



IFMS Suppliers

Frequently Asked Questions (FAQs)

1. What is the IFMS Project?.....	2
2. Why is the IFMS Project needed?	2
3. How does the new system affect suppliers?	2
4. How will I obtain a PO with IFMS?	3
5. Where do I send my invoice?	3
6. How will the HSE pay for goods and services provided by suppliers?	4
7. What is the Ariba Network?.....	4
8. How do I participate in the Ariba Network for the HSE?	4
9. Will the tendering process change with the implementation of IFMS?	4
10. I am a Nursing Home supplier for the Fair Deal Scheme. How will IFMS impact me?.....	5
11. I am a Nursing Home supplier of Transitional Care Beds (TCBs). How will IFMS impact me? ...	5
12. I am a Homecare provider of IHCPs/CHS. How will IFMS impact me?.....	5
13. Where do I go if I have a query?	5



1. What is the IFMS Project?

IFMS is a project within HSE's Finance Reform Programme that is introducing a modern financial management and procurement system for the entire health sector. IFMS involves the operation of standardised finance and procurement processes, through the expansion of the current HSE shared services model, on a single contemporary technology platform (SAP S/4 HANA & SAP Ariba).

2. Why is the IFMS Project needed?

The HSE has not had a single financial management and procurement system. The deployment of IFMS, a single standardised financial management and procurement system across the entire health sector, will provide quality standardised financial and procurement information and quality, timely financial reporting and forecasting. This will enable improved financial management, governance, compliance and transparency, and a better overall financial control environment.

3. How does the new system affect suppliers?

➤ **HSE PO Numbers will be required on all Invoices**

You will need to ensure that an official HSE Purchase Order (PO) number is quoted on all invoices. Invoices without this number will be returned to you.

➤ **Centralisation of Invoicing**

Suppliers will send their invoices to vendorinvoices@hse.ie

➤ **Updated 'Bill to' Address**

As you begin to receive Purchase Orders (POs) from the new system, an updated billing address will be visible on the PO.



➤ Introduction of SAP Ariba Functionality

IFMS implementation involves the introduction of SAP Ariba functionality for qualified suppliers. With this functionality, qualified suppliers will be set up on digital catalogues, enabling online self-service procurement by HSE staff.

The implementation of IFMS is a major business transformation programme. As such, there may be some inconvenience while we changeover our systems.

4. How will POs be issued with IFMS?

IFMS POs will issue from noreply@hse.ie

If you have a query with a PO, please contact the HSE staff member who issued the PO to you.

In addition, the HSE has introduced new technologies to support the PO output process. These include:

- Ariba Network;
- PEPPOL (Pan-European Public Procurement On-Line)

There is no change to the current PO process for Pharmacy Suppliers. Any PO generated from a HSE pharmacy application is a valid HSE PO and should be processed as usual.

5. Where do I send my invoice?

Email your invoice to vendorinvoices@hse.ie

For more information on submitting invoices, see our supplier best practice guide: <https://www.hse.ie/eng/about/who/finance/financereformprogramme/technologyfinancereform/best-practice-guide-for-suppliers-invoicing-the-hse1.pdf>



6. How will the HSE pay for goods and services provided by suppliers?

All payments to suppliers will be by EFT (Electronic Funds Transfer).
All remittance advices will be issued via email.

7. What is the Ariba Network?

The Ariba Network is a hosted service that enables suppliers and HSE buyers to form relationships and conduct transactions over the internet.

As a supplier, you may already have an existing relationship with a HSE Buyer who invites you to form a relationship on Ariba Network. This means that HSE buyers can utilise the Ariba Network to enable electronic processing of orders and invoices with existing suppliers. For more information, please see [Ariba Network](#)

8. How do I participate in the Ariba Network for the HSE?

Contact our Ariba Network helpdesk at Procurement.Helpdesk@hse.ie

9. Will the tendering process change with the implementation of IFMS?

No. Typically, HSE requirements are advertised and published on www.etenders.gov.ie. The HSE is not responsible for the administration of this website. For queries, contact irish-eproc-helpdesk@eurodyn.com.



10. I am a Nursing Home supplier for the Fair Deal Scheme.
How will IFMS impact me?

There will be no change for Nursing Homes submitting their Fair Deal and Contract Bed Invoices for payment. Fair Deal and Contract Bed invoices are still to be submitted to the Local Nursing Home Support Offices as normal for processing.

11. I am a Nursing Home supplier of Transitional Care Beds (TCBs). How will IFMS impact me?

There will be no change to the Nursing Homes submitting their Transitional Care Bed (TCB) Invoices for payment. TCB Invoices are still to be submitted to the Fair Deal Finance Unit as normal for processing.

12. I am a Homecare provider of Intensive Homecare Packages IHCPs/Complex Home Support (CHS). How will IFMS impact me?

There will be no change to Homecare providers submitting their IHCP/CHS Invoices for payment. IHCP/CHS Invoices are still to be submitted as normal to the usual services for approval.

13. Where do I go if I have a query?

For accounts payable contact vendorAPqueries@hse.ie

For tenders, contracting etc. contact Procurement.Helpdesk@hse.ie

Supplier Phone Line: (01) 511 9700