Controller's Guide
Beneficiary Payment Claim (BPC)
MIS 2021–2027

MANAGING AUTHORITY "INTERREG 2021-2027"

Contents

Introduction

This Guide is a practical technical manual aimed at supporting controllers in carrying out administrative verifications of expenditures through the MIS (OPS) of the Interreg Programmes. It focuses exclusively on the system-based verification process and provides step-by-step instructions for reviewing and confirming the expenditure items declared by beneficiaries.

It presents the MIS screen structure, the functionalities available at each stage of verification, and the actions required from controllers, based on the risk-based administrative verification methodology, such as sampling of submitted documents, extraction of information from relevant tabs, registration of comments, and issuance of verification documents (administrative verification report, certificate, etc.). It also includes explanations on the use of system tools (search options, automatic checks for simplified cost options, etc.) and analyses the core functionalities designed to support controllers in performing their work accurately and efficiently.

The purpose of this manual is not to assess eligibility of expenditures but to guide users/controllers in navigating and using MIS correctly so that administrative verifications are complete, consistent, and technically sound.

Abbreviations/Definitions

MIS: Management Information System

BPC: Beneficiary Payment Claim

MA: Managing Authority “Interreg 2021–2027”

JS: Joint Secretariat

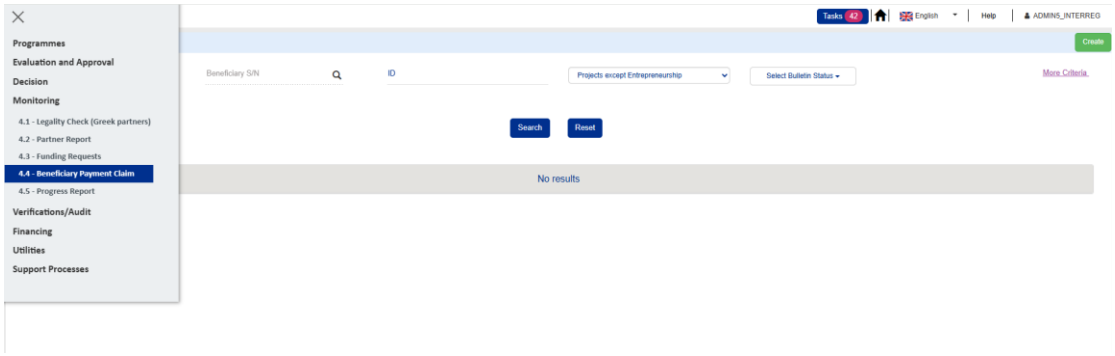
MCS: Management and Control System

SA: State Aid

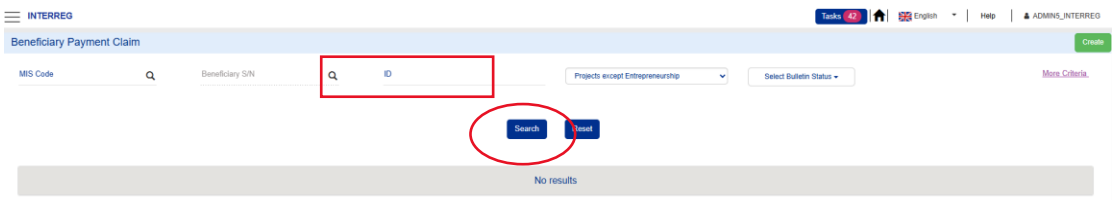
1. Controller action for verification of Beneficiary's Payment Claim (BPC)

1.1. Searching for a Beneficiary Payment Claim

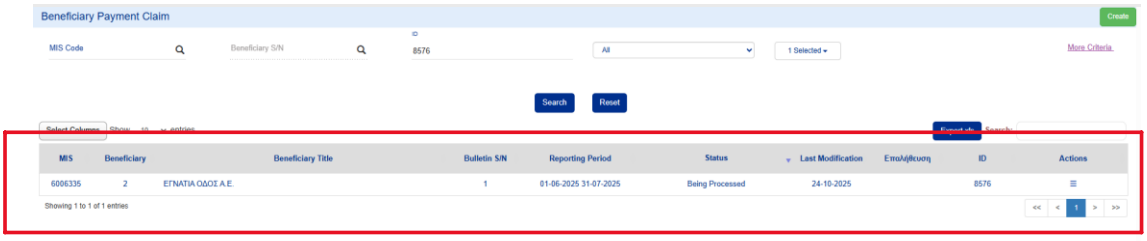
1. The controller is notified by email once the beneficiary submits a BPC. The BPC ID appears in the message.
2. The controller logs into MIS using his/her credentials (username και password)
3. The controller logs into MIS and navigates: "INTERREG 2021–2027" → Burger Menu (upper left corner) → Monitoring → 4.4 Beneficiary Payment Claim.



4. The search screen of the BPC appears with the 'basic' search criteria, as shown in the image below. The controller enters the ID of the claim in the corresponding field and performs the search.



