Overview of IFMS
Shared Services Helpdesk Solutions for 'Go Live' 3rd July, 2023

ifms
One System,
Smarter Care

Overview of the IFMS Shared Services Helpdesks

IFMS Shared Services Helpdesks
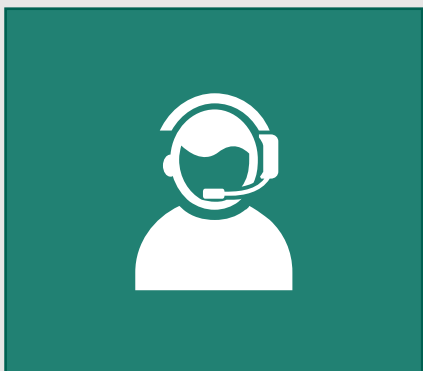
Telephone Lines

Dedicated Email addresses

HSE Shared Services Self Service Portal*

Overview

- As part of the implementation of IFMS, Shared Services will introduce a helpdesk solution to track and case manage queries for the relevant shared services functions; Finance Shared Services, Procurement Shared Services, SAP Centre of Excellence.

- Shared services customers (i.e. end users, staff, public and suppliers) will interface and communicate with the IFMS Shared Services Helpdesk for query case management through the helpdesk solution .

- Access will be via phone, email, and the HSE Shared Services Self Service Portal.

- The email, telephone and portal access channels will offer automated ticketing and routing to the point of resolution ensuring that the queries are answered closest to the point of knowledge.
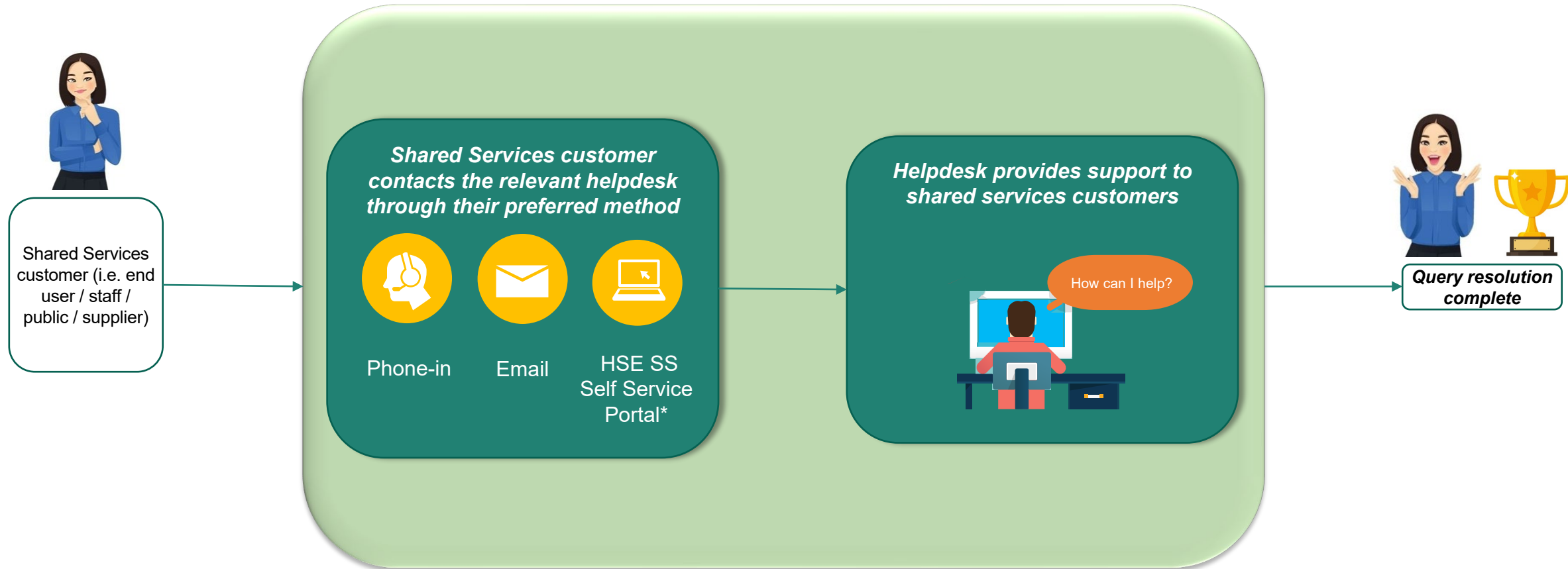
Implementation Principles

