image and fingerprints. This means

that travellers' biometric data (facial image and fingerprints) might not be collected at every border crossing point right away, and their personal information may not be registered in the system. Passports will continue to be stamped as usual.

This progressive implementation will last until 9 April 2026. From 10 April 2026, the EES will be fully operational at all external border crossing points of the European countries using the system.
Legal base: Regulation (EU) 2017/2226 and Regulation (EU) 2025/1534.

1.14. How will the progressive start of EES affect carriers?

According to Regulation - EU - 2025/1534 - EN - EUR-Lex, the EES will start with a progressive implementation for a period of 180 days, followed by the full start of the system.

The carrier obligations stipulated in Article 26 of the CISA remain unchanged.

During the progressive implementation of EES and until the 6 October 2026 included, carriers shall verify the stamps affixed on passenger's travel documents. Querying the carrier interface for verification purposes will be optional during the progressive start of EES, concretely from 9 January 2026 until 9 April 2026.

After the end of the progressive start of EES, carriers shall use the carrier interface for passengers in scope and continue to verify stamps affixed on travel documents.

1.15. Are carriers obliged to query the carrier interface when EES is suspended by the Member state authorities at the border crossing point of entry?

The carrier obligations stipulated in Article 26 of the CISA remain unchanged.

During the progressive implementation of the EES, querying the carrier interface for verification purposes will be optional. After the full entry into operations, from 10 April 2026 the query of the carrier interface will be mandatory for carriers.

1.16. When will ETIAS start operating?

ETIAS should start operating a few months after EES.

1.17. Which travellers are in the scope of EES?

Travellers admitted for a short stay, for no more than 90 days in any 180-day period, to the territory of the European countries that use EES. A detailed description can be found in Article 2 of Regulation (EU) 2017/2226. The list of third countries and territories whose nationals are required to have a visa to enter a European country that uses EES can be found in Annex I of the Regulation (EU) 2018/1806.

1.18. Which travellers are out of the scope of EES?

The following categories of travellers are considered out of the scope of EES:
- travellers who are nationals of the European Union, Iceland, Liechtenstein, Norway, or Switzerland;
- travellers with a long-stay visa;
- travellers with an EU residence permit;
- travellers who are family members of an EU citizen and who hold a residence card;
- travellers who are family members of a third-country national who enjoys the right of free movement equivalent to that of EU citizens and who hold a residence card or residence permit;
- travellers exercising their right to mobility;
- travellers who are nationals of Andorra, Monaco, San Marino or holders of a passport issued by the Vatican City State;
- persons, or categories of persons, exempt from border checks or benefiting from specific rules in relation to border checks as referred to in point (g) of Article 6a (3) of Regulation (EU) 2016/399, which will be in force after EES enters into operation, according to Regulation (EU) 2017/2225;

• persons, or categories of persons, referred to in points (h), (i), (j) and (k) of Article 6a (3) of Regulation (EU) 2016/399, which will be in force after EES enters into operation, according to Regulation (EU) 2017/2225.

1.19. Which travellers fall in the scope of ETIAS?

ETIAS travel authorisation is required for travellers who meet all the following criteria:
• they are not nationals of the European Union or Iceland, Liechtenstein, Norway, or Switzerland;
• they are citizens of a country or territory whose nationals are not required to have a visa to travel to any of the European countries requiring ETIAS travel authorisation; the list of these countries can be found in Annex II of the Regulation (EU) 2018/1806;
• they do not have a residence permit/card/document issued by any of the European countries requiring ETIAS travel authorisation.
More information can be found on the ETIAS website.

1.20. Which travellers are out of the scope of ETIAS?

The following categories of travellers are considered out of the scope of ETIAS:
• nationals of the European Union or Iceland, Liechtenstein, Norway, or Switzerland;
• a national of one of the visa-required countries who needs a visa to travel to any of the European countries requiring ETIAS travel authorisation, UK nationals and their family members who are beneficiaries of the Withdrawal Agreement, a national of Andorra, San Marino, Monaco, the Holy See (the Vatican City State);
• a refugee, a stateless person or a person who does not hold the nationality of any country and resides in any of the European countries requiring ETIAS travel authorisation and holds a travel document issued by that country;
• a holder of a residence permit or a residence card issued by any European country requiring ETIAS travel authorisation or by Ireland;
• a holder of a uniform visa or national long-stay visa, or a holder of a local border traffic permit, but only within the context of the bilateral agreement on local border traffic between a European country requiring ETIAS travel authorisation and a third country or territory;
• a holder of a diplomatic or service passport who has been exempted from the visa requirement pursuant to an international agreement concluded by the European Union and a third country or territory; for more information, please refer to Regulation (EU) 2018/1806, Article 6 (1);
• a civilian air or sea crew member when on duty, a civilian sea crew member going ashore holding a seafarer's identity document, issued in accordance with the International Labour Organisation Conventions No 108 of 13 May 1958 or No 185 of 16 June 2003 or the International Maritime Organisation Convention on Facilitation of International Maritime Traffic of 9 April 1965, a crew member or other member of an emergency or rescue mission in the event of a disaster or an accident, a civilian crew member of a ship navigating in international inland waters;
• a holder of a travel document issued by an intergovernmental international organisation, an intra-corporate transferee, a student or a researcher exercising the right to mobility in accordance with Directive 2014/66/EU or Directive (EU) 2016/801.

1.21. What is the validity of an ETIAS travel authorisation?

An ETIAS travel authorisation is valid for three years or until the travel document used for the application expires, whichever comes first.

1.22. Is an ETIAS travel authorisation equivalent to a visa?

An ETIAS travel authorisation is not a visa. An ETIAS travel authorisation is an entry requirement and condition for stay for visa-exempt nationals travelling to any of the European countries requiring ETIAS travel authorisation and is linked to the traveller's passport. The validity of an ETIAS travel authorisation is three years or until the travel document used in the application expires, whichever comes first.

1.23. Is the carrier interface the same as the Advanced Passenger Information System?

No. There are significant differences between the two:
• the Advanced Passenger Information system allows air carriers to collect travellers' biographical data (as contained in their travel documents) during check-in; supplement that data with travel route information; and transmit it to the border control authorities of destination country or territory. For more information, please see Council Directive 2004/82/EC;
• the carrier interface allows carriers to send queries and check travellers' status with regard to a valid short-stay visa for one or two entries or a valid ETIAS travel authorisation.

1.24. What are the different roles of carriers and service providers?

Air carriers, sea carriers and international carriers transporting groups overland by coach, entering the territory of a European country that uses EES or requires ETIAS travel authorisation, are responsible for checking the travellers' status according to the EES and ETIAS regulations. Carriers are responsible for establishing an authentication scheme with the carrier interface, following the registration and testing process established by eu-LISA.

Carriers are also responsible for granting access to the carrier interface only to duly authorised staff, meaning natural or legal persons that are employees of or contractually engaged by the carrier or other legal or natural entity under that carrier's direction or supervision. Please see Q/A 'Who will have access to the carrier interface?' for the definition of 'duly authorised staff'.

For carriers requesting a System-to-System (S2S) connection, a service provider or an in-house system needs to be declared during registration and must follow the guidelines of the authentication scheme.

Service providers are responsible for establishing connectivity between the system declared by the carrier during registration and the carrier interface system. Each carrier needs to ensure that the service provider is following the Security Convention and the Technical/Security requirements established with eu-LISA under the Carrier Technical Guidelines.

1.25. Will a carrier be informed when a new country joins the European Union or the Schengen area?

Information about new countries joining the European Union or Schengen area will be made available to carriers through the official portals of the European Commission.

1.26. Will travel documents be stamped after EES enters into operation?

With EES entering into operation, entries and exits of countries that use EES will begin to be recorded electronically, which will replace the manual stamping of travel documents.

1.27. Do carriers have access to assistance related to EES and ETIAS?

Yes. Please see **Carrier Support**

2. Carrier Registration

2.1. Why does a carrier have to register?

Carriers transporting travellers to the European countries that use EES or require ETIAS travel authorisation have to check that the travellers have the travel documents required for entry, as stipulated in Article 26 (1)(b) of the CISA, so they must use the carrier interface. Please see Q/A 'What is the carrier interface?'. To use the interface, carriers must register (Article 10 of Commission Implementing Regulation (EU) 2022/1380). Only registered carriers can verify whether travellers have a valid travel authorisation, or a valid short-stay visa issued for one or two entries.

2.2. Do all carriers need to register?

No. For more information, please see Q/A 'What is the definition of a carrier, and which carriers are bound by EES and ETIAS?'.

2.3. Which carriers do not have to register for EES or ETIAS?

Carriers that do not fall into the scope of EES and ETIAS do not need to register. For more information, please see Q/A 'What is the definition of a carrier, and which carriers are bound by EES and ETIAS?'.

2.4. Do train carriers need to register?

No. Train carriers are not bound by the definition of 'carrier', as per article 1 of the CISA. Train carriers are excluded from the obligation to query the carrier interface and therefore no registration is required. For more information, please see Q/A 'What is the definition of a carrier, and which carriers are bound by EES and ETIAS?'.

2.5. Is there a deadline for carriers to register?

No. New carriers will be able to register even after EES and ETIAS enter into operation. However, due to the obligations stipulated in the EES Regulation, carriers transporting or intending to transport travellers into the European countries that use EES or require ETIAS travel authorisation after EES enters into operation are advised to register as soon as possible. The time to complete the registration process will depend on how much time the carrier needs to perform the mandatory actions to start querying the carrier interface. For more information, please see Q/A 'What is the definition of a carrier, and which carriers are bound by EES and ETIAS?' and 'What are the obligations of carriers for the implementation of EES?'.

2.6. How can a carrier register?

Eu-LISA is responsible for the registration process. Carrier registration and related information are available on eu-LISA's website.

2.7. What is the registration process?

According to Commission Implementing Regulation (EU) 2022/1380 and Commission Implementing Regulation (EU) 2022/1409, carriers have the legal obligation to query EES and ETIAS to confirm the status of travellers, and to have access to those systems they need to register. The registration process varies depending on the type of connection to the interface. More information about connection types can be found in Q/A 'What is the carrier interface?'.

• For a System-to-System connection (Application Programming Interface)
To register, the carrier will need to fill in the F01 Carrier Registration form and F02 Contact Request Form for its legal entities and single point of contact (Carrier SPOC), as well as its service provider contacts. Once the forms are sent to eu-LISA by email, eu-LISA will share with the carrier the Non-Disclosure Agreement and a welcome pack that will contain the *F03 Registration form for Carrier System and Service Provider contacts*, *F04 Form for Request to be Connected*, *F05 Form to Report Test Incident* and *F06 Form to Ask Question* to be filled in, which concludes the first phase of registration. For more information on the registration process and documentation, please visit eu-LISA's website.

After filling in the documentation, the carrier will go through the pre-compliance and compliance phases. During the pre-compliance phase, the carrier can perform testing by using the carrier interface simulator and completing pre-defined test cases. The pre-compliance phase is not mandatory but strongly recommended. During the mandatory compliance phase, the carrier will run a set of scenarios before being able to query the carrier interface.

• Compliance tests will not be required for mobile app and web browser connection. The carrier should provide training to its duly authorised staff (please see Q/A 'Who will have access to the carrier interface?' for the definition of duly authorised staff) based on guidelines and the training environment that will be provided by eu-LISA. After completion of the training, the carrier should submit a declaration of readiness and will then be able to query the carrier interface.

2.8. What documents does a carrier need to fill in during the registration process?

The carrier will need to fill in and submit the following forms:

• F01 Carrier Registration form
The purpose of this form is to collect the information needed for registration.

• F02 Contact Request Form
This form should be used if the carrier needs to modify, add or delete any contact details.

• F03 Registration form for Carrier System and Service Provider contacts (included in the Welcome Pack):
This form is used when a carrier selects System-to-System connection to provide the data of the carrier service provider and the system they use to connect to the carrier interface.

• F04 Form for Request to be Connected (included in the Welcome Pack):
This form is only shared after registration with system providers or carriers using an in-house system and who have declared their intention to use the System-to-System connection.

• F05 Form to Report Test Incident (included in the Welcome Pack)
• F06 Form to Ask Question (included in the Welcome Pack)
• F07 Carrier Security Convention form. Please see Q/A 'What is the security convention?'.

2.9. What are the mandatory documentation and information the carrier must provide during registration?

Carriers need to provide the following information:
• their legal name;
• their contact point details ('Single Point of Contact' or SPoC);
• their e-mail, telephone number, postal address;
• the contact details of their legal representative and back-up SPoC (names, telephone numbers, email and postal addresses);
• functional email or other means of communication for technical support;
• confirmation that they operate and transport passengers into the territory of any of the European countries that use EES or require ETIAS travel authorisation, or intend to do so within the next six months;
• their instruments of constitution (including statutes; read more in Q/A 'What are the instruments of constitution and extract of company registration?');
• an extract of official company registration (read more in Q/A 'What are the instruments of constitution and extract of company registration?'); an electronic copy of an authorisation to operate in one or more Member States, such as an Air Operator Certificate, may substitute for the official company registration;
• the country of registration (or, if the carrier is registered in a third country or territory, the EU Member State in which the carrier operates or intends to operate within the next year);
• the carrier's choice for access to the carrier interface ('data exchange channels') (Read more in Q/A 'How can carriers access the carrier interface?').