5. After executing the search, the desired result appears on the screen.



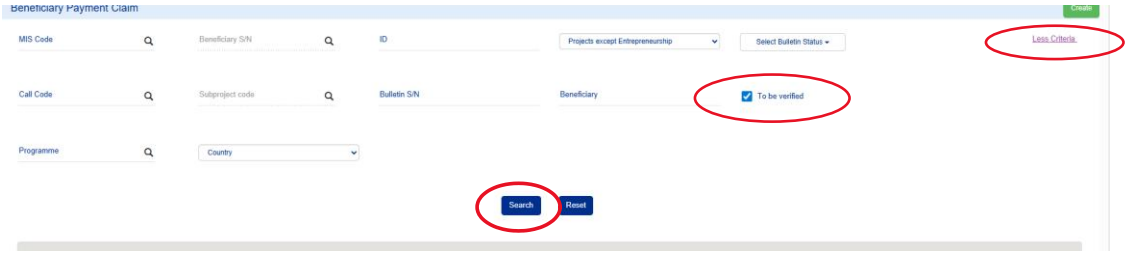
1.2. Application of risk-based methodology

According to the new regulations, unlike 2014–2020, not all projects and not all expenditure declarations are subject to verification. Controllers apply risk-based methodology **at two levels**:

A. BPC level
B. At the level of supporting documents (expenditures, payments) in each BPC that must be verified according to the methodology

1.2.1. Application of the methodology at BPC level

1. MIS automatically displays the BPCs that the controller is required to verify. **To view these BPCs**, the controller must open the 'More criteria' on the BPC search screen, activate the 'to be verified' checkbox, and then execute the 'Search' function, as shown in the figure below. The system automatically displays the BPCs that the controller is mandatory to verify.

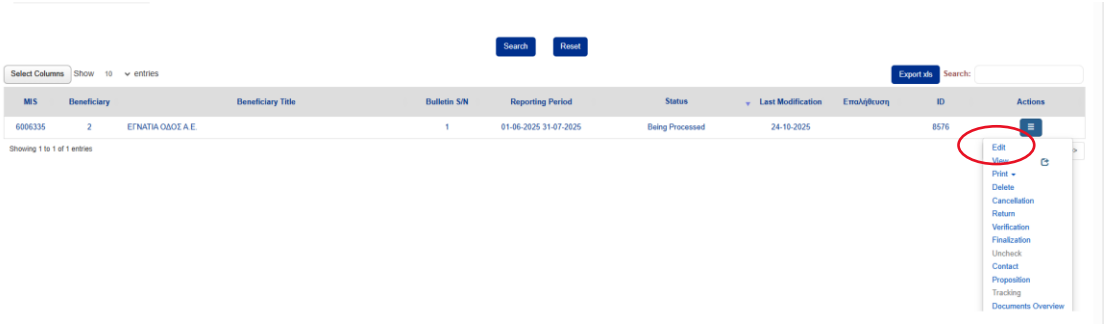


2. The system will display only those BPCs that have been submitted by the beneficiary (submitted' status), have been 'assigned' to the specific controller, and, according to the methodology, must obligatorily be verified. If the 'mandatory' BPCs do not appear automatically (as the methodology has not yet been fully implemented), the controller must follow the BPC verification steps in accordance with the Programme's MCS methodology.
3. The controller then applies the steps described in the following sections, in accordance with the guide "O.3 Methodology for carrying out management verifications in operations (other than State Aid) on the basis of a risk assessment" of the Programme's MCS.

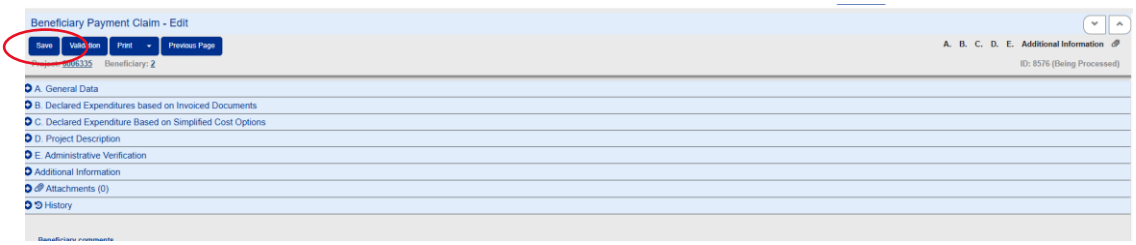
ATTENTION: It is recommended that the controller reviews (using the 'View' function in the 'Actions' menu) every BPC submitted by the beneficiary, in order to understand the type and nature of the declared expenditures (expenditure categories, public procurement, simplified costs, etc.) and then proceeds with the verification of expenditures according to the methodology. Therefore, there may be BPCs which, although not automatically marked by the system as 'to be verified' (as described above), the controller may still choose to verify based on professional judgement.

1.2.2. Application of the methodology at the level of supporting documents within the BPC – BPC processing

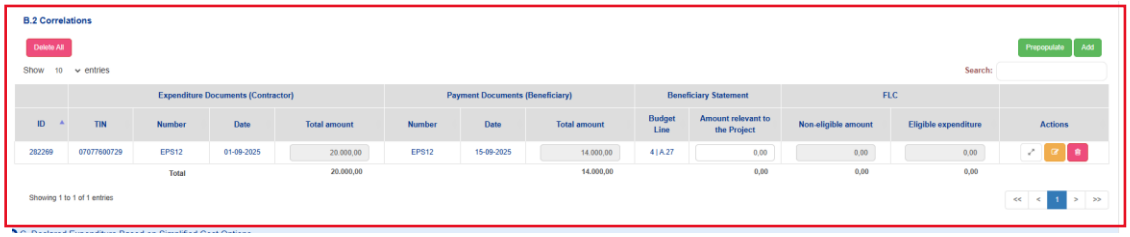
1. For the BPCs that the Controller will verify, he/she selects 'Edit' from the Actions column in the results table.