- **The helpdesks (both phone and email) will be operational from 3rd July 2023. Operating hours will be Mon-Fri 09:00 – 17:00 for all lines.**
- The HSE Shared Services Helpdesk will have 3 phone lines.
    1. Free phone line (1800 852 445) will be used for public users
    2. Phone line (01 511 9700) for suppliers
    3. Phone line (01 511 9698) for HSE internal users
- Language options (English/Irish) will be provided for the free phone line (1800 852 445) for public users for FSS Income Services *(Irish options will be available after IG1 post go-live)*.
- Calls may be recorded.

* Access to HSE Shared Services Self Service Portal will be available post IFMS IG1 Go-live.

Helpdesk User Journey

Shared Services customer (i.e. end user / staff / public / supplier)

Shared Services customer contacts the relevant helpdesk through their preferred method

Phone-in

Email

HSE SS Self Service Portal*

Helpdesk provides support to shared services customers

How can I help?

Query resolution complete

Overview of Contact Details for IFMS Helpdesk Users

End Users / Internal Customers

Team	✉ Email	☎ Telephone (All Teams)
SAP CoE	Sapcoe.FinanceProcurement@hse.ie	
Finance Shared Services (FSS)	**Income services:** payabill@hse.ie **Payment services:** vendorAPqueries@hse.ie **MDU:** MDUVendor@hse.ie MDUMaterials@hse.ie MDUCustomer@hse.ie MDUFinance@hse.ie	**01 511 9698**
Procurement Shared Services (PSS)	Procurement.Helpdesk@hse.ie	

Other Supports	
Issues with the IFMS Learning Management System (Moodle)	*training.ifms@hse.ie*
Technical / ICT Support / Requests (eHealth – network issues, laptop not working, printer not working, etc.)	*Log via Ivanti Self Service*

Suppliers

Query Type	✉ Email	☎ Telephone (Both Teams)
Tenders & Contracts	Procurement.Helpdesk@hse.ie	
Accounts Payable	vendorAPqueries@hse.ie	**01 511 9700**

Public

✉ Email	☎ Telephone
payabill@hse.ie	**1800 852 445**

SAP CoE & PSS Helpdesk Contact Details

SAP CoE

Query Type	Contact
IFMS System Access (access to modules) e.g. *I need to process a journal and I don't have access to the required tile.*	
SAP Access (SAP Fiori app access) e.g. *I don't see the tiles I need to do my work.*	
Password Reset *You can reset your password on the IFMS desktop – select 'Password reset'.*	
Requests for additional/changes to Role Assignments *IDM - identity management is the self service tool for requesting and approvals of access.* *There is a training module on Moodle:* http://lms.healthirl.net/moodle/login/index.php. *You can manage these actions via IDM:* e.g. *I don't need access to these tiles anymore → Remove them from your profile.* e.g. *I don't see the tiles I need to do my job → Request access.* e.g. *Requirements of my job have changed and I need additional access - I have to approve invoices → Request access via IDM.*	Email: **Sapcoe.FinanceProcurement@hse.ie**
Training e.g. *It's been a while since my training and I need a refresher. How do I access the training modules for my role?* *Training modules available at* http://lms.healthirl.net/moodle/login/index.php.	
Requests for additional/changes to Workflow Assignments e.g. *A workflow has failed. MDG Master Data Governance e.g. Master Data has been created but not received by the approver, or approved but no master data created (failed workflow).*	
User Access Issues / New Users (onboarding) e.g. *New HSE & Tusla users will be issued a log in the day after they are put on the HR system once they have been identified as in an IFMS relevant role. Non-HSE users (section 38s) will come through the helpdesk to be set up.*	Phone: **01 511 9698**
System Response Time Queries (Ariba is slow) e.g. *SAP Ariba is running slowly. Is something wrong? My SAP Fiori app is slow to respond.*	
Issue with System or Process within a SAP Module e.g. *I am working in _____ and suspect that the system or process is not functioning as required:* • *Finance - e.g. Journal Processing; Month End Closing.* • *FP&A - e.g. Banking and Treasury; Budgeting and Forecasting.* • *Purchasing - e.g. Purchase Requisitioning and Ordering; Goods Receipting.* • *Order to Cash - e.g. Sales Ordering; Sales Invoicing.* • *Warehousing - e.g. BIN Location Creation and Sorting; Stock Movement; Stock Reconciliations.*	
Issue with Integration and Data Transfer *An integration is not working e.g. a file has not loaded correctly to S4Hana or Master Data file has not integrated from S4 Hana.*	

