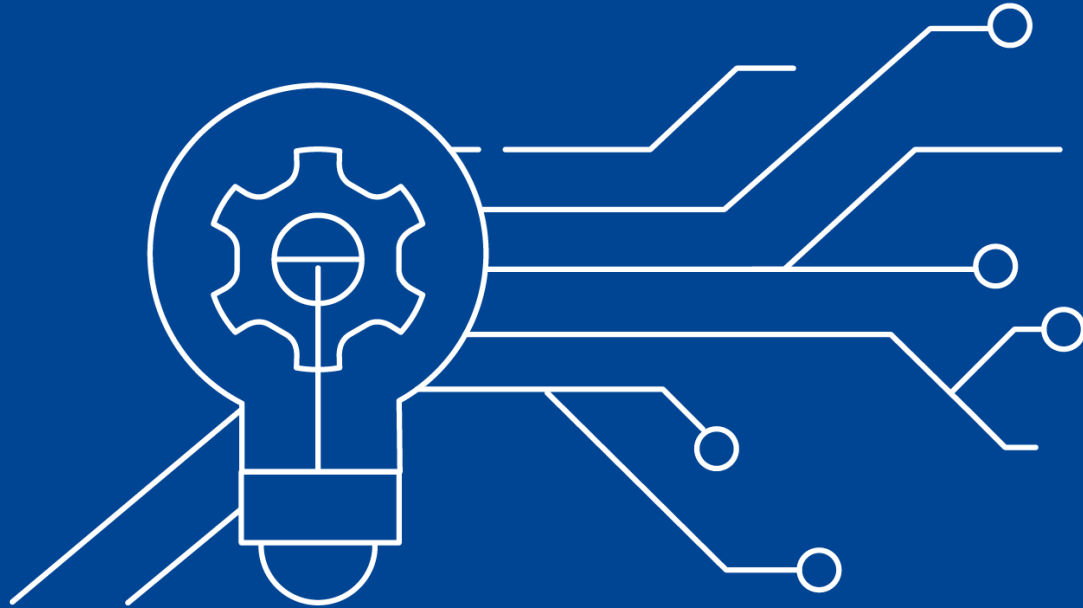


eu-LISA and its support to carriers

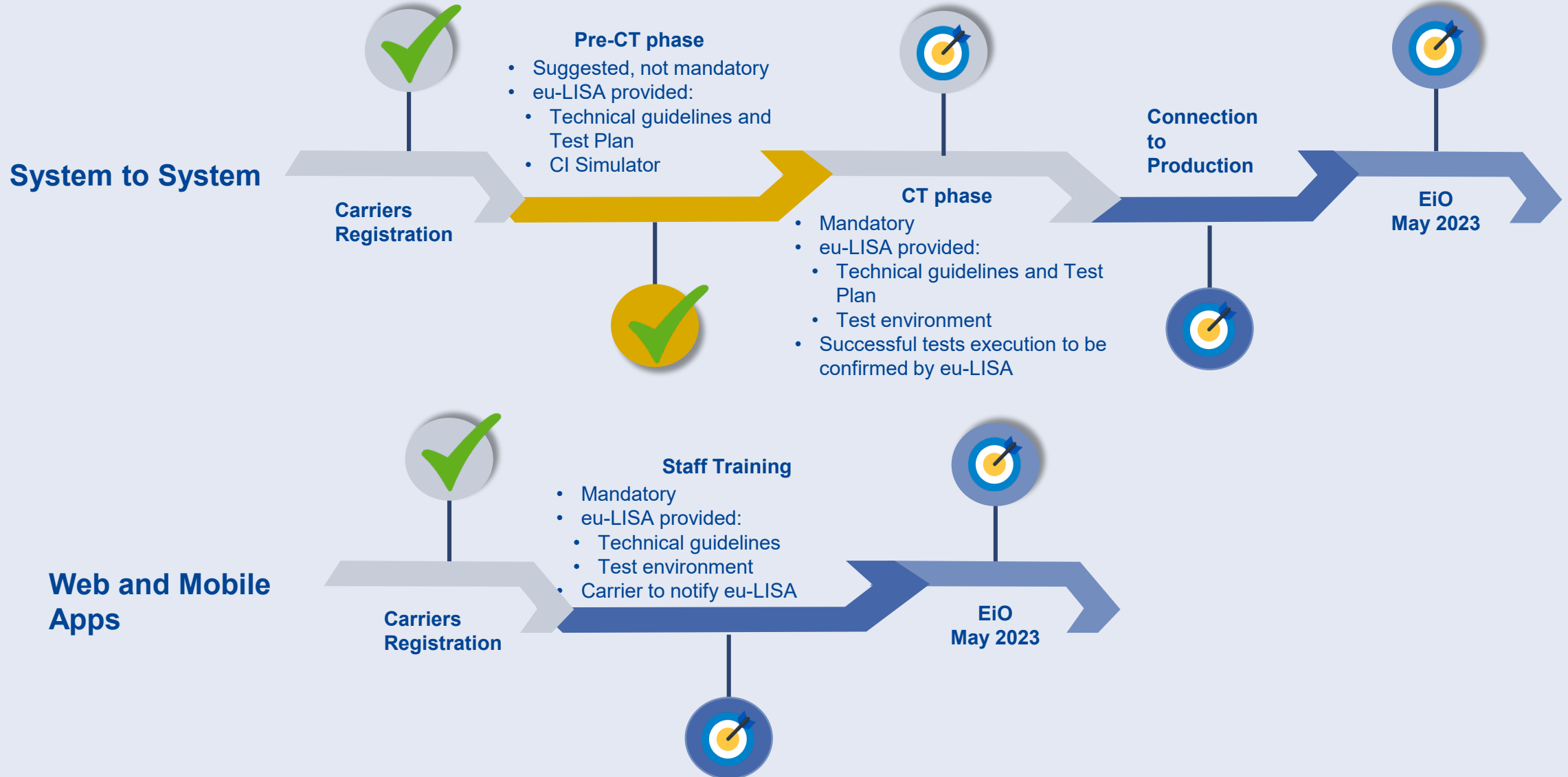
Current and future actions (+ Q&A),

Viola Soranzo, *Project Manager of Web Services Project*

Current Support to Carriers: How is eu-LISA supporting carriers preparation activities?