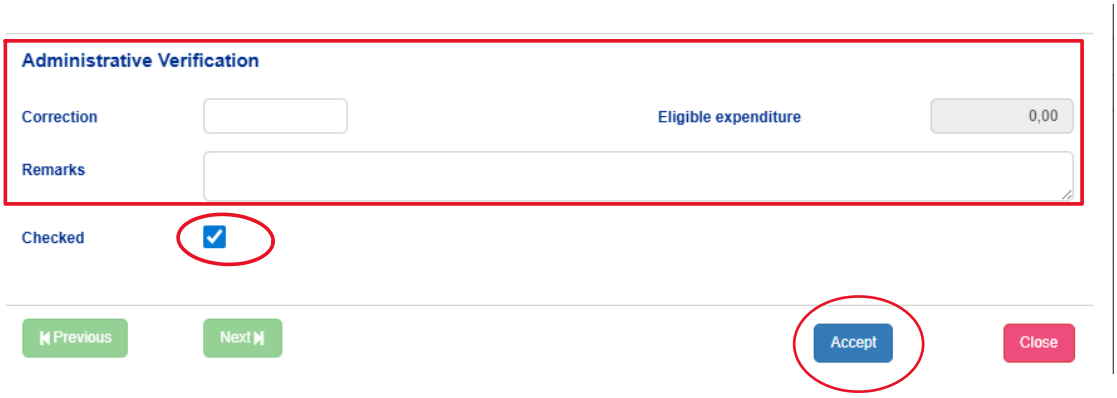
2. The system opens the 'Beneficiary Payment Claim – Edit' screen, and the controller selects 'Save' from the toolbar. A warning message appears, the controller selects 'Yes,' and the status of the claim changes to "Being processed".



3. In section "B. Declared expenditures based on Invoiced Documents", the controller reviews the correlation table (B2. Correlations).



4. Specifically, the controllers examine a sample of expenditures **in accordance with the methodology** (e.g., the sample must cover at least 20% of the total expenditure declared in the BPC and 30% of the number of expenditure items - supporting documents/invoices/payroll records - simultaneously).
5. They select 'Edit' (orange button)
6. In the pop-up window that appears, and **in case there are ineligible expenditures**, the controller fills in the "**Correction**" amount and the "**Remarks**", explaining the reason for the ineligibility of the specific expenditure.
7. They also **tick the "Checked" checkbox** to inform the system that this expenditure item has been reviewed, and then select "**Accept**".

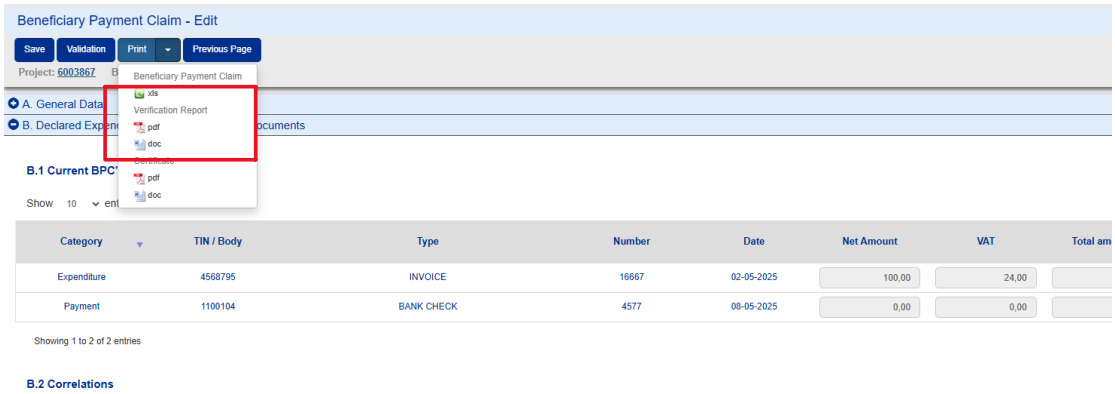


8. The controller continues the above process for all expenditure items (correlations) that, based on the methodology, they decide to verify, always **selecting the "Checked" checkbox**.
9. The system automatically sums the total amounts of the expenditures that were marked as "checked" and displays the corresponding percentage (%) in Table 4 of the verification report (also broken down by cost category), as shown in the image below.

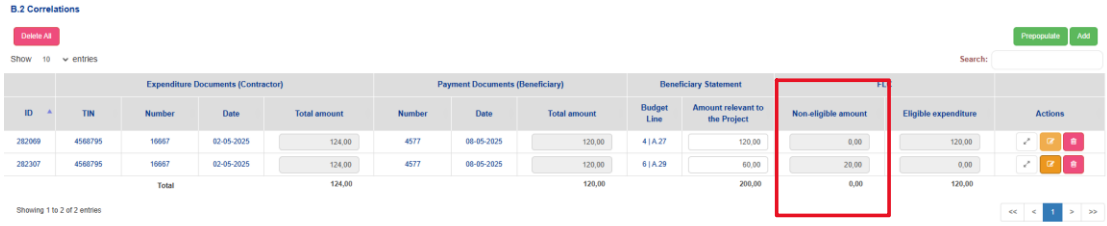
4. Verified Expenditure – Verification Result

Expenditure Category	Declared Expenditure for Verification (A)	Sampled Expenditure Verified (B)	% of Sampled Expenditure Verified (C=B/A)	Eligible Sample Expenditure (D)	Ineligible Sample Expenditure (E=B–D)	Total Eligible Expenditure of the payment claim (F=A–E)
4 | A.27 -Office and Administration (Real cost)	120,00	120,00	100,00	120,00	0,00	120,00
6 | A.29 -Equipment (Real cost)	80,00	0,00	0,00	0,00	0,00	80,00
Total	200,00	120,00	60,00	120,00	0,00	200,00

