| Title:	EU-LISA: EES Non-Mandatory Launch in GoNow	Reference: **GOIN26-002**
Validity date:	13 JAN 2026 – 10 APR 2026	
To:	All Stations	
From:	Ines Ceccarelli, Process Coordinator	
Applicability:	TOM-BY / JAF-TB / TFL-OR / TUI-X3	
References:	Not applicable	

Dear partner,

As part of the **EU-LISA program**, the **Entry/Exit System (EES)** will become mandatory starting **April 2026**. To ensure a **smooth transition** and **operational readiness,** we are now entering a **non-mandatory implementation period**.

Starting **13 January 2026, EES checks** will be introduced within **GoNow during check-in** for all applicable flights. This marks the **beginning of the phased rollout** of mandatory EES checks across the Schengen area.

Key points for this phase:

- GoNow will automatically query the details of the passenger against the EES database upon check-in.
- The EES check at check-in within GoNow will be introduced in a phased approach as of **13 January**, with rollout timing varying by route.
- During the voluntary period, which lasts **until 9 April 2026**, **all passengers** will receive either an EE (Passenger exempt) or a 0Z code (Passenger not in scope) as EES status during check-in. This applies to both EU and non-EU passengers.
- This voluntary period is intended for **system testing and operational readiness** before full EES integration.
- If during check-in any disruption or technical issue related to EES is encountered, **TOCC must be contacted immediately** via the normal procedure.
- During this voluntary period, no additional action is required from check-in agents other than monitoring and reporting any irregularities.

Below is a screenshot of the response that can be expected within GoNow for a non-EU national upon check-in.
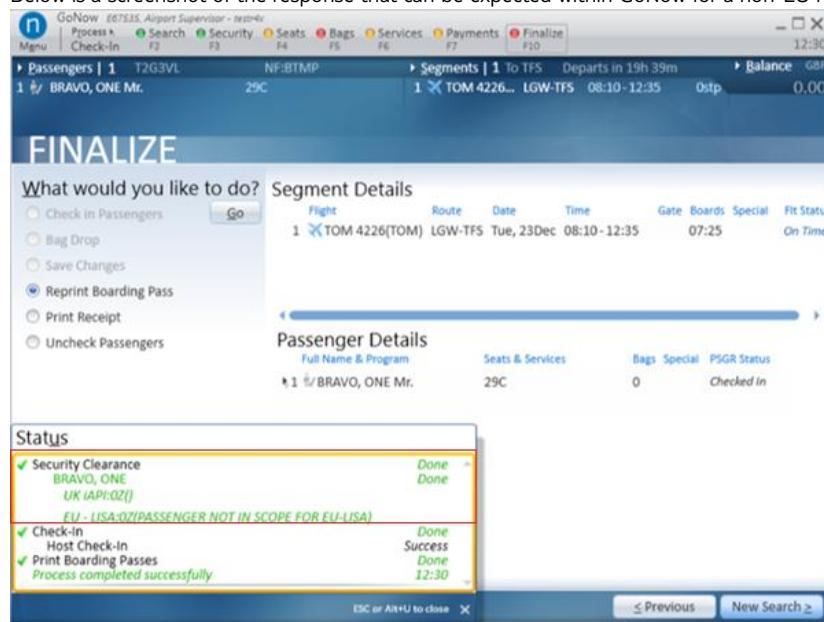
Please ensure your teams are informed and prepared for this transitional phase.
For questions or support, contact gopsprojects@tuifly.com

Kind regards,
TUI Airline Ground Operations

Any questions please contact gomsupport@tuifly.com

EES

Table of Contents

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EU Entry/Exit System (EES)

The **Entry/Exit System (EES)** is an EU border management solution designed to automate the registration of non-EU travellers entering or leaving the Schengen Area.