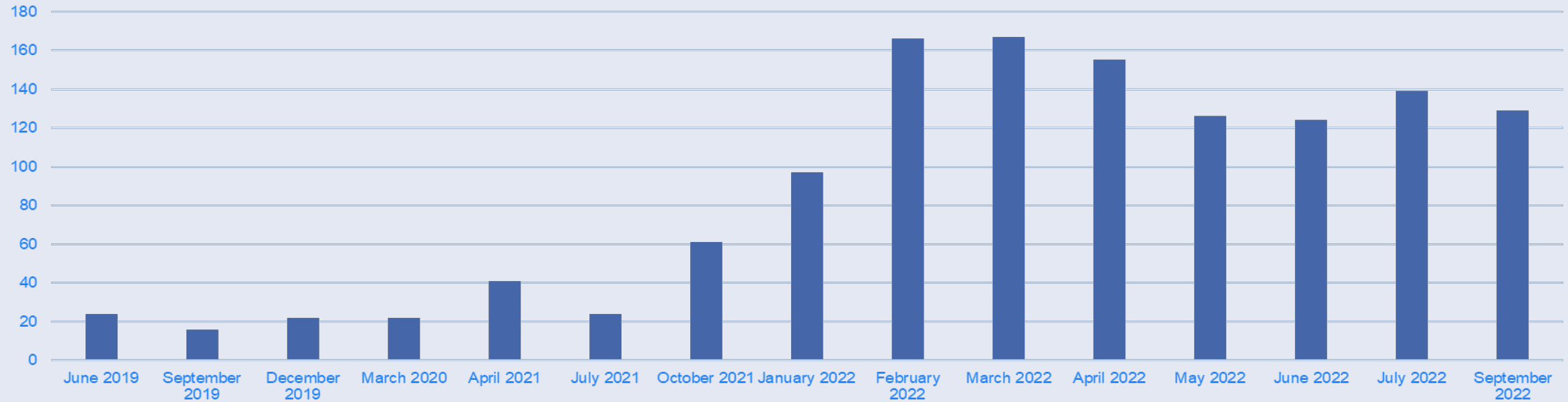


Carriers activities



Carrier Working Group (CWG)

Number of participates for each session



- Average participation January - September 22: 88
- Last Working Group - 30/09/2022:
 - 227 people enrolled and validated
 - 129 attended (attendance rate 54%)

Registration - How to initiate the process?

- Register with eu-LISA using the forms published on:

<https://www.eulisa.europa.eu/About-Us/Organisation/working-group-for-carriers>

Carrier Registration

What You Need to Know

1 WHY

Carriers will have to register in order to query eu-LISA's IT systems for receiving information on the status of travellers:

- **EES** : carriers will verify if a third country national travelling to the EU with a short-stay, single or double entry visa has already used the number of entries authorised by the visa
- **ETIAS** : carriers will verify, prior to boarding, that their visa-exempt passengers have a valid travel authorisation

2 REGISTRATION INFO

- Legal name
- Contact details:
 - Company e-mail, phone, post
 - Legal representative and back-up points of contact (name, phone, e-mail, post)
 - Functional e-mail for technical support
- Member State/ Third Country for which the registration is submitted
- Member States in which carrier operates/ intends to operate in the next 6 months
- Electronic copies:
 - Instruments of constitution (including statutes)
 - Extract of official company registration

3 HOW

1. Go to <https://bit.ly/eu-LISA-Carriers>
2. Download the form
3. Fill in the form electronically (**DO NOT** print & scan)
4. Carrier SPOC to send the form via e-mail to carriers_onboarding@eulisa.europa.eu
5. eu-LISA to provide guidance

4 OPTIONS

- Sys2Sys
- Mobile App
- Web Portal

QUESTIONS / TECHNICAL ISSUES?

Consult <https://bit.ly/eu-LISA-Carriers>; if you cannot find an answer to your inquiry, write to carriers_onboarding@eulisa.europa.eu.