FSS Helpdesk Contact Details

Finance Shared Services (incl. MDU)

FSS	Query Type	Contact
Income Services	**Invoicing – Incapacity** e.g. *Can invoices be addressed to another nominated person as the named person on the invoice is incapacitated?*	Email: **Payabill @hse.ie** Phone: **01 511 9698**
	Invoicing – Inpatient Charges e.g. *The bill I received is dated prior to 17th April 2023 and relates to inpatient charges. I thought these were abolished?*	
	Invoicing – HSE hospitals and units live on IFMS on 03.07.2023 *Refer to list of units on IG1.*	
	Invoicing – Create AR (Cash) Invoice e.g. *How do I create an AR (cash) invoice?*	
	Invoicing – Road Traffic Accident e.g. *We received an invoice that relates to a road traffic accident. This should be sent to my solicitor.*	
	Invoicing – Invoice Request e.g. *Can I have a copy of my invoice please?*	
	Collections – Dunning Letter Response e.g. *I received a letter saying that I owe money to the HSE.*	
	Collections – Inability to Pay e.g. *I can't pay my bill. What options do I have if I want to pay in instalments?*	
	Collections – Complaints e.g. *I don't like getting bills from the HSE / I don't like being contacted.*	
	Collections – Pay Bill e.g. *How do I pay my invoice?*	
	Collections – Debt Collection Agency e.g. *I received a letter from a debt collection agency.*	
	Collections – General Query e.g. *Can you tell me who I need to speak to regarding my invoice?*	
	Collections – Payment e.g. *I want to make a payment.*	
	Collections – Pay Online through a Self Service Portal e.g. *What is the link to the online payment portal?*	

Finance Shared Services (incl. MDU)

FSS	Query Type	Contact
Income Services	**Remittance & Receipt – My Payment is not showing on my Statement** e.g. *The payment I made is not showing on my statement.*	Email: **Payabill @hse.ie** Phone: **01 511 9698**
	Remittance & Receipt – Get a Receipt e.g. *Can I get a receipt for my payment?*	
	Accounting, Reporting & Analysis – Report Requests e.g. *Can I get a report on ___?*	
	Non Patient Invoice received from the HSE e.g. *We are a creche / doctors surgery / local authority and we received an invoice from the HSE.*	
	Where do I send my Remittance Advice Details? e.g. *I have transferred payment, I want to make sure that the correct invoices are marked off as paid. Where can I send the remittance advice?*	
Payment Services	**Queries on (Supplier / Vendor) Invoices** e.g. *When will invoice be paid? Where to submit invoices? Has my invoice been received?*	Email: **vendorAPqueries @hse.ie** Phone: **01 511 9698**
	Supplier / Vendor Payment Queries e.g. *Duplicate payment; Incorrect amount received; Failed / Returned payment; Urgent payment.*	
	Remittance Queries e.g. *Request for remittance; Breakdown of payment received; Remittance received in error.*	
	Prompt Payment / Late Interest Invoice Queries e.g. *Breakdown of PPI - unable to reconcile PPI payment. Why have I received PPI payment?*	
	Possible Tax Queries (VAT rate etc.) e.g. *Incorrect VAT charge. Why was RCT / PSWT deducted from payment?*	
	Allowance Payments Queries (Blind Welfare & Mobility) e.g. *Due date for allowance; Missing allowance payment; Cancellation of payment.*	
	Tusla Payment Queries e.g. *Allowance queries; Missing payment; Incorrect payment; Due date for payment.*	