2.10. How can a carrier submit the Carrier Registration Form?

The carrier's Single Point of Contact or legal representative can submit the F01 Carrier Registration form to this dedicated e-mail address: carriers_onboarding@eulisa.europa.eu.

2.11. Who is authorised to submit the Carrier Registration Form?

The carrier's legal representative or Single Point of Contact (SPoC) should submit the F01 Carrier Registration form.

2.12. Should carriers inform eu-LISA if there are any changes to the information provided in the registration form?

Yes. Carriers need to inform eu-LISA about any changes in the information provided in the registration form or in case of technical changes affecting the System-to-System connection to the carrier interface that may require additional testing. This can be done by submitting an updated registration form with the new information/changes.

2.13. Do carriers need to update the information provided during the registration process if there are changes in their destination schedule?

Carriers based outside the territory of the European Union need to update their registration information in case of any changes in the list of the European countries that use EES or require ETIAS travel authorisation into which they are going to operate.

Carriers based on the territory of the European Union do not need to update their registration if they change their destinations.

2.14. What is the role of the Single Point of Contact (SPoC)?

The main responsibilities of the SPoC are:

- to manage all administrative tasks for the carrier's registration or deregistration;
- to administer user access and role allocation under the security convention;
- to be the main Point of Contact in case of technical impossibility.

2.15. Can a carrier have multiple SPoCs and back-up SPoCs?

No. Carriers shall have two points of contact: the SPOC and the back-up SPOC. They need to define which SPOC is the primary one and which is the back-up. Both contacts receive all communication related to carrier registration and testing activities.

The contacts can be changed at any time.
Additionally, the carrier can declare a system (a service provider or in-house system) and provide dedicated contacts named System SPOC/backup System SPOC.
The system contact is mainly for managing all requests linked to system connectivity and testing. For more information, please refer to the Standard Operating Procedures for Carrier Assistance.

2.16. How can carriers change the SPoC or back-up SPoC?

Carriers represented by one of the contacts provided in the initial F01 (Legal representative, Carrier SPoC or backup SPoC) should submit a new F02 Contact Request form. For more information, please read the Q/A 'What documents does a carrier need to fill in during the registration process?'.

2.17. How can carriers add new contact details or modify/delete existing ones?

The Carrier Single Point of Contact can submit the Contact Request Form with the updated information to the dedicated e-mail address: carriers_onboarding@eulisa.europa.eu.

2.18. Where can carriers download the Contact Request Form?

Carriers can download the F02 Contact Request Form from the eu-LISA website.

2.19. What is the security convention?

The security convention is a document (F07 Carrier Security Convention form), developed by eu-LISA, establishing the security rules for access to the carrier interface under the provisions of Commission Implementing Regulations 2022/1409 and 2022/1380. This access is enabled so that carriers can execute the tasks defined in the EES Regulation 2017/2226 and in ETIAS Regulation 2018/1240.
The security convention should be signed by each carrier contact (SPoC, back-up SPoC and legal representative) provided during registration in F01 Carrier Registration form.

2.20. Will registered service providers get access to the technical documentation without signing the security convention?

Carriers can share the technical documentation with their service providers and should ensure that the security convention is followed by all their duly authorised staff.

2.21. What is the industry tag referred to in the registration documents?

The industry tag is the ID used by the system to identify a carrier. One of the following codes can be used as the industry tag:

- ✓ IATA code;
- ✓ ICAO code;
- ✓ Any other ID code aligned with the grammar of the selected format (EDIFACT, JSON or XML);
- ✓ eu-LISA submission ID provided by the Carrier Onboarding Team when the carrier is registered.

requesting System-to-System connection need to send in the queries the 'Industry Tag', otherwise the error code 401 'CARRIER NOT AUTHORISED' for EDIFACT format or 'UNAUTHORISED' for XML/JSON format will be displayed.

2.22. How can a carrier connect to the EES and ETIAS?

The carrier needs to have an internet connection. Further information will be provided by eu-LISA after registration.

2.23. What are the different protocols that can be used to connect with the carrier interface?

The following communication protocols can establish connectivity between the carrier's system and the carrier interface when a System-to-System (S2S) connection is requested:
- IBM MQ (UN/EDIFACT - PAXLST/CUSRES) over IPsec VPN using certificates;
- REST API (JSON or XML) over mTLS 1.3 with certificates.

For all protocols, a publicly trusted digital certificate (2048bit RSA) is needed for the xSIM environment (used for the pre-compliance phase as a simulator). For PGD (Playground) environment (used for the compliance phase) and production environment, private certificates will be supplied by eu-LISA, issued by their private CA, based on the CSR provided by the departure control system of the carrier. For further details, please refer to the F04 Form for Request to be connected and the Carrier technical guidelines.

Both eu-LISA and carriers should provide the communication means and technical details during the implementation phase.

In addition to System-to-System connectivity, you can reach the carrier interface using a web portal or a mobile app (Android and iOS). Details for the web portal and mobile app are included in the Carrier Technical Guidelines (part 2) provided after registration.

The three ways to reach the carrier interface (S2S, web portal and mobile app) can be combined in any way that suits carriers.
Only for the S2S connection do carriers need to test and proceed with compliance testing.

2.24. Does a carrier need to register separately for each of the different types of access they might choose (System-to-System, Web Portal, or Mobile App)?

No. Only one registration is necessary. During the process the carrier can choose one or more of the available access options (System-to-System, Web Portal, or Mobile App). The carrier will be able to update these options later by resending F01 Carrier Registration form, and indicating all the types of access they wish to implement.

2.25. Will carriers receive a notification upon submission of the registration request?

After submitting the registration request, carriers will receive a confirmation of successful registration or a request to send additional information to complete registration.

2.26. Will carriers receive a notification/be notified after/upon successful registration?

Yes. Once registered, carriers will receive a notification email indicating their assigned ID number.

2.27. What are the instruments of constitution and extract of company registration?

The instruments of constitution are the founding acts that regulate the existence of the company and its modifications over time, in accordance with the law of the place of the registration. They may include information such as:

- the type and name of the company;
- the objects of the company;
- capital amount;
- the registered office;
- the nominal value of the shares subscribed, etc.

In some countries, such as the United States, the instruments of constitution are also referred to as the 'corporate charter', 'articles of association' or 'certificate of incorporation'.

The extract of the company registration is a document usually issued officially by a business register. Such a document contains basic company information such as the name, address, registration number and whether the company is currently active.

2.28. Do carriers have immediate access to the EES and ETIAS systems upon registration?

Once the carrier submits the registration form to eu-LISA, they will have access to the Carrier Onboarding and Support Tool and will be able to request assistance related to the registration process. Please see Q/A 'How can carriers request assistance?'. Until EES enters into operation, carriers can request assistance via the carrier onboarding email, carriers_onboarding@eulisa.europa.eu.

After the necessary tests have been performed and the carrier has been certified, they will have full access, including being able to submit queries in the carrier interface.

2.29. How can carriers contact eu-LISA during the registration process?

Carriers can contact eu-LISA via the carrier onboarding email carriers_onboarding@eulisa.europa.eu during the onboarding process, after they have submitted all registration forms and when in the process of testing the system. After EES enters into operation, carriers should use the Carrier Onboarding and Support Tool for the onboarding process.

2.30. Can carriers make a provisional registration, providing all necessary data but without complying with the minimum-security requirements at this provisional stage?

No. Carriers need to comply with the minimum-security requirements and complete the registration process to have access and query the carrier interface. Please see also Q/A 'What are the mandatory documentation and information the carrier must provide during registration?'.

2.31. Do carriers requesting a web portal or mobile application connection to the carrier interface need to declare a service provider?

All carriers, regardless of the connection method to the carrier interface, may use a service provider to verify the travellers who fall under the scope of the carrier interface ('Which travellers are in the scope of the carrier interface?').

When a carrier requests Web portal and/or Mobile application connection, eu-LISA will:
• provide the carrier's SPOC with temporary credentials for each authorised user account for the test and production environments,
• send, to the carrier's SPOC and backup SPOC email accounts, a separate email for each created user account; this email will contain a username and a temporary password that will allow the carrier's staff to activate accounts and set up new passwords.
The Carrier SPOC shall allocate the set of users to the duly authorised staff, following the security convention.

Based on this process, the carrier SPOC will provide the necessary credentials to the service provider to check the traveller's status on their behalf as duly authorised staff. For definition of duly authorised staff, please see Q/A "Who will have access to the carrier interface?".

2.32. Do carriers, service providers, network providers or ground handlers need to be registered?

Only carriers need to be registered. When registering, carriers should indicate any other party they collaborate with or to which they outsource services. Service providers, network providers or ground handlers cannot register separately from the carrier.

2.33. Can carrier groups register as a group or do the individual members need to register separately?

Carrier groups can be registered as a group, provided that those who need to query the carrier interface fall under the definition of duly authorised staff and can fulfil their obligations. For the definition of duly authorised staff, please see Q/A 'Who will have access to the carrier interface?'.

2.34. If different carriers use the same service provider, does each carrier need to be registered?

Yes. Each carrier must be registered separately.

2.35. How many service providers can be declared by a carrier?

There is no limit to the number of service providers that can be declared by a carrier. The carrier will need to fill out the F03 Registration form for Carrier System and Service Provider contacts for each of the service providers it uses. To connect the service provider system with the carrier interface, eu-LISA will request the carrier to also fill out the F04 Form for Request to be Connected, if it has not been filled out by the declared service provider.

2.36. How should an entity that is both a carrier and a service provider register?

The entity must be registered as a carrier. Service providers do not register separately from a carrier; they should be included in the carrier's registration form.

2.37. When will service providers receive the technical and functional documentation?

After a service provider is declared in a F03 Registration form for Carrier System and Service Provider contacts, the carrier can share the technical documentation with them as duly authorised staff. For the definition of duly authorised staff, please see also Q/A 'Who will have access to the carrier interface?'.

2.38. Can a service provider liaise between eu-LISA and the carrier regarding technical compliance?

Yes. This is possible when the carrier has declared the service provider during registration.

2.39. When will carriers be able to start querying the carrier interface?

After EES enters into operation, carriers that have been registered can query the carrier interface.
To use System-to-System access to the carrier interface, carriers should be also certified for this option.

2.40. Is it necessary for carriers to register separately for EES and ETIAS to conduct a query via the carrier interface?

No. The carrier interface is common for both systems. If a carrier is already registered, verification for travellers can be performed with a single query via the carrier interface for either EES or ETIAS.

3. Carrier Testing

3.1. Why is it necessary to test the connectivity to the carrier interface when a System-to-System connection is requested?

Testing is needed to ensure compliance with the security and technical requirements to access the carrier interface.

3.2. For which access options is testing necessary?

Only for System-to-System access. For web access or through the mobile app, no testing is necessary.

3.3. How long will the testing period last?

For a System-to-System connection the compliance test should be completed within 24 hours. The testing is considered completed once the compliance tests and the pre-defined compliance scenarios are successfully accomplished.

3.4. What is the pre-compliance phase?

Pre-compliance is the phase in which a carrier requesting a System-to-System connection can perform free testing using the carrier interface simulator. Pre-compliance tests are performed by the carrier or their service provider to ensure that messages are correctly received and processed by the carrier interface simulator, according to the connectivity configurations. When pre-compliance testing is finalised, carriers need to send to eu-LISA a declaration of readiness for the compliance phase. Pre-compliance testing is not mandatory but strongly recommended.

3.5. What is the compliance phase?

During the compliance phase a registered carrier needs to run a set of minimum scenarios to get certified and ready to perform queries. eu-LISA will provide testing guidelines and a predefined list of use cases. This phase is mandatory for carriers that request a System-to-System connection. Successful carriers will be certified and connected to the carrier interface to perform queries.

3.6. Are the pre-compliance and compliance phases mandatory for carriers requesting to use web portal and mobile application connection to the carrier interface?

No. Carriers requesting to use only the web portal and mobile application do not need to perform pre-compliance and compliance testing.

3.7. When System-to-System connectivity is requested, is it possible to complete the compliance tests and the pre-defined compliance scenarios even if the service provider system does not comply with the technical requirements?

No. If the service provider system does not comply with the technical requirements, the compliance tests and the pre-defined compliance scenarios cannot be executed. Therefore, the service provider cannot use System-to-System connectivity. The carrier/service provider can always check the carrier interface for the travellers' status via the web portal or the mobile application if the carrier selected these options when it registered.

If a service provider employed by a carrier has already completed the compliance testing successfully because it has already been declared as a service provider in the past, there is no need for the carrier to complete these tests; instead, it shall declare this to eu-LISA.

3.8. Can carriers choose another type of connection to the carrier interface after the registration is completed?

Yes. Registered carriers can add (or remove) connection types at any time, by submitting a new 'Carrier Registration form' with the updated information. The carriers need to indicate their carrier ID and state that the reason for the request is to update the registration.

3.9. Do carriers who will not use a System-to-System connection need to register?

Yes. Registration is required. After completing registration, eu-LISA will provide the technical guidelines on how to connect to the carrier interface via the web portal and mobile application. Please see Q/A 'What is the registration process?'.

