Conference Interpreting Agents

Handbook

16 January 2018
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1- GENERAL INFORMATION

This Handbook contains administrative and practical information you may find useful when working as a freelance interpreter (ACI) for the EU institutions. It is largely based on the Convention with AIIC and the articles referred to in the headings are those of the Convention\textsuperscript{1}.

Recruitment and programming are not dealt with in the Handbook as each institution handles these matters separately. More information can be found on SCICNet, EPIweb and the CJ web page.

The Handbook has been compiled by DG SCIC unit B4, Joint Management of Conference Interpreting Agents, and is updated regularly. Please check the ACI web pages for updates, announcements or other useful information.

If you have any suggestions please contact Ms Suzanne VAN DAMME: Suzanne.Van-Damme@ec.europa.eu

In the Handbook the following abbreviations are used:

ACI: Conference Interpreting Agent
Amex: American Express Business Travel, the travel agency currently contracted by the European Commission
APR: Automatic (online) Payment Request
BCD: BCD Travel, the travel agency currently contracted by the European Parliament
CdT: Centre de Traduction – Translation Centre
CJ: Court of Justice; Interpretation Directorate of the Court of Justice of the European Union
CoA: Court of Auditors
CoR: Committee of the Regions
DG SCIC: Directorate General for Interpretation of the European Commission
DG INTE: Directorate General for Interpretation and Conferences of the European Parliament
DP: Professional domicile
EESC: European Economic and Social Committee
EO: European Ombudsman
EP: European Parliament

1.1. Contacts

For administrative matters please use the contacts listed below.
For questions concerning your work in the booth, your first port of call should be your Head of Unit.
You will find an extensive list of other useful contacts on SCICNet under the heading ACI-Contacts, as well as on ACI pages on EPIweb.

\textsuperscript{1} Convention fixant les conditions de travail et le régime pécuniaire des agents interprètes de conférence recrutés par les Institutions de l'Union européenne (Agreement on Working Conditions and Financial Terms for Conference Interpreting Agents recruited by the Institutions of the European Union)
To e-mail your payment manager from one of the groups below, please use the "Contact Payment Office" option on your online payment application form that you access via your Web Calendar. Your messages will thus be forwarded automatically to the correct payment manager who will be handling your request.

You may also contact your payment manager at the following address on condition that you add your NOMACC on the subject line of your e-mail:

<table>
<thead>
<tr>
<th>Name starting with</th>
<th>Payment managers</th>
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<tbody>
<tr>
<td><strong>GROUP 1: contracts with the Court of Justice, contracts with the EP for assignments with the Court of Auditors or the Translation Centre:</strong></td>
<td></td>
</tr>
</tbody>
</table>
| A to Z | Ms Agnieszka BUDZINSKA  
VM18 03/53  
Phone +32-(0)2-29 60593  
E-mail: **SCIC-PAYMENTS-GROUP1@ec.europa.eu** |
| **GROUP 2: contracts with DG SCIC** | |
| A - B – C – D – E – F – G – H – Q | Ms Anamarija JELINIC  
VM18 03/20  
Phone +32-(0)2-29 91446  
E-mail: **SCIC-PAYMENTS-GROUP2@ec.europa.eu** |
| I – J - K – L – M – N – O – P | Mr Cédric BORIBON  
VM18 03/54  
Phone +32-(0)2-29 94938  
E-mail: **SCIC-PAYMENTS-GROUP2@ec.europa.eu** |
VM18 03/51  
Phone +32-(0)2-29 67977  
E-mail: **SCIC-PAYMENTS-GROUP2@ec.europa.eu** |
| **GROUP 3: contracts with the European Parliament (including assignments for the Committee of the Regions or for the European Economic and Social Committee or the European Ombudsman)** | |
| A - B – C – D – E – Q – U - Z | Mr Kosta SAPARIDIS  
VM18 03/57  
Phone +32-(0)2-29 81369  
E-mail: **SCIC-PAYMENTS-GROUP3@ec.europa.eu** |
| R – S – T – V – X - Y | Ms Laetitia DA CRUZ  
VM18 03/19  
Phone +32-(0)2-29 91165  
E-mail: **SCIC-PAYMENTS-GROUP3@ec.europa.eu** |
| L – M – O – P – W | Ms Nancy D’HAES  
VM18 03/58  
Phone +32-(0)2-29 54595  
E-mail: **SCIC-PAYMENTS-GROUP3@ec.europa.eu** |
VM18 03/52  
Phone +32-(0)2-29 98705  
E-mail: **SCIC-PAYMENTS-GROUP3@ec.europa.eu** |
### Administrative issues

<table>
<thead>
<tr>
<th>- <strong>Application of Article 11 of the Convention</strong></th>
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<tr>
<td>- for contracts with DG SCIC or the Court of Justice:</td>
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<tr>
<td>Ms Maria MADAU</td>
</tr>
<tr>
<td>VM18 03/55</td>
</tr>
<tr>
<td>Phone +32-(0)2-29 68003</td>
</tr>
<tr>
<td><a href="mailto:Scic-Article-11-Requests@ec.europa.eu">Scic-Article-11-Requests@ec.europa.eu</a></td>
</tr>
<tr>
<td>- for the EP contracts with DG INTE:</td>
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<tr>
<td>Ms Ioanna LAGOU</td>
</tr>
<tr>
<td>In Brussels: TRI 03V061</td>
</tr>
<tr>
<td>Phone: +32 -(0)2 28 41521</td>
</tr>
<tr>
<td><a href="mailto:inte.aci-article11@ep.europa.eu">inte.aci-article11@ep.europa.eu</a></td>
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<th>- <strong>Pension Funds:</strong></th>
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<tr>
<td>Ms Maria MADAU</td>
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<tr>
<td>VM18 03/55</td>
</tr>
<tr>
<td>Phone +32-(0)2-29 68003</td>
</tr>
<tr>
<td><a href="mailto:SCIC-ACI-PENSION-FUND@ec.europa.eu">SCIC-ACI-PENSION-FUND@ec.europa.eu</a></td>
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<th>- <strong>Sickness and Accident Insurance:</strong></th>
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<tbody>
<tr>
<td>Ms Florence HUYGEN</td>
</tr>
<tr>
<td>VM18 03/12</td>
</tr>
<tr>
<td>Phone +32 (0)2 29 55042</td>
</tr>
<tr>
<td><a href="mailto:SCIC-ACI-Sickness-Insurance@ec.europa.eu">SCIC-ACI-Sickness-Insurance@ec.europa.eu</a></td>
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<th>- <strong>Classification:</strong></th>
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<tr>
<td>Ms France-Marie GONAY</td>
</tr>
<tr>
<td>VM18 03/07</td>
</tr>
<tr>
<td>phone +32-(0)2-29 97642</td>
</tr>
<tr>
<td><a href="mailto:SCIC-ACI-CLASSIFICATION@ec.europa.eu">SCIC-ACI-CLASSIFICATION@ec.europa.eu</a></td>
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</tbody>
</table>

### 1.2. AIIC

As a party to the Agreement, AIIC is the only recognised representative of all EU Conference Interpreting Agents, irrespective of whether they are AIIC members or not, in matters covered by the Agreement.

For information on AIIC EU delegations activities click here: aiic.net/news.

To subscribe to the AIIC EU sector mailing list, click here: aiic.eu.
2- YOUR FIRST CONTRACT

2.1. Documentation

When you are recruited for the first time, please send all of the following to the above e-mail address of the payment manager who will be dealing with your first contract for whichever Institution:

- Bank account form:  
- Legal entity form:  
- Copy of your valid passport and/or your identity card (recto verso) in .pdf format.

If and only if you complete the area "VAT number" in "Bank account" or "Legal entity" forms, you must include the relevant supporting document (example: copy of your certificate of VAT registration).

You should provide these documents as soon possible as it takes time for them to be registered in DG BUDGET and until this is done, your contracts cannot be paid.

2.2. Change of personal details

If you wish to change any of the following personal data: address, e-mail, phone number, passport number or nationality, you can modify your personal data sheet via the Web Calendar.

