Carriers Registration Process – Introductory Letter
eu-LISA

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EU-LISA

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1. Introduction

This letter describes the Manual Onboarding support for carriers into the EES/ ETIAS Web Services, enabling carrier conducted security checks of TCNs, prior to TCN arrival to the EU.

The Manual Onboarding covers the following interactions:

- Registration of carrier legal entities and their single point of contact (carrier SPOC), as well as carrier service provider contacts;

- Exchange of the F07-Security_Convention_for_Remote_Access form (Security Convention) and the Encryption Key;

- Registration of Channel preferences for automated communication System-to-System (Sys2Sys), Web Portal and Mobile App;

- Support for the Sys2Sys Interface compliance tests;

- Answers to questions related legislation aspects, project setup, organisational changes, technical aspects, EES Web Services evolution roadmap.

Important notice:

- All documents sent by eu-LISA, which are not for public domain, are encrypted using an encryption / decryption key that is shared with you;

- The Manual Onboarding lifecycle coverage is focussing on carriers that need early involvement due to System-to-System (Sys2Sys) testing.

Limitations:

- Onboarding is limited to support prior to the carrier Entry into Operations (EiO). Sys2Sys support is covering activities up to carrier compliance test. Carrier production support is not included;

- Support for the registration of individual carrier staff for web and mobile use by Manual Onboarding is limited to the registration of the carrier contact that would register such users (in cases where this is not the carrier SPOC).

For support outside of these limitations the Self-Service Onboarding and Support shall be made available at a later stage.

2. Reference and Applicable Documents

2.1. Reference Documents

REF	Document title	Version	Link
RD1.	N/A	Version	Link
RD2.			

Table 1 – List of Reference Documents

Documents providing additional information which are not part of the scope of the project to which this document belongs (see document control information).

2.2. Applicable Documents

AD	Document title	Version
AD1.	N/A	Version
AD2.		

Table 2 – List of Applicable Documents

Documents complementing the current document which are part of the scope of the project to which this document belongs.

3. Terminology

Only abbreviations, acronyms and definitions in this document that are not in the Common Glossary are presented.

3.1. Abbreviations and Acronyms

Term	Full name
AOC	Air Operator Certificate
EDIFACT	Electronic Data Interchange for Administration, Commerce, and Transport
EES	Entry/Exit System
EiO	Entry Into Operation. Go Live of a service.
ETIAS	European Travel Information and Authorisation System
EU	European Union
FQDN	Fully Qualified Domain Name
JSON	JavaScript Object Notation
MQ	Message Queue
PGD	PGD - Playground environment known in eu-LISA as OTH/PGD
PRD	PRD – Production environment
REST	Representational State Transfers
S2S	System-to-System
SPOC	Single Point Of Contact
Sys2Sys	System-to-System
TCN	Third-Country National. This is any person who is not a citizen of the Union within the meaning of Article 17(1) of the Treaty.

Table 3 – Abbreviations and Acronyms

3.2. Definitions

Term	Definitions
eu-LISA	European Agency for the Operational Management of Large-Scale IT Systems (LIS) in the Area of Freedom, Security and Justice.
Frontex	The European Border and Coast Guard Agency

Table 4 – Definitions

4. Manual Onboarding Overview

During the Manual Onboarding process steps, the following information is exchanged:

#	Information to Carrier	Cipher	How	When	From
01	■ Introductory Letter, including Carrier Registration form; ■ Carrier Contact Registration form; ■ Security Convention form.	Plain text	Download	Anytime	**Working-Group-for-Carriers**
02	Encryption Keys	Plain text	email	After Carriers Registration and SPOC and/or Backup SPOC Security Convention signed	**carriers_onboarding@eulisa.europa.eu**
03	Welcome Pack ■ Introductory letter with links to the forms, as listed under point 1; ■ Registration form for Carrier System and service provider contacts; ■ Forms for Request to be connected; ■ Form to report Test Incident.	Encrypted	email	After: ■ Carriers Registration; ■ Security Convention signed by the SPOC and/or Backup SPOC; ■ Encryption keys shared.	**carriers_onboarding@eulisa.europa.eu**
04	Carrier Technical Guidance	Encrypted	email	Together with the Welcome Pack	**carriers_onboarding@eulisa.europa.eu**
05	Test Detail Descriptions	Encrypted	email	Together with the Welcome Pack	**carriers_onboarding@eulisa.europa.eu**

Table 5 – Overview of information exchanged

As seen from a carrier, the Manual Onboarding Process starts with the following Steps:

Preconditions:

The carrier SPOC has visited the public web page at eulisa.europa.eu/About-Us/Organisation/working-group-for-carriers and reads this "Introductory Letter" which provides information about how to onboard via the Manual Onboarding service.