EU-LISA

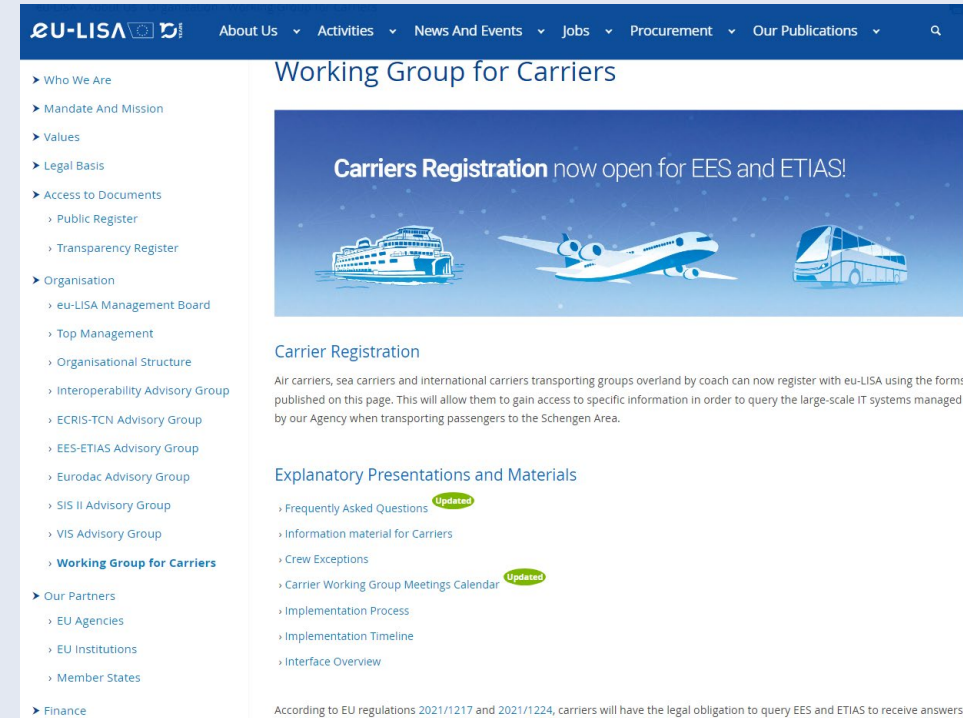
www.eulisa.europa.eu

Downloadable Forms:

- F01: Carrier Registration Form
- F02: Contact Request Form
- F07: Carrier Security Convention

Carrier Working Group Website

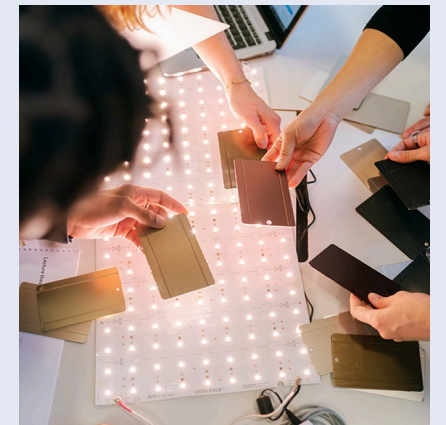
- Important source of information for carriers
- Through this website the carriers have access to:
 - Registration options and forms
 - Legal base
 - Implementation process
 - Frequently Asked Question
 - Step-by-step instructions
 - Concrete operational scenarios



The screenshot shows the EU-LISA website's 'Working Group for Carriers' page. The navigation menu on the left includes: Who We Are, Mandate And Mission, Values, Legal Basis, Access to Documents (Public Register, Transparency Register), Organisation (eu-LISA Management Board, Top Management, Organisational Structure, Interoperability Advisory Group, ECRIS-TCN Advisory Group, EES-ETIAS Advisory Group, Eurodac Advisory Group, SIS II Advisory Group, VIS Advisory Group, Working Group for Carriers), Our Partners (EU Agencies, EU Institutions, Member States), and Finance. The main content area features a banner for 'Carriers Registration now open for EES and ETIAS!' with illustrations of a ferry, an airplane, and a bus. Below this, the 'Carrier Registration' section explains that air, sea, and international carriers can now register with EU-LISA. The 'Explanatory Presentations and Materials' section lists links for Frequently Asked Questions, Information material for Carriers, Crew Exceptions, Carrier Working Group Meetings Calendar, Implementation Process, Implementation Timeline, and Interface Overview. A footer note states that according to EU regulations 2021/1217 and 2021/1224, carriers have a legal obligation to query EES and ETIAS.

Providing Information and Support

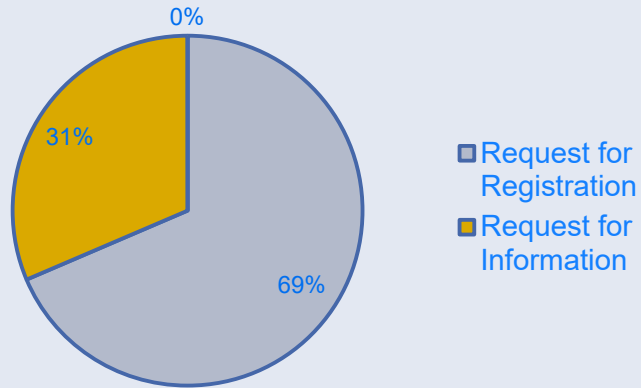
- Technical, project and legal materials to support carriers during the implementation process
- **New process of consulting the industry** for CWG agenda items
 - Facilitate engagement and address concerns
- **Informal Awareness sessions** twice a month
 - Open agenda covered numerous matters
- **Ad-hoc technical / awareness meetings** upon request:
 - Request and list of topics to be sent to carriers_onboarding@eulisa.europa.eu
- **Additional technical meetings** to address specific topics



