



**To: All Suppliers**  
**From: John Swords, National Director of Procurement**  
**Date: 19 June 2023**  
**Subject: Supplier Readiness for IFMS Go-Live**

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Dear supplier,

Further to my previous communication to you dated 9 June 2023, I am writing to provide you with the steps you now need to follow to ensure your business is ready for the implementation of IFMS on 3 July 2023.

Steps you need to take to ensure supplier readiness for IFMS Go-Live

1. From 3 July 2023, all invoices for IG1 sites should be sent to [vendorinvoices@hse.ie](mailto:vendorinvoices@hse.ie). Please note that this email address will not be monitored until go live, in advance of 3 July 2023 please submit invoices using existing channels. Invoices submitted to this new email before 3 July 2023 must be re submitted to the existing channel for payment
2. Please ensure that an official HSE Purchase Order (PO) number is quoted on all invoices. Note: If the invoice does not quote an official HSE PO number, you should provide the purchaser's e-mail address. Invoices without either a PO number or e-mail address may be returned to you.
3. Our 'Bill To' address is changing, you may need to update your records for this change if you have not already done so. See our updated 'Bill To' address in the Supplier Good Practice Document, linked below.

**The implementation of IFMS – the integrated financial management and procurement system for the entire health service – is a major business transformation programme for the HSE. As such, there may be inconvenience while we changeover our systems. We ask for your continued support and patience during this time. Thank you.**

Please see our [FAQ document](#) and our [Supplier Good Practice Document](#) on our webpage for more information.



If you need further support, from 3<sup>rd</sup> July 2023 we will have a dedicated IFMS supplier helpdesk in place to assist suppliers. You can contact the helpdesk by:

- Email:
  - ❖ For queries in respect to accounts payable (i.e., invoices, POs, etc.) please contact us at [vendorAPqueries@hse.ie](mailto:vendorAPqueries@hse.ie)
  - ❖ For queries in respect to tenders, contracting etc. please contact us at [Procurement.Helpdesk@hse.ie](mailto:Procurement.Helpdesk@hse.ie)
- Phone: 01 511 9700

Yours sincerely,

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**John Swords**  
**National Director of Procurement**