Process steps:

1. The carrier SPOC registers the carrier enterprise by sending an e-mail titled: "Carrier Registration Request", to dedicated e-mail: **carriers_onboarding@eulisa.europa.eu**:

   a. This includes registration of the carrier SPOC as first contact.

   b. If applicable, the carrier SPOC registers other carrier contacts;

2. In case eu-LISA requires clarification during one of these steps, eu-LISA service desk operators will contact the sender via email;

3. All registered contacts (SPOC, backup SPOC, and Legal Representative) submit a completed F07-Security_Convention_for_Remote_Access form (Security Convention):

4. The Carrier SPOC and/or Backup SPOC that have delivered the Security Convention will receive an email with encryption keys;

5. These encryption keys are used to encrypt email attachments during the Manual Onboarding email interactions.

Notice: Exchange of all emails is done through carriers_onboarding@eulisa.europa.eu.

4.1. Carrier Registration

To register, the Carrier is obliged to deliver the filled F01-Carrier Registration Form with all the mandatory fields filled in, including the attached Instruments of company constitution & Registration document or AOC.

The form to be used for Carrier Registration can be found on the official eu-LISA website: eu-LISA - Working Group for Carriers (europa.eu)

Carrier Registration steps are depicted below:

Figure 1 – Carrier Registration
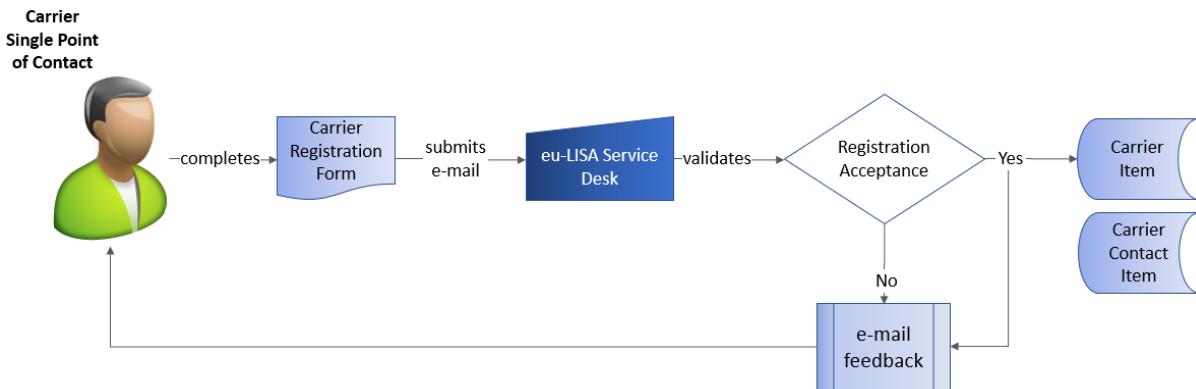
The data position to establish registration is defined in the EU implementation act referenced in section 7.

The registration form will prompt the carrier SPOC to submit the following data:

#	Data	How	Mandatory or Optional
01	Electronic copy of the carrier's instruments of constitution, including statutes	Attachment	M

#	Data	How	Mandatory or Optional
02	Either: an extract of the carrier official company registration from either at least one Member State, where applicable, or from a third country, stated in one of the official European Union or one of the Schengen Associated Countries languages Or: an authorisation to operate in one or more Member States, such as an Air Operator Certificate, Licence, Certificate of Air Worthiness, etc.	Attachment	M
03	Carrier declaration regarding which of the 2 documents in point 2 is submitted, and which language both documents are written in	Form Field	M
04	the Member State or third country that issued the official company registration (including the registration number, where available)	Form Field	M
05	The company registration number, where available	Form Field	O
06	When the carrier registration is with a third country, the Member States in which the carrier operates or intends to operate within the next 6 months.	Form Field	O
07	Legal name of the carrier as well as its contact details (email address, telephone number and postal address)	Form Field	M
08	The contact details of the legal representative of the company requesting the registration with contact details: ▪ name ▪ surname ▪ phone(s) ▪ functional or individual email address ▪ postal address ▪ The carrier telephone number ▪ Time zone	Form Field	M
09	F07-Security_Convention_for_Remote_Access. This is optional because it can also be submitted separately	Attachment	O
10	Similar details for carrier SPOC back-up points of contact or other contacts, with a clarification about the role of the other contacts. This is optional because they can also be declared separately at a later stage	Form Field	O