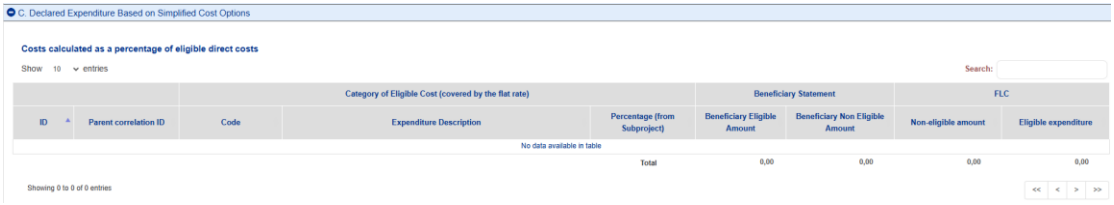
10. The controller can view the above result by selecting "Print" – "Verification Report" from the main menu of the BPC, as shown in the next image.



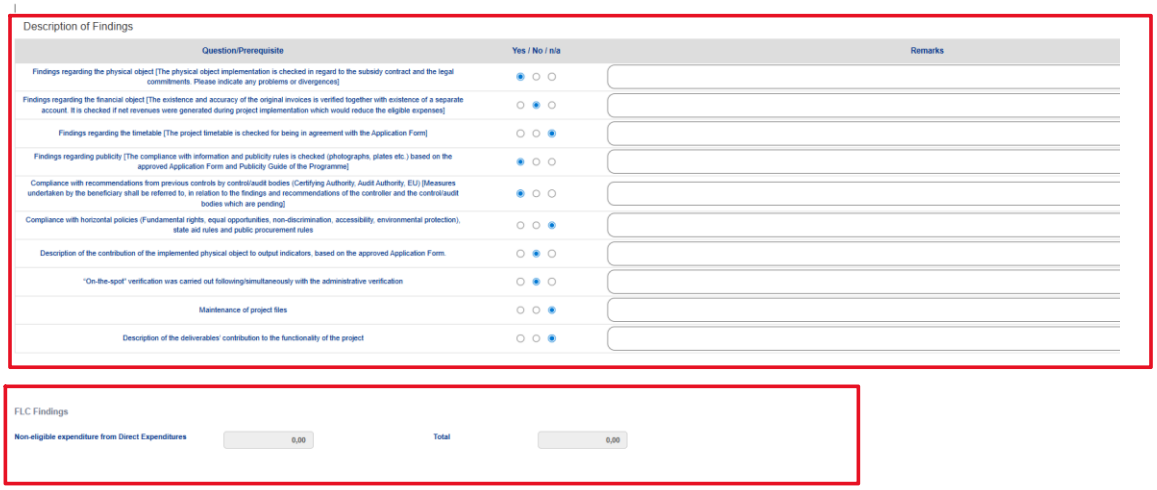
11. The "Correction / non eligible" amounts are transferred to the corresponding column of the Correlations table.



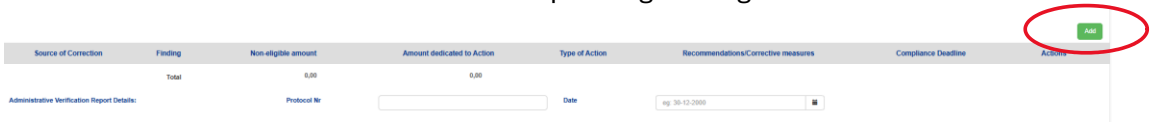
12. In cases where simplified cost options exist (e.g. **flat rate**), **their calculation is performed automatically by the system**, and the corresponding amounts, per correlation of direct expenditure based on supporting documents, appear in section “C. Declared Expenditures Based on Simplified Cost Options”.



13. The controller then selects section “E. Administrative Verification”, completes the field “Controller Name” and fills in the “Description of Findings” fields with remarks, providing justification for the assessment. In the fields “non-eligible expenditure from direct expenditures” and “Total”, the system displays the total correction amount.