If you encounter any trouble or wish to change any of the following details: surname, access name, DP, language combination, status, please write to the following address: [SCIC-SIGNALAIC@ec.europa.eu](mailto:SCIC-SIGNALAIC@ec.europa.eu).

However, changes to any of the following details: bank, account number or IBAN code should be notified to one or other of the group e-mail addresses, bearing in mind that you must add your NOMACC on the subject line. The payment manager will transfer the changes to DG BUDGET. As mentioned above, please notify any change in good time to allow for DG BUDGET to process the file.

Pension fund data should be notified to Ms Maria MADAU (see 1.1. Contacts and Chapter 6).

2.3. Choice of professional domicile (Article 13)

Your professional domicile (DP) is in principle the place from which you leave to go to your place of assignment and the place to which you return thereafter.
Your DP will determine whether your contracts are classed as local or non-local (more than 60 km from the place of assignment)

At the inter-institutional accreditation test, you will have been asked to indicate your DP (see letter from the Test Office). Before your first contract you should send confirmation of your DP to the following address: SCIC-SIGNALAIC@ec.europa.eu.

If you did not indicate a DP, the address given when you applied for the test will be considered as your DP by default until we have received your confirmation.

Any change to a DP cannot be for less than 6 months. Changes should be notified in writing one month in advance to SCIC-SIGNALAIC@ec.europa.eu.

Please note that by default, your DP appears on your CV, which is accessible to all users of SCICNet.

2.4. Classification

Your classification as beginner or experienced ACI will be determined according to Annex 1 of the Convention and the related Memorandum on Classification. Please note the deadlines set out in the memorandum for submitting supporting documents http://scic.ec.europa.eu/scicnet/upload/docs/application/pdf/2013-06/en_criteria_june2013.pdf For further information contact Ms France-Marie GONAY, phone +32-(0)2-29 97642, e-mail: SCIC-ACI-CLASSIFICATION@ec.europa.eu.

2.5. Cancellation of contract

In case you need to cancel a contract (because of illness, accident, personal reasons, transport problems or any other reason), please contact recruitment as well as Planning/Programming in the Institution you work for.

2.5.1. DG SCIC contracts

Please inform Planning as soon as possible and at the latest by 08.15 am by leaving a message on the Planning answering machine +32-(0)2-29 61999.

If Planning is already closed, or during the weekend for a mission starting on Monday morning, please call DG SCIC's standby mobile telephone: +32-(0)498-980263. This emergency number will put you in contact with DG SCIC's Duty Officer.

2.5.2. EP contracts

Please contact the recruitment unit by e-mail INTE.ACIrecruitment@ep.europa.eu. In case you need to cancel during the week itself, always contact the current week programming by e-mail INTE.Programming@ep.europa.eu or by phone as follows:
In Brussels during office hours Monday-Thursday: 08.30-12.45 & 14.30-18.45 (answering machine after 18.45), Friday before Strasbourg session 08.30-12.45 & 14.30-17.30; other Fridays 08.30-13.00. Telephone numbers +32-(0)2-28 43560 or 40602 or 44534. After office hours, call +32-(0)2-28 43560, an answering machine will take messages.

In Strasbourg during office hours Monday, Tuesday, Wednesday 08.30-12.45 & 14.30-19.30, Thursday 08.30-12.45 & 14.30 - 18.00. Telephone numbers +33-(0)3-88 1 72701 or 75886. On Monday morning of the Strasbourg session, please call the Current Week Secretariat in Strasbourg.

2.5.3. CJ contracts

Please contact CJ Planning as soon as possible:

- e-mail interpretation.freelance@curia.europa.eu
- telephone +352-4303 3283 or
- +352-4303 2279 (answering machine)
3. PAYMENT

3.1. General Information

In this section you will find extensive information on your pay and travel reimbursement.

If you need further information or if you have specific questions you are welcome to contact us

- by telephone or by visiting the Payment Office on the third floor of VM18 (see 1.1. Contacts pages 5 and 6)

- by e-mail: please mail your payment manager via the functional mailbox address (see 1.1. Contacts pages 5 and 6). Please do not use your payment manager's personal mailbox. By using the functional mailbox of your group you will be assured that your mail has reached us and will be dealt with even if your payment manager is absent.

Please check the ACI web pages regularly for updates, announcements or other important information. You will find DG SCIC ACI web pages at:
http://www.scic.ccc/scicnet/display.jsp?id=jop_5041 (internal) or
http://scic.ccc.eu.int/scicnet/display.jsp?id=jop_5041 (external)

You will find DG INTE ACI webpages on EPIweb: http://www.epiweb.europarl.europa.eu

CJ announcements can be found on the CJ INFO button via your Web Calendar.

Details concerning the payment of contracts can be obtained via "Reports" in the menu bar of the Web Calendar: http://scic.ec.europa.eu/aic/aic_direct_en.htm

You can choose from several different reports:
- "Statement of payments": details of payments and contributions per contract and payment batch number
- "Statement of payments": details of payments and contributions per contract and from a specific date
- "Consolidated list of contributions": detailed list of all contributions and taxes with the amounts deducted per contract and also showing totals for the given period
- "Consolidated list of payments"(excluding contributions): detailed list of all final settlements with the amounts paid per contract and also showing totals for the given period
- "List of final settlements ": list of all net payments per contract including the date of payment
- "List of final settlements per Institution" List of all net payments per contract and per Institutions
- "List of payments to pension funds": list of all payments made per contract to your pension fund company
- Tax certificate: Community tax exemption regulation
- Detailed tax certificate: details of the amounts paid.

The results will appear as a printable PDF file and will include all contracts beginning within the selected time period.
3.2. Local Contracts

Daily remuneration (Article 6)

- DG SCIC and CJ contracts: daily remuneration is paid on the first working day following the last day of the contract.

- EP contracts (including assignments for other institutions i.a. Committee of the Regions, Economic and Social Committee, Court of Auditors, the Translation Centre and the European Ombudsman): daily remuneration is paid as soon as the Payment Office receives the confirmation of the operational data related to the ACI recruitments from the EP, which can be during the following week of your contract (at the latest on the third working day).

3.3. Non-local contracts

This section explains when payments are made and what allowances you may be entitled to.

If you have questions concerning your payments or supporting documents please contact your payment manager for further information using the functional mailboxes.

As concerns rules for reimbursement, you can also contact your contact person in your Institution:
- for the EP: only by email: inte.financial-helpdesk@ep.europa.eu
- for the CJ: Mr Stig FORSINGDAL, phone +352-4303 3952, interpretation.planning@curia.europa.eu.

3.3.1. Daily remuneration (Article 6)

- DG SCIC and CJ contracts: daily remuneration is paid on the first working day following the last day of the contract.

- EP contracts: the daily remuneration is paid as soon as the Payment Office receives the confirmation of the operational data related to the ACI assignments from the EP.

Please note that your payment request should be submitted using the APR, no later than 4 months after the end of your contract.

3.3.3. Allowances

3.3.3.1. Daily subsistence allowance (Article 9 + Implementing Rules Art. 9)

A daily subsistence allowance (per diem) is automatically granted for each working day.

A supplementary daily subsistence allowance is also granted

- if, taking your professional domicile as a reference, your assignments and related travel arrangements prevent you leaving the place of assignment on the last day of your contract and you travel the next day, and, for EP and CJ contracts, your assignments and related travel arrangements involve a travel interruption.
- if an Article 11 has been granted (see 3.3.3.5)

- if you fall ill or have an accident at the place of assignment and are not fit to travel. Please note that payment of the allowance in this instance is limited to a maximum of three days or to the end of the contract if there are less than three days left. You must submit the medical certificate (or a copy if you have already submitted the original) with your payment request

- DG SCIC and CJ contracts: the daily subsistence allowance is paid on the first working day following the last day of contract

- EP contracts: the daily subsistence allowance is paid as soon as the Payment Office receives the confirmation of the operational data related to the ACI assignments from the EP.

3.3.3.2. Flat-rate travel allowance (Article 7 + Implementing Rules Article 7)

Please note that this allowance is not payable if you have received a daily remuneration from any European institution on the day you are travelling.

