

Interreg

Greece-Bulgaria

European Regional Development Fund



5th Call

**“Grant scheme for supporting SMEs to grow and expand beyond
local markets”**

SAMIS MANUAL

Complaint Application

Cooperation Programme Interreg V-A “Greece-Bulgaria 2014-2020”

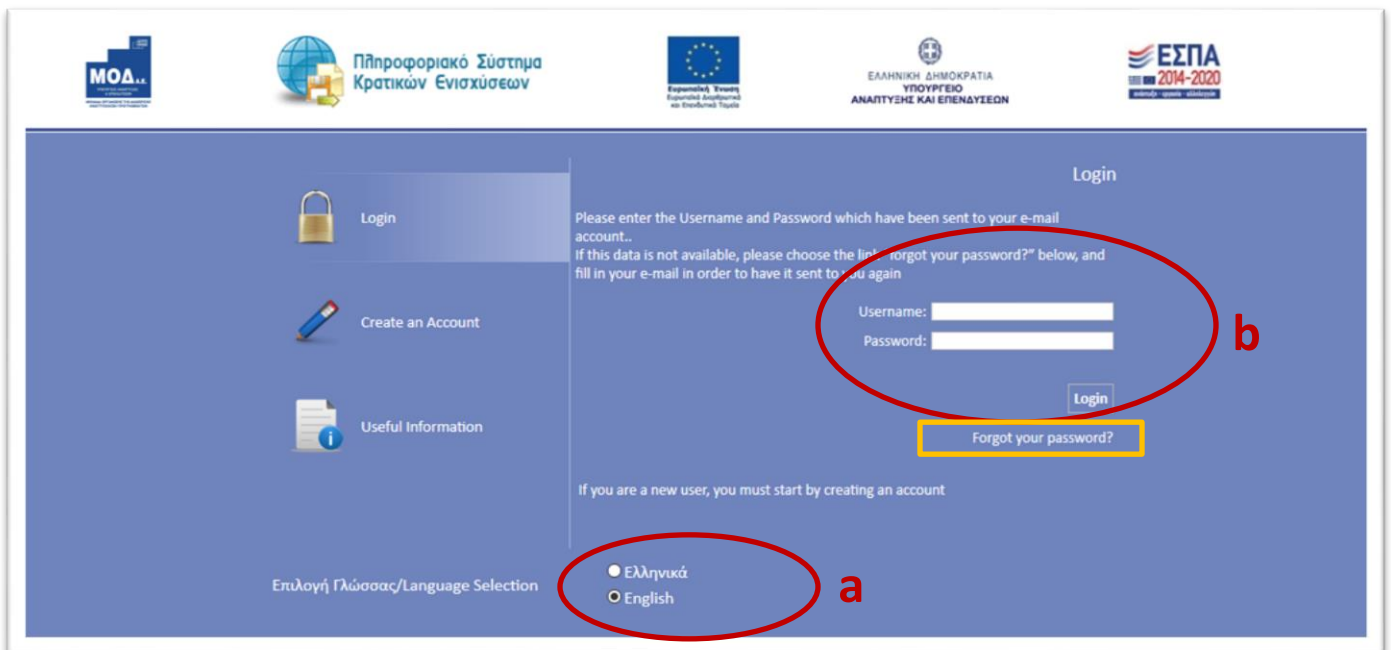
1. Enter SAMIS using the following link:

[https://www.ependyseis.gr/mis/\(S\(3haqarfg4vv2qjzyhfn0ws45\)\)/System/Login.aspx?ReturnUrl=%2fmis%2fdefault.aspx](https://www.ependyseis.gr/mis/(S(3haqarfg4vv2qjzyhfn0ws45))/System/Login.aspx?ReturnUrl=%2fmis%2fdefault.aspx)


2. Login to SAMIS

In the screen seen below:

- a) Choose the English language
- b) Login to SAMIS using the credentials (Username/Password), the ones used during the submission phase. Please note that when you logged in the system for the first time, the change of your password was required. Thus, the password you have to enter is the one you created after logging in SAMIS for the first time and not the one sent to by the system when you registered. If you do not remember your password, click on the text “Forgot your password” and follow the steps to reset your password.



