



EUROPEAN BORDER AND COAST GUARD AGENCY

# ETIAS - ACU Assistance Centre Unit Assistance to Carriers

30<sup>th</sup> Carriers Working Group

21st March 2024

Author: Assistance Centre Unit



**ETIAS**  
European Travel Information  
and Authorisation System

# AGENDA

- ✓ Assistance Centre Unit-ACU
- ✓ Assistance Mechanisms
- ✓ Digital Tools in support of carriers
- ✓ Standard Operating Procedures for Carriers' Assistance

## Assistance Centre Unit-ACU

- A dedicated unit within ECU, ETIAS Central Unit in FRONTEX (Warsaw)
- Main responsible for the support to Carriers and Travellers when filling ETIAS form
- Entry into operations when EES goes live (Q4 2024)
- Operational 24 hours a day/7 days a week
- Support provided in English

# Assistance Mechanisms

➤ First level support : FAQs

FRONTX

10 November 2023  
Page No.  
Ref.: ETIAS/ACQ/11/2023

Frequently  
Asked Questions  
(FAQ)

In support of all carriers

Done at Warsaw  
10/11/2023

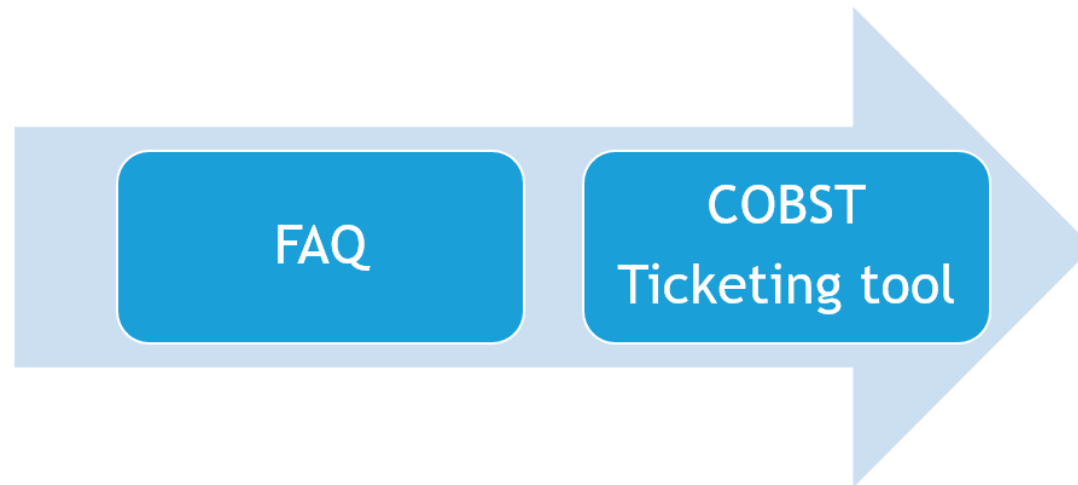
➤ Second level support:

For registered carriers, To send a request via a web form



## Second level support

- The Carrier Onboarding and Support Tool-COBST (provided by eu-LISA) is an automated tool consisting of a self-service web portal (web form) with ticketing functionalities