The flat-rate travel allowance is payable when, irrespective of the actual place of departure or destination:

- You cannot reach your place of assignment on the first day of contract, taking your DP as a reference.
- Your assignments and related travel arrangements prevent you from reaching your DP on your last day of contract.

and

- You travel on the eve of the first day of your contract, or for an EP assignment, you have to depart before 7 am on its first day.
- You leave your place of assignment the day after the last day of your contract, or you travel on the last day and arrive after midnight.

- For EP contracts:

- A journey by coach shall be regarded as beginning 45 minutes before the official departure time and ending 45 minutes after the scheduled arrival time. The actual departure and arrival time are determined on the basis of the official timetables as published by the coach company, or in their absence, the corresponding railway timetables.

- If arrival/landing later than scheduled on the return leg leads to entitlement to the payment of a flat-rate travel allowance, supporting evidence of such deviation is required.

- In case of extension of stay for personal convenience at the place of assignment or where the trip has been interrupted, please refer to pt 3.3.3.3.
- For DG SCIC and CJ contracts:

A journey by coach shall be regarded as beginning 45 minutes before the official departure time. The departure and arrival times are determined on the basis of the official timetables as published by the coach company or in their absence, the corresponding railway timetables.

3.3.3.3. Travel from/to another place than the professional domicile (including stopovers and extension of stay at the place of assignment)

- For EP contracts:

1. The basic principle is that the ACI has to travel from/to his/her professional domicile and organize his/her trip based on the most direct route from/to his/her professional domicile to his/her place of assignment and by using the means of transport offering the best cost/effectiveness. If the ACI doesn’t use this itinerary or/and means of transport or travels from/to a place other than his/her professional domicile, he/she has to provide an itinerary reference that will also be used to determine the associated allowances such as flat-rate travel allowance, daily subsistence allowance, accommodation cost reimbursement, transportation costs etc.

2 a) If there are no direct flights or other direct means of transport allowing the ACI to comply with schedules for both arrival at the place of assignment and return to his/her professional domicile (DP), the ACI will have the choice of either: staying at the place of assignment and travelling the next day; or, taking a non-direct means of transport, staying the night where the trip is interrupted and continuing the journey the next day. This choice applies mutatis mutandis for travel to the place of assignment.

2. b) If for reasons of personal convenience the ACI prefers to stay for more than one night at the place of assignment or at the place where the trip was interrupted, then he/she will need to contact a travel agency, get a price offer for the most direct trip to or from the DP and attach it to the request for payment. This price offer will serve as a ceiling for the reimbursement of the travel expenses

3. If, exceptionally, circumstances related to personal convenience could justify interrupting the trip, the ACI will have to submit a request, giving the reasons, for authorization to the ACI Payments Unit beforehand (email: inte.aci-derogations@ep.europa.eu). The Unit will take a decision based on the needs and interests of the service.

4. In the absence of a price offer (point 2b) or a request with explicit authorization (point 3), the reimbursement will be limited to the cost of the latter leg of the journey (without interruption) to the place of assignment and/or to the first leg of the journey (without interruption) from the place of assignment.

- For DG SCIC contracts:

Not applicable.
- For CJ contracts:

1. The basic principle is that the ACI has to organize his/her trip based on the most direct route and the means of transport offering the best cost/effectiveness. This principle will also be used to determine the associated allowances such as flat-rate travel allowance, daily subsistence allowance, hotel, etc.

2. (a) If there are no direct flights or other direct means of transport allowing the ACI to comply with schedules for both arrival at the place of assignment and return to his/her professional domicile (DP), the ACI will have the choice of either: staying at the place of assignment and travelling the next day; or, taking a non-direct means of transport, staying the night where the trip is interrupted and continuing the journey the next day. This choice applies mutatis mutandis for travel to the place of assignment.

   (b) If for reasons of personal convenience the ACI prefers to stay for more than one night at the place of assignment or at the place where the trip was interrupted, then he/she will need to contact a travel agency, get a price offer for the most direct trip to or from the DP and attach it to the request for payment. This price offer will serve as a ceiling for the reimbursement of the travel expenses.

3. In the absence of a price offer (point 2b), the reimbursement will be limited to the cost of the latter leg of the journey (without interruption) to the place of assignment and/or to the first leg of the journey (without interruption) from the place of assignment.

   **3.3.3.4. Allowance long-distance journey (Article 7 bis + Implementing Rules Article 12.1.)**

   You will be granted a day of rest at the place of mission before the beginning of your assignment.

   If you are under contract the day after your return from a long-distance journey, you will not be assigned to any meeting.

   If you are not under contract on that day, you will receive a flat-rate compensatory allowance equivalent to half your daily remuneration.

   In both cases the Missions service of the relevant Institution will inform the Payment Office accordingly.

   **3.3.3.5. Allowance strenuous mission (Article 7 bis + Implementing Rules Article 12.2.)**

   If you have been on an itinerant mission for the Commission and the Missions service decides on the basis of the mission report that your mission has been particularly strenuous, it will inform the Payment Office accordingly. In this case you would be entitled to a compensatory flat rate allowance. Should you have been on duty for more than 12 hours continuously during a mission for the Commission you would in any case be entitled to this compensation.

   **3.3.3.6. Allowance non-working days - (Article 11)**

   If there is not enough time between two contracts for you to reach your DP after the first contract and return again from your DP for your second contract, you may request the application of Article 11.
You may also ask for the application of Article 11 if you wish to stay at the place of assignment for personal reasons or if between two contracts you have to travel to a different place of assignment. This may be granted under exceptional circumstances and in any case only if the resulting payment is less than the relevant total travel costs.

In both cases, the request should be sent in writing to the recruiting Institution before the start of the non-working days. For administrative reasons we recommend to send in the request at least two weeks before. It should specify the dates of the engagements, the planned total travel costs, the hotel rate during the non-working days, any other contracts with other Institutions or employers during the same period as well as any other relevant information. We will reply to you and inform the recruitment services of the Institutions in good time.

Where the Article 11 request relates to contracts for two different Institutions, it should be sent to the Institution at which the first contract is to be served. The decision will be taken after consultation between the Institutions.

Requests are to be sent to:

- for contracts with DG SCIC or the Court of Justice: Ms Maria MADAU, VM18 03/55, phone +32-(0)2-29 68003, Scic-Article-11-Requests@ec.europa.eu

- for contracts with DG INTE: Ms Ioanna LAGOU, inte.aci-article11@ep.europa.eu
  In Brussels: TRI 03V061
  Phone: +32 -(0)2 28 41521
  Form available on EPIweb: http://www.epiweb.europarl.europa.eu (ACI pages / Payment and Advances / Payment related forms)

3.3.3.7. Allowance for Remote Interpretation (Article 27 bis)

Compensation for working in remote is in the form of either a rest period ("repos") or an allowance. The Payment Office will be officially notified of such cases by the Mission/Recruitment Office. The specific agreement on remote interpreting can be found here: http://www.scic.ec.europa.eu/Delegation/Rules%20and%20agreements/remote%20agreement.pdf

3.4. Complaints

Without prejudice to Article 23 of the Agreement, any query or complaint concerning a payment should be received by the payments team within 4 months from the date of the payment.
This section contains useful information relating to travel, including reimbursement conditions.

Expenses are paid on the basis of supporting documents. In order to facilitate a rapid treatment of your payment request, you may want to inform your payment manager in advance of any questions or doubts you may have.

4.1. Travel Agency

4.1.1. DG SCIC and CJ contracts

If you are recruited by DG SCIC or CJ, you may obtain your plane tickets from American Express Business Travel (Amex) in CCAB 2/14.

Upon your request, Amex will send you an itinerary proposal by e-mail and ask you to confirm it. The e-mail will give you a deadline for sending your confirmation. Amex will change the proposed dates and/or routing at your request. Once the ticket is issued, Amex will send you an email with the reservation code and information on how to obtain the travel schedule.

You will not be charged for tickets obtained in this way. However, please note that if modifications made for reasons not related to the contract result in a higher fare the difference will be charged to you by the Payment Office.