FSS Helpdesk Contact Details

Finance Shared Services (incl. MDU)

FSS	Query Type	Contact
MDU	**Creating New / Amendment to Vendor Master** e.g. *Create / Amend Vendor Master.*	Email: **MDUVendor@hse.ie** Phone: **01 511 9698**
	Creating New / Amendment to Material & Service e.g. *Create / Amend single or multiple material codes with description & product code & align with UNSPSC / Valuation Class & GL.*	Email: **MDUMaterials@hse.ie** Phone: **01 511 9698**
	Creating New / Amendment to Customer / Sales Material / Sales Price on MDU e.g. *Create / Amend Customer Master Data.*	Email: **MDUCustomer@hse.ie** Phone: **01 511 9698**
	Creating New / Amendment to Finance Master Data e.g. *Create / Amend GL Code; Cost Centre; Profit Centre.*	Email: **MDUFinance@hse.ie** Phone: **01 511 9698**

Procurement Shared Services

Query Type	Contact
Ariba e.g. *How to: Catalogue Search / GRN / Requisition / Returns / RFQ?*	Email: **Procurement.Helpdesk @hse.ie** Phone: **01 511 9698**
Buyer Ariba e.g. *Account update; Purchase Order.*	
S4 HANA e.g. *How to: Contract Search / GRN / Material Search / PIR / PO / Requisition / Returns / RFQ?*	
Supplier Ariba Enablement e.g. *Account; PO flip; Catalogue; RFQ.*	
Buyer Ariba Catalogue e.g. *Add / change / deactivate.*	
Sourcing & Contracting Ariba Catalogue e.g. *Add / change / deactivate.*	
Supplier Ariba Catalogue e.g. *Add / change / deactivate.*	
Vendor Tenders e.g. *How do I tender?*	
Contract Queries e.g. *What is on contract? Issue with an existing contract.*	
Purchasing Admin e.g. *Query on: Status of non-stock order.*	
Point of Use (POU) e.g. *Query on: Point of Use.*	
NDC Delivery e.g. *Query on: Non-standard delivery; Issue with delivery.*	
NDC Fulfilment e.g. *Query on: Cancellation of back order; Delivery of back order.*	
NDC Reservation Edit e.g. *Query on: Customer collection requests; Cancellation of reservation.*	
NDC Returns e.g. *Query on: Return of stock; Product delivered.*	
Ancillary Systems i.e. PASS, PACE. PACT, PPMS, PDW e.g. *How to access: PASS / PACE / PACT / PPMS / PDW?*	
Procurement Compliance Reporting e.g. *How to access PACT?*	

Helpdesk Information for Suppliers & Patients

Suppliers: Tenders & Contracts

Query Type	Contact
Tenders – New Business Query e.g. *How do I do business with HSE?*	Email: **Procurement.Helpdesk@hse.ie** Phone: **01 511 9700**
Contract – Existing Contract Query e.g. *Is there a framework / DPS / contract in place already?*	
Tenders – existing contract query e.g. *When does the existing framework / DPS / contract expire?*	

Suppliers: Accounts Payable

Query Type	Contact
Invoice Queries	Email: **vendorAPqueries@hse.ie** Phone: **01 511 9700**
Payment Queries	
Remittance Queries	
Prompt Payment of Invoice Queries	
Possible Tax Queries (VAT rate etc.)	
Tusla Payment Queries	

Patients	Contact
	Email: **payabill@hse.ie** Phone: **1800 852 445**