In the next screen, seen below:

- a. Choose from the left side menu “Interreg” and then “Complaints”
- b. If you do not see your Proposal (AF) in the list, click on the icon  on the upper and right side of your screen
- c. Click on the “Project Code” of your proposal to continue

Request for objection

Αποτελέσματα ανά σελίδα: 20 | Επιλογή Σελίδας: 1 | Προηγούμενη | Επόμενη

Αναζήτηση: [] περιεχ [] Αναζήτηση | Καθαρισμός

Αποτελέσματα αναζήτησης [1]

Proposal (AF) Code	Project Code	Enterprise	Call	Start Date	Start User	Validation Date	Validation User	Status
823477	IN1GB-0001478	hhhh	Greece - Bulgaria 5th Call	3/7/2020 9:09:51 πμ	ΛΙΟΛΙΟΥ ΑΦΡΟΔΙΤΗ			Σε Ένσταση

To enter the complaint application form, click on the [Επεξεργασία/Edit](#), found on the left and upper side of you screen.

Πληροφοριακό Σύστημα Κρατικών Ενστάσεων. Είναι η Εφαρμογή Δοκιμών του ΠΣΚΕ !!! * **

MIS_STAGING - Ώρα συστήματος: 9:28:14 πμ

Proposal (AF) Data.

General Information

The proposal (AF) hasn't been validated yet, you are able to cancel it.

Project Code : IN1GB-0001478 195020

Enterprise : hhhh

VAT identification number : 000000000

Action type : Αίτηση Ένστασης [Αίτηση Ένστασης]

Start User : ΛΙΟΛΙΟΥ ΑΦΡΟΔΙΤΗ

Start Date : 3/7/2020 9:09:51 πμ

Assigned user : ΑΦΡΟΔΙΤΗ ΛΙΟΛΙΟΥ

Completion Deadline :

Cancellation User :

Cancellation Date :

Completion User :

Completion Date :

Last action data

Action Type: Started

by the User: interregl01

Date: 3/7/2020 9:09:51 πμ

Comments:

Ενέργειες/Actions

Επεξεργασία/Edit

Ακύρωση

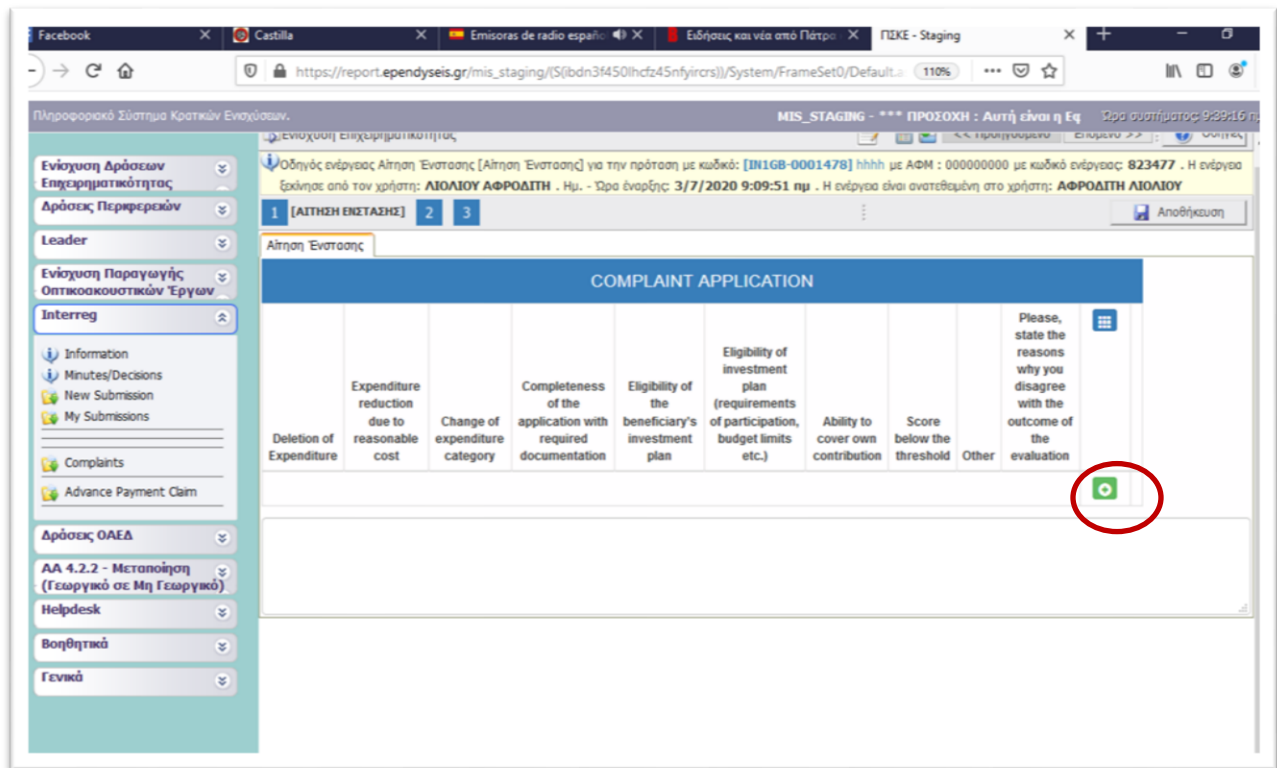
Εκτυπώσεις

Εκτύπωση Αίτησης Ένστασης(.pdf)


The complaint application form consists of 3 simple steps.

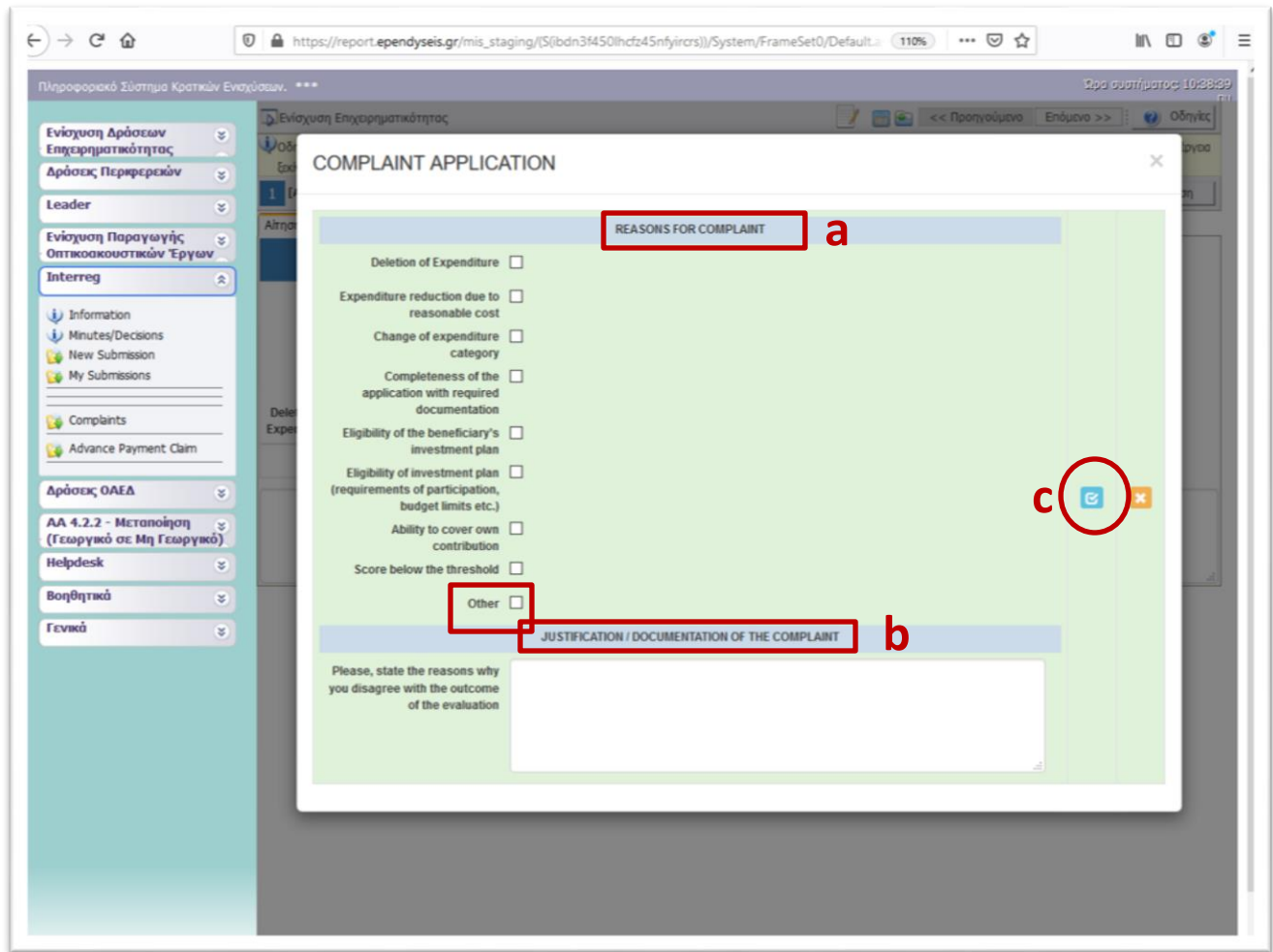
Step 1: “Complaint Application”