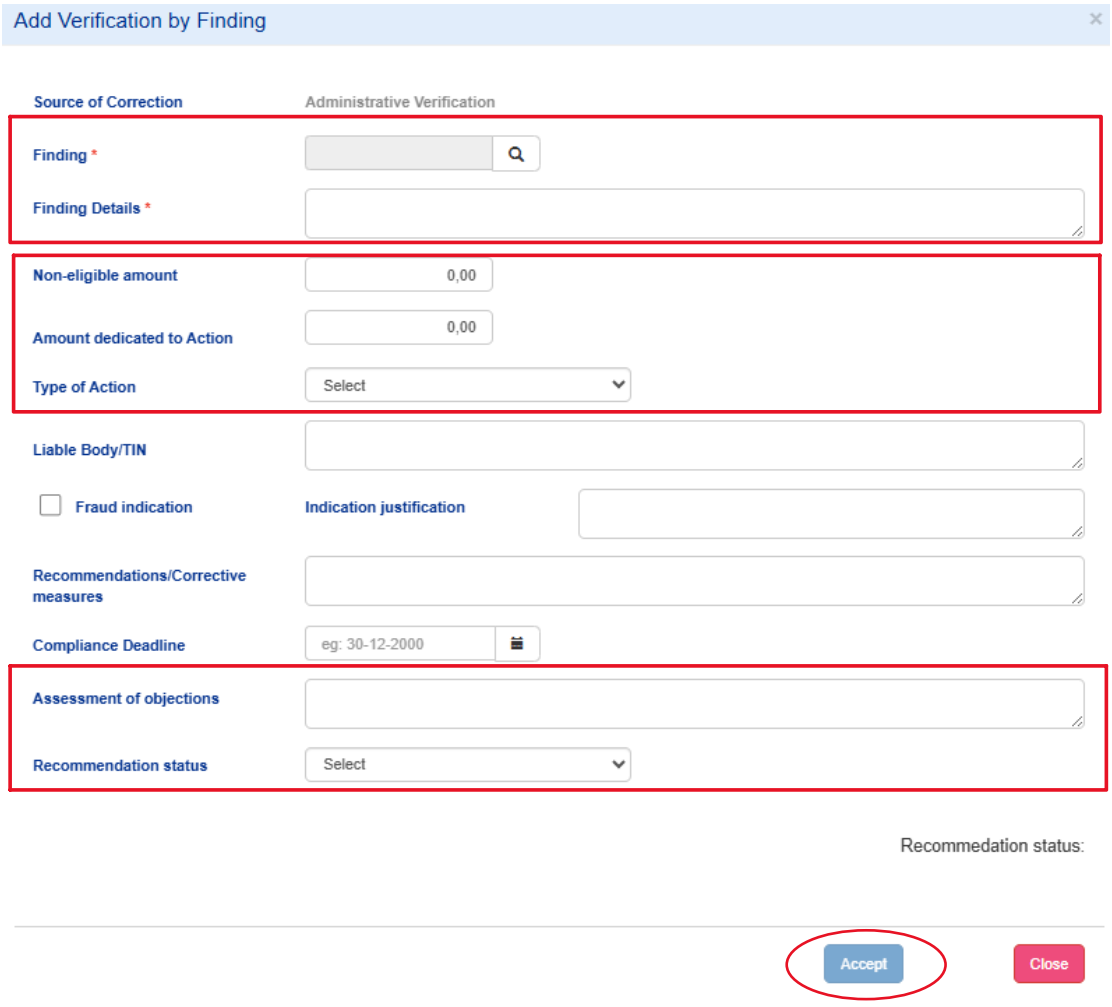


14. Then, the controller selects “Add” in the Findings table in order to link the Correction Amounts with the corresponding Findings.

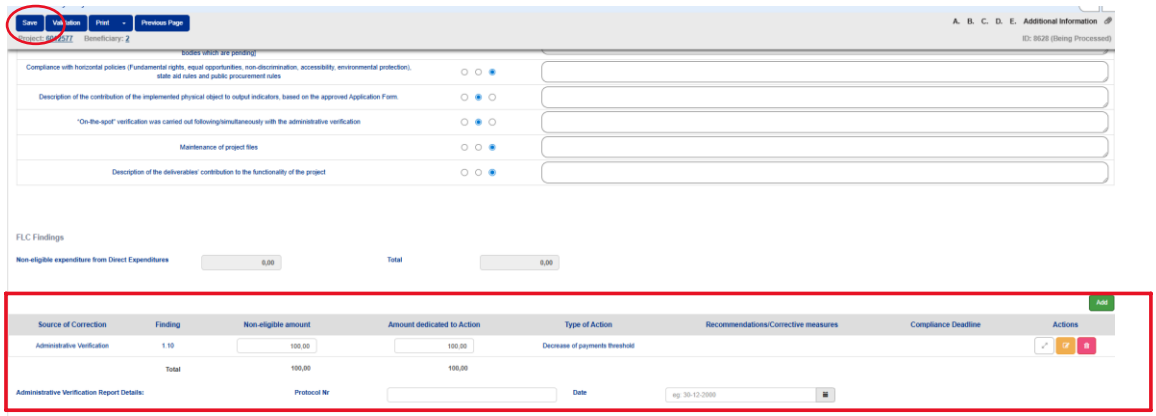


ATTENTION: <u>This procedure is mandatory.</u> If the Controller skips it, the system will display a validation error during the verification of the claim**.**

15. In the pop-up window, the controller enters each finding identified during the administrative verification of the BPC, based on the list of codified findings in MIS (code and description), along with the relevant analysis/detail. These fields are mandatory.
16. If the finding results in a financial correction, the controller enters the amount to be corrected due to that specific finding. Based on the corrections imposed for the identified irregularities, the controller also completes the amount for which further action is required (recovery or decrease of payment thresholds).
17. It should be noted that the total amount corrected by the controller during the administrative verification of expenditures (whether based on supporting documents or simplified cost options) **must correspond to specific findings**.
18. The controller then selects "**Accept**".
19. The controller carries out the same procedure to record a "Correction Amount" linked to another finding code and then selects 'Close' to exit the window
20. The above-mentioned steps 15–19 are illustrated in the image below.



21. If there are findings and/or ineligible expenditures and **objections have been submitted by the beneficiary** (in accordance with the provisions of the Programme's MCS), the controller fills in the fields "Assessment of Objections" and "Recommendation Status", as shown in the image above.
22. The Findings table is updated, and the controller selects "Save" from the toolbar.