3.10. If a carrier uses a service provider, who should perform the tests with eu-LISA?

It is entirely up to the carrier to decide which tests they perform and which ones they delegate to a service provider.

3.11. If a carrier uses several service providers, do all of them need to go through the compliance tests?

Yes. Service providers that have already undergone the certification process do not need any additional compliance tests. Compliance tests are required only for service providers that have not yet been certified and tested.

3.12. If a service provider is declared by more than one carrier, does it need to undergo the certification process for each carrier?

A service provider that is already certified and tested does not need to repeat the compliance tests for any subsequent carrier using its services. Nevertheless, this service provider has to be declared by each carrier using its services.

4. Carrier deregistration and disconnection

4.1. When can a carrier deregister, be deregistered or be disconnected?

According to Article 11 (1), (2), (3), (5) of Commission Implementing Regulation (EU) 2022/1380 carriers will be deregistered:

- when the carrier informs eu-LISA that it no longer operates or transports travellers into the territory of the European countries that use EES or require ETIAS travel authorisation;
- when the logs show that the carrier has not used the carrier interface for a period of one year;
- when the carrier no longer fulfils the conditions or has breached the provisions of the EES and ETIAS Regulations, the security requirements or the technical guidelines, including in the case of abuse of the carrier interface.

or disconnected:

- in the case of urgent IT security concerns, including when the carrier is not complying with the security requirements or with the technical guidelines, eu-LISA may immediately disconnect the carrier.

A disconnected carrier will still have access to the Carrier Onboarding and Support Tool. A disconnected carrier may be reconnected to the carrier interface following resolution of the security concerns that gave rise to the disconnection.

Deregistered carriers may submit a new request for registration. Please see Q/A 'Can deregistered carriers become registered again?'.

4.2. Will a carrier be notified before being deregistered?

Yes. One month before deregistration, eu-LISA will inform the carrier of its intention to deregister the carrier along with the reason for the deregistration and will give the carrier the opportunity to provide written comments before deregistration.

According to Art.11(6) from the EES Implementing Regulation (EU) 2022/1409, eu-LISA will assist carriers that have received a notice of deregistration to remedy the deficiencies that gave rise to the notice.

4.3. Can deregistered carriers become registered again?

Yes. Deregistered carriers may submit a new request for registration and go through the entire registration process to regain a connection to the carrier interface.

4.4. Can deregistered carriers query the carrier interface?

No. If a carrier is deregistered, access to the carrier interface will be deactivated. If they board travellers in scope of the carrier interface ('Which travellers are in the scope of the carrier interface?') without querying, they may be subject to penalties and will be responsible for returning the travellers, if refused entry by the border authorities, as per article 26 of the CISA.

4.5. What does it mean for a carrier to be disconnected?

In case of urgent IT security concerns, including where the carrier is not complying with the security requirements or the technical guidelines, eu-LISA may immediately disconnect a carrier. In this case, access

to the carrier interface will be temporarily terminated and the carrier will not be able to query the system. The disconnected carrier will still have access to the carrier support tool.

4.6. What is the difference between a deregistered and a disconnected carrier?

A disconnected carrier will temporarily lose access to the carrier interface but continues to have access to the carrier onboarding and support tool. A disconnected carrier can start using the carrier interface again after the reasons for the disconnection have been resolved. There is no need to submit a new request for registration.

A deregistered carrier has no access to the carrier support tool or the carrier interface. To restore access, the carrier must submit a new request for registration and go through the registration and testing process again.

4.7. Will carriers be notified when they are disconnected?

Yes. eu-LISA will inform carriers of the disconnection and the reasons for it.

4.8. Can a disconnected carrier be reconnected?

Yes. Disconnected carriers may connect again to the carrier interface after addressing the reasons that caused the disconnection.

4.9. Does a disconnected carrier need to re-register to reconnect to the carrier interface?

No. A disconnected carrier is still registered. The connection to the carrier interface will be restored after the successful resolution of the reasons that caused the disconnection.

5. The Carrier Interface

5.1. How can carriers access the carrier interface?

Carriers can access the carrier interface through:
1. a System-to-System interface;
2. a web interface (browser);
3. an application for mobile devices.

5.2. What are the data formats and structure of messages for queries?

For data sets, eu-LISA specifies in the technical guidelines the data formats and structure of messages for queries and replies to them through the carrier interface. These include at least the following data formats:

Using System-to-System (S2S):
1. UN/EDIFACT PAXLST 15b/CUSRES 12b message format over Message Queueing protocol;
2. JSON message format over REST/HTTPS protocol;
3. XML message format over REST/HTTPS protocol.

Also, the mobile app allows carriers to provide the itinerary and passengers' data:
- Manually;
- via an import of CSV file or;
- via MRZ scanner (optical scanning) for ICAO compliant travel documents.

For interactive usage, the web portal and the mobile app are also available.
The necessary information is provided in the Carrier Technical Guidelines.

5.3. Who will have access to the carrier interface?

Only the duly authorised staff of registered carriers will have access.

Duly authorised staff means natural persons who are employees of, or contractually engaged by, the carrier, or another legal or natural person under the carrier's direction or supervision, assigned the tasks of verifying travellers, in accordance with Article 13(3) of Regulation (EU) 2017/2226, and with Article 45 (1) of Regulation (EU) 2018/1240.

5.4. What kind of information can be checked via the carrier interface?

The carrier interface allows carriers to check whether a traveller's short-stay visa issued for one or two entries is still valid, whether the number of entries authorised by the visa has been reached or whether a traveller has a valid ETIAS travel authorisation.

5.5. What type of logs will be kept by eu-LISA and for how long?

eu-LISA is legally mandated to keep logs of all data processing operations carried out using the carrier interface. The logs will be kept for two years.

There is no requirement for carriers to store the query/response of the carrier interface.

5.6. Who is responsible for the security of the carrier interface?

eu-LISA is responsible for the information security management of the carrier interface. Additionally, carriers are obliged to maintain minimum security requirements to protect their IT environments and devices connected to the carrier interface from unauthorised staff. Carriers shall also keep a log of the usage of the login IDs provided by eu-LISA.

5.7. Who is responsible for controlling carriers' access rights to the carrier interface?

Carriers are responsible for controlling their users' access rights. eu-LISA will give carriers' SPoC and backup SPoC the rights to control anonymous users, to disable or enable them if necessary.

Carriers are responsible for putting in place:
- physical and logical access control mechanisms to prevent unauthorised access to the infrastructure or systems they use;
- authentication;
- logging to ensure access traceability and;
- regular review of the access rights.

A carrier should have minimum two SPOC and ten user accounts and can request up to 50 users per User Management requests and have up to 999 user accounts in total.

5.8. Can carriers review their access rights to the carrier interface?

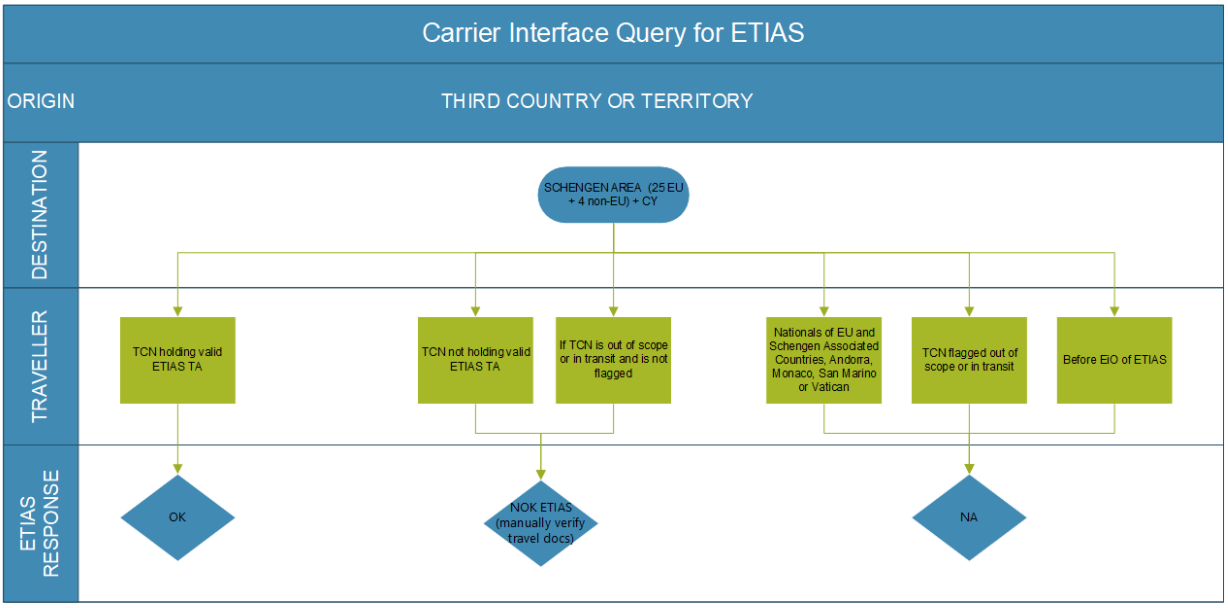
Yes. Carriers are obliged to regularly review their access rights.

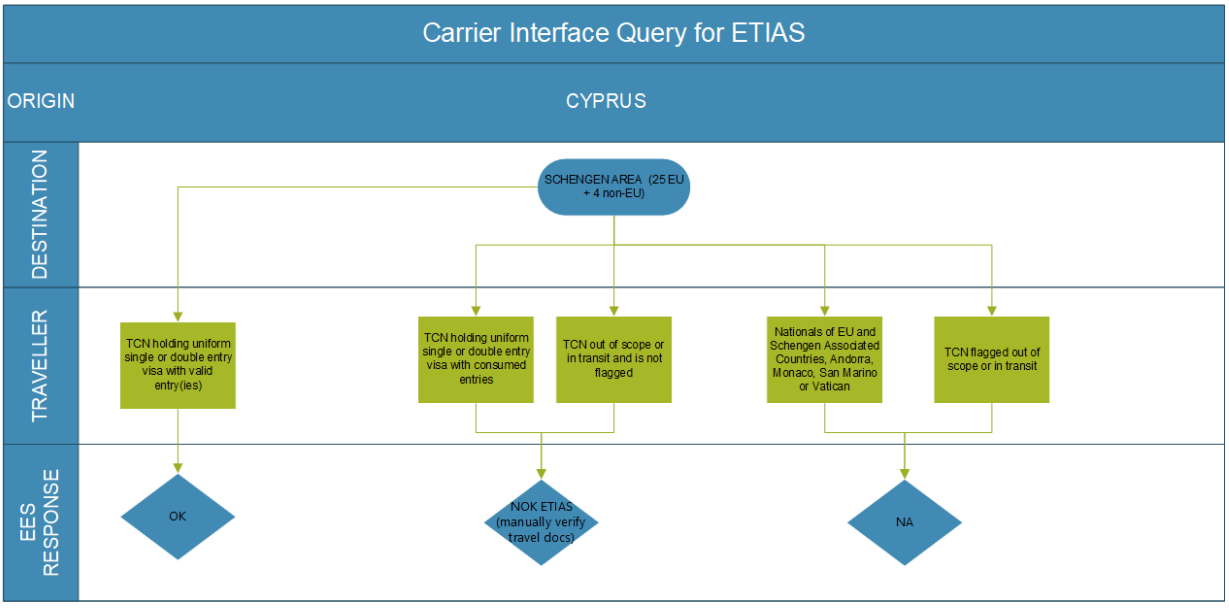
6. The verification process

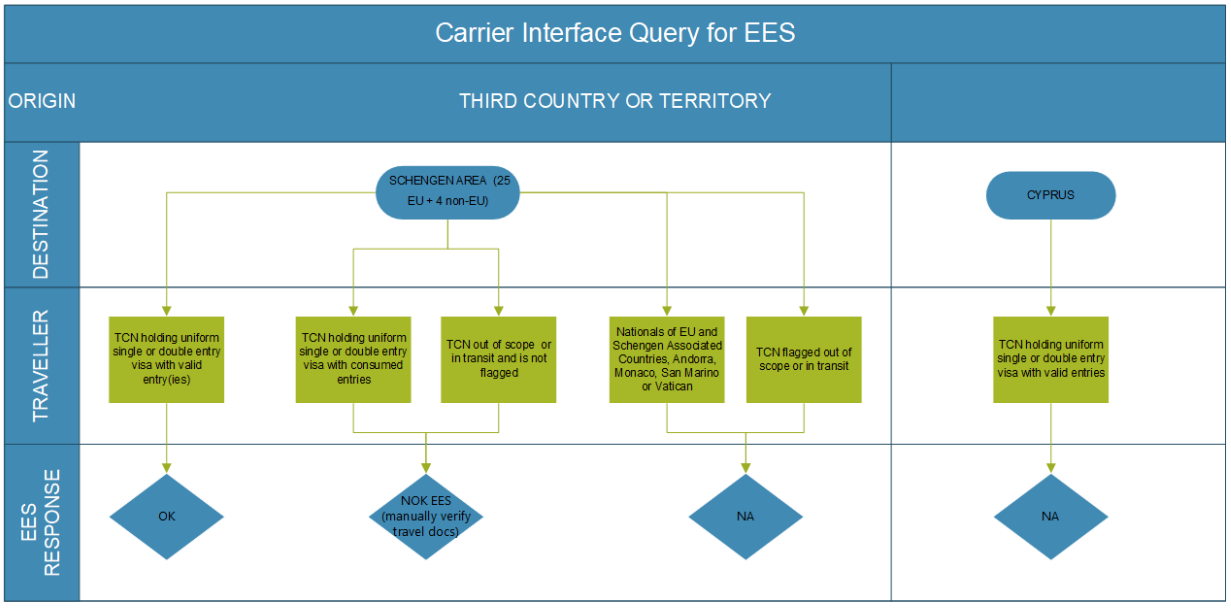
6.1. What is a query?