Click on the icon  (add new).




In the pop-up window the applicant has to:

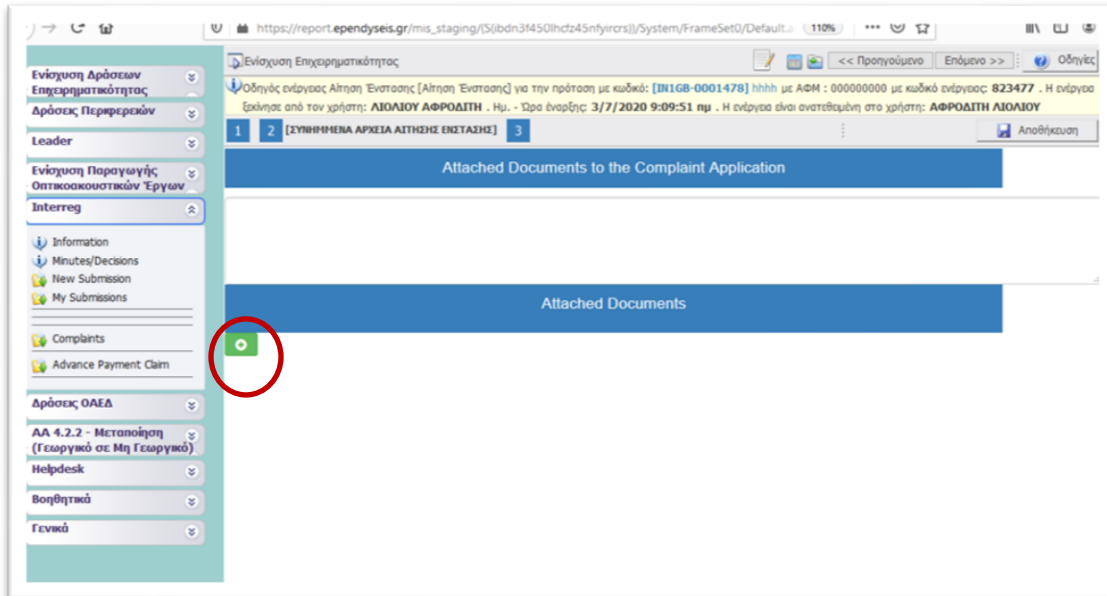
- Choose from the list the reason(s) for his/her complaint application (REASONS FOR COMPLAINT). It is possible to choose more than one options from the list. In case the reason for your complaint application is not included in the list, choose the option “Other” and explain the reason in the text box below “JUSTIFICATION / DOCUMENTATION OF THE COMPLAINT”
- State the reasons why you disagree with the outcome of the evaluation and for which you apply a complaint. In addition, if you attach to your complaint application any relevant document that justifies your complaint, mention in the text box the name of the attached document and a short description of its content.
- After inserting your answers, click on the icon  (update) to save your entry and to return to the previous screen.



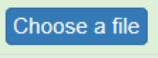



Step 2: “Attached Documents to the Complaint Application”