Carriers onboarding and support figures (September 21 – August 22)

Contact: carriers_onboarding@eulisa.europa.eu

Service requests managed

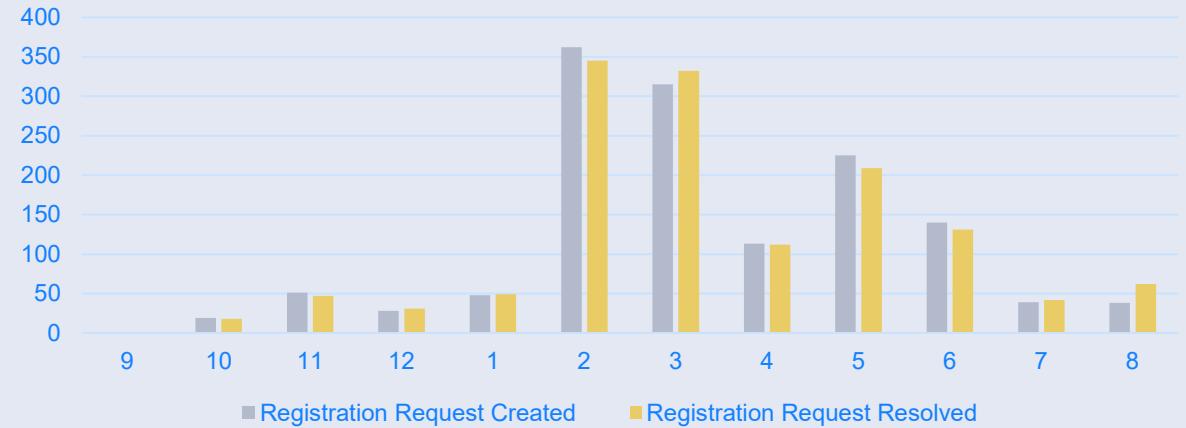


Average resolution time Request for Registration 3 working days

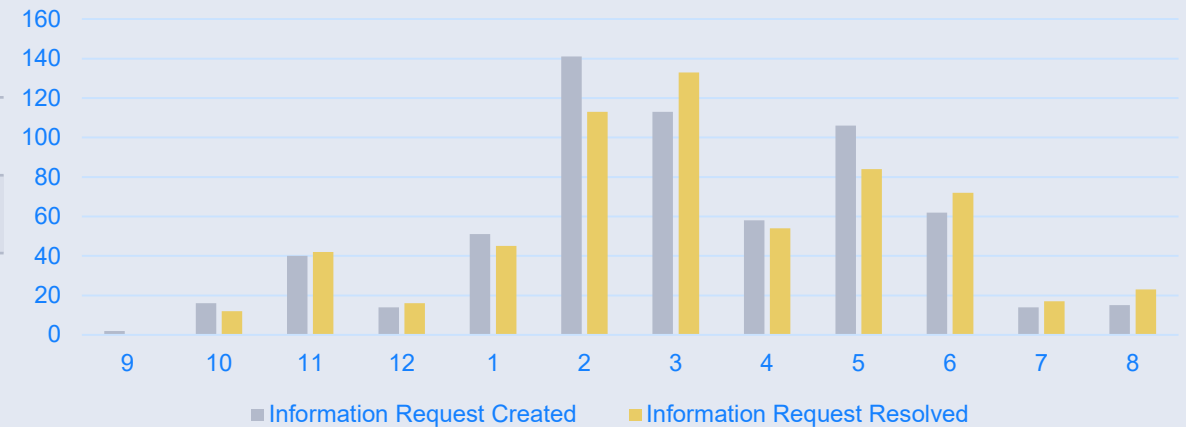
Average resolution time Request for Information 5 working days