Table 6 – Carrier Registration Data

The service desk will validate the submitted data for completeness, formatting, consistency and duplication.

If this validation fails, the service desk will contact the originator to resolve issues.

When the validation succeeds, the service desk will record the carrier data and assign to carrier a Submission ID, and notify carrier about successful registration and Submission ID.

The service desk will next validate the submitted data for restrictive measures, blacklists, sanctions and if this leads to findings, eu-LISA may contact the carrier or Member States for follow-up.

4.2. Carrier Contact Registration

A carrier contact is a person that will be interacting with the Service Desk (EULISA Carriers Onboarding). This may involve exchange of information under the Security Convention, which is why such contacts are registered. Each contact indicated in the F01-Carrier Registration Form (Legal Representative, SPOC & Backup SPOC) is obliged to fill and sign the F07-Security_Convention_for_Remote_Access form. The contacts can be modified using the F02-Contact_ Request_Form. There can only be one Legal Representative, SPOC & Backup SPOC.

A carrier contact is not necessarily a person that is an employee of the same company as the carrier SPOC. The carrier may have contracted responsibility to another company, e.g. a service provider.

It is important that the carrier contacts (in F01 form) refer to an individual person and not a group, e.g. the Team - because of the need to sign the F07 (the Security Convention) form, which is designed to be signed by a single person.

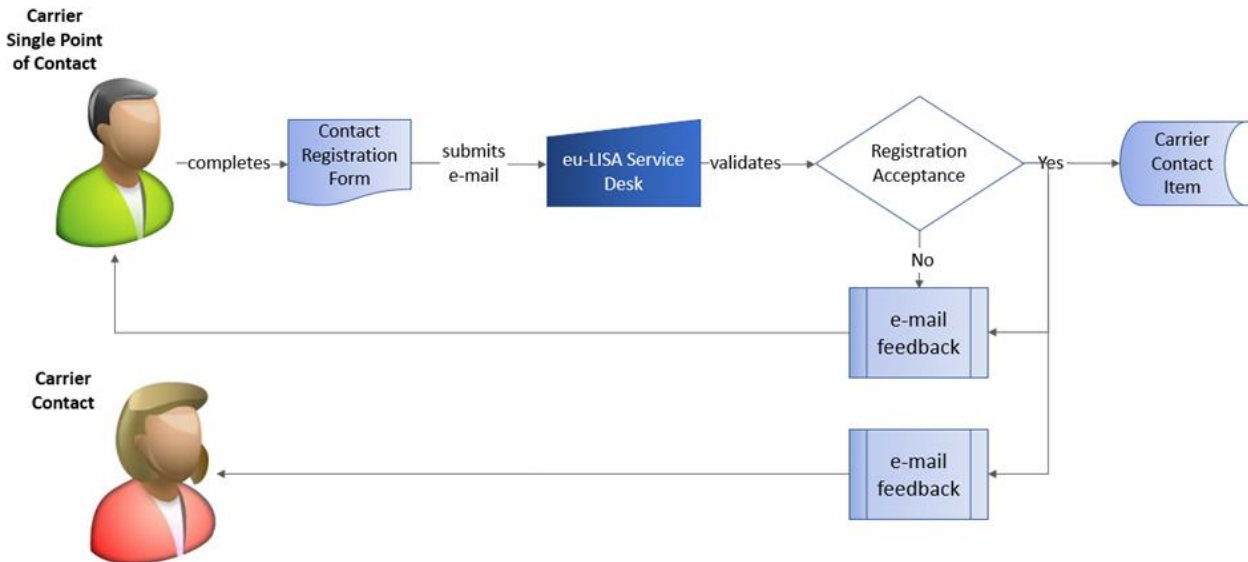Contact Registration steps are depicted below:

Figure 2 – Contact Registration

The contact registration form will prompt the carrier SPOC to submit the following data:

#	Data	How	Mandatory or Optional
01	The contact details: ▪ Name; ▪ Surname; ▪ Phone(s); ▪ Functional or individual email address; ▪ Postal address; ▪ The contact telephone number; ▪ Time zone.	Form Field	M
02	In case the contact is an employee of the registered carrier: Carrier Submission ID. Else: Name of the company.	Form Field	M
03	Contact role[1]	Form Field	M
04	In case the other company is a service provider: the name of the system that he/ she is the contact for.	Form Field	O

Table 7 – Contact Registration Data

The service desk will validate the submitted data for completeness, formatting, consistency, duplication.

If this validation fails, the service desk will contact the originator to resolve issues.

When the validation succeeds, the service desk will record the Carrier Contact Data. In case the contact is belonging to a carrier service provider, a Submission ID for the service provider is identified or assigned and carrier SPOC and carrier contact are notified about successful registration and Submission ID.

The service desk will next validate the submitted data for blacklisting and if this leads to findings, it may contact the carrier contact or carrier SPOC for follow-up.

The following table describes the different forms, contact details and the purpose of contact:

#	Form	Contact	Purpose
01	F01	Carrier SPOC	Administrative Single Point of Contact for the Carrier Entity
02	F01	Carrier back-up SPOC	Backup administrative Point of Contact for the Carrier Entity
03	F01	Carrier's legal representative	The legal representative of the Carrier Entity
04	F03	System SPOC	Single Point of Contact for the System-to-System integration (for an external Service Provider or internal system), that will manage the communication related to the System-to-System integration
05	F03	System Backup SPOC	Backup Point of Contact for the System-to-System integration (for an external Service Provider or internal system), that will manage the communication related to the System-to-System integration

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[1] The contact role in the context of Manual Onboarding can be:
1.   Carrier's legal representative;
2.   Carrier's SPOC;
3.   Backup SPOC;
4.   System SPOC;
5.   System Backup SPOC;
6.   System connection contact;
7.   System connection backup contact.

#	Form	Contact	Purpose
06	F04	System connection contact	Manages the communication related to the System-to-System integration regarding system-to-system connectivity configuration technical issues
07	F04	System connection backup contact	Backup contact that will manage the communication related to the System-to-System integration regarding system-to-system connectivity configuration technical issues

Table 8 – Contact & Roles

4.3. Security Convention

The SPOC or Backup SPOC is obliged to fill and sign the Security Convention to receive a decryption key for encrypting or decrypting documents being shared via e-mail during the Manual Onboarding. Each carrier contact (Legal Representative, SPOC & Backup SPOC) needs to deliver a filled and signed Security Convention to complete the implementation process. These documents must be printed, manually signed, and scanned or signed digitally with a valid certificate.
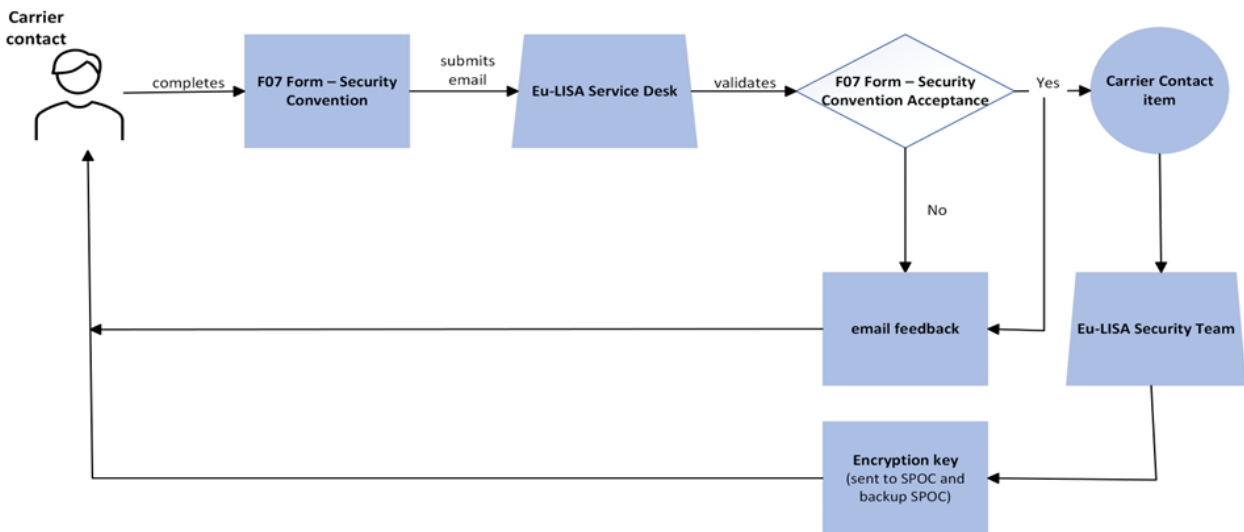
The picture below shows the key steps:

Figure 3 – Security Convention for Remote Access

The Security Convention template will prompt the carrier contact to submit the following data:

#	Data	How	Mandatory or Optional
01	Identification details: • Company name; • Full company address (country, city. street – postal address); • Name of company representative (name(s) and surname); • Function of company representative; • Place and date of signing the form.	Form Field	M
02	Signature confirming agreement to terms specified in the Security Convention	Form Field	M

Table 9 – Security Convention Data

The service desk will validate the submitted data for completeness, consistency, duplication.

If this validation fails, the service desk will contact the originator to resolve issues.

When the validation succeeds, the service desk will record the Security Convention and Convention and notify the contact about its acceptance.

The security team will next submit the encryption key information to the carrier contact via email.

4.4. Carrier System and System Contact Registration (F03-Carrier System and Service Provider Form)

This only applies to carriers that want to register a System, with a contact that manages their system for Sys2Sys interfacing.

This may be a service provider contact for carriers that have outsourced the relevant system, or a carrier contact for carriers that operate an in-house system.
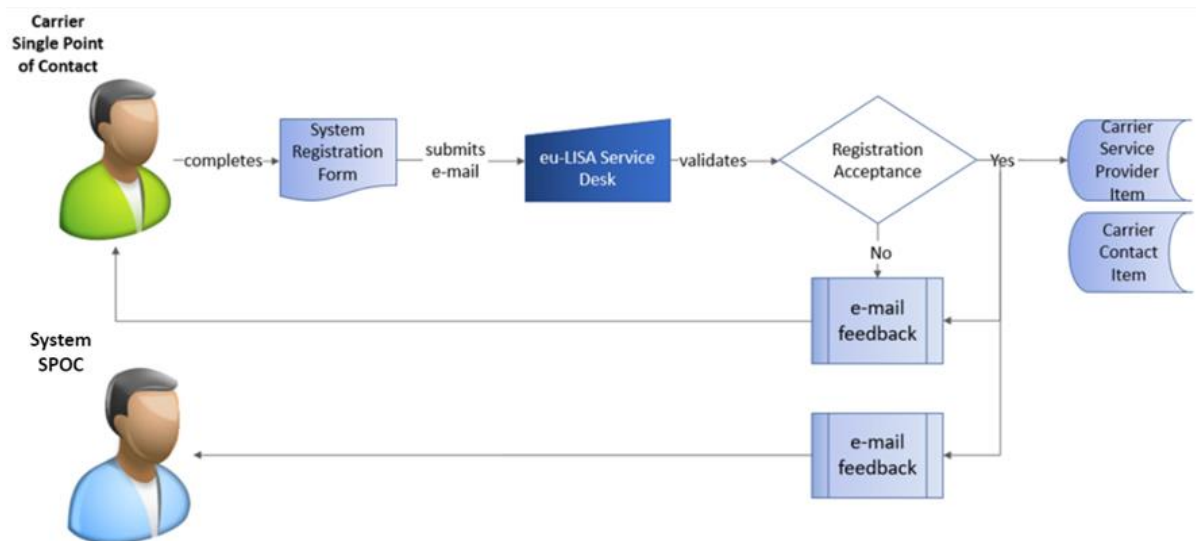
The picture below shows the key steps:

Figure 4 – Carrier System Registration

The form used (F03), data submitted and follow up actions are similar as for Carrier Contact Registration (see section 1.1.3 Carrier Contact Registration), except that the name of the system is now mandatory data to be provided, and the preferences for system (REST/JSON or EDIFACT, and in case of EDIFACT, which version is currently supported) are asked.