Key Functions

✈ **Replaces manual passport stamping** with a secure digital process and biometric verification

✈ **Digitally records** entry and exit dates for short-stay travellers

✈ **Captures biometric data** (facial image and fingerprints) during first registration

✈ **Enhances security** by detecting overstays and identity fraud

✈ **Speeds up future crossings** through automated gates and facial recognition

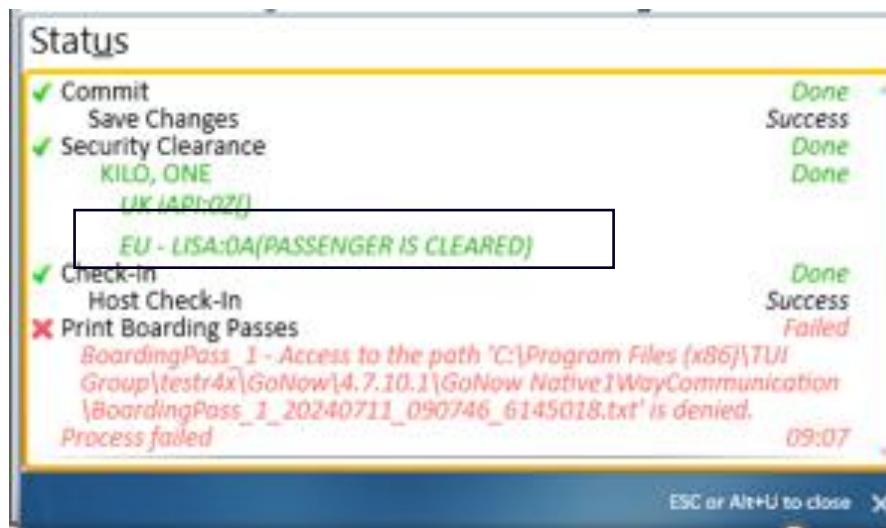✈ Applicable to **all Schengen external borders** for non-EU nationals

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Passenger Security Status – EES Response Codes

When a passenger is checked in within 48hrs of departure, the **Entry/Exit System (EES)** generates an **interactive response** that determines the passenger's clearance status.

This status determines whether the passenger is:

✅ Approved for travel

⚠️ Requires additional checks before clearance

Code	Meaning
OA	✅ Cleared for travel – OK EES
OZ	✅ Not in scope for EES – NA EES
OD	⚠️ No permission found – NOK EES
OO%	⚠️ Auto-Outage Clearance
TT%	⚠️ System Timeout

Action Required

✈ Passengers with **OA** or **OZ** may proceed with check-in.

✈ Passengers with **OD** require manual documentation checks; if cleared, they can be processed manually.

✈ For **TT%** response, follow the procedure on the next page.

EES Outage – GoNow Triggered

Step-by-Step Guide

✈ **TT (timeout) error occurs**
- Ground Handling Agent (GHA) waits **10 minutes** to see if the issue resolves.

✈ **If error persists after 10 minutes, you have to:**
- Report the issue to TOCC.
- Raises a fault log in **TAGO** with the GoNow error.

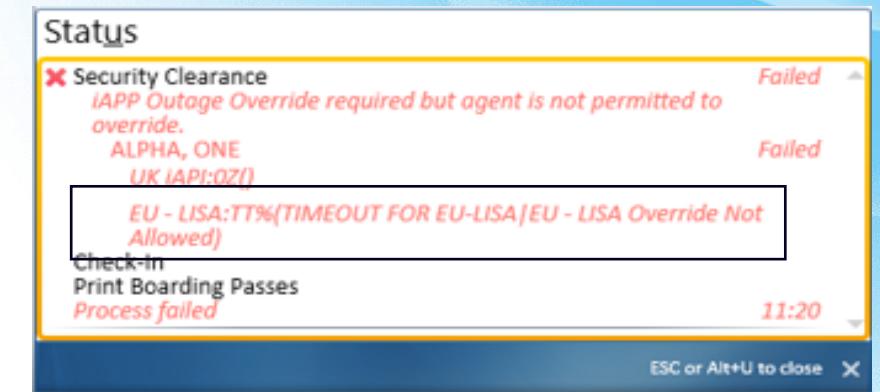✈ **TOCC will confirm 10 minutes have passed and declare an outage:**
- Open COBST and raise a ticket.

✈ **TOCC will put GoNow in Outage Mode for EES.**

✈ **TOCC will tell GHA to continue check-in without EES.**

✈ **TOCC monitors and updates COBST ticket until recovery.**

✈ **TOCC restores EES back into normal mode in GoNow.**

⚠️ **Help Keep This Manual Up to Date**

Spot an error or missing scenario?

📧 Email **groundoperationsit@tui.co.uk** with a brief description, screenshots, and suggested updates.

We'll update the manual accordingly.