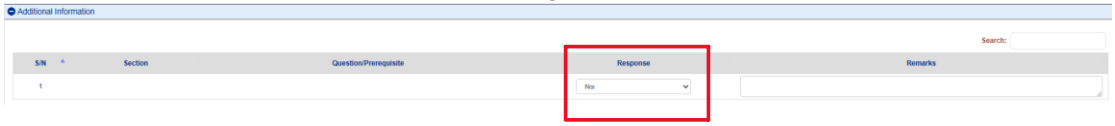


ATTENTION:

- **In cases where no findings exist,** the controller proceeds to the verification of the form ('verified' status) and sends the relevant verification documents to the beneficiary in accordance with the Programme's MCS (final verification report, control checklist, certificate), using the 'contact function, as described in the sections "Verification of the BPC" and "Contact" below.
- **In cases where findings exist,** the controller (while the BPC is still in "being processed" status) sends the relevant verification documents (preliminary verification report and control checklist) to the beneficiary through the MIS "contact" function. The beneficiary has the right to submit objections (in accordance with the Programme's MCS), which are submitted via the same "contact" function. These objections are assessed by the controller (or by the competent Body according to the Programme's MCS), who completes the fields "Assessment of Objections" and "Recommendation Status", as described above.

1.3. Administrative Verification of the Beneficiary Payment Claim (BPC) and Confirmation of the Separation of Duties & Declaration of Non-Conflict of Interest

1 **Beneficiary Payment Claim, which must undergo administrative verification based on the risk-based methodology of Programme's MCS:** The controller, after setting the report to the status "Being Processed" and completing the administrative verification, must respond in the "Additional Information" section to the question concerning the Confirmation of the separation of duties and the Declaration of non-conflict of interest, as shown in the image below:



NOTE: Until this specific option is activated in MIS, it is recommended that the auditor completes, signs, and uploads in the "Attachments" section of the BPC the template document "Declaration of Non-Conflict of Interest", in accordance with the Programme's Management and Control System (MCS).

2 **Beneficiary Payment Claim that has not been automatically marked by the system for administrative verification:** If the BPC has not been designated as requiring mandatory administrative verification, but the controller selects the action "Edit" on a "Submitted" claim, the mandatory administrative verification of the claim is activated upon the first save. For this reason, **a warning message** appears informing the controllers that if they change the status of the claim from "Submitted" to "Being Processed", **they will then be required to proceed with the administrative verification** of the BPC, in accordance with the methodology.

A. If the controllers select the answer **"YES"**, then they must:
   - ✓ **Proceed with the administrative verification of the BPC, as it becomes mandatory.**
   - ✓ In the "**Additional Information**" section, **they must justify in the "Comments" field the reasons for performing the administrative verification** even though the claim had not been marked by the system. A relevant system check has been activated for the completion of this field (the answer "YES" to the question is pre-filled).
   - ✓ Additionally, in the "Additional Information" section, the controller must respond to the question "Confirmation of the separation of duties and Declaration of non-conflict of interest".

B. If the controller selects the answer **"NO"**, then they exit the BPC by choosing the "Previous Page" button (without selecting save).

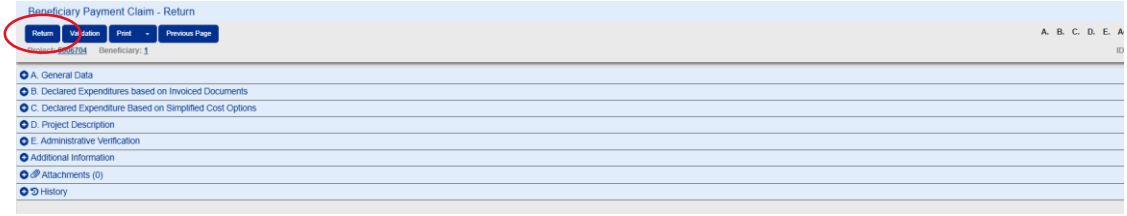
1.4. Return of the BPC

If the controllers do not wish to intervene directly in the claim, and modifications must be made by the Beneficiary, they use the "Return" action by following the steps below:

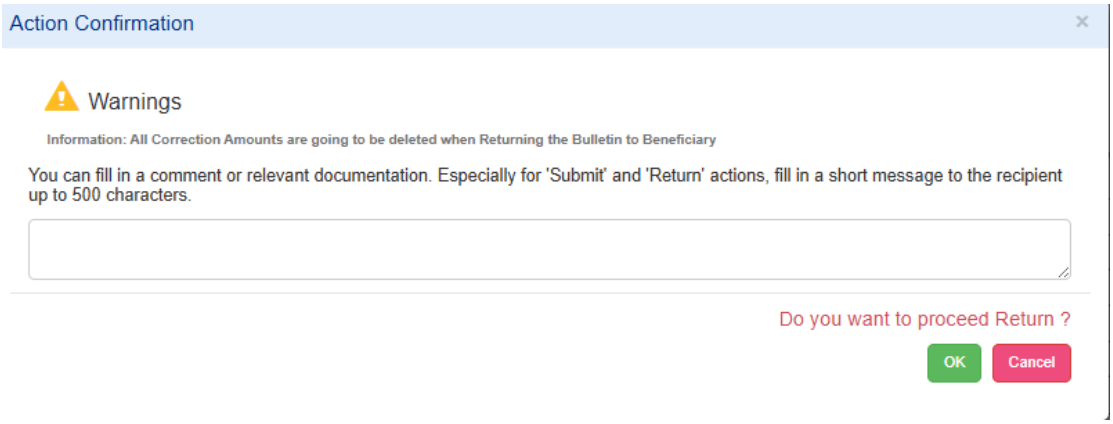
NOTE: The "Return" action is enabled when the report is either in "Being Processed" or "Submitted" status.

1 On the BPC screen, the controller searches for the claim and selects the "Return" action from the search results.

2 The system opens the "Beneficiary Payment Claim – Return" screen, and the user selects "Return" from the toolbar (menu).



3 A pop-up window appears with a field for the detailed recording of the reason for the return, and the controller selects “OK”.