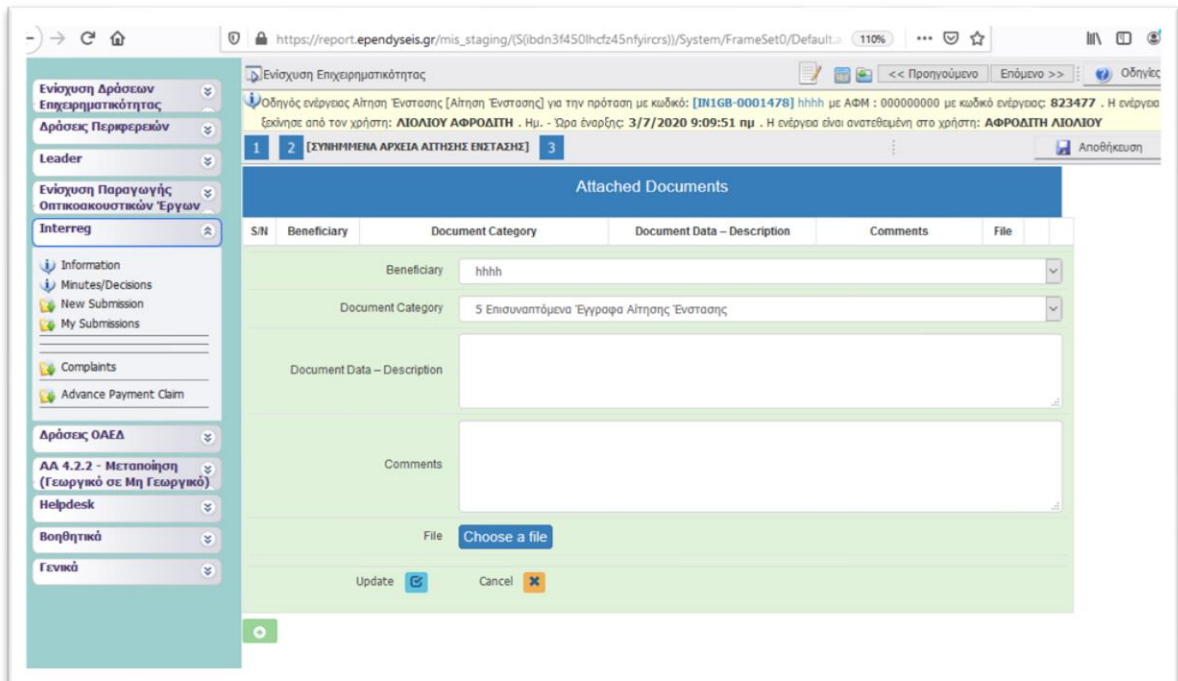
In this step the applicant may attach any documents that justifies his/her complaint application.


To do so, click on the on the icon  (add new file).

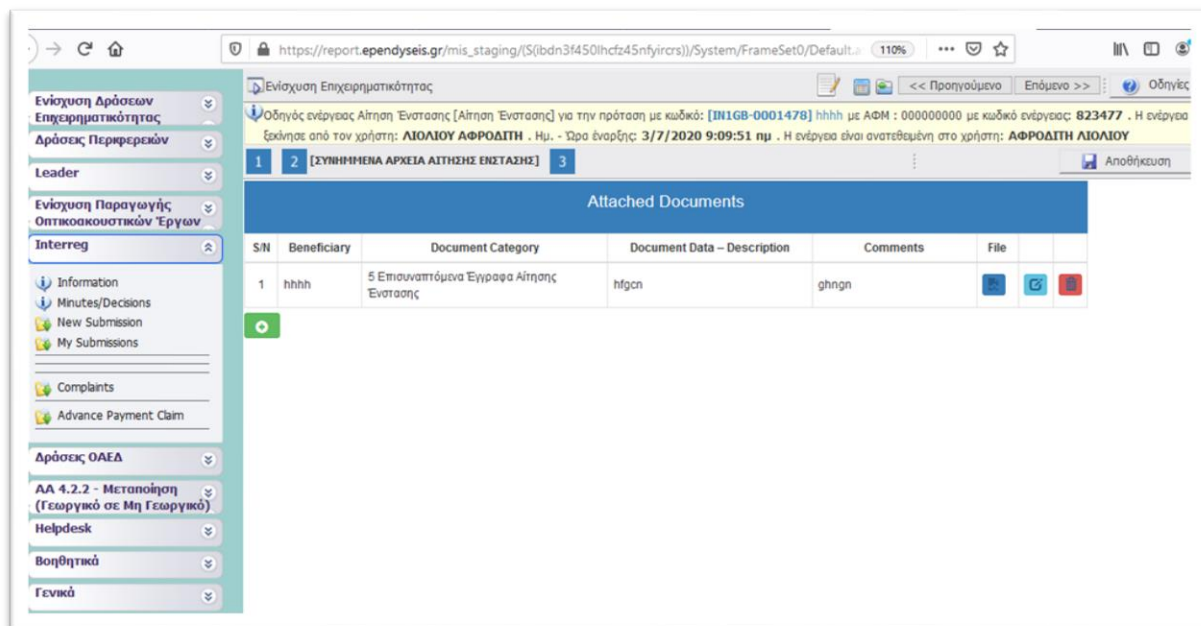


In the pop-up window the applicant has to fill in the following fields:

- a. Beneficiary: select from the drop down list the beneficiary to whom the attach documents refers
- b. Document Category: leave the default option (meaning: Documents attached to the Complaint Application)
- c. Document Data – Description: write a short description of the attached document
- d. Comments: add any additional comment concerning the attached document.
- e. Upload the file by clicking on the icon “Choose a file” 
- f. Click on the “Update” button  to save your entry OR on the “Cancel” button  to cancel your entry.
- g. If you wish to attach more documents, click on the icon  (add new file) and repeat the procedure.



After saving your entry, you return to the previous window in which you may see the list of the attached documents. If you wish to attach more documents, click on the icon  (add new file) and repeat the procedure described above.

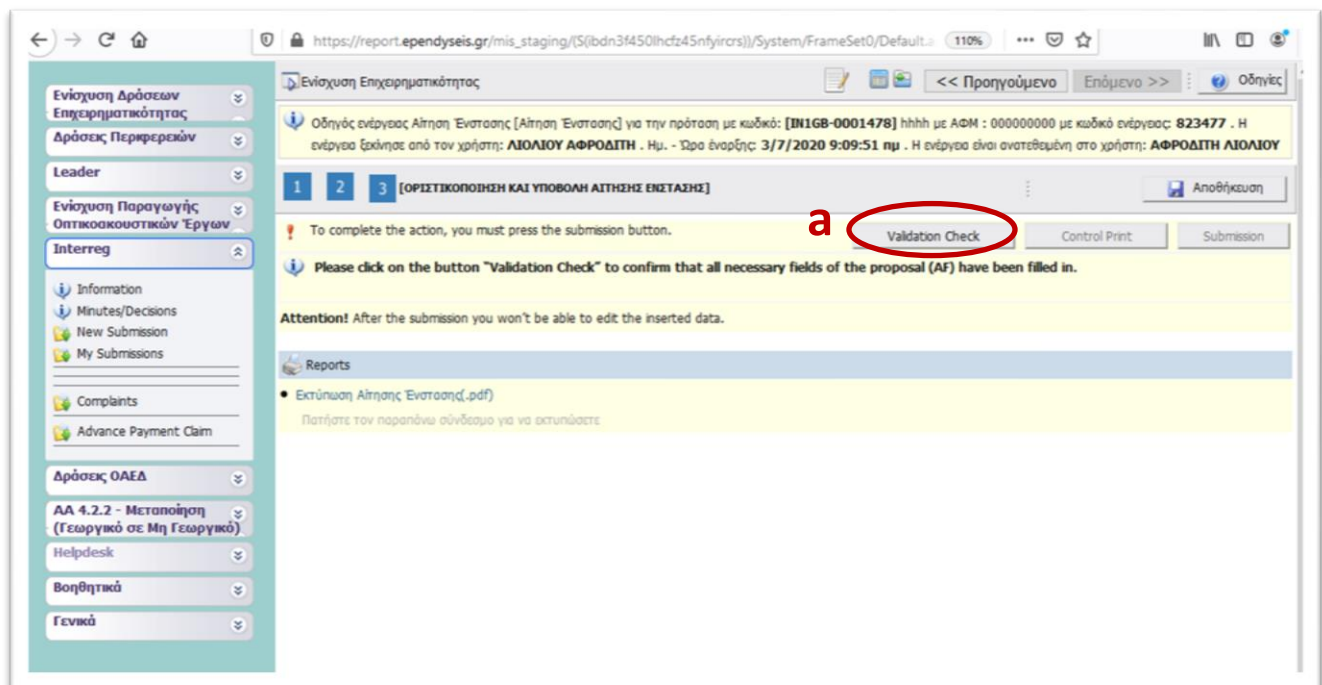


After attaching all the relevant to the complaint application documents, move to step 3.