The query, through the carrier interface, allows carriers to fulfil their obligation to verify whether a traveller's short-stay visa issued for one or two entries is still valid, whether the number of entries authorised by the visa has been reached/consumed or whether a traveller has a valid ETIAS travel authorisation.

When querying for an itinerary that includes two entries in a country, or countries that use EES, carriers shall specify that the itinerary requires a double entry visa, by filling the box labelled 'Double entry required'. Please see Q/A 'How does a carrier perform a query by using the carrier interface?'.







6.2. When should carriers perform the query?

The query must be performed anytime between 48 hours before the scheduled time of departure and the time of departure.

Carriers should only query travellers who fall under the scope of the carrier interface (‘Which travellers are in the scope of the carrier interface?’).

Carriers are obliged to query for travellers in scope of the carrier interface in the following cases:

• when transporting travellers who hold a short-stay visa for one or two entries, from a third country or territory, Cyprus or Ireland to European countries that use EES. Please see Q/A ‘Which countries use EES?’;

• when transporting travellers who are required to be in possession of an ETIAS travel authorisation from a third country or territory, or Ireland, to European countries requiring ETIAS travel authorisation. Please see Q/A ‘Which countries require ETIAS travel authorisation?’.

6.3. How does the verification process affect travellers?

The verification process does not add any new obligations for travellers. Instead of checking visa-required travellers’ single and double entry visas by visual inspection, the carrier will use the interface.

Travellers will be able to check their visa status, their remaining authorised stays and the status of their ETIAS travel authorisation through the ETIAS and EES website: ETIAS & EES website.

6.4. How does the verification process affect carriers?

Verification of short-stay visas issued for one or two entries will no longer be performed through visual inspection. Instead, it will be conducted automatically through the carrier interface, making the process quicker.
Once ETIAS enters into operation, the verification of ETIAS travel authorisations will also be conducted through the carrier interface.

6.5. How does a carrier perform a query by using the carrier interface?

Carriers can perform queries by scanning the MRZ of the travel documents (recommended), importing a CSV file or, as an alternative, by manually providing the following mandatory data to the carrier interface:
• surname (family name); first name or names (given names);
• date of birth; sex; nationality;
• type and number of the travel document and the three-letter code of the issuing country or territory;
• date of expiry of the travel document.

For the moment, only passports will be accepted when carriers query the carrier interface. Other type of documents will generate an error message.

Carriers should also input the scheduled local date and time of departure, country of destination and local date of arrival at the border of that country.

6.6. Can carriers submit one query for a group of travellers?

Yes. Carriers can submit one query for up to 99 travellers. The list should include passengers and/or crew members in scope of the carrier interface with the same location and date of departure, and the same location and date of arrival at the border of a European country that uses EES or requires ETIAS travel

authorisation. The carrier interface will provide separate replies for each traveller within a single batch answer.

For the moment, only passports will be accepted when carriers query the carrier interface. Other type of documents will generate an error message.

A batch query will be rejected and generate an error message if the carrier interface detects missing mandatory data.

The reply will include the status for each passenger. The carrier interface will never return partial results, therefore if mandatory data is missing or not correct for one or more passengers included in the request, the entire query will be rejected.

6.7. How should carriers indicate the country of arrival when querying the carrier interface?

The code for the scheduled European country of first entry which uses EES or requires ETIAS travel authorisation can be found from these sources, depending on the format used:

For PAXLST, the LOC value should be taken from IATA Location Identifiers (Airport Codes) that are aligned with the DOC 9303 by ICAO. The field is three characters long, describing the airport of arrival.

For XML/JSON, the country code should be taken based on IMO guidelines (IMO0076, IMO0084, IMO0093 or IMO0169) or using the UN/LOCODE. **The field is five characters long and includes a two-letter country code followed by a three-letter place code. If the LOCODE is not existing for the port/city of entry, a carrier shall send 'XXX' after the country code. For example, GRXXX as an LOCODE for a port of entry in Greece.**

6.8. What is the expected response time of the carrier interface when querying?

When querying only one traveller, the response time is typically two seconds. When a carrier queries two to 99 travellers, the response time is typically four seconds.

6.9. Do carriers need to collect and/or verify biometric data when querying the carrier interface?

No. To perform a query, carriers need to provide the passengers' personal data, document and travel data. For more information, please see Q/A 'How does a carrier perform a query by using the carrier interface?'. Biometric data (facial image and fingerprints) of third-country nationals admitted for a short stay to the territory of the European countries that use EES will be collected by border authorities and stored in the EES system.

6.10. Is a carrier responsible for determining whether a traveller's status should be queried via the carrier interface?

Yes, the carrier is responsible for determining whether a traveller's status should be queried via the carrier interface.

Carriers should only query travellers who fall in the scope of the carrier interface. If a carrier decides to query all travellers, those who are exempt should be indicated (flagged) as out-of-scope.

For more information, please see Q/A 'What are the obligations of carriers for the implementation of EES?', 'What are the obligations of carriers for the implementation of ETIAS?' and 'Which travellers are in the scope of the carrier interface?'.

6.11. What responses will be provided to carriers when querying the carrier interface?

The carrier interface will provide the following responses:
• 'OK', 'NOK EES' (Not OK EES), 'NOK ETIAS' (Not OK ETIAS), 'NA' (Not applicable) or an error message (when the information is incomplete or incorrectly entered).

The meanings of the responses are as follows:

• 'OK': the traveller has a valid ETIAS travel authorisation or a valid short-stay visa (issued for one or two entries);

• 'NOK ETIAS' or 'NOK EES': the traveller does not have a valid ETIAS travel authorisation or a valid short-stay visa issued for one or two entries (travel authorisation or visa has expired, been revoked, or been annulled, or the traveller has already used the number of entries authorised by the visa).
When the system replies with NOK ETIAS/NOK EES, the carrier needs to manually verify the travel documents and assess whether the traveller is in- or out-of-scope (for example, holders of multiple entry visas or residence permits);

• the 'NA' response is sent by the carrier interface in one of the following cases:

➢ the carrier indicates (flags) that the traveller is:
- exempt (out of scope) from the requirement to have a valid ETIAS or a valid visa for one or two entries;
- in airport transit.

➢ the carrier queries the carrier interface for:
- travellers subject to the ETIAS travel authorisation requirement before the entry into operation of ETIAS;
- nationals of the European Union or Iceland, Liechtenstein, Norway, or Switzerland, or nationals of Andorra, Monaco, San Marino or holders of a passport issued by the Vatican City State;
- visa-required third-country nationals when transporting them to Cyprus.

The replies refer only to the validity of the visa issued for one or two entries or the ETIAS travel authorisation, not whether the traveller should be allowed to board or not. It is the carrier's responsibility to decide whether to allow the traveller to board.

6.12. What kind of error messages can carriers receive when querying the carrier interface?

Carriers can receive the following error messages:

- Error 400 – CUSRES Response 'ERROR 400 – MESSAGE SYNTAX WRONG' or JSON and XML Response 'BAD REQUEST';
- Error 401 – CUSRES Response 'ERROR 401 – CARRIER NOT AUTHORISED' or JSON and XML Response 'UNAUTHORISED';
- Error 422 – CUSRES Response 'ERROR 422 – MANDATORY DATA MISSING OR IN WRONG FORMAT' or JSON and XML Response 'UNPROCESSABLE ENTITY';
- Error 500 – CUSRES Response 'ERROR 500 – INTERNAL ERROR' or JSON and XML Response 'INTERNAL SERVER ERROR'.

A list of possible errors is included in the Carrier Technical Guidelines. The document will be provided to carriers after they submit the required registration documents.

6.13. How should a carrier proceed when the query returns 'NOK ETIAS' or 'NOK EES'?

The carrier shall manually verify and, if needed, request additional documents that justify exemption of the traveller from the visa or ETIAS travel authorisation requirement before boarding. After the manual

verification of the travel documents, it is up to the carrier whether to allow the traveller to board despite the negative response received from the carrier interface.

6.14. Is it possible to have two different replies from the carrier interface on a single query?

No. For each traveller the carrier interface can provide only one answer: 'OK', 'NOK EES', 'NOK ETIAS' or 'NA'.

6.15. Will the web portal or mobile app detect the nationality of the traveller when scanning the Machine-Readable Zone (MRZ) data of the travel document?

The web portal or mobile app will automatically detect both the nationality of the holder and the issuing country or territory of an ICAO-compliant travel document. If they are not automatically detected, the carrier can manually add the missing data. Please see Q/A 'How does a carrier perform a query by using the carrier interface?'.

6.16. How should carriers handle out-of-scope travellers when querying the carrier interface?

The EES and ETIAS regulations do not apply to all travellers, and therefore not all travellers need to be verified against the carrier interface. The carrier shall query the carrier interface only for travellers who hold a short-stay visa for one or two entries, or an ETIAS travel authorisation.

Alternatively, carriers can query the carrier interface for out-of-scope travellers and indicate (flag) that they are out of scope or in transit. In this case, the traveller's data will not be further processed, and the carrier interface will reply 'NA'.

For more information, please refer to the Carrier Technical Guidelines.

6.17. How should carriers verify a traveller who does not have a surname in their travel document?

In this case, carriers need to insert the value 'FNU' in the surname field. Otherwise, error 422 'MANDATORY DATA MISSING OR IN WRONG FORMAT' for MQ or 'UNPROCESSABLE ENTITY' for REST will be displayed.

6.18. What should carriers pay attention to when conducting queries?

If it is not possible for a carrier to scan the Machine-Readable Zone of the travel document to query the carrier interface, it must ensure that the entered data correspond to those displayed on the document. Please see also Q/A 'How does a carrier perform a query by using the carrier interface?'. Common typos, such as using the number '0' instead of the letter 'O' or vice-versa, must also be avoided.

6.19. How will the wrong indication (flag) of a traveller or wrong information affect the query?

Non-indication or wrong indication (flag) of a traveller, or mistakes when filling in the query information, may result in an incorrect reply. In this case, the carriers may not fulfil their obligations as foreseen in Article 45(1) of ETIAS Regulation and Article 13 (3) of EES Regulation, and may be liable for transporting them without a valid visa issued for one or two entries or valid ETIAS travel authorisation.

6.20. Can carriers query the carrier interface more than once for the same traveller prior to departure?

Yes. However, carriers are strongly advised to submit only one query per passenger within the 48 hours before the time of departure. Please see Q/A 'When should carriers perform the query? '.

6.21. Can a carrier use more than one service provider to query the carrier interface?

Yes. Carriers can use multiple service providers to query the carrier interface.

To use more than one service provider, the carrier has to declare each of them during the registration. To remove or add a service provider, the carrier shall submit a new declaration with updated information. For more information, please see Q/A 'How many service providers can be declared by a carrier?'.

6.22. Do carriers operating only within the territory of European countries that use EES or require ETIAS travel authorisation need to query the carrier interface?

Carriers operating only within the territory of European countries that use EES or require ETIAS travel authorisation do not need to query the carrier interface, except when transporting travellers who hold a short-stay visa for one or two entries from Cyprus to any European country that uses EES. Please see Q/A 'Which countries use EES?' and 'Which countries require ETIAS travel authorisation?'.

6.23. Do carriers operating only outside the territory of the European countries that use EES or require ETIAS travel authorisation need to query the carrier interface?

No. Carriers operating and transporting travellers only outside the territory of the European countries that use EES or require ETIAS travel authorisation are excluded from the obligation to query the carrier interface and consequently to register.

6.24. Do operators of cargo ships and cargo aircraft fall under the same obligations to query the carrier interface?

Yes, the operators of cargo ships and cargo aircraft that transport, for profit, travellers in the scope of the carrier interface (Which travellers are in the scope of the carrier interface?), into the territory of European countries that use EES or require ETIAS travel authorisation, should query the carrier interface.

6.25. Are travel agencies obliged to query the carrier interface?

As a rule, carriers are responsible for performing queries. If a travel agency is also registered as a carrier and it transports travellers in scope of the carrier interface (Which travellers are in the scope of the carrier interface?), they should query for these passengers . For more information, please see the Q/A 'When should carriers perform the query? '

6.26. Is it possible for carriers to apply for an ETIAS travel authorisation on behalf of a traveller?

A carrier cannot apply for an ETIAS travel authorisation on behalf of a traveller unless it is acting as a commercial intermediary. Only another person or a commercial intermediary may apply on behalf of a traveller. To do so, both parties need to sign a declaration of representation. For more information, please visit the ETIAS website: Applying on behalf of others, ETIAS & EES website.

