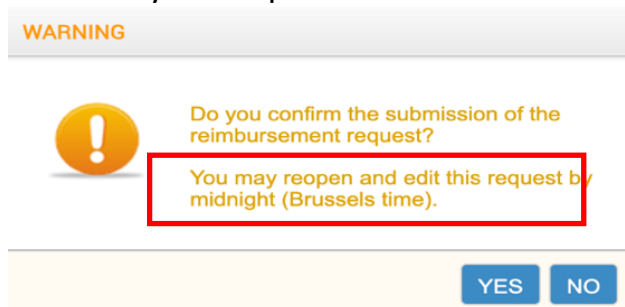


RE-OPEN A REQUEST FOR REIMBURSEMENT, THE DAY OF ITS CREATION, IN “JSIS Online” or MyPMO?

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://mypmo.europa.eu> 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

- In **JSIS online**: just return to the second block My requests + Reimbursement, click on the last claim that is in the SUBMITTED state and click on  under ACTIONS, next to the magnifying glass



- In **MyPMO**, under Reimbursement requests, click on the 3 vertical dods  and 2 options will be shown: Duplicate and Reopen. Just click on  Reopen