

EES toolbox for airlines

Information for your non-EU passengers and crew

Update 13 February 2026

Introduction

On 3 November 2025, the first non-EU travellers were registered in the Entry/Exit System (EES) at Schiphol.

The EES is an additional step in an already busy border process at Schiphol. We therefore kindly ask for your cooperation in informing your non-EU passengers. The aim is to ensure a pleasant travel experience and a smooth border process for our passengers.

In this toolbox, we provide an overview of:

- Passenger touchpoints for communication to non-EU passengers
- Schiphol inflight video / animation
- Key messages to share with your non-EU passengers
- Overview of locations of EES kiosks
- Information on EES registration for non-EU crew
- Links to more information



Communication EES: passenger touchpoints



Before flight:

- Websites EU, Dutch government
- Schiphol landingpage
- Pre-departure mail airline



During flight:

- Schiphol inflightvideo (animation)



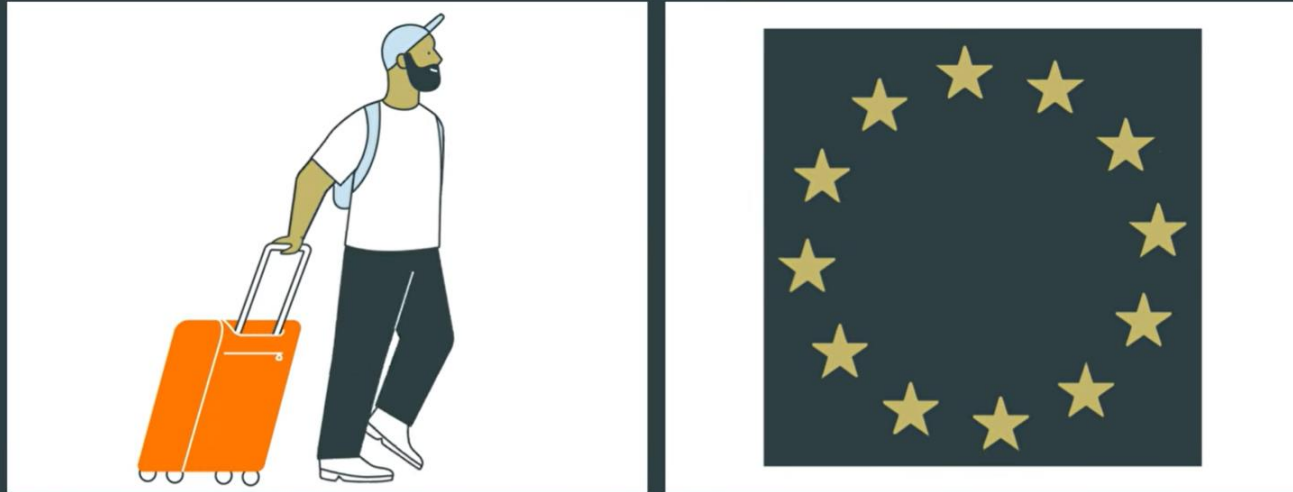
At Schiphol:

- Wayfinding
- Passenger Assistants



Schiphol inflightvideo

[Register with the Entry/Exit System \(EES\)](#) (youtube link to inflightvideo)



Will you cross the European border at Schiphol?

Please contact
customersupport@schiphol.nl if you
would like to receive a hires version
of the inflight video

Key messages to share with your non-EU passengers (1)

New requirements to pass the external borders of Europe

Are you a non-EU resident flying to Amsterdam Airport Schiphol for a short stay?

Please note: When you cross the European border at Schiphol, you may need to register with the Entry/Exit System (EES). This new digital system will gradually replace passport stamping in all Schengen countries.

At Schiphol, the EES is being introduced step by step. Registering non-EU travellers will start gradually. Hence, you may not have to register from the first day and not all your data may be recorded right away. Full implementation of the EES is expected by 10 April 2026.

Advice:

What to do when you arrive:

- Follow the signs for non-EU travellers.
 - If EES registration is needed, you'll be guided to one of the EES registration kiosks.
 - At the kiosk, you'll scan your passport, face, and fingerprints.
 - After registration, follow the given route to passport control.
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- For more information, please visit [schiphol.nl/ees](https://www.schiphol.nl/ees)

Key messages to share with your non-EU passengers (2)

When is EES registration not required at Schiphol?

- If the EES does not apply to you
- If you are transferring from a non-Schengen to a non-Schengen destination.
(You won't cross the European border)
- If you are already registered in the EES
(If you are coming to Europe for the second time after the implementation of the EES. Your EES registration is valid for three years, unless your passport changes.)