Escalation: EULISA-CARRIERS@eulisa.europa.eu

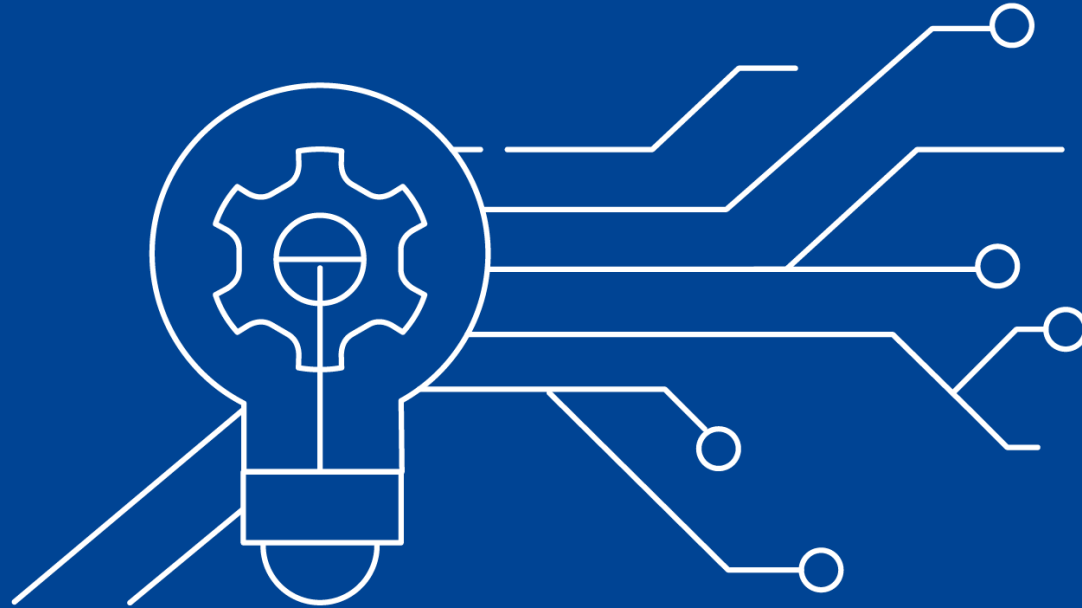
Request for Registration creation and resolution trend



Request for Information creation and resolution trend



Future Support to Carriers: How will eu-LISA support carriers operational activities after May 2023?