6.27. Should carriers query the carrier interface for travellers who are transiting through an airport in a European country that uses EES or requires ETIAS travel authorisation?

Travellers are considered in transit when, by means of a single ticket, they have connecting flight and remain in the international airport transit area of the European country that uses EES or requires ETIAS travel authorisation.

Regarding EES, if travellers are in airport transit, carriers shall specify this when performing a query, as per Article 5 (4) of Implementing Regulation (EU) 2022/1409.

Regarding ETIAS, if travellers are in airport transit , carriers are relieved from the obligation to query the carrier interface, as per Article 45 (2) of Regulation (EU) 2018/1240.

When querying the carrier interface, carriers shall indicate (flag) in-transit travellers. If the carrier does not indicate (flag) them, this might cause a risk of receiving an incorrect reply (e.g. a 'NOK EES' or 'NOK ETIAS') from the carrier interface.

In any case where the carrier interface replies with "NOK EES" or "NOK ETIAS", the carrier shall manually verify travellers before boarding.

6.28. How can carriers using self-service check-in, such as online check-in, verify the travellers?

Carriers should use the carrier interface to verify the travellers before departure, regardless of whether the carrier is using self-service or in-person check-in.

7. Carrier Support

7.1. Who provides assistance to carriers?

The ETIAS Central Unit will provide operational and technical assistance in English 24/7 and will be the single point of contact for all assistance requests. The Unit will provide operational assistance directly, and forward technical assistance requests to eu-LISA for resolution. Carriers can request assistance via the Carrier Onboarding and Support Tool (Please see Q/A 'How can carriers request assistance?'.)

7.2. What kind of assistance will carriers receive?

Carriers will have access to this list of FAQ, available on the web portal and translated into all the official EU languages.
Additionally, assistance will be provided on operational and technical requests submitted via the Carrier Onboarding and Support Tool, and in exceptional cases via an emergency phone line when the Tool is not available. The ETIAS Central Unit will provide assistance to a carrier by directing them to the relevant FAQ or by forwarding the request to eu-LISA in case of a technical issue. The assistance will be available to all registered carriers in English 24/7.

During the registration process, carriers can request assistance by contacting eu-LISA: carriers_onboarding@eulisa.europa.eu.

7.3. In which language will assistance be provided?

Assistance will be provided in English.

7.4. When can carriers request assistance?

Only registered carriers can request assistance. They can do so when facing operational or technical issues.

7.5. How can carriers request assistance?

Registered carriers can request assistance via the Carrier Onboarding and Support Tool, available on the web portal, or in exceptional cases via an emergency phone line when the Carrier Onboarding and Support Tool is not available.

7.6. What is the Carrier Onboarding and Support Tool and when can carriers use it?

The Carrier Onboarding and Support Tool is a tool with ticketing functionalities which is the main communication channel for assistance requests. It can be accessed through the web portal. Registered carriers can indicate in the tool the issue they are facing, either operational or technical, and submit it for resolution.

7.7. Does the ETIAS Central Unit have access to the ETIAS and EES databases and the rights to modify data to support carriers?

The legal provisions do not provide for access to the travellers' personal data for the ETIAS Central Unit. For more information related to carrier support, please see Q/A 'What kind of assistance will carriers receive?'.

7.8. Can the ETIAS Central Unit or eu-LISA contact carriers by other means than the Carrier Onboarding and Support Tool?

Yes. To best support carriers, eu-LISA or the ETIAS Central Unit may contact carriers that have requested assistance by any means necessary. For more information, please refer to the Standard Operating Procedures for Carrier Assistance.

7.9. What is the purpose of the Standard Operating Procedures for Carrier Assistance?

The purpose of the Standard Operating Procedures for Carrier Assistance (SOP) is to provide guidance on the workflow for various business cases (operational and technical) and an explanation of the working arrangements that support the procedures. The target audience of the SOP are duly authorised members of carriers' staff who will submit the operational and technical assistance request to the ETIAS Central Unit. The SOP will specify the roles and responsibilities of the actors involved in the procedures and will establish practical cooperation requirements.

7.10. When should carriers use the emergency phone line?

The emergency phone line is a fallback tool that carriers can use when it is technically impossible to send an assistance request via the carrier support tool.

7.11. Do carriers have to identify themselves when using the emergency phone line?

Yes. The carrier staff will be requested to present a PIN code to identify themselves when calling the emergency phone line. The unique PIN will be provided after registration and will be changed frequently.

7.12. Will carriers receive an acknowledgment of receipt after submitting an assistance request?

Yes. After submitting their request for assistance via the carrier support tool, carriers will receive an acknowledgment of receipt with a ticket number.

7.13. Can a service provider request assistance on behalf of one or more carriers?

If the service provider was declared by the carrier, and the carrier SPoC grants them access to the carrier onboarding and support tool, they can submit assistance requests on behalf of the carrier. Assistance requests have to be submitted separately for each carrier they represent.

8. Air carriers

8.1. Should a carrier that is not a member of the International Air Transport Association (IATA) or Airlines for Europe (charter operators) register?

Yes. All carriers operating and transporting travellers from a third county or territory to a European country using EES or requiring ETIAS travel authorisation must register.

Please see Q/A 'What is the definition of a carrier, and which carriers are bound by EES and ETIAS?'.

8.2. Should privately owned aircraft perform queries?

Any natural or legal person whose occupation is to provide passenger transport by air, sea or land (Article 1 of CISA) is considered a carrier and is obliged to verify travellers who are in scope of the carrier interface (Which travellers are in the scope of the carrier interface?). However, natural or legal persons that use privately owned aircraft and do not transport passengers as their profession are not considered carriers and do not need to query the carrier interface. For more information, please see Q/A 'When should carriers perform the query? '.

The rules for 'Checks on persons on private flights', according to Annex VI of the Schengen Borders Code, are also applicable.

8.3. What is the definition of an aircrew member?

According to Article 2 of Commission Regulation 1178/2011, amended by Article 1 of Commission Regulation 290/2012, aircrew members include cabin crew and flight crew members.

Cabin crew member refers to a qualified crew member, other than a flight crew or technical crew member, who is assigned by an operator to perform duties related to the safety of passengers and flight during operations.

8.4. Do aircrew members need an ETIAS travel authorisation or a visa?

Aircrew members do not need an ETIAS travel authorisation or a visa when performing their duties. For more information, please refer to Q/A 'Which travellers are out of the scope of EES?' and 'Which travellers are out of the scope of ETIAS?'.

If an aircrew member does not hold a crew member certificate, as provided for in Annex 9 to the Convention on International Civil Aviation of 7 December 1944, they will be considered as regular passengers and may need an ETIAS travel authorisation or a visa.

European countries that use EES or require ETIAS impose different requirements and exemptions for aircrew members when they disembark from or travel to embark on the aircraft.

The exact scope of the exceptions under this provision is determined by the Member States. Member States have communicated the measures they have taken pursuant to Article 6 of the Regulation (EU) 2018/1806 to the Commission, published at Schengen border and visa policy.

The exact scope of 2(2)(i) of the ETIAS Regulation is therefore determined by the content of the Member States' measures referred to above. The same exemptions that currently apply for visas (for visa-required countries) are to apply for ETIAS (for visa-exempt countries).

home-affairs.ec.europa.eu.xlsx (live.com) includes an Excel file which contains the sheet 'Exemptions Article 6(1)', where visa exemptions for other categories mentioned in Article 6(1) of the Regulation (EU) 2018/1806 can be found, indicating the way each Member State allows the exemptions.

8.5. Do aircrew members travelling to take up duty need an ETIAS travel authorisation or a visa?

Aircrew members, when in performance of their duties, including travelling to take up duty, are considered out of scope of the ETIAS/EES as stated in Q/A 'Which travellers are out of the scope of ETIAS?' and 'Do aircrew members need an ETIAS travel authorisation or a visa?'.

If an aircrew member does not hold a pilot's licence or a crew member certificate, as provided for in Annex 9 to the Convention on International Civil Aviation of 7 December 1944, they will be considered as regular passengers and may need an ETIAS travel authorisation or a visa.

Please note that each Member State applies a different approach regarding the exemptions of civilian aircrew members when in performance of their duties. For this reason, please check each Member State's approach at this link: home-affairs.ec.europa.eu.xlsx (live.com).

8.6. Do air carriers need to query the carrier interface for crew members?

Air carriers only need to query the carrier interface for crew members who do not fall under the exemptions and are in the scope of the carrier interface (Which travellers are in the scope of the carrier interface?).

Carriers do not need to query the carrier interface for crew members who fall under the exemptions defined in the EES and ETIAS Regulations. Member States apply different approaches regarding the exemptions of civilian aircrew members when on duty. For this reason, please check each Member State's approach at this link: home-affairs.ec.europa.eu.xlsx (live.com).

8.7. What is the suggested approach in case of an ad-hoc flight where the registered departure control system (DCS) is not installed and the carrier occasionally has to use a local DCS?

If the carrier wishes to query the carrier interface by using the system-to-system connection, it needs to have included the local DCS in its registration form.

Otherwise, the carrier can use either the web portal or the mobile application.

8.8. How should air carriers proceed when operating an ad-hoc operation if there is no service provider or the service provider is not registered?

The carrier can use either the web portal or the mobile application.

8.9. How can a carrier verify travellers if it does not have a departure control system or access to a service provider?

If the carrier does not have an automatic system and cannot use a System-to-System connection to connect with that type of carrier interface, it can use the web portal or mobile application to check the traveller's status before boarding by inputting the travel document's information manually, by scanning the MRZ (for ICAO compliant travel documents) or by importing a CSV file.

8.10. Are jet operators obliged to query the carrier interface and therefore to register?

Yes. All air carriers, including jet operators, who transport travellers in scope of the carrier interface (Which travellers are in the scope of the carrier interface?), from a third country or territory to a European country that uses EES or requires ETIAS are obliged to query the carrier interface and therefore to register. Please see Q/A 'What is the definition of a carrier, and which carriers are bound by EES and ETIAS?'.

8.11. Should an air ambulance performing flights to the territory of a European country that uses EES or requires ETIAS travel authorisation query the carrier interface?

An air ambulance performing flights from a third country or territory to a European country that uses EES or requires ETIAS travel authorisation should query the carrier interface for the travellers in scope of the carrier interface (Which travellers are in the scope of the carrier interface?), unless exceptions are provided for in bilateral agreements or national law (Annex VII, point 7 of the Schengen Borders Code).

9. Sea carriers

9.1. Which sea carriers need to query the carrier interface?

Sea carriers that transport travellers in scope of the carrier interface (Which travellers are in the scope of the carrier interface?), into the territory of the European countries that use EES or require ETIAS travel authorisation (e.g. ferry companies, cruise ships, cargo ships) need to query the carrier interface.

Private yachts, pleasure boats and cargo ships with no passengers are out of scope and should not query the carrier interface. Nevertheless, rules for 'sea borders', according to Annex VI of the Schengen Borders Code, are still applicable.

9.2. What is the definition of a sea crew member?

According to the Practical Handbook for Border Guards, crew members include all persons actually employed for duties on board during a voyage in the working or service of a ship and included in the crew list.

9.3. Do sea crew need an ETIAS travel authorisation or a visa?

According to Article 3, Annex VII of the Schengen Borders code, a seaman may be exempt from having an ETIAS travel authorisation or a visa. However, each European country that uses EES or requires ETIAS travel authorisation has a different interpretation of the terms 'sea crew', 'going ashore' and 'in the performance of their duty'.

The exact scope of the exceptions determined by the European countries that use EES or require ETIAS travel authorisation and the measures they have taken pursuant to Article 6 of the Regulation (EU) 2018/1806 have been communicated to the European Commission and published at home-affairs.ec.europa.eu.xlsx (live.com).

The link includes an Excel file, which contains the sheet 'Exemptions Article 6(1)'; starting from row 348, visa exemptions for other categories mentioned in Article 6(1) can be found, indicating the way each European country that uses EES or requires ETIAS travel authorisation allows the exemptions. Thus, the same exemptions currently applying for visas (for visa required countries) are to apply for ETIAS (for visa exempt countries).

9.4. Do contractors, entertainers or other staff working on board a ship need an ETIAS travel authorisation or a visa?

All staff working on board a ship may need an ETIAS travel authorisation or a visa, if they do not fall under the exemptions as per the ETIAS or EES regulations, or they do not hold a seafarer's identity document, issued in accordance with the International Labour Organisation Conventions No 108 of 13 May 1958 or No 185 of 16 June 2003 or the International Maritime Organisation Convention on Facilitation of International Maritime Traffic of 9 April 1965.

However, each European country that uses EES or requires ETIAS travel authorisation imposes different requirements and exemptions for sea crew members.

The exact scope of the exceptions determined by the European countries that use EES or require ETIAS travel authorisation and the measures they have taken pursuant to Article 6 of the Regulation (EU) 2018/1806 have been communicated to the European Commission and published at home-affairs.ec.europa.eu.xlsx (live.com).

