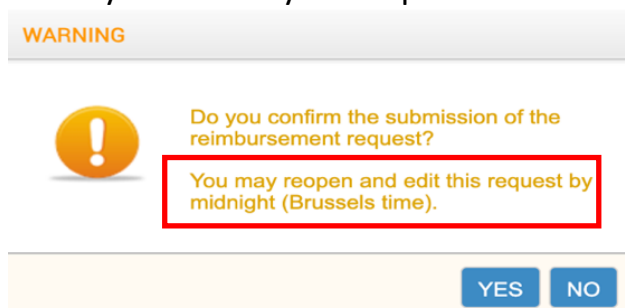


RE-OPEN A REQUEST FOR REIMBURSEMENT, THE DAY OF ITS CREATION, IN “JSIS Online” or MyPMO?







Sometimes, just as we have sent off a request for reimbursement of some medical bills, we realise that we forgot to attach a document, introduced a wrong date or amount or some other little mistake. Until now, we have then either risked having our reimbursement refused or we have been obliged to contact PMO, which has caused unnecessary work for both us **AND** PMO.

PMO has now created a solution to this problem in both **JSIS online** (access via <https://webgate.ec.europa.eu/RCAM>) and **MyPMO** (<https://webgate.ec.europa.eu/MYPMO>) which enables you to correct any mistakes in your request – *until midnight the same day* (Brussels time).

You will in fact be alerted to this new possibility already in the message you receive when you are ready to submit your request for reimbursement:



If you realise later - *but still before midnight on the day you submitted your request* - that something needs to be corrected, you just return to your request

- In **JSIS online** : in the printing menu, click on  **Re-open** 
OR in “My Request”, click on the blue arrow next to the magnifying glass.   
- In **MyPMO**, click on  **Reopen** 