If your contract is changed or cancelled please contact Amex straight away.

You can at any time contact Amex by telephone, e-mail or at their premises:

**AMERICAN EXPRESS BUSINESS TRAVEL**
Office: CCAB 2/14
Opening hours: 9.00 am to 5.00 pm
E-mail address for reservations: be.freelance@service.americanexpress.com

Internal telephone numbers: +32-(02)29 52674
+32-(02)29 92103
+32-(02)29 92105

The travel agents are:

Mr Olivier CATTARIN
Ms Sandrine DESCAMPS
Ms Hava YALAZ

In order to give the best possible service Amex is creating traveller profiles. If you would like to use the services of Amex, please submit your details via the following link:
You will notice that not all information is mandatory and it is up to you to decide if you want to supply the optional information.

For emergency changes or cancellations outside normal business hours, you can call +32-(0)2-200.83.91. For the moment there is no toll free number but telephone charges will be reimbursed upon request. To request reimbursement, please submit proof of payment and the time the telephone call was made.

4.1.2. EP contracts

If you are recruited by the EP, you may obtain your plane ticket from the EP's travel agency. You will not be charged for tickets obtained in this way.

Procedure

You can go directly to the EP's travel agency in their offices, located in Brussels or Strasbourg, or, you can contact them by telephone or e-mail in order to request your ticket to be issued by the EP’s travel agency and charged to DG INTE.

After your assignment, you will have to upload the digitalised version of the prepaid tickets (in one of the formats allowed by the APR) and boarding passes/proof of travel (in case of travel by train) to your APR and must keep the originals prepaid travel documents during the same period of retention applicable to your APR.

Random samples will be used to verify travel documents. No later than 2 weeks after the date of travel, the APU will contact by email the ACIs who have been selected and ask them to send in their original supporting documents within 2 weeks.

If you've been requested to submit the original documents, please send the required travel documents to the ACI Payments Unit at the Parliament, TRI 03V066, if they are in paper version and to inte.aci-traveldoc@europarl.europa.eu, if they are in electronic format.

Please note that failing to send the original boarding passes to DG INTE may result in the corresponding amounts being recovered from later payments.

BCD TRAVEL - EP

E-mail address for reservations:

Flights ➤ freelance@bcdtravel.be
Train ➤ rail@bcdtravel.be
Thalys charter ➤ bcd-thalys-strasbourg@europarl.europa.eu

Brussels

Office: ASP 3H164
Opening hours:
- from Monday until Thursday from 08.30 am till 12.45 and from 13.45 till 18.00
- on Friday from 08.30 till 13.00 except the Friday before the Strasbourg session, that Friday
the EP's travel agency is open from 08.30 till 12.45 and from 13.45 till 18.00.

Flights:

Ms Nagette EL FILALI       +32-(0)2-28 44662
Ms Ann Karin REYNAERT      +32-(0)2-28 46464
Ms Pascale SWOLFS          +32-(0)2-28 42249
Ms Muriel TESOLIN          +32-(0)2 28 42872 (POUR LE THALYS CHARTER)
Ms Sabine DUGAUQUIER       +32-(0)2-28 46425

Train:

Ms Enza ZAMUTTO            +32-(0)2-28 42122
Ms Marie MARQUET           +32-(0)2-28 32501
Mr Eric VANDAMME           +32-(0)2-28 32237

Strasbourg

Office: Tour Louise Weiss: To1.127
Opening hours:
- from 15.00 to 18.30 on Mondays
- from 8.30 to 18.30 on Tuesdays and Wednesdays (closed between 12.30 & 14.30)
- from 8.30 to 17.45 on Thursdays (closed between 12.30 & 14.30)

Flights:

Ms Nagette EL FILALI       +33-(0)3-88 174759
Ms Ann Karin REYNAERT      +33-(0)3-88 174655
Ms Muriel TESOLIN          +33-(0)3-88 175003 (POUR LE THALYS CHARTER)
Mr Olivier GUERRERA        +33-(0)3-88 174616
Ms Pascale SWOLFS          +33-(0)3-88 174759

Train:

Ms Enza ZAMUTTO            +33-(0)3-88 172728
Ms Marie MARQUET           +33-(0)3-88 174048

Emergency

In case of emergency, you can contact the agency 24 hours a day, 7 days a week by telephone: +31-(0)20-603 43 44.
Please note that this number cannot be used to make new reservations. It may only be used for changes or cancellations. You will have to pay the penalties involved which you may claim back via your payment request.

Telephone charges will be reimbursed on the basis of a detailed invoice or, if not available, on the basis of the declaration on honour of the ACI and the telephone tariffs available.
4.1.3. Split contracts

If, in the same week, you have a contract with the EP and DG SCIC or CJ or vice versa and you want to book your ticket with one of the travel agencies of the Institutions, you should contact the agency of your first contract.

The travel agencies cannot cancel or modify tickets that have been issued by another travel agency. Therefore, if you need to change your ticket, you have to go to the issuing travel agency.

4.2. Reimbursement of travel expenses (Article 10 + Implementing Rules Art. 10)

Requests for the reimbursement of travel expenses and the payment of the relevant allowances should be submitted, together with original supporting documents, via the online payment request (APR) within 4 months following the end of the services provided. APR is accessible via your Webcalendar.

Please remember to complete all the information corresponding to the expenses for which you are requesting reimbursement. Expenses and/or allowances not indicated on the payment request will not be paid.

Your APR should indicate whether a part of your travel costs were covered by another employer, in which case you may receive only a partial reimbursement.

- For EP contracts:

If an ACI chooses to remain at the place of assignment outside the period of the contract, the European Parliament reimburses the travel costs except in cases where an ACI has a contract with another employer. In this case, the ACI must declare it and therefore the amount to be reimbursed should correspond to the part of travel costs not covered by the other employer up to a maximum of 50% of the relevant travel costs.

Any additional expenses likely to be generated by the extension at the place of assignment or where the trip is interrupted or linked to the extension period shall be defrayed by the ACI.

The ACI has the right to claim the flat-rate travel or compensatory allowance and the supplementary daily subsistence allowance on the basis of the itinerary based on the most direct route and the means of transport offering the best cost/effectiveness; and the reimbursement of the accommodation expenses on the basis of the contract and applicable rules (i.e. an extension of stay for personal convenience will be treated as mentioned in pt 153 of the Internal rules governing missions and duty travel of officials and other agents of the European Parliament – Dec. SG 10.12.2009 - http://www.epiweb.ep.parl.union.eu/refepi/webdav/site/refepi/shared/common_files/mission_rules_2010.pdf).

In case of travel disruption or denied boarding, the procedure for reimbursement of extra costs is described in two services notices available on Epiweb:

V.13/14 19/38
http://www.epiweb.ep.parl.union.eu/refepi/cms/0/interpreters/aci_matters/travel_arrangements/aci_travel_disruptions

http://www.epiweb.ep.parl.union.eu/refepi/cms/0/interpreters/aci_matters/travel_arrangements/denied_boarding

- For DG SCIC and CJ contracts:

Please note that if you choose to remain at your place of assignment for more than three working days outside the period of your contract, your travel costs will not be fully reimbursed.

Your payment request should indicate whether a part of your travel costs were covered by another employer, in which case you may receive only a partial reimbursement.

The maximum amount you will receive in the above-mentioned cases will be limited to 50% of the travel expenses.

4.2.1. Transport

These rules are valid for all places of assignment.

4.2.1.1. If you travel by plane (Implementing Rules Article10.1)

The basic rule is that flight tickets should be semi-flexible i.e. tickets that are refundable and exchangeable, subject to the payment of a penalty.

For DG SCIC and CJ contracts flight tickets can be obtained from Amex. We strongly recommend to book your tickets via Amex, you may, however, make your own travel arrangements if you prefer.

For EP contracts, you can obtain your flight ticket from the EP's travel agency or make your own travel arrangements on the basis of semi-flexible tickets.