The exact scope of Article 2(2)(i) of the ETIAS Regulation is therefore determined by each country's measures. Thus, the same exemptions that currently apply for visas (for visa-required countries) are to apply for ETIAS (for visa-exempt countries).

9.5. Do sea carriers need to query the carrier interface for crew members and staff working on board?

Carriers do not need to query the carrier interface if the crew members are exempted under the conditions specified by each European country that uses EES or requires ETIAS travel authorisation. European countries that use EES or require ETIAS travel authorisation impose different requirements and exemptions for sea crew members when they disembark from or travel to embark on the vessel. Please see: home-affairs.ec.europa.eu.xlsx (live.com).

According to the Practical Handbook for Border Guards, crew members include all persons actually employed for duties on board during a voyage in the working or service of a ship and included in the crew list.

Therefore, carriers need to query the carrier interface for staff members who do not fall under the definition of crew member and are in the scope of the carrier interface (Which travellers are in the scope of the carrier interface?).

9.6. Does a sea carrier need to query the carrier interface for travellers who have already been queried upon arrival into a European country that uses EES or requires ETIAS travel authorisation, if the sea carrier does not intend to visit ports outside the territory of European countries that use EES or require ETIAS travel authorisation?

The sea carrier does not need to query the carrier interface when:

- transporting travellers who hold a short-stay visa for one or two entries, within the territory of European countries that uses EES,
- transporting travellers who are required to have an ETIAS travel authorisation within the territory of European countries requiring ETIAS travel authorisation.

9.7. When should sea carriers query the carrier interface?

Sea carriers are obliged to query the carrier interface anytime between 48 hours before the scheduled time of departure and the time of departure:

- travellers who hold short-stay visa for one or two entries, from a port outside the territory of a European country that uses EES to a port of a European country that uses EES;
- travellers who are required to be in possession of an ETIAS travel authorisation, from a port outside the territory of a European country that requires ETIAS travel authorisation to a port of a European country that requires ETIAS travel authorisation.

9.8. Does a cruise ship operator need to query the carrier interface every time the ship exits and re-enters the territory of a European country that uses EES or requires ETIAS travel authorisation during the same trip?

All carriers are obliged to query the carrier interface at the earliest 48 hours before the scheduled time of departure from a third country or territory port if the itinerary includes ports of European countries that use EES or require ETIAS travel authorisation, as described in Q/A 'When should sea carriers query the carrier interface?' and 'When should carriers perform the query? '.

However, when a cruise itinerary includes multiple entries in countries that use EES or require ETIAS travel authorisation, carriers may refer to the recommendations in Sea Scenarios to help them fulfil their obligations.

9.9. Are crew members on board a ship flying a Schengen country flag considered to be in the Schengen area when the ship is outside Schengen territorial waters?

No. The flag of a ship defines its nationality and not the ship's status as a territory, according to Article 91(1) of the United Nations Convention on the Law of the Sea. Therefore, the flag does not define whether a crew member can be considered to be in the Schengen area when on board.

9.10. Do sea carriers need to query the carrier interface for crew members on board a ship flying a Schengen country flag when the ship exits and re-enters Schengen territory?

The flag of a ship defines its nationality and not the ship's status as a territory, according to Article 91(1) of the United Nations Convention on the Law of the Sea (please see Q/A Are crew members on board a ship flying a Schengen country flag considered to be in the Schengen area when the ship is outside Schengen territorial waters?).

Therefore, the obligations of carriers referred to in the EES and ETIAS Regulations do not change, and they shall query the carrier interface for crew members who are not exempt (Which travellers are in the scope of the carrier interface?).

Crew members might be exempt under the conditions specified by each European country that uses EES or requires ETIAS travel authorisation: home-affairs.ec.europa.eu.xlsx (live.com).

For more information, please see also Q/A 'Do contractors, entertainers or other staff working on board a ship need an ETIAS travel authorisation or a visa?', 'Do sea carriers need to query the carrier interface for crew members and staff working on board?' and 'Does a cruise ship operator need to query the carrier interface every time the ship exits and re-enters the territory of a European country that uses EES or requires ETIAS travel authorisation during the same trip?'.

9.11. Should ferry carriers query the carrier interface for drivers of commercial vehicles?

Drivers of commercial vehicles shall be treated as regular travellers. Carriers need to query the carrier interface to verify those drivers who fall in the scope of the carrier interface (Which travellers are in the scope of the carrier interface?). For more information, please see also Q/A 'Which sea carriers need to query the carrier interface?' and 'When should sea carriers query the carrier interface?'.

9.12. Are river carriers obliged to query the carrier interface?

No. River carriers are excluded from the obligation to query the carrier interface, so no registration is required. Please see Q/A 'What is the definition of a carrier, and which carriers are bound by EES and ETIAS?'.

10. Land carriers

10.1. Which land carriers need to register?

Only international carriers transporting groups of travellers, in scope of carrier interface (**Error! Reference source not found.**) overland by coach from a third country or territory into the territory of a European country that uses EES or requires ETIAS travel authorisation need to register. Please see also Q/A 'What is the definition of a carrier, and which carriers are bound by EES and ETIAS?'.

The definition of a coach can be found in EU Member States' national legislation.

10.2. When should an international carrier transporting groups overland by coach query the carrier interface?

After the entry into operation of EES, the query must be performed anytime between 48 hours before the scheduled time of departure and the time of departure, when transporting travellers who fall under the scope of the carrier interface ('Which travellers are in the scope of the carrier interface?'), from a third country or territory to European countries that use EES or require ETIAS travel authorisation. Please see also Q/A 'What are the obligations of carriers for the implementation of EES?' and 'When should carriers perform the query? '.

For the first three years following the entry into operation of ETIAS, querying the carrier interface to verify travellers who are required to be in possession of an ETIAS travel authorisation will be optional for international carriers transporting groups overland by coach. During this period, land carriers will not be penalised for boarding travellers without a valid ETIAS travel authorisation. However, carriers are always responsible for returning the traveller in the case of a refusal of entry, according to Art.26(1) (a) of the CISA.

10.3. In case of a round trip which includes visits to third countries or territories, shall carriers transporting groups by coach query the carrier interface?

Carriers are obliged to query the carrier interface every time they depart from a third country or territory to a European country that uses EES or requires ETIAS travel authorisation, to verify all travellers fall under the scope of the carrier interface (Which travellers are in the scope of the carrier interface?). Please see Q/A 'When should carriers perform the query? '.

If border checks precede boarding, please see Q/A 'Are carriers obliged to query the carrier interface when border checks take place before boarding?'.

However, carriers may refer to the recommendations in Land Scenarios to help them fulfil their obligations.

10.4. In case of an international operator with subsidiaries in European countries that use EES or require ETIAS travel authorisation, which entity should register?

Carriers' obligations are described in Q/A 'Why does a carrier have to register?'. If the main entity (the headquarters) does not have the capacity to manage the technical implementation, operational processes or compliance with the security convention, or to ensure connection of subsidiaries to the carrier interface, separate registration of each subsidiary is recommended to fulfil the carrier's obligation. Please note that the legal definition of 'subsidiaries' differs based on the national law of the European countries that use EES or require ETIAS travel authorisation.

10.5. Are land taxi companies considered to be carriers and if so, are they obliged to query the carrier interface?

No. Taxi companies are excluded from the obligation to query the carrier interface and no registration is required. Please see Q/A 'What is the definition of a carrier, and which carriers are bound by EES and ETIAS?'.

10.6. Would a bus driver be authorised to query the carrier interface?

If a bus driver needs to query the carrier interface, the carrier SPoC, responsible for maintaining and controlling access rights to the web portal and the mobile application, needs to provide authorisation.

10.7. Do land carriers need to query the carrier interface for the bus driver and other crew members?

Land carriers should query the carrier interface for the bus driver and other crew members on board who are in the scope of the carrier interface (Which travellers are in the scope of the carrier interface?).

However, European countries that use EES or require ETIAS travel authorisation impose different requirements and exemptions for persons carrying out a paid activity during their stay.

The exact scope of the exceptions and the measures countries have taken pursuant to Article 6 of the Regulation (EU) 2018/1806 have been communicated to the European Commission and published at home-affairs.ec.europa.eu.xlsx (live.com).

10.8. What is considered local border traffic?

Local border traffic refers to the regular crossing of the external land border of the European Union by nationals of neighbouring third countries who reside in the border areas.

10.9. Do travellers enjoying the rights of local border traffic need an ETIAS travel authorisation or a visa?

Travellers enjoying the rights of local border traffic do not need an ETIAS travel authorisation or a visa when travelling under the rules on local border traffic and existing bilateral agreements. Under local border traffic, border residents may regularly cross the border and stay in the border area without a visa or an ETIAS travel authorisation. For more information, please see Q/A 'Which travellers are out of the scope of EES?' and 'Which travellers are out of the scope of ETIAS?'.

10.10. When should travellers holding a local border traffic permit apply for an ETIAS travel authorisation?

Travellers holding a local border traffic permit should apply for an ETIAS travel authorisation whenever their intended journey extends beyond the area/distance provided for in the bilateral agreement.

11. Transition and Grace Periods

11.1. What is the EES transition period?

The EES transition period is a period of 180 days from the date EES enters into operation according to Article 22 of Regulation (EU) 2017/2226. During this period, border authorities will verify the remaining days of authorised stay by checking the stamps in the travel documents manually and verify and record the entry/exit data in EES. Please see also 'What responses will the carrier interface give to carriers when they send a query during the EES transition period?'.

11.2. What are the ETIAS transition and grace periods?

The ETIAS transition period is a period of six months from the date on which ETIAS starts operation according to Article 83 of Regulation (EU) 2018/1240. During the transition period, travellers will be allowed to enter the territory of a European country that requires ETIAS travel authorisation without an ETIAS travel authorisation, provided that they meet the other entry conditions as set forth in Article 6 of the Schengen Borders Code.

The grace period will follow the transition period, and travellers will be allowed to enter the territory of the countries that require ETIAS travel authorisation without an ETIAS travel authorisation, if this is their first entry during that period.

11.3. When will the ETIAS transition period start and how long will it last?

The transition period is a period of six months from the date ETIAS enters into operation. The European Commission may adopt a delegated act to extend that period for a maximum of a further six months, renewable once, as stipulated in Article 83 of Regulation (EU) 2018/1240.

11.4. What responses will the carrier interface give to carriers when they send a query during the EES transition period?

After the entry into operation of the EES, all carriers will be obliged to query the carrier interface to verify the travellers who hold a short-stay visa for one or two entries. During the EES transition period, responses from the carrier interface will be the same as after this period, because the transition period applies only to border authorities' checks. For more information, please see Q/A 'What is the EES transition period?'.

The response to the queries from the carrier interface will be 'OK', 'NOK EES' or 'NA'. For more information, please see Q/A 'What responses will be provided to carriers when querying the carrier interface?'.

11.5. What responses will the carrier interface give to carriers when they send a query during the ETIAS transition period?

During the ETIAS transition period, the response for travellers who are required to have an ETIAS travel authorisation will be 'OK' for all of them, regardless of whether they hold it or not.

11.6. When will the ETIAS grace period take place and how long will it last?

The grace period will follow the transition period and will last for six months. The European Commission may adopt a delegated act in accordance with Article 89 of the ETIAS Regulation to extend that period for a maximum of an additional six months.

11.7. What responses will the carrier interface give to carriers when they send a query during the ETIAS grace period?

During the ETIAS grace period, if the traveller intends to travel to the European countries that require ETIAS travel authorisation for the first time after the transition period, the reply will be 'OK'.

In all other cases the reply will be:

- 'OK' – when the traveller has a valid ETIAS travel authorisation;
- 'NOK ETIAS' – when the traveller does not have a valid ETIAS travel authorisation;
- 'NA' – when the carrier indicates (flags) that the traveller is exempt from the scope of the ETIAS Regulation.

11.8. Short-stay visa for one or two entries: how will the number of entries that has been used before EES enters into operation be recorded?

All border crossings by travellers into the territory of a European country that uses EES before EES enters into operation should be reflected by manual stamps in their travel document. Once EES enters into operation, border authorities of the country in question should verify the existence of such stamps, check the number of entries used and record them in the EES. If the number of entries or the authorised days of stay have been already used, the traveller will be refused entry. Please see also Q/A 'What is the EES transition period?'.

11.9. Should a traveller in the scope of ETIAS have a valid travel authorisation during the grace period?

During the grace period all travellers who are in the scope of ETIAS are required to have a valid ETIAS travel authorisation. Exceptionally, the border authorities may allow travellers without a valid ETIAS travel authorisation to enter the territory of the European countries that require ETIAS travel authorisation for the first time after the end of the transition period, provided that they fulfil all the remaining entry conditions. Please see Q/A 'What are the ETIAS transition and grace periods?.

11.10. What are carriers' obligations during the ETIAS transition and grace periods if border authorities refuse entry to a traveller for reasons other than not having a valid ETIAS travel authorisation?

When border authorities refuse entry to a traveller for whatever reason, carriers, at the request of the border authorities, are obliged to return the traveller, as per art.26(1) (a) from the CISA.