New enrolments and Deregistration from the Carrier Interfaces

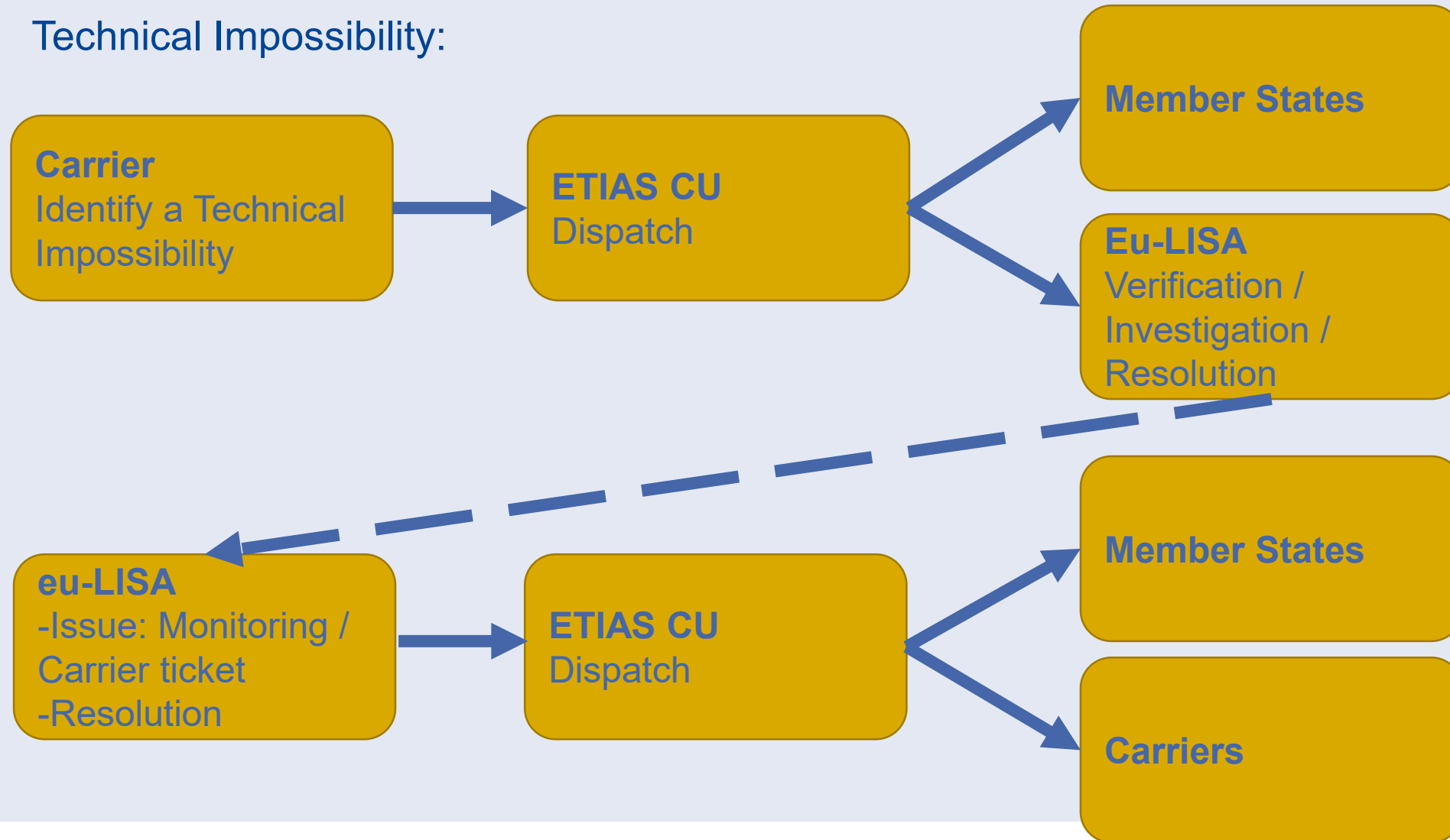
- After May 2023, new carriers will be still able to:
 - Register
 - Perform pre-CT and CT
 - Use the eu-LISA test environment to train their authorised staff
- Deregistration:
 - Carriers that no longer operate in the area where EES or ETIAS applies shall inform eu-LISA to be deregistered
 - Carriers not using the interface for 1 year shall be automatically deregistered (as per regulation)
 - Carriers no longer fulfilling the conditions of the regulation, have breached the provisions of the regulation, the security requirements established by eu-LISA or the technical guidelines
 - The carrier will be informed 1 month in advance
 - Opportunity to provide written comments and solve the situation
 - Urgent IT security concerns → eu-LISA may immediately **disconnect** a carrier

Carriers Assistance - Applicable legislation

- Article 14 of Implementing Regulation (EU) 2021/1217:
“A web form as part of the ticketing tool shall be made available to carriers on a public website in order to allow carriers to request assistance.”
- Unavailability of the web form → emergency phone line
- Assistance in English available 24/07
- **Not of a technical nature** → ETIAS Central Unit directing to relevant information
- **Technical nature** → eu-LISA responsible for providing assistance
- FAQ available online in all official languages of the Union

Carrier Onboarding and Support automated tool (2/2)

Technical Impossibility:



Thank you !

eu-LISA

European Union Agency for the Operational
Management of Large-Scale IT Systems in
the Area of Freedom, Security and Justice

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 youtube.com/c/euLISAagency