Thank you for sharing these messages with your non-EU passengers

Locations of EES registration kiosks

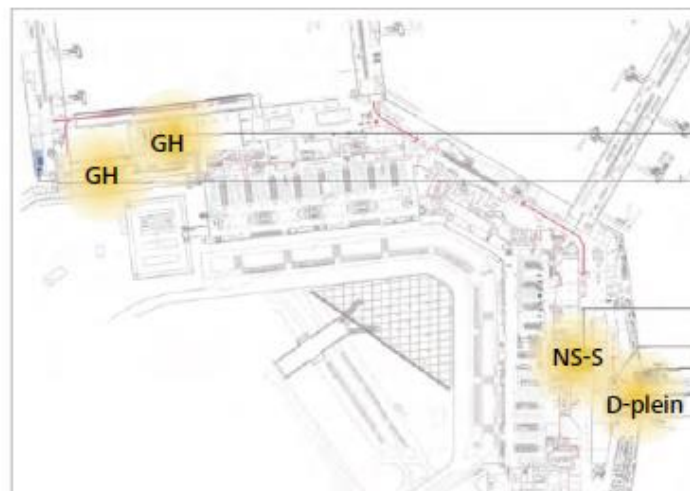
- Arrival filters 1, 2, 3, 4
- Non-Schengen/Schengen filter
- D1
- EF filter and GH filter
- PRM D-square and PRM lounge

Level 0



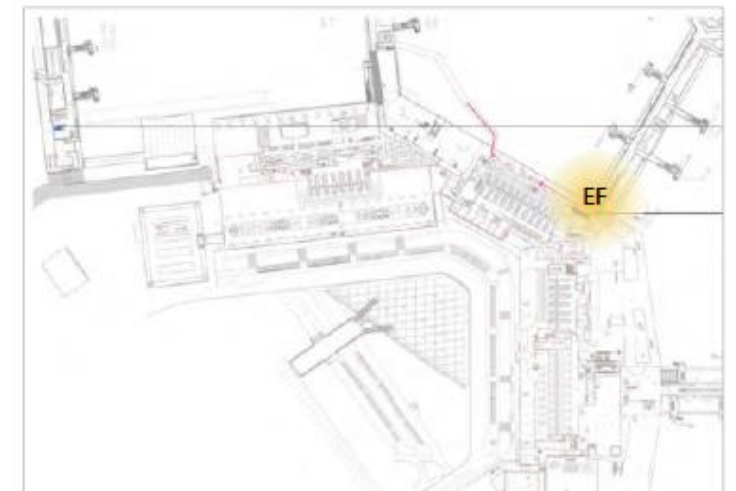
AK 1, AK2, AK 3 & AK 4

Level 1



D-plein, NS-S Äter, GH corridor & GH transfer

Level 2



EF corridor

EES Registration for non-EU crew

Non-EU crew

- **Non-EU crew members holding a Crew Member Certificate (CMC)** are exempt from registration in the EES, in accordance with ICAO Annex 9.
- **Non-EU crew members without a CMC** must be registered in the EES—just like passengers—if they travel outside the municipality of Haarlemmermeer.

Timing

- Registration of crew members without a CMC at Schiphol will follow a phased roll-out across the various border filters that started on **3 November 2025**. Initially only small numbers of non-EU crew members may be required to register in the EES when crossing the Schengen border.
- Since January 2026 EES is live in Arrival Filter 1 (D-pier) and the cluster of enrolment kiosks at the upstream D1 location. We expect that gradually more arrival filters will implement EES registration, resulting in more non-EU crew members being registered—depending on the arrival filter they use.

Advice for non-EU crew

- Crew members should always follow their usual route via the dedicated crew lane or crew desk at the border filter.
- They do **not** need to use the EES self-service registration kiosks.
- If EES registration is required, it will be carried out manually at the border desk.

More information

- For questions regarding the crew border procedure, please contact: grenzenveiligheid@jenv.nl

More information

EU websites

- [eu-LISA website for carriers](#)
- Official [EES website](#)
- EU [communication materials](#)

Dutch government

- [Travelling to the Netherlands](#)
- [Entry/Exit System \(EES\) | Privacy | Royal Netherlands Marechaussee](#)
- For questions please mail to grenzenenveiligheid@minjenv.nl

Schiphol

- [Schiphol website for operational partners](#)
- For passengers: www.schiphol.nl/ees

EU-Lisa:

- With the introduction of the EES, and to fulfil obligations under Article 26 of the Convention Implementing the Schengen Agreement, in addition to checking that a passenger has the required visa, carriers will need to:
- Register with eu-LISA;
- Use the carrier interface to verify whether non-EU nationals requiring visas have already used the number of entries authorised by their visa before boarding;
 - Note: The use of the carrier interface is **optional** between **9 January 2026** and **9 April 2026**, and it is **mandatory as of 10 April 2026**;
- Continue to verify the passport stamps until **6 October 2026**.