

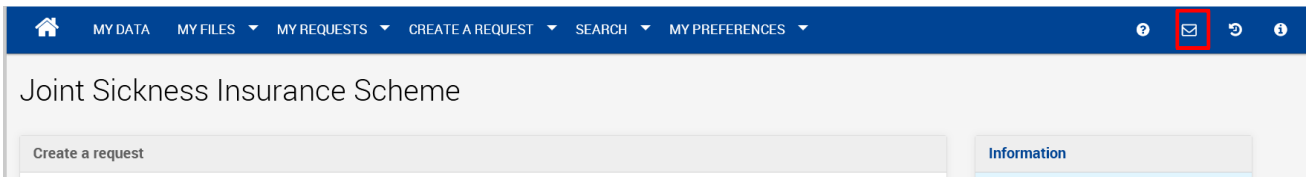
ASK JSIS A QUESTION, for ex. on a reimbursement ?

From 'JSIS Online'


Previously, it was possible to ask JSIS a question on an account sheet by clicking on the 'Ask a question' box at the bottom of the account sheet itself, but this option has been unavailable since June 2024. Below, see an alternative way of asking a question on an account sheet.

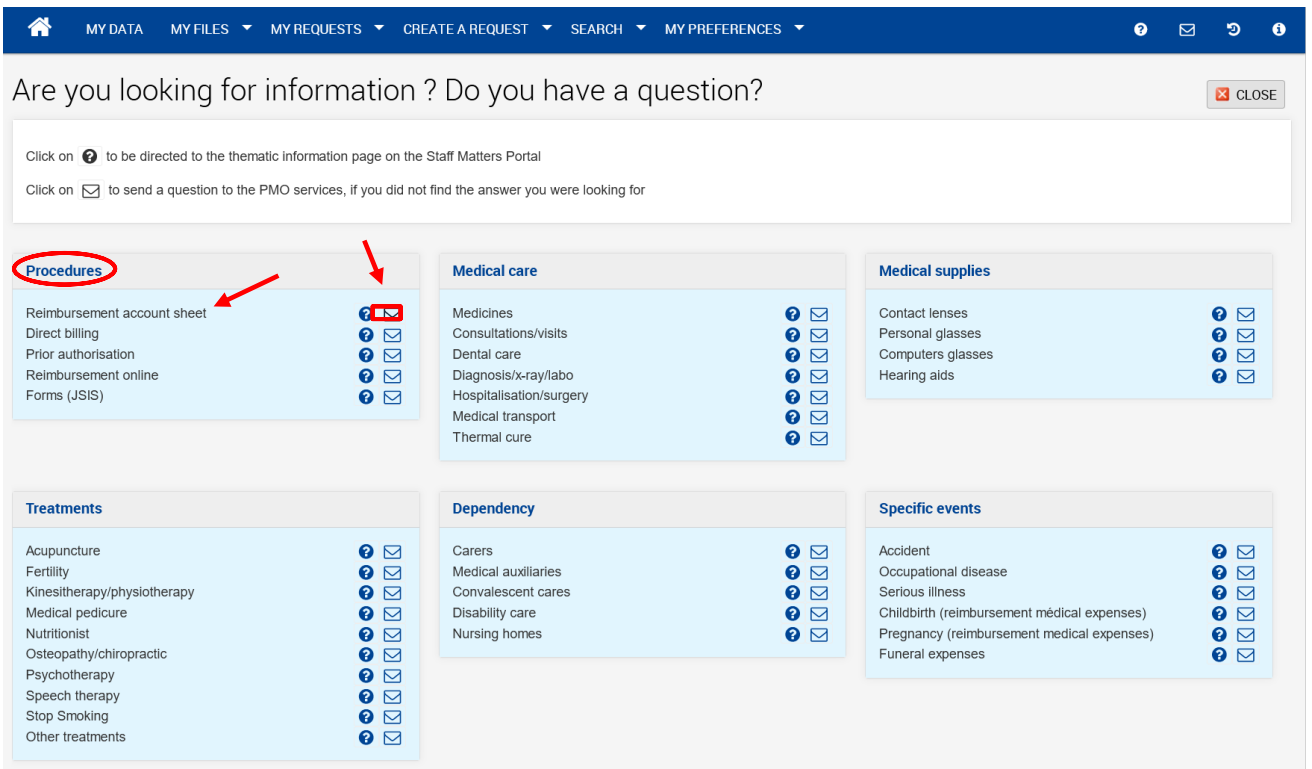
First, note the **Account Sheet Number** (top left) and the **scanner reference** (top right) – for instance: Account sheet no.174, scanner ref. 280909.F79603A.

→ **Click on the envelope** in the blue bar, top right of the screen. When you hold your cursor over it, you will see that it says 'Contact PMO'.



That will take you to a page with lots of subjects, see below.

→ For a problem with an account sheet, **click on the envelope**  at the end of the 'Reimbursement account sheet' line (to the left under 'Procedures').



You will now see a page of Staff Contact opening, and you can ask your question by using the form, as in the example below.

Under 'Topic request' you can select from various options by clicking on the arrow on the right. If none of the options suit you, you can delete the pre-printed text by clicking on the x and add your

own text. Under **'Reference'** you insert the scanner reference, under **'Subject'** the account sheet no, and then you fill in the **Description**.



The screenshot shows a web form titled "Account sheet and reimbursement procedure" with a sub-header "Contact us about account sheet for medical expenses reimbursement (JSIS)". A "Back to Staff Matters" link is visible. An icon of a circular arrow around a stack of coins is shown. Instructions state: "Use this form to ask a question about account sheet for medical expenses reimbursements. Before asking your question, please check the related documentation by clicking 'Back to Staff Matters'".

The form fields are as follows:

- * Indicates required**
- * Topic request**: Reimbursement account sheet
- * Beneficiary**: (Here you enter your name or the name of a spouse or dependent child)
- * Reference**: scanner ref. 280909.F79603A
- * Subject**: Account sheet 174
- * Description**: Includes a rich text editor with a toolbar and a placeholder text: "(Example: Why was (XYZ) not reimbursed, although it was prescribed by a doctor and listed as a reimbursable product?)".

At the bottom, there is a checkbox labeled *** I confirm** and a "Submit" button. A "Required information" section with an "I confirm" link is also visible. Red arrows point to the "I confirm" checkbox, the "Submit" button, and the "I confirm" link in the "Required information" section.

Don't forget to click on **'I confirm'** at the bottom and then **'Submit'** on the right.

For other JSIS problems, click on the envelope  as shown above and search for the subject relating to your query. You can then try clicking on the  at the end of the line. The information provided may already solve your problem. If not, ask a question on the subject by filling in a 'Staff Contact' form which you reach by clicking on the envelope next to the question mark, as shown above.

➔ You will receive an email from EC-SERVICENOW@sn.mail.ec.europa.eu acknowledging receipt of your request and giving you a **reference number**

➔ Later you will receive another email with PMO's reply. To read it, you click on the link with the reference number. To read the answer, click on the **'Activity'** tab.

You can read more about how Staff Contact works under **IT Communication Tools** on AIACE Int's website <https://aiace-europa.eu/en/tools/staff-matters-contact/> and in particular the **Staff Contact Quick Guide** at the bottom of the web page.