If a semi-flexible fare is no longer available, tickets of a higher category will be reimbursed in the following circumstances

a) short-term recruitment (less than four weeks)

b) a change in contract or assignment

c) a change to the programme and flight at the request of, or with the authorisation of, the Institution to which you are under contract

For reimbursement of penalties, please submit the request via your APR and upload proof of payment.

In addition to cases a), b) and c) above, a higher category fare may also be reimbursed on presentation of relevant supporting evidence justifying the change in category.
For flights of more than 4 hours outside geographical Europe (EU + candidate countries\textsuperscript{2} + EFTA\textsuperscript{3}), you may travel in business class.

Unused part(s) of tickets

If part(s) of your tickets is/are not used, please contact the airline or the agency that issued the ticket and ask for reimbursement, change of reservation (for use in connection with future contracts) or re-routing.

In the case of change of reservation or re-routing, instead of buying a complete new ticket, the unused leg of the ticket will be used to pay for the changed reservation or the re-routed journey. The fare of the original ticket will be compared to the fare of the changed or re-routed ticket and only the difference will have to be paid.

If the re-routing is made for reasons not related to the contract, then the Institutions will pay travel expenses up to a maximum of the return fare from your professional domicile to your place of assignment for the Institutions.

If the airline does not allow a re-routing, then the ACI will have to get a new ticket. In this case, we will ask the ACI to use the unused leg of the ticket for a contract at a later date. For that contract, the ACI can buy a one way ticket and use the unused leg of the first ticket.

If the ACI has no other contracts in the place indicated on the original ticket, then the Institutions will refund this full return ticket.

If the re-routing is made for reasons not related to the contract, then the Institutions will not intervene in the cost of the ticket with the new routing.

Circular tickets:

If the circular ticket includes travel not related to your contract, you must pay the difference between the costs of the ticket and what would have been paid in relation to the contract. If the ticket is issued by the EP's travel agency or Amex, you should give your credit card number to the agency. If the agency invoices the Institution for the additional amount, then the Payment Office will deduct it from your payment.

\textbf{4.2.1.2. If you travel by car (Implementing Rules Art. 10.1.)}

If you request reimbursement of travel by private car and you indicate the price of the corresponding train ticket, you must also provide an attestation as to the cost. This allows the request to be processed more rapidly. You must of course supply the name(s) of the passenger(s), if any.

In order to receive a flat-rate travel allowance, you should submit a hotel invoice for the relevant date or proof of the date of travel, such as a toll ticket or a petrol receipt or any other piece of evidence. You should indicate clearly the departure point and return point of the journey.

\textsuperscript{2} Turkey, the former Yugoslav Republic of Macedonia, Albania, Serbia and Montenegro

\textsuperscript{3} Norway, Iceland, Switzerland and Liechtenstein
Travel by car is counted as beginning when the meeting ends, (not 45 minutes later, as is the case with train travel, where you are allowed 45 minutes to get to the station.)

If you travel by car because no train is available you will receive 0.32 euro per km for EP contracts and 0.22 euro per km for DG SCIC and CJ contracts.

Please note that if you are a passenger in a private car for which the driver is reimbursed by the Institution, you cannot claim reimbursement of transportation costs.

\textbf{4.2.1.3. If you travel by train (Implementing Rules Art. 10.1)}

You have the right to travel full-fare first-class. If you take a sleeper, the reimbursement is limited to the fare charged for a double sleeper.

\textbf{4.2.1.4. If you travel by coach shuttle service/shared cars on demand}

ACIs are authorised to use private coaches shuttle service/ shared cars on demand (Uber, Bla-bla cars,...) in combination with any other means of transport. Reimbursement of the actual cost of this means of transport is made on presentation of a ticket or an invoice or any other proof of payment up to the price of the railway 1ˢᵗ class ticket when available for the same journey. If there is no train, up to 0.32 euro per km for EP contracts and 0.22 euro per km for DG SCIC and CJ contracts.

\textbf{4.2.2. Hotel}

Hotel costs are reimbursed in line with the ceilings for hotel expenses for staff. For EP contracts, please consult the information on EPIweb. For DG SCIC or CJ contracts please consult the Mission Guide on SCICNet "Missions".

Please note that when breakfast is explicitly included in the price of the hotel room but the price is not mentioned separately, an amount equivalent to 10% will be deducted from the daily subsistence allowance for EP contracts and 15% for DG SCIC and CJ contracts.


In a nutshell:

If the hotel invoice
- does not mention breakfast included, then nothing will be deducted
- mentions "room- breakfast included", the deduction will be made according to the relevant Guide to Missions
- mentions the room rate and breakfast separately only the room rate will be reimbursed

\textbf{4.2.2.1. Derogations}

If, in exceptional circumstances, you have to take a more expensive hotel you must submit a derogation request. Derogations will in principle be accepted:
- in the case of short-term recruitment (four weeks)
- if the meeting organizers have pre-booked hotels for the whole team
Other reasons may be considered valid, depending on circumstances.

Derogation requests for hotel costs must be lodged as soon as possible.

- for DG INTE (EP): not later than the date of departure from the professional domicile
  Ms Ioanna LAGOU,
  In Brussels: TRI 03V061
  Phone: +32 (0)2 28 41521

  email: inte.aci-derogations@ep.europa.eu

- for the Court of Justice: not later than the first day of the contract:
  interpretation.freelance@curia.europa.eu.

- for DG SCIC contracts: as early as possible and certainly no later than the Monday of the
  week prior to the first day of the contract: SCIC-PAYMENTS-GROUP2@ec.europa.eu.

The approved request for derogation must be uploaded with the hotel invoice to your APR.

  4.2.2.2. Pre-paid hotel expenses

For EP contracts only, hotel reservations may be pre-paid under exceptional conditions.

  4.2.3. Loyalty cards

The cost of loyalty cards ("regular customer discount cards") is reimbursed as follows:

Within 4 months of the expiry of your loyalty card you can request a reimbursement of its
  cost. This reimbursement shall correspond to the amount saved during the validity of the card
  and may not exceed its cost.

Your request has to be sent by post to your payments manager together with the original
  loyalty card, a proof of payment of the card, and the list of invoices or tickets and saving in
  the form of an Excel sheet, which is available on the ACI pages.

Tickets or hotel accommodation received free of charge or in exchange for air miles points or
  via a similar system for railways or hotels will not be reimbursed.

  4.2.4. Visa applications

When accepting a contract with and working for the Institutions, it is your responsibility to
  ensure that you have a valid identity card or passport and visa (if required).

The Institutions can, on request, provide written proof of your contract and if required, also
  confirm that you are covered by a sickness and accident insurance and a travel assistance
  insurance (which includes repatriation), but you must carry out all the necessary formalities
  yourself.
For certain missions and in some exceptional cases of very short term recruitment by the EP, their Protocol service might help speed up the procedure. Neither DG SCIC nor the Commission's Protocol service can carry out visa formalities for you.

We would advise you to make sure you have sufficient time to fulfill all formalities, including any trips to the embassy, before the start of your contract. Please note that some embassies offer the possibility to apply for a visa online.

The reimbursement of the cost of your visa can be requested via your APR. Please upload a copy of the visa and proof of payment to your APR.

4.2.5 Vaccines

Vaccines/drugs (as well as the visit to the doctor for the injection) required for travel to the place of assignment will be reimbursed on the basis of a medical prescription and/or medical recommendations of the medical service of the Institution. ACIs have to declare reimbursements obtained from other social security schemes.

4.3. Payment requests - APR

For a local contract (not more than 60km from your DP), you do not need to submit an APR.

If your contract was non-local (more than 60 km from your DP) you should submit your APR within 4 months following the end of the services provided to obtain payment of allowances and reimbursement of expenses.

Requests for payments can only be submitted by using APR. Supporting documents must be scanned and uploaded to it. Expenses and/or allowances not requested will not be paid.

You will receive your final settlement payment within four weeks from the date on which you submitted your APR, complete and correct and accompanied by the relevant supporting documents.

It is important to keep your original documents in a safe place, as you may be required to hand them in for one of the many controls and audits that the Payment Office is subjected to.

You may be requested to present them at any time during the four month period following the final payment of expenses.