When the validation succeeds, the service desk will follow up with sharing Carrier Technical Guidance and Test documentation.

Carriers that need to register multiple systems should submit a System Registration Form for each system.

4.5. Carrier Connection through Service Provider (F04-Connection Information)

This only applies to carriers that want to register a System, with a contact that manages their system for Sys2Sys interfacing.

This may be a service provider contact for carriers that have outsourced the relevant system.

#	Form	MS Word/PDF File
F04	Form for Request to Be Connected	The document can be found within the Files for S2S Connection.zip file you received in the same message as the Welcome Pack.
F04C	Form for MQ connection in PGD environment.	The System SPOC will receive this document once they have submitted the F04 form.
F04D	Form for REST connection in PGD environment.	The System SPOC will receive this document once they have submitted the F04 form.
F04E	Form for MQ connection in PRD environment.	The System SPOC will receive this document once they have submitted the F04 form. (Not available yet).
F04F	Form for REST connection in PRD environment.	The System SPOC will receive this document once they have submitted the F04 form. (Not available yet).

Table 10 – Connection Information Form (F04)

Once the System SPOC provides the FQDN or IP address of the system to connect under F04c or F04, eu-LISA will send a random number to a selected Carrier SPOCs (SystemID.rrrrrr being a random pattern). The rrrrrr random pattern is per each new Service Provider to connect.

The Carrier SPOCs send the random number SystemID.rrrrrr to the System SPOCs and the System SPOCs send the random number back to eu-LISA for final confirmation with the creation of an email SystemID.rrrrrr@system.com for 30 days.

eu-LISA verifies the email creation and if verified, eu-LISA will provide the Form F04c or F04d completed with a private certificate to the System SPOC.
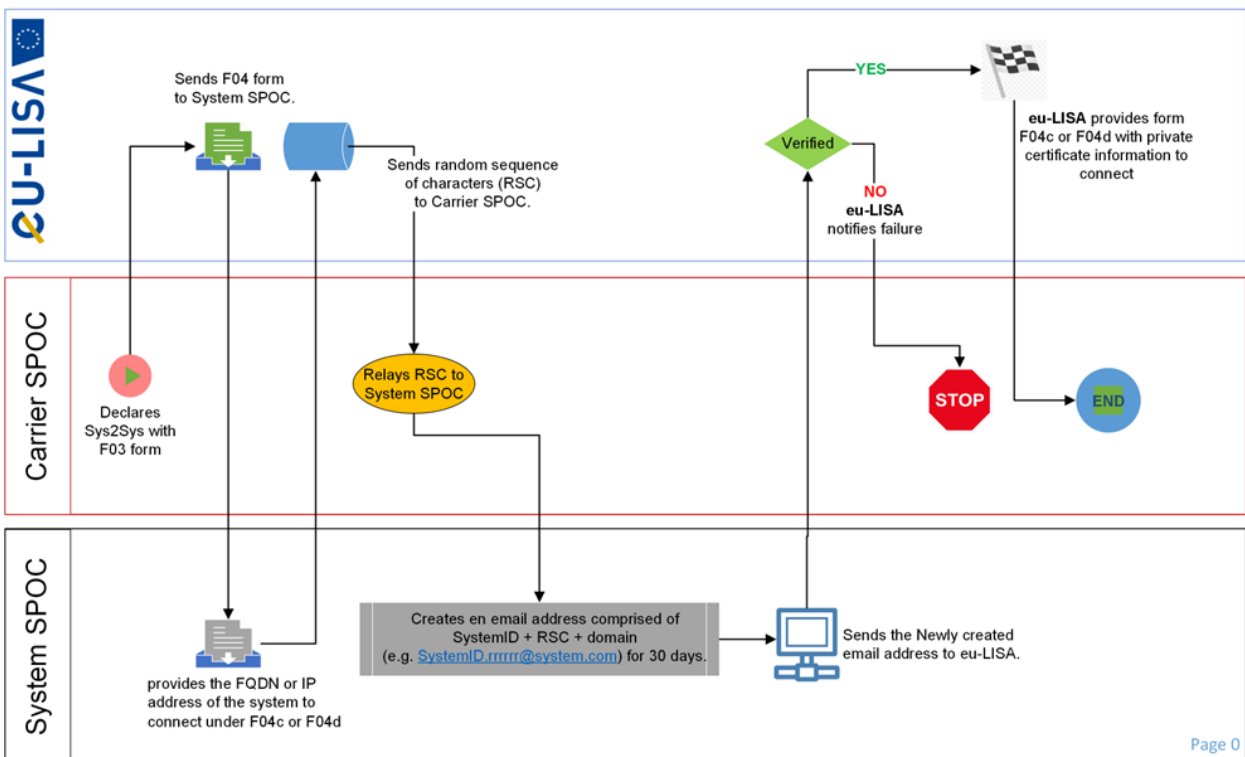