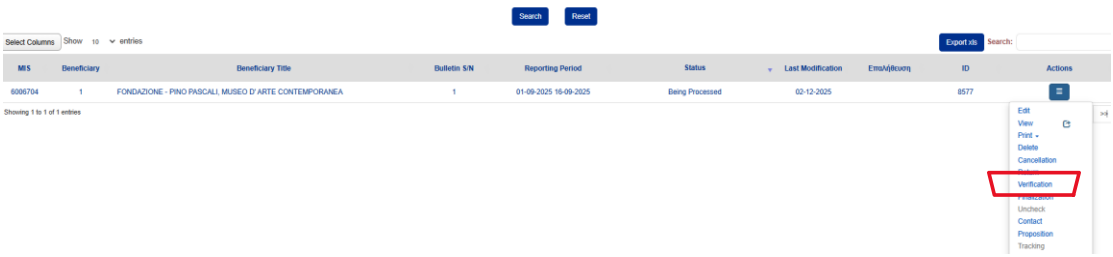


NOTE: When the claim is returned, its status changes to “Returned to Beneficiary”. In order for the beneficiary to proceed with modifications, he must first save the claim so that the status changes to “Under Submission”. Afterwards, once the modifications have been made, the beneficiary must resubmit the report.

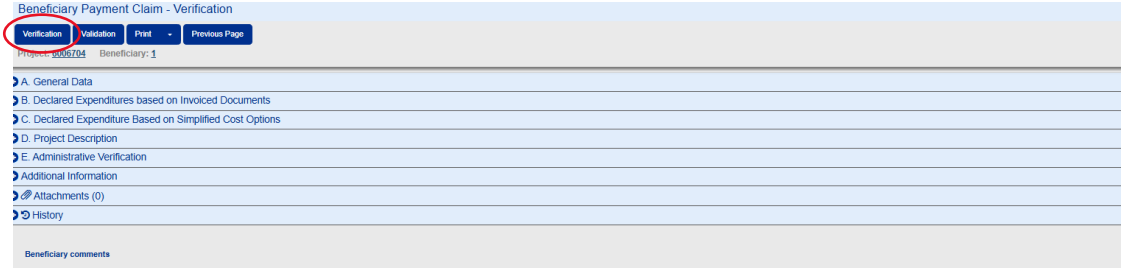
1.5. Verification of the Beneficiary Payment Claim

After completing their work (with or without “findings”), the controllers proceed with the “Verification” of the claim so that it becomes available for approval by the Managing Authority, by carrying out the following steps:

1. In the BPC screen, the controller searches for the claim and selects the “Verification” action from the search results.



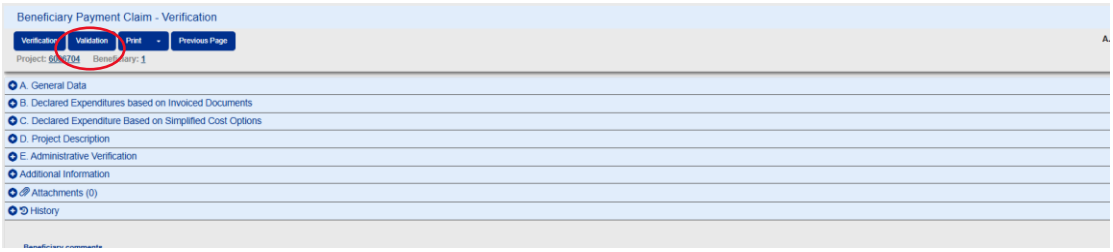
2. The system opens the “Beneficiary Payment Claim – Verification” screen, and the controller selects “Verification” from the toolbar (menu).



3. A confirmation pop-up window appears, in which the user selects “OK”. If there are errors or warnings in the claim, they will be displayed in this window. For the controller to proceed with the verification of the BPC, **no error messages may appear in this window** (errors must be resolved).

4. Once the Verification is completed, the claim moves to the status “Verified”, and the beneficiary is automatically notified by email through the system. The Managing Authority is also notified in order to finalize the report. Finalization (status “Approved”) is permitted only for a report that is in “Verified” status.

NOTE: Before verifying the BPC, the controller must run the “validation” check to see whether any error or warning messages appear, as shown in the image below.

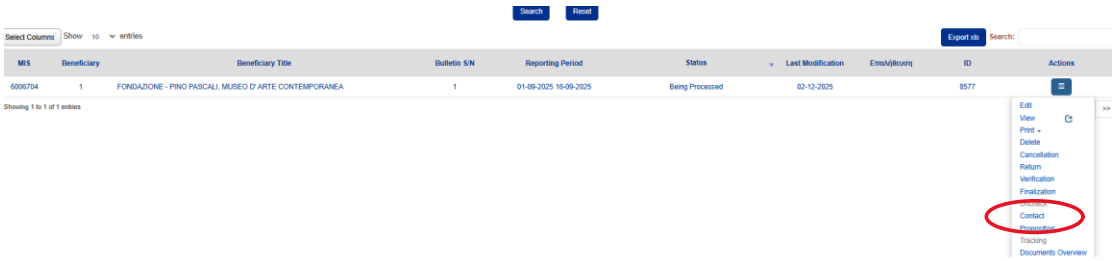


ATTENTION: If error messages appear, they are displayed in red font and must be corrected in order for the controller to be able to complete the verification.