Any query or complaint regarding payments should reach us within 4 months of the date of payment. Any adjusting payment non related to a particular expense (e.g. a salary adjustment, pension/insurance contribution adjustment, etc...) does not reinitialise the period of conservation.

APR can be accessed via your Web Calendar under the heading "Payments", "Payment request".

Under the same headings, you will also find a How-to-Guide that is incorporated into the APR, on the top right-hand corner of the application.

EP contracts:
You can submit your payment request through APR as soon as the Payment Office receives the confirmation of the operational data related to the ACI recruitments from the EP, which can be during the following week of your contract (at the latest on the third working day). You always receive an email informing you when the APR is available.

4.3.1. Scanning of documents

- in EP buildings:

The Open Access Rooms equipped with MFDs are:

Brussels:
- ASP 01G301 (2 MFDs)
- ASP 01G311 (2 MFDs)
- ASP 03G313
- JAN 05Q077
- JAN 06Q068

Strasbourg:
- LOW S01407
- LOW N02306
- WIC M01064 (2 MFDs)
- PFL F00060 (2 MFDs)

In the event of technical problems or if you notice that the laminated instructions have been removed from the wall, please contact the LSU team of the Information Technology and IT Support unit (inte.lsu@ep.europa.eu).

- in Commission buildings in Brussels: a shared folder "Scan Visitor" or "\scan\scanvisitor" is available on all copiers in VM18, CCAB, BERL, CHAR and J--L. It is accessible also via the drive Z: on all public computers.

Please note that this shared folder is not only reserved for APR, it is also used by staff interpreters.

Once your documents are scanned, the files must be uploaded to the APR or moved to another location immediately. As these network drives are not storage spaces, the automatic cleaning mechanism will delete scanned documents after 15 minutes.

- for the CJ: scanning facilities and scanning instructions are available at the Secretariat.

4.3.2 Random sampling

When your contract is selected for random sampling, you will be informed as soon as you have hit the SEND button on your APR (a pop-up will appear on your screen) that your request has been sampled for audit purposes and that you must send in your original supporting documents.

Print out the cover page and within 7 days, send it with your original documents to the Payments Office or put them in the internal post from another Institution.
Postal address: European Commission
Directorate General for Interpretation
Joint Management of Conference Interpreting Agents
VM18 03/07
B-1049 Brussels

If your originals are in electronic format and are contained in an email from your travel supplier or from your hotel then you send this original email to the functional mailbox dealing with that particular contract.

If the originals match the uploaded documents and fulfil all requirements, the payment takes place. If there is any discrepancy, you will receive an e-mail for follow-up.

These original supporting documents will, of course, be safely filed in the Payments Office.

4.4. Supporting documents (Implementing Rules Art. 10.2.)

This section explains what you need by way of supporting documents.

APR must always be accompanied by supporting documents such as plane tickets and boarding cards, train tickets, hotel invoices and derogation requests. Invoices must clearly indicate that they have been paid. If for some reason you cannot provide the original travel documents or boarding cards, you should submit documentation stating the route, the price paid, the ticket number and proof that you completed the journey.

If you have lost your documents and have declared the loss to the relevant authorities, a copy of the official declaration should be supplied.

In the absence of supporting documents, expenses paid (e.g. prepaid tickets) may be deemed unjustified and the Institution may request reimbursement.

4.4.1. Transport

4.4.1.1. Air tickets

If you have obtained your ticket from Amex you only need to submit your boarding passes.

If your ticket was issued by the EP's travel agency, the digitalised version of the prepaid tickets and boarding passes/proof of travel must be uploaded to APR.

If you bought your own ticket please note the following: The ticket is usually contained in the e-mail message you receive from the airline as soon as your reservation is confirmed and the payment is made. If the airline or travel agent does not automatically send the ticket by e-mail, you can at any time and up to the last day before the return journey access the website of the airline, encode your reservation number and print out your ticket. Other websites, e.g. www.checkmytrip.com, also provide this type of service. Please upload the ticket and boarding passes to APR.

Airlines can also send you a copy of your ticket after completion of the journey.
Some airlines do not send an e-mail containing the ticket, but ask their passengers to print the online version of the ticket as soon as the reservation is confirmed or to save it on their own computer to print out later. By saving your ticket in this manner, it will allow you to upload your ticket when completing your APR.

When making reservations, please always read the airline's instructions very carefully to avoid problems obtaining the necessary documents at a later date.

According to Article 6.2.1.7 of IATA Resolution 722f, the Validating Carrier shall deliver an Itinerary/Receipt. This document constitutes the "Passenger ticket" and shall include the following:

- Passenger Name
- Airline Designator or name of Marketing Carrier
- Name of the Operating Carrier when it is different from the Marketing Carrier
- Flight Number(s)
- Date of Flight(s)
- Flight Departure Time(s)
- For each flight Origin and Destination Airport/City Code(s)
- Fare (Base Amount)
- Equivalent Fare Amount (when applicable)
- Ticket/Document Amount (BT, IT when applicable)
- Form of Payment
- Tax/Fee/Charge Amount(s) (when present)
- Reservations Status Code(s)
- Date of Issue
- Issuing Agency/Airline-Name and Place of Issue
- Ticket/Document Number(s)
- Endorsements/Restrictions (including period of validity) (when present)
- Free Baggage Allowance (Conditional)
- Passenger Check-In Identification Type (FOID) — Optional:
  - A notice with the following wording:
    Carriage and other services provided by the carrier are subject to conditions of carriage, which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier.

Please note that the itinerary alone is not valid as a ticket.

If for some reason, you cannot provide boarding passes, you should submit a proof that you completed the journey such as a proof of miles acquired, if you are registered in a frequent-flyer programme, a confirmation from the airline that you have flown or a proof of travel from websites such as www.checkmytrip.com

4.4.1.2. Travel by car

We will be able to process your request more rapidly if you indicate the price of the corresponding train ticket.
Please remember that if you request a flat-rate travel allowance related to car travel, you are required to submit proof of travel such as a toll ticket, petrol receipt or hotel invoice. (see also article 4.2.1.2. above)

4.4.1.3. Train tickets

A. If you are using paper train tickets

The train ticket must be uploaded to APR and the original kept according to pt 4.3.

If your ticket was issued by the EP's travel agency and prepaid by DG INTE, a scanned copy of the train ticket must be uploaded to APR. If your train ticket is not nominative, please indicate your name on it.

B. If you are using e-tickets

Please follow the same guidelines as for plane tickets and remember to submit your boarding passes, if applicable.

You need to upload your original tickets and boarding passes/proof of travel, if any, to APR.

If your ticket was issued by the EP's travel agency and prepaid by DG INTE, please upload a digital version of the electronic tickets received and boarding passes/proof of travel, if applicable, to APR.

Please note that in order to receive the reimbursement of your travel by train you will have to submit a proof of travel if you use a rail card, or an electronic train ticket. Please note that the itinerary/reservation confirmation alone is not a ticket.

A valid travel document contains the following information:

Passenger name
Name of the railway company
Train number(s)
Date of the journey(s)
Train departure/arrival time(s)
For each leg of the journey the origin and destination
Fare
Date of issue
Issuing agency/railway company
Place of issue
Ticket/document number(s)

The electronic train ticket is usually contained in the e-mail message you receive from the railway company as soon as your reservation is confirmed and the payment is made.

If you are using a railcard (or seasonal ticket), the railway company may not automatically send you a ticket.

A. If a proof of travel is made available by the railway company:

This document (e.g. "Justificatif de consommation" or "Justificatif de voyage") may be obtained via the website of the railway company or at the ticket machines in the station. There
may be a time limit to procure this document, so it is important to retrieve it as soon as the journey is completed.

Please upload the ticket and/or the proof that travel took place to your APR, together with, if applicable, any boarding passes you may have received.

Some railway companies do not send an e-mail containing the ticket, but ask their passengers to print the ticket at the railway station before departure.

B. If a proof of travel is not made available by the railway company:

You have to attach to your payment request the proof of purchase and a declaration on honour that you travelled.