12. Travel documents

12.1. How can carriers proceed when querying a travel document that has no expiration date?

When querying a travel document that has no expiration date, the carrier needs to insert the fictitious value '3000/01/01', or an error 422 'MANDATORY DATA MISSING OR IN WRONG FORMAT' for MQ or 'UNPROCESSABLE ENTITY' for REST will be displayed.

According to Article 6 of the Schengen Borders Code, the travel document shall be issued within the last 10 years or travellers will be refused entry to any of the European country that uses EES or requires ETIAS travel authorisation.

12.2. How should carriers query a non-ICAO compliant travel document?

Carriers should query non-ICAO compliant documents by manually providing the following mandatory data to the carrier interface:

- surname (family name); first name or names (given names);
- date of birth; sex; nationality;
- type and number of the travel document and the three-letter code of the issuing country or territory;
- date of expiry of the travel document.

For the moment, only passports will be accepted when carriers query the carrier interface. Other type of documents will generate an error message.

Carriers should also input the scheduled local date and time of departure, country of destination and local date of arrival at the border of that country.

12.3. Should holders of travel documents issued by intergovernmental international organisations or by other entities recognised as subjects of international law apply for an ETIAS travel authorisation?

Travellers who hold a travel document issued by intergovernmental international organisations of which at least one European country that requires ETIAS travel authorisation is a member, or by other entities recognised as subjects of international law, are exempt from the obligation to have an ETIAS travel authorisation. Please see Q/A 'Which travellers are out of the scope of ETIAS?'.

12.4. Are beneficiaries of the Withdrawal Agreement and their family members exempt from EES and ETIAS?

Withdrawal Agreement beneficiaries are out of scope of EES and ETIAS as long as they meet the conditions of the Withdrawal Agreement.

Withdrawal Agreement beneficiaries are described in Part II, Article 10 of the Agreement.

UK nationals and their family members are considered beneficiaries of the Agreement when they hold a residence document issued in a format laid down in Regulation (EC) No 1030/2002 as amended by Regulation (EU) 2017/1954. In the field 'Type of permit', 'Article 50 TEU' or 'Art. 50 TEU - Frontier worker' shall be written, as per art 1 and 2 of the Commission Implementing Decision (EU) 2022/1945.

Member States can also issue temporary documents and national documents equivalent to a residence permit, along with the notification to COM and listed in the PHBG, annexes 22 and 43. These documents will demonstrate that the holder has a right of residence in the Schengen area.

More information can be obtained at the EU Commission official websites The EU-UK Withdrawal Agreement (europa.eu) and Residence rights for UK nationals in the EU.

Please see also Q/A 'Which travellers are in the scope of the carrier interface?' and 'Which travellers are out of the scope of ETIAS?'

12.5. Can a carrier query the carrier interface for a collective passport issued by the United Kingdom?

No. A United Kingdom collective (or group) passport is a travel document issued for organised groups of UK citizens to make trips to Austria, Denmark, France, Italy, Malta, Norway, Spain or Switzerland.

As an ETIAS travel authorisation cannot be issued for collective passports, each traveller from the group needs to apply separately for an ETIAS travel authorisation using their own travel document. Therefore, carriers cannot query the carrier interface for collective passports issued by the United Kingdom.

12.6. How should carriers proceed if the travel document presented by a traveller is different from the one used when applying for an ETIAS travel authorisation?

In this case the carrier interface will reply 'NOK ETIAS'. This is because the ETIAS travel authorisation is linked to the travel document and travellers must present the same travel document used for applying for the ETIAS travel authorisation. Carriers shall suggest that the traveller apply for a new ETIAS travel authorisation using the new travel document data.

12.7. How can carriers verify travellers with dual citizenship?

Travellers with dual citizenship are treated as nationals of the country or territory that is indicated in the travel document they presented to the carrier. Carriers shall determine whether those travellers are out of the scope of EES or ETIAS. Travellers with dual citizenship who hold a travel document issued by a European country that uses EES or requires ETIAS travel authorisation shall use that travel document.

When carriers perform queries for travellers with dual citizenship using their third country travel document, issued by a visa-required or an ETIAS travel authorisation-required country or territory, who do not hold visa or ETIAS travel authorisation, it will result in a negative reply ('NOK EES' or 'NOK ETIAS') from the carrier interface.

In any case, when the carrier interface replies with 'NOK EES' or 'NOK ETIAS', the carrier shall manually verify and, if needed, request additional documents that justify exemption from the visa or ETIAS travel authorisation requirement before boarding. After the manual verification of the travel documents, it is up to the carrier whether to allow the traveller to board despite the negative response received from the carrier interface. The carrier does not need to perform a second query.

13. Visa related issues

13.1. What type of visas are in the scope of the carrier interface?

Currently, only short-stay visas for one or two entries are in the scope of the carrier interface.

13.2. Does the carrier interface verify the remaining authorised stay of a short-stay visa issued for one or two entries?

No. The system will verify only whether the number of entries authorised by the visa has already been used and the expiry date of the visa. The traveller can use the travellers' web service for more information on their remaining authorised stay.

13.3. Is an airport transit visa in the scope of the carrier interface?

No. Currently, airport transit visas are not in the scope of the carrier interface.

13.4. How can a carrier perform a query when a traveller holds a visa affixed to a separate sheet?

The verification process will be the same, because the issued visa is linked to the travel document number. Please see Q/A 'How does a carrier perform a query by using the carrier interface?'.

13.5. How can a carrier perform a query when a traveller has a new travel document and a valid visa in their invalidated one?

Carriers shall first query the valid travel document. If the carrier interface replies with 'NOK EES', the carrier shall manually verify whether the traveller is in possession of a short-stay visa issued for one or two entries and query the carrier interface again with the invalidated travel document data.

14. Fallback procedures

14.1. Where can carriers find information about how to report a system failure or other system issues?

The procedures can be found in the Standard Operating Procedures for Carrier Assistance.

14.2. How should carriers report a Test Incident?

Carriers shall use the carrier support tool to report incidents.

14.3. How should carriers proceed if an error message appears when querying the carrier interface?

In case of an error, carriers should establish the source of the error and take appropriate actions to resolve the issue.
You can also see Q/A 'What kind of error messages can carriers receive when querying the carrier interface?' and 'Where can carriers find information about how to report a system failure or other system issues?'.

14.4. Should carriers notify the ETIAS Central Unit if it is technically impossible to send queries when the fault for the failure lies with the carrier?

Yes. In this case, the carrier shall inform the ETIAS Central Unit and aim to resolve the technical failure in the shortest possible period.
For more information, please refer to the Standard Operating Procedures for Carrier Assistance.

14.5. How should carriers proceed if the System-to-System connection fails when querying the carrier interface?

If the System-to-System connection fails, carriers are recommended to use the mobile application or the web portal connection to query the carrier interface. For backup reasons, carriers are strongly recommended to request all connectivity options upon registration.
You can also see Q/A 'Where can carriers find information about how to report a system failure or other system issues?'.

14.6. What will happen if the carrier interface does not work?

If it is technically impossible to query the carrier interface, carriers shall notify the ETIAS Central Unit via the carrier onboarding and support tool or via the emergency phone line if the tool is not available. When such a failure is detected by eu-LISA, the ETIAS Central Unit will notify carriers. The ETIAS Central Unit will

also notify carriers once the failure has been resolved. If the failure is on the carrier's side, the carrier shall inform the ETIAS Central Unit once the issue has been resolved.

14.7. Will the border authorities be informed if it is not possible for a carrier to send queries?

In case of technical impossibility, the ETIAS Central Unit will notify the European countries that use EES or require ETIAS travel authorisation.

15. Carriers' liability

15.1. Are carriers liable for transporting travellers without a valid ETIAS travel authorisation or a visa?

Yes. Carriers will be subject to penalties if they transport travellers who are in the scope of ETIAS or EES without the required travel documents, as stipulated in Article 45 (5) of the Regulation (EU) 2018/1240 and Article 26 of the CISA.

15.2. What are the penalties for not complying with the carriers' obligations set forth in the EES and ETIAS regulations?

The penalties derive from the Convention implementing the Schengen agreement (CISA) and Council Directive 2001/51/EC, imposed by Member States according to the national law transposing this Directive.

15.3. Are carriers liable if a traveller has been refused entry by the border authorities to a European country that uses EES or requires ETIAS travel authorisation because their ETIAS travel authorisation or short-stay visa issued for one or two entries was annulled or revoked during the journey?

Carriers shall not be penalised if the query was performed before departure, not earlier than 48 hours before the scheduled departure, and the reply was 'OK'.
However, carriers are always responsible for returning the traveller in the case of a refusal of entry, according to Art.26(1) (a) of the CISA.

15.4. Are carriers liable for not performing verification in case of a technical impossibility?

When it is technically impossible to query the carrier interface due a failure, confirmed by eu-LISA, of any of the EES/ETIAS components, the penalties referred in Article 45 (5) of Regulation (EU) 2018/1240 will not be imposed on carriers.

However, in all cases the carrier is still obliged to transport the traveller back if the border authorities refuse entry, as per art.26(1) (a) of the CISA.

For more information regarding the fallback procedure, please consult the Standard Operating Procedures for Carrier Assistance.

16. Special situations

16.1. Are carriers obliged to query the carrier interface when border checks take place before boarding?

When border checks to enter the territory of a European country that uses EES or requires ETIAS travel authorisation precede boarding, carriers are relieved from the obligation to query the carrier interface, as per the EES Implementing Regulation recital and the ETIAS Implementing Regulation recital.

One example is the British port of Dover, where the French authorities perform border checks on travellers before boarding instead of upon arrival in the port of Calais in France.

16.2. Disaster or accident situations: does a crew member or other member of an emergency or rescue mission need an ETIAS travel authorisation?

In the event of a disaster or an accident, a member of an emergency or rescue mission may need an ETIAS travel authorisation or a visa. The arrangements for the entry and exit of members of rescue services, police or fire brigades acting in emergency situations, as well as border guards crossing the border when performing their professional tasks, shall be laid down by national law as per Annex VII, point 7 from Regulation (EU) 2016/399 (Schengen Borders Code).

16.3. Should a carrier query the carrier interface in case of an emergency landing/calling at a port on the territory of a European country that uses EES or requires ETIAS travel authorisation?

Carriers will be relieved from the obligation to query the carrier interface in the case of emergency landing/calling at a port due to force majeure, imminent danger or on the instructions of the competent authorities.

16.4. Should carriers query the carrier interface when performing regular, ad-hoc or emergency flights to NATO bases on the territory of a European country that uses EES or requires ETIAS travel authorisation?

Carriers transporting travellers in scope of the carrier interface (Which travellers are in the scope of the carrier interface?), from a third country or territory to a European country that uses EES or requires ETIAS travel authorisation, should query the carrier interface. Regular border controls, including entry/exit records, are performed at NATO bases, in accordance with the Schengen Borders Code.

In cases of force majeure or imminent danger, please see Q/A 'Should a carrier query the carrier interface in case of an emergency landing/calling at a port on the territory of a European country that uses EES or requires ETIAS travel authorisation? '.

16.5. Travel to and from Ireland: should carriers query the carrier interface?

When transporting travellers **to** Ireland, carriers should not query the carrier interface. However, carriers must query the carrier interface when transporting travellers in scope of the carrier interface **from** Ireland to any European country that uses EES or requires ETIAS travel authorisation. Please see Q/A 'Which travellers are in the scope of the carrier interface?', 'Which countries use EES?' and 'Which countries require ETIAS travel authorisation?'.

16.6. Travel to and from Cyprus: should carriers query the carrier interface?

Carriers should query the carrier interface when transporting travellers required to have an ETIAS travel authorisation from a third country or territory to Cyprus.

Carriers do not need to query the carrier interface when transporting travellers who are required to be in possession of an ETIAS travel authorisation, from any European country requiring ETIAS travel authorisation to Cyprus or vice versa.

Carriers should query the carrier interface when transporting travellers who hold a short-stay visa for one or two entries, from Cyprus to any other European country using EES.

Carriers do not need to query the carrier interface when transporting travellers who hold a short-stay visa for one or two entries, from a third country or territory to Cyprus.

For more information, please see also Q/A 'Which countries use EES?', 'Which countries require ETIAS travel authorisation?', 'When should carriers perform the query? ' and 'Do carriers operating only within the territory of European countries that use EES or require ETIAS travel authorisation need to query the carrier interface?'.

16.7. Travel to and from Greenland and the Faroe Islands: should carriers query the carrier interface?

According to Article 5 (2) of the Agreement on the Accession of the Kingdom of Denmark to the Convention implementing the Schengen Agreement, Greenland and the Faroe Islands are considered to be within the area without internal border controls. Therefore, carriers should query travellers in scope of the carrier interface (Which travellers are in the scope of the carrier interface?), from any third country or territory to Greenland or the Faroe Islands.

Carriers should not query the carrier interface when transporting travellers from any European country that uses EES or requires ETIAS travel authorisation to Greenland and the Faroe Islands, or vice versa. For more information, please see the following Q/A 'Which countries use EES?', 'Which countries require ETIAS travel authorisation?', 'When should carriers perform the query? ' and 'Do carriers operating only within the territory of European countries that use EES or require ETIAS travel authorisation need to query the carrier interface?'.