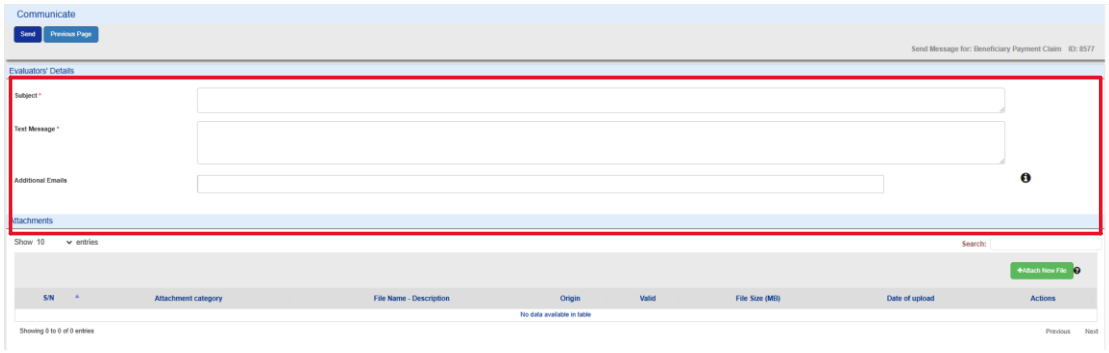
1.6. Contact

The Controller can communicate with the Beneficiary through the corresponding action, by taking the following steps:

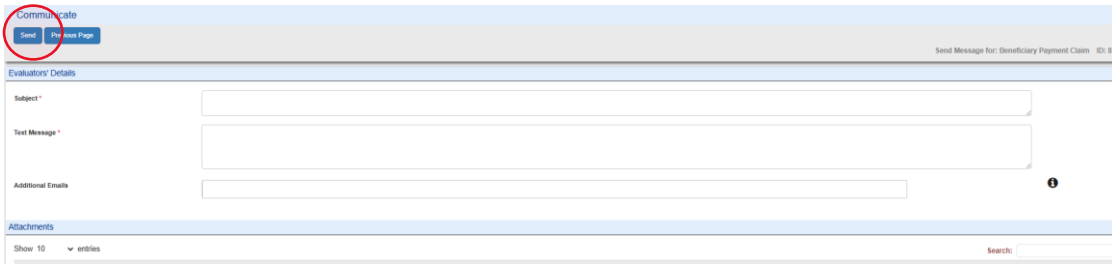
1. In the BPC screen, the controller searches for the claim and selects the “Contact” action from the search results.



2. The system opens the “Contact” screen, in which the ID of the relevant claim is displayed. The controller **completes the mandatory fields** “Subject” and “Text Message”. In the field “Additional Emails”, the controller may add extra recipients beyond those already predefined.



3. The controller adds the relevant attachments in the corresponding section of the screen, and these files are automatically transferred by the system into the BPC’s attachment section**. In the case of a preliminary or final verification, the controller attaches the documents required by the Programme’s MCS (e.g., verification report, control checklist, certificate).**
4. The controller selects “Send” from the toolbar (menu).



5. An email is sent by the system to the “Beneficiary”, the “Managing Authority”, the “JS” and any additional recipients, containing the relevant message.

ATTENTION: It is recommended that all communication between the controller and the beneficiary be carried out exclusively through the "Contact" function (e.g. clarifications or submission of additional information by the beneficiary, beneficiary's reply, etc.). This also applies to the transmission of the verification documents from the controller to the beneficiary (verification report, control checklist, certificate). In this way, their communication (including all attached documents) is automatically copied into the "History" section of the BPC.

1.7. Actions related to the BPC

The table below lists all actions that appear in the dropdown menu of the "Actions" column in the search results screen. Depending on the status of the claim and the user's rights/permissions, specific system actions will appear as enabled.

Edit	The BPC Edit key allows the User to recover the claim in order to enter and edit data. After completing the Create actions (New BPC) the title on the screen changes to Edit.
View	Through the BPC View key, the User recovers and views a claim without the possibility of entering and/or editing its data. After performing the Submit, Cancel, Return, Finalization and Undo actions, the form status changes from Create to Review.
Print	It allows the User to Print the claim (table of expenditure) in xls form.
Delete	The Delete action deletes permanently a claim from the system. After clicking on Delete, the User is taken to the screen search to search for a claim. Deleting a claim is only possible when it is in 'Under Submission' status and fulfils some requirements e.g. it has not yet been submitted, returned etc.
Cancellation	The 'Cancel' action does not delete the record from the system but its status changes to Invalid/Disabled and the User can recover it with Review. The action is not valid for the BPC.
Finalization	Through the Finalization -BPC (reserved to the Managing Authority), the User performs the final control and 'locks' the claim, in order to inform the Certifying Authority that it is ready to be included in a payment request to the European Commission.
Uncheck	Through the 'Uncheck' action (reserved to the Managing Authority), it is possible to undo finalization (uncheck) in a Finalized claim which changes status to 'Being processed'. Unchecking a

	claim is only possible for claims that do not have any dependent Tables of Expenditures. Also 'Uncheck' is possible for claims 'Returned to the Beneficiary'. The claim status changes to 'Being processed' (for the Controller).
Submit	By clicking on the claim Submission (reserved to the Beneficiary) the User submits the claim to the designated controller.
Return	Through the "return" action (reserved to the user "Controller"), the claim goes back to the Beneficiary for corrections/modifications.
Contact	It consists of two-way communication between the Managing Authority/JS or the Controller and the Beneficiary, in the form of texts and attachments sent to make a request or ask for additional information.
Verification	This action (reserved to the user "Controller") consists of verifying and forwarding the claim to the Managing Authority for "finalization".