When making reservations, please always read the railway company's instructions very carefully to avoid problems obtaining the necessary documents at a later date.

4.4.1.4. Airport transport

Public transport between airport and city centre has to be requested via your APR (complete one line for point of departure and one for place of assignment) but will be automatically reimbursed without supporting documents at the cheapest current rate. If you submit a ticket, it will be that which is reimbursed.

4.4.1.5. Travel by coach shuttle service/shared car on demand

Reimbursement of the cost of coach travel is made on presentation of a ticket or an invoice or any other proof of payment to or through the service provider.

4.4.2. Accommodation

4.4.2.1. Hotel

A hotel invoice must:

- be an original paid invoice (hotels in Italy may issue a "Ricevuta Fiscale" instead of an invoice)
- have a unique reference number
- be on headed notepaper (name, address, contact details)
- contain registration number
- contain the VAT number of the establishment
- show the date of arrival and date of departure
- contain the name and address of the guest
- show total amount charged and paid per unit with a breakdown of taxes (the "Ricevuta Fiscale" in Italy may indicate 10% VAT but not mention the amount separately)

In the event that the invoice has not been issued by the establishment where the ACI stayed, confirmation by the hotel of the dates of stay and any information mentioned above that is missing from the invoice is required.
EP contracts:

The reimbursement of apartments or rooms rented from private individuals (Air BnB, guest house, bed and breakfast,…) may be authorised under certain conditions according to the same principle applicable to the officials of the Institution (invoice/receipt, proof of payment, documentation of the establishment, reservation). For further information, please contact: inte.financial-helpdesk@ep.europa.eu.

4.4.2.2. Flat-rate accommodation allowance

For EP contracts only: in the case of travel to the three places of work (Brussels, Luxembourg, Strasbourg): if you are not staying at a hotel and therefore cannot present a hotel bill, a flat-rate amount shall be paid for each night authorised to spend at the mission venue. Payment of the flat-rate accommodation allowance has to be requested via APR.

4.4.3. Visa

Please attach a copy of the visa and proof of payment to your APR.

4.4.4. Vaccines

Please attach a copy of the medical prescription/recommendation of the medical service of the Institution as well as the invoice and proof of any amount reimbursed by other social security schemes.

4.5 Guaranteed departure

For DG SCIC contracts only

4.5.1 General information

ACIs with a guaranteed departure are asked to inform the Head of Interpretation Team at the end of the morning. This will make it possible for the Head of Interpretation Team to have an overview of the situation and to discuss it with the meeting chairman/secretary as soon as the meeting reconvenes in the afternoon.

4.5.2 Last day of the contract

- For DG SCIC contracts:

As a general rule SCIC provides a guaranteed departure for nearly all professional domicile destinations in the EU. This means that ACIs will be replaced in their meeting two hours before the departure of the last plane or 45 minutes before the departure of the last train (19:30 at the earliest in both cases) that gets them back to their DP before 24h00. SCIC thus saves on the hotel night and allowances that would otherwise be due for departure the following day.

There are however some destinations where this is simply not feasible since the last plane or train leaves too early for the guaranteed departure to be offered.
General instruction: ACI with a guaranteed departure are asked to inform the Head of Interpretation Team at the end of the morning of the last day of the contract enabling him/her to have an overview of the situation and to discuss it with the meeting chairman/secretary as soon as the meeting reconvenes in the afternoon.

ACI on stand-by on the last day of their contract may leave at 17h30 on Monday to Thursday and at 16h30 on Friday, without asking the Planning Office for prior authorisation.

- Contract proposals from DG SCIC during Strasbourg weeks:

If you are under contract with the EP to work in Strasbourg and SCIC offers you a contract proposal for Brussels on the day after your last EP contract, before accepting it, you should contact the Head of Programming/Recruitment of the EP to get confirmation of whether you can be released on time to travel back to Brussels.

Please note that it is at the discretion of the EP, in line with their needs, to decide whether you can be released on time or not. By accepting the DG SCIC offer you undertake to be available in Brussels as from 8:30.

- For CJ contracts:

No guaranteed departure for CJ4.

Please note, ACIs are recruited for a specific case and must stay till the end of the hearing. If necessary, depending on connections to your DP and the estimated duration of the hearing, the Court authorises you to leave Luxembourg the following day (see also §3* of the Rules for implementing Article 24 of the AIIC Agreement). If you do need to respect a final departure deadline in order to be able to return to your DP on the last day of your contract, this should always be made clear to Planning at the time of recruitment.

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4 Implementing Rules Art. 24.3 For the Court of Justice

Given the Court’s planning constraints, if departure from Luxembourg cannot be guaranteed on the last day of the contract, because of flight or train times, ACIs will use a ticket allowing them to leave Luxembourg the day after the final day of the contract and will be paid a flat-rate travel allowance and a daily subsistence allowance and will have their hotel expenses reimbursed or be granted a flat-rate accommodation allowance.

However, ACIs may, in agreement with Planning, leave Luxembourg on the last day of the contract if the length of the meeting to which they have been assigned allows them to reach their professional domicile before midnight. The Court will bear the cost of any penalties linked to changing the travel ticket or cancelling the hotel room.
5. INSURANCE

5.1. Sickness or accident (Art. 16 + Implementing Rules Art.16)

5.1.1. General information

If you fall ill or have an accident while under contract the first thing you should do is to call Planning (DG SCIC) or the Programming Unit of the EP or Planning at the CJ.

- DG SCIC: Planning: +32-(0)2-29 50028 or answering machine +32-(0)2-29 61999. Call DG SCIC's Duty Officer (+32-(0)498-980263) if you become unavailable for an evening or night assignment during the course of the day, if Planning is already closed, or during the weekend for a mission starting on Monday morning.

- EP: please contact the recruitment unit by e-mail INTE.ACIrecruitment@ep.europa.eu. In case you fall ill during the week itself, always contact the current week programming by e-mail INTE.Programming@ep.europa.eu; or by phone as follows.

In Brussels during office hours Monday-Thursday: 08.30-12.45 & 14.30-18.45 (answering machine after 18.45), Friday before Strasbourg session 08.30-12.45 & 14.30-17.30; other Fridays 08.30-13.00. Telephone numbers +32-(0)2-28 43560 or 40602 or 44534. After office hours, call +32-(0)2-28 43560 an answering machine will take messages.

In Strasbourg during office hours Monday, Tuesday, Wednesday 08.30-12.45 & 14.30-19.30, Thursday 08.30-12.45 & 14.30 - 18.00. Telephone numbers +33-(0)3-88 1 72701 or 75886. On Monday morning of the Strasbourg session, please call the Current Week Secretariat in Strasbourg.

- CJ: Planning:
e-mail interpretation.planning@curia.europa.eu
telephone +352.4303.3283 or +352.4303.2279 (answering machine)

Please note that as indicated in point 3.a) of the policy, in case of illness, no compensation is paid in respect of the first three days of incapacity.

For further information on insurance cover, please see the "Insurances and Pensions" section on the ACI pages.

5.1.2. Supporting documents

Within 5 calendar days of the 1st day of absence, you should send the medical certificate attesting to your incapacity to work to:

Cigna International Health Services
Ms Sarah DE CLERQ
Platin en Moretuslei 299
2140 Antwerpen, Belgium
benefits@cigna.com
Certificates submitted at a later date will not be accepted by the insurer.

The certificate must mention the following:
- your name
- the number of days of illness
- the start and end dates of the illness
- the date of the doctor’s visit
- the doctor’s signature and contact details and the national health service registration number.

On the back of the certificate, please indicate your name and personal number.

Your insurance claim, accompanied by a copy of the medical certificate proving incapacity to work, can be submitted later, but must be submitted within 2 years from the date of the illness or accident. Any other information from your doctor, apart from the medical certificate, should be attached in a sealed envelope.

Should you have any questions concerning the interpretation of the policy provisions, please contact the Insurer at the above address. Queries concerning the administrative procedures to be followed may be sent to Ms Florence HUYGEN: SCIC-ACI-Sickness-Insurance@ec.europa.eu.