16.8. Travel to and from Svalbard: should carriers query the carrier interface?

According to Article 14 of the Agreement concluded by the Council of the European Union and the Republic of Iceland and the Kingdom of Norway concerning the latter's association with the implementation, application and development of the Schengen acquis, it does not apply to Svalbard (Spitzbergen). Therefore, carriers transporting travellers in scope of the carrier interface (Which travellers are in the scope of the carrier interface?), from Svalbard to any of the European countries that use EES or that require ETIAS travel authorisation, should query the carrier interface.
Carriers should not query the carrier interface when transporting travellers to Svalbard.
For more information, please see the Q/A 'Which countries use EES?', 'Which countries require ETIAS travel authorisation?' and 'When should carriers perform the query? '.

16.9. Travel to and from the Aland Islands: should carriers query the carrier interface?

According to Article 126 (2) of the Agreement on the European Economic Area, it shall not apply to the Aland Islands. Therefore, carriers transporting travellers in scope of the carrier interface (Which travellers are in the scope of the carrier interface?) from the Aland Islands to any of the European countries that use EES or that require ETIAS travel authorisation should query the carrier interface.
Carriers should not query the carrier interface when transporting travellers to the Aland Islands.
For more information, please see the Q/A 'Which countries use EES?', 'Which countries require ETIAS travel authorisation?' and 'When should carriers perform the query? '.

16.10. Travel to and from the Vatican City State: should carriers query the carrier interface?

The Vatican City State is not part of the European Union, and it is not a European country that uses EES or requires ETIAS travel authorisation. Travellers with the Vatican City State as a destination will have to enter (i.e. cross the borders of) a European country that uses EES or requires ETIAS travel authorisation.

Carriers should query the carrier interface when transporting travellers in scope of the carrier interface (Which travellers are in the scope of the carrier interface?), from any third country or territory to the Vatican City State.

Carriers do not need to query the carrier interface when transporting travellers from the Vatican City State to the territory of European countries that use EES or require ETIAS travel authorisation. For more

information, please see the Q/A 'Which countries use EES?', 'Which countries require ETIAS travel authorisation?' and 'When should carriers perform the query? '.

16.11. Travel to and from Monaco: should carriers query the carrier interface?

Monaco is not part of the European Union, and it is not a European country that uses EES or requires ETIAS travel authorisation. Travellers with Monaco as a destination will have to enter (i.e. cross the borders of) a European country that uses EES or requires ETIAS travel authorisation.

However, carriers should query the carrier interface when transporting travellers in scope of the carrier interface (Which travellers are in the scope of the carrier interface?), from any third country or territory to Monaco.

Carriers do not need to query the carrier interface when transporting travellers from Monaco to the territory of European countries that use EES or require ETIAS travel authorisation. For more information, please see the Q/A 'Which countries use EES?', 'Which countries require ETIAS travel authorisation?' and 'When should carriers perform the query? '.

16.12. Travel to and from Gibraltar: should carriers query the carrier interface?

According to the Agreement on the withdrawal of the United Kingdom from the European Union, Gibraltar is not part of a European Union. Therefore, carriers transporting travellers in scope of the carrier interface (Which travellers are in the scope of the carrier interface?), from Gibraltar to any of the European countries using EES or requiring ETIAS travel authorisation need to query the carrier interface.

There is no need to query the carrier interface when transporting travellers to Gibraltar. For more information, please see the following Q/A 'Which countries use EES?', 'Which countries require ETIAS TA?', and 'When should carriers perform the query?'.

The special rules for frontier workers residing in Gibraltar or Spain are defined in Article 1 of the Protocol on Gibraltar from the Agreement on the withdrawal of the United Kingdom from the European Union and Part Two – Citizens' Rights. Please see Q/A 'Do travellers enjoying the rights of local border traffic need an ETIAS travel authorisation or a visa?'.

16.13. Travel to and from Ceuta and Melilla: should carriers query the carrier interface?

Ceuta and Melilla are Spanish territories and therefore the Schengen visa policy applies. The special rules defined in the Declaration by the Kingdom of Spain on the cities of Ceuta and Melilla in the Final Act to the Agreement on the Accession of the Kingdom of Spain to the Convention implementing the Schengen Agreement of 14 June 1985 do not affect the implementation of the Schengen acquis.
According to this declaration, the specific arrangements for visa exemptions for local border traffic between Ceuta and Melilla and the Moroccan provinces of Tetuan and Nador shall continue to apply. Moroccan nationals who are not residents of the provinces of Tetuan or Nador and who wish to enter the territory of Ceuta or Melilla exclusively shall remain subject to the visa requirement. The validity of these visas shall be limited to these two towns and may permit multiple entries and exits ('visado limitado múltiple') in accordance with the provisions of Article 10(3) and Article 11(1)(a) of the 1990 Convention. Therefore, carriers should not query the carrier interface when transporting travellers falling under the scope of the special rules.

Carriers should query travellers in scope of the carrier interface (Which travellers are in the scope of the carrier interface?), from a third country or territory to Ceuta or Melilla, as well as from either town to Spain or any other European country that uses EES or requires ETIAS travel authorisation.

Carriers should not query the carrier interface when transporting travellers from any European country that uses EES or requires ETIAS travel authorisation, except when transporting travellers who hold a short-stay

visa for one or two entries from Cyprus to Ceuta or Melilla. For more information, please see the following Q/A 'Which countries use EES?', 'Which countries require ETIAS travel authorisation?' and 'When should carriers perform the query? '.

16.14. Travel to and from the Spanish and Portuguese outermost regions (the Azores, Madeira and the Canary Islands): should carriers query the carrier interface?

According to Article 349 of the Treaty on European Union and the Treaty on the Functioning of the European Union, the Azores, Madeira and the Canary Islands are part of the European Union outermost regions and the Schengen acquis applies, therefore:

- carriers should query travellers in scope of the carrier interface (Which travellers are in the scope of the carrier interface?), from any third country or territory to the Azores, Madeira or the Canary Islands;

- carriers should not query the carrier interface when transporting travellers from the Azores, Madeira or the Canary Islands to the territory of European countries that use EES or require ETIAS travel authorisation, or vice versa, except when transporting travellers who hold a short-stay visa for one or two entries from Cyprus to the Azores, Madeira or the Canary Islands.

For more information, please see the following Q/A 'Which countries use EES?', 'Which countries require ETIAS travel authorisation?', 'When should carriers perform the query? ' and 'Do carriers operating only within the territory of European countries that use EES or require ETIAS travel authorisation need to query the carrier interface?'.

16.15. Travel to and from the French outermost regions (Guadeloupe, French Guiana, Martinique, Mayotte, Réunion and Saint-Martin): should carriers query the carrier interface?

According to Article 349 of the Treaty on European Union and the Treaty on the Functioning of the European Union, Guadeloupe, French Guiana, Martinique, Mayotte, Réunion and Saint-Martin are part of the European Union outermost regions, but the Schengen acquis does not apply to these territories, as per Article 138 of the CISA. Therefore:

- carriers shall not query travellers in scope of the carrier interface (Which travellers are in the scope of the carrier interface?), when transporting them from any third country or territory to Guadeloupe, French Guiana, Martinique, Mayotte, Réunion or Saint-Martin;

- carriers should query travellers in scope of the carrier interface (Which travellers are in the scope of the carrier interface?), when transporting them from Guadeloupe, French Guiana, Martinique, Mayotte, Réunion or Saint-Martin to the territory of European countries that use EES or require ETIAS travel authorisation, except when transporting travellers who hold a short-stay visa for one or two entries to Cyprus.

For more information, please see the Q/A 'Which countries use EES?', 'Which countries require ETIAS travel authorisation?', 'When should carriers perform the query? ' and 'Do carriers operating only within the territory of European countries that use EES or require ETIAS travel authorisation need to query the carrier interface?'

16.16. Travel to and from the overseas territories of France and the Netherlands: should carriers query the carrier interface?

According to Article 138 of the CISA, the provision of the agreement applies only to the European territories of France and the Netherlands. Therefore, carriers transporting travellers in scope of the carrier interface (Which travellers are in the scope of the carrier interface?) from the overseas territories of France and Netherlands to any of the European countries that use EES or that require ETIAS travel authorisation, except

when transporting travellers who hold a short-stay visa for one or two entries to Cyprus, should query the carrier interface. Carriers should not query the carrier interface when transporting travellers to the overseas territories of France or the Netherlands. For more information, please see Overseas Countries and Territories (europa.eu).

16.17. Travel to and from offshore zones (offshore ships, wind parks, oil plants), located outside European countries that use EES or require ETIAS travel authorisation: should carriers query the carrier interface?

Carriers transporting travellers in scope of the carrier interface (Which travellers are in the scope of the carrier interface?), from a third country or territory, or offshore zones, located outside European countries that use EES or require ETIAS travel authorisation, to any European country that uses EES or to a European country that requires ETIAS travel authorisation, except when transporting travellers who hold a short-stay visa for one or two entries to Cyprus, should query the carrier interface.

Carriers should not query the carrier interface when transporting travellers from any of the European countries that use EES or require ETIAS travel authorisation to offshore zones located outside European countries that use EES or require ETIAS travel authorisation. For more information, please see Q/A 'When should carriers perform the query? '

16.18. Should a MedEvac flying into the territory of a European country that uses EES or requires ETIAS travel authorisation query the carrier interface?

A MedEvac performing regular or ad-hoc flights from a third country or territory to the territory of a European country that uses EES or requires ETIAS travel authorisation should query travellers in scope of the carrier interface (Which travellers are in the scope of the carrier interface?), unless exceptions are provided for in bilateral agreements or national law (Annex VII, point 7 of the Schengen Borders Code).

For travellers in scope of the carrier interface (Which travellers are in the scope of the carrier interface?), the derogation of Article 6(5)(c) of the Schengen Borders Code may apply: it stipulates that third-country nationals who do not fulfil one or more of the conditions laid down in paragraph 1 may be authorised by a European country that uses EES or requires ETIAS travel authorisation to enter its territory on humanitarian grounds, on grounds of national interest or because of international obligations. Where the third-country national is the subject of an alert as referred to in paragraph 1(d), the European country authorising them to enter its territory shall inform the other European countries that use EES or require ETIAS travel authorisation accordingly.

16.19. If a traveller missed their international transit flight and needs to leave the airport's transit area and enter a European country that requires ETIAS travel authorisation to reach their final destination, do they need to apply for an ETIAS travel authorisation?

Yes. If a traveller who is required to have an ETIAS travel authorisation wants to leave the airport's transit area, they need to apply for and obtain an ETIAS travel authorisation.

16.20. How can carriers proceed when transporting deportees for government agencies with or without travel documents?

Deportees are not exempt from the EES and ETIAS Regulations, therefore carriers shall consider them as regular passengers who need proper travel documents to be transported.
For more information, please see the Q/A 'When should carriers perform the query? ' and 'Do carriers operating only within the territory of European countries that use EES or require ETIAS travel authorisation need to query the carrier interface?'.

16.21. Should carriers query the carrier interface for members of NATO armed forces?

A member of the armed forces travelling on NATO or Partnership for Peace business, who holds an identification document and individual or collective movement order provided for by the Agreement between the parties to the North Atlantic Treaty regarding the Status of their Forces, does not need an ETIAS travel authorisation, hence carriers should not query the carrier interface.

According to the Regulation (EU) 2018/1806 in Art. 6 (2) (c), a Member State may exempt from the visa requirement members of the armed forces travelling on NATO or Partnership for Peace business and holders of identification documents and movement orders provided for by the Agreement between the Parties to the North Atlantic Treaty Organization regarding the status of their forces.

The list of travel documents issued by international organisations and other entities subject to international law and recognised by member states of the European Union and Schengen associated states can be found on the Prado website for recognised documents, https://www.consilium.europa.eu/prado/en/prado-recognised-documents.html.

16.22. Should carriers query the carrier interface for Heads of State or holders of diplomatic, service, or special passports?

Carriers should not query the carrier interface for Heads of State, Heads of Government, members of national governments with accompanying spouses, members of their official delegations, or sovereigns or other senior members of a royal family, whose arrival and departure have been officially announced to the border guards through diplomatic channels. For more information, please refer to Article 6a, (3), point (g)(i), and point 1 of Annex VII of Regulation EU 2017/2225, which amends Regulation (EU) 2016/399 (Schengen borders code), and the Q/A 'Which travellers are out of the scope of EES?' and 'Which travellers are out of the scope of ETIAS?'.

Holders of diplomatic, service or special passports do not need ETIAS travel authorisation if they are exempted from the visa requirement pursuant to an international agreement concluded by the European Union and a third country or territory. For more information, please refer to: home-affairs.ec.europa.eu.xlsx (live.com). In this case, carriers should not query the carrier interface. For more information, please see the Q/A 'Which travellers are out of the scope of EES?' and 'Which travellers are out of the scope of ETIAS?'.

Carriers should query the carrier interface for holders of diplomatic, service, or special passports if they are not exempt under the above conditions and fall in the scope of the carrier interface. For more information, please see the Q/A 'Which travellers are out of the scope of EES?' and 'Which travellers are out of the scope of ETIAS?'.