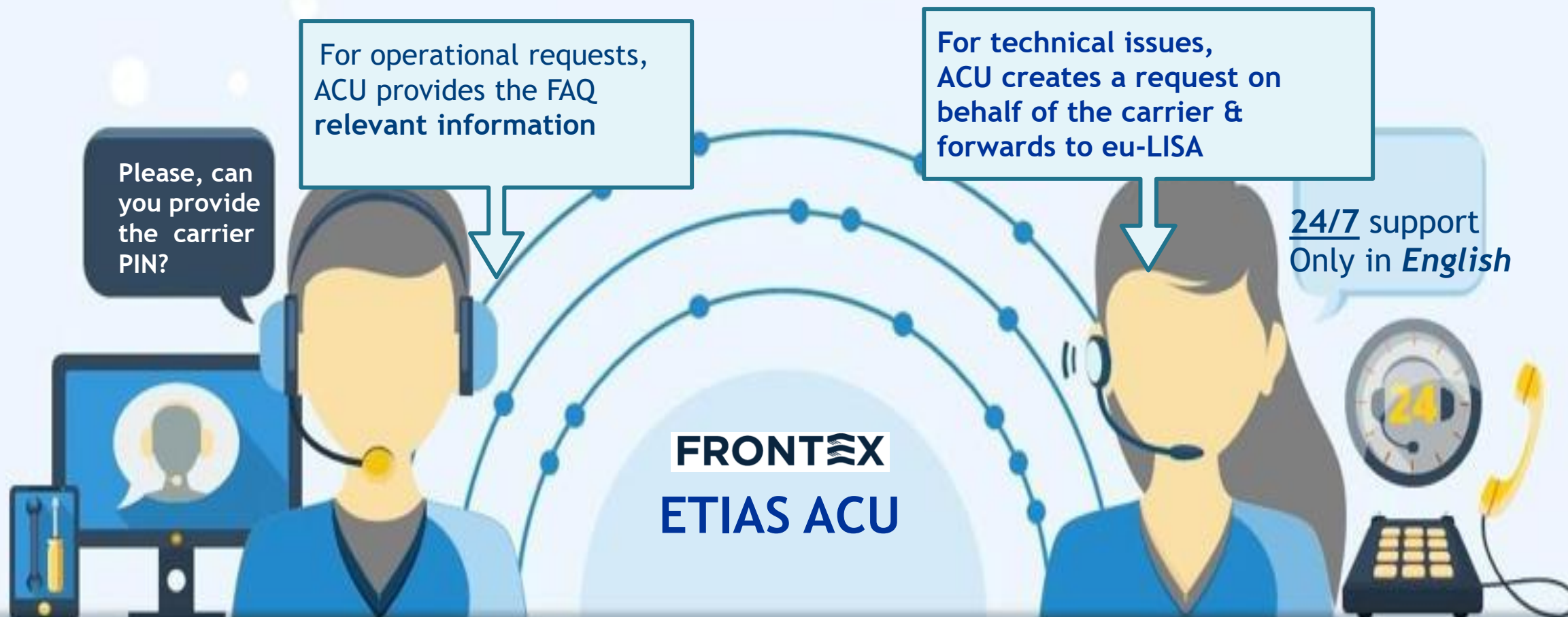


# Carrier Onboarding and Support Tool-COBST

- Ticketing tool
- Access through the EES and ETIAS public website
- Support available only to **registered** carriers
- The main communication channel between Carriers and ACU/eu-LISA
- To be used by duly authorised carrier's staff

# Backup solution

## Emergency Phone Line only when COBST is unavailable



# Standard Operating Procedures for Carriers' Assistance

FRONTEx

## Standard Operating Procedures for Carrier Assistance

Guidelines for the assistance of carriers

### Legal Disclaimer

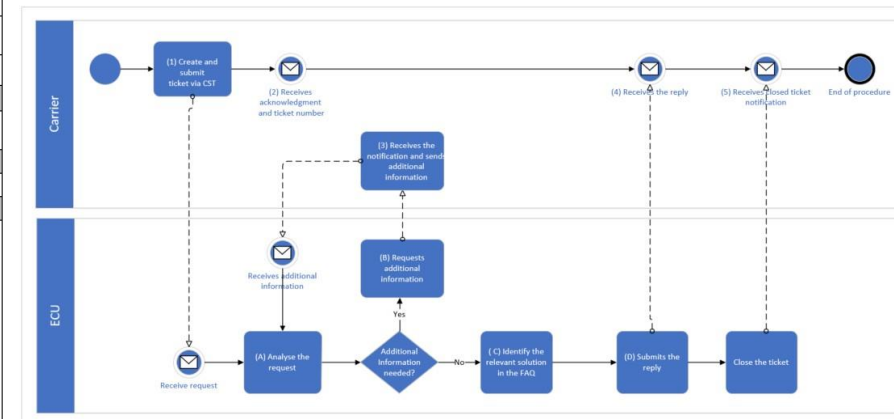
This is the first draft version of the Standard Operating Procedures (SOP) for carriers, aiming to inform them about the procedures to be followed for the implementation of EES/ETIAS Information Systems. Carriers should be aware that key components of some of the mentioned concepts and tools (e.g. the Carrier Onboarding and Support Tool) are not available yet, and therefore the procedures described below may be subject to modifications and amendments.

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### 12.1. Operational requests

#### 12.1.1. Operational request with reply in the FAQ

Operational request			
ID	SOP_EXT_009	Latest review	26/02/2024
Title	Operational request with reply in the FAQ		
References	Processes	Other references	
	Provide assistance to carriers	Article 14 (4) Commission Implementing Regulation (EU) 2022/1380	
Owner	ETIAS Central Unit Division - ACU Assistance Centre Unit		
Actors	Carrier ACU Operators		
Scope	Operational issue of carriers		
Purpose of the procedure			
Procedure to be followed when a carrier faces an operational issue and contacts the ACU for support by submitting an assistance request via the COBST.			
Triggers			
An operational issue has arisen.			
Procedure steps			
<b>Carrier steps:</b>			
<ol style="list-style-type: none"><li>1. The carrier opens the COBST, provides the relevant information regarding the issue and submits a ticket.</li><li>2. The carrier receives an automatic reply via the COBST containing the acknowledgement of receipt of the ticket and the ticket number.</li></ol>			
<ol style="list-style-type: none"><li>A. The ACU operator analyses the request.</li><li>B. If needed, the ACU operator requests additional information concerning the request.</li><li>C. The ACU operator identifies the relevant solution in the FAQ.</li><li>D. The ACU operator provides the relevant information or link and submits it.</li></ol>			
<b>Carrier steps:</b>			
<ol style="list-style-type: none"><li>3. If additional information is needed, the carrier receives a notification to their submitted request and adds the information in the appropriate field and resubmits the request.</li><li>4. The carrier receives the reply via the COBST.</li><li>5. The carrier is notified, via the COST, that the ticket has been closed.</li></ol>			
Related/linked procedures			



# SOP for Carriers' Assistance

- Mandatory requirement from ETIAS Regulation (Art 45.5 EU 1240/2018)
- It contains issues that carriers may face when fulfilling EES and ETIAS Regulation
- Procedures and processes for resolution agreed between ACU and eu-LISA
- It describes roles and responsibilities of carrier's actors involved:  
Carrier SPoC/ Backup ,duly authorised staff, carrier legal representative

# SOP for Carrier's Assistance

## ACU will

- Reply to the operational requests
- Facilitate the handling of technical requests
- Handle notifications on **Technical Impossibility to send verification queries via the Carrier Interface**, due to:
  - ❖ Failure at Central System, **eu-LISA responsibility**
  - ❖ Failure on Carrier's side, **carrier's responsibility**

# SOP for Carrier's Assistance

## Eu-LISA will

- Reply to/Resolve the **technical** requests
- Handle the requests on:
  - \*Registration for new carries
  - \*User Management of the COBST
  - \*Deregistration
  - \*Security incidents
- Resolve the failure at Central System



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Thank you

Assistance Centre Unit



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