Figure 5 – Private certificate process

4.6. E-mail convention

All messages should be sent to: **carriers_onboarding@eulisa.europa.eu**.

Registered carrier SPOCs are requested to use the following mail convention for initial registration requests:

#	Interaction Type	Mail convention
01	Carrier registration	Use mail Title: CARRIER REGISTRATION – Carrier name
02	Contact registration	Use mail Title: Cnnnn – CONTACT REGISTRATION – Contact name Or Snnn – CONTACT REGISTRATION – Contact name
03	Security Convention	Use mail Title: Cnnnn – Security Convention – Cnnnn
05	System registration	Use mail Title: Cnnnn – SYSTEM REGISTRATION – System name
06	Deregistration	Use mail Title: Cnnnn – D – Question Summary Or Snnn – D – Question Summary

Table 11 – Overview of Information Exchanged

Where **Cnnnn** or **Snnn** is the Carrier or Service Provider ID number obtained during registration (i.e.: C1234, S123).

Registered carrier SPOCs are allowed to send e-mails with other questions, problems or complains. Different topics might be addressed using following Request Types:

#	Data	How	Mandatory or Optional
01	Question	A question about the elements in scope of manual onboarding support, i.e. information about: ■ Procedures and templates used for Carriers Manual Onboarding and Sys2Sys interfaces; ■ Legislation aspects; ■ Project setup.	Use mail Title: **Cnnnn** – Q – Question Summary Or **Snnnn –** Q – Question Summary
02	Connection Request	To address topics related to interfacing tools for Automatic Sys2Sys communication, technical documentation	Use connection request form and mail title: **Cnnnn** – S – System Connection Summary Or **Snnnn** – S –System Connection Summary

#	Data	How	Mandatory or Optional
03	Incident	To address incidents or suspected defects that arise during the Sys2Sys interfaces tests	Use test incident report form and mail title: **Cnnnn** – I – Incident Reference Or **Snnnn** – I – Incident Reference
04	Complaint	To escalate issues related to received support	Use mail Title: **Cnnnn** – C – Complaint Subject Or **Snnnn** – C – Complaint Subject

Table 12 – Overview of Information Exchanged – continued

Where **Cnnnn** or **Snnn** is the Carrier or Service Provider ID number obtained during registration (i.e.: C1234, S123).

4.7. Manual Onboarding forms

Forms to be used are listed here:

#	Form	MS Word/PDF File
F01	Carrier Registration Form	The document can be found in the following **link**.
F02	Carrier Contact Registration Form	The document can be found in the following **link**
F03	Registration Form for Carrier System and service provider Contacts	The document can be found within the Files for S2S Connection.zip file you received in the same message as the Welcome Pack.
F04	Form for Request to Be Connected	The document can be found within the Files for S2S Connection.zip file you received in the same message as the Welcome Pack.
F04C	Form for MQ connection in PGD environment.	The System SPOC will receive this document once they have submitted the F04 form. (Not available yet).
F04D	Form for REST connection in PGD environment.	The System SPOC will receive this document once they have submitted the F04 form.
F04E	Form for MQ connection in PRD environment.	The System SPOC will receive this document once they have submitted the F04 form. (Not available yet).
F04F	Form for REST connection in PRD environment.	The System SPOC will receive this document once they have submitted the F04 form. (Not available yet).
F05	Form to Report Incidents	The document can be found in the same message as the Welcome Pack.
F07	Security Convention Form	The document can be found in the following **link**

Table 13 – List of Forms