Claim forms for sickness/accident declarations for all Institutions are available at the following links:
http://www.epiweb.europarl.europa.eu

5.2. Optional sickness and accident insurance

As the policy does not cover you all year round and as not all types of illnesses or accidents are covered, you might want to take additional coverage. In accordance with Article 16 of the Convention, the selected insurance company, Cigna International Health Benefits, offers such insurance. For more information, please contact:

Cigna International Health Benefits
Ms Bea De Clercq
clientservice2@cigna.com
Phone: +32 (0)3 217 57 09

5.3. Travel assistance

Non-local contracts are covered by a travel assistance insurance policy.

We recommend that you take a look at the following link:
http://www.scic.cec/scicnet/jcms/prod_334606/travel-assistance
If you need assistance please contact the insurers directly and remember to mention that you are an ACI, give your surname and first name, the institution you work for, the contract number 2.004.760 and a brief description of the situation.

Help Desk of the Insurance Company:
Telephone: +32-(0)3-253 69 16
Fax: + 32-(0)3-252 69 58
E-mail: helpdeskbbu@vab.be
6. PENSION FUNDS (Article 15)

ACI remuneration includes payment of pension contributions to an old-age and life provident scheme. Pension contributions are composed of:

- 16.5% of your daily fee, flat-rate travel allowance, flat-rate compensatory allowance and "remuneration for days not worked" that are added from the budget of the recruiting Institution,
- and 8.25% of your daily fee, flat-rate travel allowance, flat-rate compensatory allowance and "remuneration for days not worked" that are deducted from your remuneration.

You are free to select any company from the list of pension fund providers available on the ACI web pages under the heading "Pensions". The pension contributions paid on your behalf are intended to provide a pension and linked survivor benefits. The provision is therefore not meant for the purchase of any financial products that may distort the basic principle of a pension scheme (e.g. through repayment of capital prior to the retirement age). When signing the contract with the provider of your choice please also ensure that it is a policy that will accept varying amounts at different times as the contributions will be determined on the basis of the contracts actually worked rather than being regular fixed payments.

Once you have set up a policy with a pension provider from this list, we kindly ask you to complete and sign the declaration form which you can find on the same page and return it, preferably by e-mail, to:

Ms Maria MADAU
European Commission
VM18 03/55
B-1049 Brussels
SCIC-ACI-PENSION-FUND@ec.europa.eu

If the pension fund company of your choice is not on our list, you can alternatively request the approval of this pension provider with a view to adding it to the list.

Should you fail to indicate a pension fund company within 3 months from the date of your first contract, your contributions will be transferred to a default pension provider chosen by the Commission which is La Mondiale Europartner S.A. established in Luxemburg. The Plan Regulations, Plan Members Booklet and a general presentation of La Mondiale Europartner can be found on the ACI web pages under the heading "Pensions".

The transfer of pension contributions into the pension funds implies no responsibility on the part of the Institutions for the subsequent management of these funds.

For any questions concerning the approval of new companies and the payment of contributions please contact Ms Maria MADAU (see CONTACTS page 5-6).
7. MISCELLANEOUS

7.1. Certificates

If you need proof of work experience or income details we can provide you with several types of certificates.

Tax certificates stating the number of days worked are available via the "Payments" and "Tax certificate" menu in the Web Calendar.

If you need
- certificates stating income from contracts with all the Institutions
- certificates for the medical insurers related to contracts with DG SCIC and the CJ, please send your request to Ms France-Marie GONAY, scic-fiscal-attestations@ec.europa.eu.

If you need
- certificates concerning days worked on contracts with the European Parliament, the Commission in Luxembourg and the Court of Auditors since the year 2000, please send your request to: INTE.AC Ireruitment@ep.europa.eu

If you need
- certificates detailing work experience and language combination
- certificates to obtain your registration in a Belgian "commune" please send your request concerning
- DG SCIC contracts and CJ contracts to Ms Marjorie DERUYCK at scic-signalaic@ec.europa.eu
- EP contracts (starting from the year 2000): INTE.AC Ireruitment@ep.europa.eu

7.2. Access to the premises of the EU Institutions

As a general rule you should always have the correct service badge with you at all times. With the right badge you will save time as you do not have to go through the visitors' entrance security checks. Further details on access issues may be found on the SCIC security page under Staff Matters/ Local Security Officer on SCICNet.

Consult EPIweb and the Court of Justice Info pages on the Web Calendar for further details and see contact person below.

7.2.1. Service badges

To obtain a service badge card please contact

- for the Commission:
  Mr Cédric BORIBON, VM18 03/54
  Ms Agnieszka BUDZINSKA, VM 18 03/53
  Ms Laetitia DA CRUZ, VM18 03/19
  Ms Maria MADAU, VM18 03/55
  Mr Kosta SAPARIDIS, VM18 03/57
Ms Suzanne VAN DAMME, VM18 03/13

Please make sure to always have your passport/identity card and your access card with you.

- for the EP: Brussels: badges are issued in the Accreditation Office.
  Strasbourg and Luxembourg: please proceed to the Security Office.
ACI colleagues who will work for the EP for the first time or only work occasionally for the EP and need to have their EP access card issued should send the request to the Medium-Term Programming secretariat by e-mail to INTE.ACIbadges@ep.europa.eu.

ACI colleagues who regularly work for the EP should check by e-mail to INTE.ACIbadges@ep.europa.eu whether their name is on the list used by the Accreditation Centre. Once this has been confirmed they should go directly to the Accreditation Centre in one of the three places of work for renewal of their access card.

Should you encounter unexpected problems on the day, please call the Current Week Programming Office: Brussels +32-(0)2-28 43560; Strasbourg +33-(0)3-881 75886.

- for the CJ: Please note - SCIC/EP service badges do not give access to the CJ buildings. On your arrival at the Court, go to the reception desk where you will be given a generic Interpreter badge on showing your confirmation letter. ACIs working on a more regular basis for the Court will be given an electronic badge valid for one year. Any queries should be addressed to interpretation.freelance@curia.europa.eu.

- for the CoR and EESC: please go to the Accreditation Office, JDE 0.004 (on the CoR side). Should you have any problems, please contact Ms Eirini MICHAILIDOU, mobile phone: +32-(0)498 98 2953.

7.2.2. Magnetic badges Council

If you work regularly in the Council buildings (Justus Lipsius and LEX) you may apply for a Council magnetic badge. Please download the document (see the link to the ACI pages - Travel & Access Cards – Forms – Application Council access card) and send it to Mr Wim Meijers (Wim.Meijers@ec.europa.eu).

7.2.3 Access to car parks

7.2.3.1. Commission car parks

ACI in possession of a valid access card to Commission buildings may request access to the Commission car parks (excl. Berlaymont). To request a car park access card, the ACI should send the following information to one of the persons indicated below:

- a scanned copy of the official registration document of the car, showing the number plate
- the mobile phone number where the ACI can be reached during the time the car is in the car park.

Mr Cédric BORIBON, VM18 03/54
Ms Agnieszka BUDZINSKA, VM 18 03/53
Ms Laetitia DA CRUZ, VM18 03/19
Once this information is updated in our files, the ACI can go to the Security Office, rue Montoyer 34, to collect the car park access card, which will be issued upon presentation of the original registration document of the car.

The expiry date of the car park access card will be the same as the one on the access card to Commission buildings.

7.2.3.2. Council

ACI have access to the visitors' car park of Justus Lipsius (entry rue Froissart 112), only for the duration of the meeting to which they are assigned.  
*ACI with a Council badge:* can have their badge activated at the accreditation service.  
*ACI without a Council badge:* have to send a fax to the accreditation service each time they need access to the car park during their assignment.

7.2.3.3. European Economic and Social Committee/Committee of the Regions

ACI who wish to use the JDE car park may apply for the non-magnetic "green badge". Whenever you use the car park, you will have to ring the bell in the car park and give your name and the meeting you are assigned to, so that the Security opens the magnetic doors for you.

7.2.3.4. Court of Justice

ACI may use the CJ car park at the entrance of the Erasmus building on Rue du Fort Niedergruenewald on presentation of your confirmation letter.