



IFMS Supplier Helpdesk Information

If you need further help, please contact our dedicated IFMS Supplier Helpdesk for query case management by either:



Email

For queries relating to either:

Tenders & Contracts

e.g.

- Tenders – New Business Query
- Contract – Existing Contract Query
- Tenders – Existing Contract Query

Procurement.Helpdesk@hse.ie

Accounts Payable

e.g.

- Invoice Queries
- Payment Queries
- Remittance Queries
- Prompt Payment of Invoice Queries
- Possible Tax Queries (VAT rate etc.)
- Tusla Payment Queries

vendorAPqueries@hse.ie



Phone

*For all queries
(Tenders, Contracts,
Accounts Payable):*

01 511 9700

The IFMS Supplier Helpdesk (both phone and email) will be operational from 3rd July 2023.

Operating hours will be Mon-Fri 08:00 – 18:00 for all lines.

Calls may be recorded.



IFMS Supplier Helpdesk Journey

The email and phone-in channels will offer automated ticketing and routing to the point of resolution ensuring that the queries are answered closest to the point of knowledge.