Step 3: “Validation and submission of the complaint application”

In order to submit the complaint application, the applicant has to:

- Click on the button “**Validation Check**” in order for the system to check if all fields of the application have been filled in.
- If no mistakes are found by the system, the following message appears on the screen “*No errors were found, you may proceed to Submission*” and the “**Submission**” button is activated to click on it and proceed to the submission of your complaint application. **Make sure that your complaint application is completed and filled in correctly because after the submission you won’t be able to edit it.**
- After submitting your complaint application, the following message appears on the screen “*Activity is submitted. **Attention!** After the submission you won’t be able to edit the inserted data.*” To download the complaint application generated by the system, click on the link [Εκτύπωση Αίτησης Ένστασης\(.pdf\)](#)



Ενίσχυση Επιχειρηματικότητας

Οδηγός ενέργειας Αίτηση Ένστασης [Αίτηση Ένστασης] για την πρόταση με κωδικό: [ΠΙ1GB-0001478] hhhh με ΑΦΜ : 000000000 με κωδικό ενέργειας: 823477 . Η ενέργεια ξεκίνησε από τον χρήστη: ΛΙΟΛΙΟΥ ΑΦΡΟΔΙΤΗ . Ημ. - Ώρα έναρξης: 3/7/2020 9:09:51 πμ . Η ενέργεια είναι αναστεθειμένη στο χρήστη: ΑΦΡΟΔΙΤΗ ΛΙΟΛΙΟΥ

1 2 3 [ΟΡΙΣΤΙΚΟΠΟΙΗΣΗ ΚΑΙ ΥΠΟΒΟΛΗ ΑΙΤΗΣΗΣ ΕΝΣΤΑΣΗΣ]

To complete the action, you must press the submission button.

Validation Check Control Print Submission

No errors were found, you may proceed to Submission.

Attention! After the submission you won't be able to edit the inserted data.

Reports

- Εκτύπωση Αίτησης Ένστασης(.pdf)

Πατήστε τον παραπάνω σύνδεσμο για να εκτυπώσετε

Ενίσχυση Επιχειρηματικότητας

Οδηγός ενέργειας Αίτηση Ένστασης [Αίτηση Ένστασης] για την πρόταση με κωδικό: [ΠΙ1GB-0001478] hhhh με ΑΦΜ : 000000000 με κωδικό ενέργειας: 823477 . Η ενέργεια ξεκίνησε από τον χρήστη: ΛΙΟΛΙΟΥ ΑΦΡΟΔΙΤΗ . Ημ. - Ώρα έναρξης: 3/7/2020 9:09:51 πμ . Η ενέργεια είναι αναστεθειμένη στο χρήστη: ΑΦΡΟΔΙΤΗ ΛΙΟΛΙΟΥ

1 2 3 [ΟΡΙΣΤΙΚΟΠΟΙΗΣΗ ΚΑΙ ΥΠΟΒΟΛΗ ΑΙΤΗΣΗΣ ΕΝΣΤΑΣΗΣ]

Activity is submitted

Attention! After the submission you won't be able to edit the inserted data.

Reports

- Εκτύπωση Αίτησης Ένστασης(.pdf)

Πατήστε τον παραπάνω σύνδεσμο για να εκτυπώσετε

IMPORTANT!

The applicant, after submitting the complaint application through SAMIS, **within seven (7) working days of receiving the notification e-mail by the JS**, he/she has to:

- download the complaint application generated by the system
- sign and stamp it
- put it in an envelope with all attached documents (if applicable) justifying the complaint, and
- send by express courier the envelope to the Joint Secretariat/Managing Authority of the Cooperation Programme Interreg V-A “Greece-Bulgaria 2014-2020”. The envelope should bear on the front – clearly and legibly – the following label:

<p style="text-align: center;">Documentation Folder for the</p> <p style="text-align: center;">“Grant scheme for supporting SMEs to grow and expand beyond local markets”</p> <p style="text-align: center;">Name of Company Submitting the Application:</p> <p style="text-align: center;">VAT Number:</p> <p style="text-align: center;">Application ID code issued by the State Aid Information System:</p> <p style="text-align: center;">Date of electronic submission...<of the Complaint Application>:</p>
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to the following address:

Joint Secretariat/Managing Authority of the Cooperation Programme Interreg V-A “Greece-Bulgaria 2014-2020”

65 Georgikis Scholis Av.

Thessaloniki, GR - 570 01, Greece

Tel: 0030 2310 469 695