



IFMS Supplier FAQs

A. Tendering

1) Will the tendering process change with the implementation of IFMS?

There will be no change to the current tendering process with the implementation of IFMS.

Typically, HSE requirements are advertised and published on www.etenders.gov.ie. In order to view notices and access documents for contract opportunities as they arise and tender for same, companies must register on the above website, which is free.

Please note, the HSE is not responsible for the administration of this website, so if suppliers encounter any issues during registration, they should contact the website directly at +353 (0)21 243 9277 or etenders@eu-supply.com.

B. Purchasing / Purchase Orders (“PO”)

2) How will I obtain a PO?

POs will be issued to suppliers via their PO email address. If you receive POs via email, we ask that you review and confirm that the email address you have provided is correct, in the event of a change please contact the PO owner. Please note that the HSE PO issuing email address will change to a system generated mail.

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

- Ariba Network;
- PEPPOL (Pan-European Public Procurement On-Line); and
- EDI (file to file transfer).

Please note that the numbering sequence of POs will change with the introduction of IFMS. Please ensure that an official HSE Purchase Order (PO) number is quoted on all invoices. 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) If I have a query with a PO that has been provided to me, who do I contact?

If you have a query with a PO, please contact the PO owner, whose details will be available on the PO.

4) How do I update my supplier details (e.g., bank account, contact information, VAT)?

Please contact the HSE Supplier Helpdesk.

5) Will the 'Bill To' address change?

Yes, the 'Bill To' address for HSE invoices will change only for suppliers in [Implementation Group 1](#) (IG1) with effect from 3 July 2023.

The updated 'Bill To' address will be:

Finance Shared Services (FSS) Payment Services
Accounts Payable XXXX
[Accounts Payable 1010] *if invoice for HSE*
[Accounts Payable 6001] *if invoice for Tusla*
Block D
Parkgate Business Centre
Parkgate Street
Dublin 8
D08 YFF1

Please see our [Supplier Good Practice document](#) for further guidance on sending statements to the HSE.



C. Invoicing / Payments

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

All payments to suppliers will be via EFT (Electronic Funds Transfer).

7) How can I ensure timely payment of services provided to the HSE?

To ensure timely payment:

- Ensure bank details are provided;
- Maintain tax clearance status; and
- Ensure to quote the official HSE PO number on the invoice. 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.

Please see our [Supplier Good Practice document](#) for further guidance on sending statements to the HSE.

8) What if I don't have a PO number?

If the invoice does not quote an official HSE PO number, you should provide the purchaser's e-mail address.

9) Who do I contact if I have a query on an invoice that has been submitted for payment?

If you have a query in relation to an invoice submitted for payment, a dedicated helpdesk will be available. Please see FAQ #13.

10) Where do I submit an invoice?

From 3 July 2023, Invoices can be submitted via the following preferred invoicing channels (please note that existing channels must be used until this date):

- Email: vendorinvoices@hse.ie (please note that this email address will not be monitored until 3 July 2023);
- Ariba Network;
- PEPPOL (Pan-European Public Procurement On-Line); and



- EDI (file to file transfer)

11) What if I cannot use one of the preferred invoicing channels?

If you are unable to utilise one of the preferred invoicing channels, you can issue via post to the following address:

Finance Shared Services (FSS) Payment Services
Accounts Payable XXXX
[Accounts Payable 1010] *if invoice for HSE*
[Accounts Payable 6001] *if invoice for Tusla*
Block D
Parkgate Business Centre
Parkgate Street
Dublin 8
D08 YFF1

Please note payment may be delayed if issuing via this channel.

D. Supplier Statements

12) Where supplier statements should be sent?

To facilitate the reconciliation of your account, we ask that you email your statements to vendorstatements@hse.ie. Statements should be in PDF format and should be an electronic PDF generated from your system.

Please see our [Supplier Good Practice document](#) for further guidance on sending statements to the HSE.

E. IFMS Supplier Helpdesk

13) I have a query who can I speak to?

If you need support, from 3rd 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., Queries on Invoices, POs Payment Queries, Remittance Queries, Prompt Payment of Invoice Queries, Possible Tax Queries (VAT rate etc.), Allowance Payments Queries (Blind Welfare & Mobility), Tusla Payment Queries) please contact us at vendorAPqueries@hse.ie
 - ❖ For queries in respect to tenders and contracting (including new business queries, queries in respect to existing contracts and contract expiry). please contact us at procurement.helpdesk@hse.ie
- Phone: [01 511 9700](tel:015119700)

F. Ariba Network

14) What is the Ariba Network?

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

As a supplier, you might already have an existing relationship with a customer who invites you to form a relationship on Ariba Network. As a buying organization (buyer), you use Ariba Network to enable electronic processing of orders and invoices with your existing suppliers. You might also search for new suppliers on SAP Ariba Discovery.

For more information see please see:

<https://support.ariba.com/item/view/188288#:~:text=Question-.What%20is%20the%20Ariba%20Network%3F,a%20relationship%20on%20Ariba%20Network.>

15) I would like to participate in Ariba Network for HSE. How do I submit a request to get registered / set up a catalogue?

To participate in Ariba Network for HSE, please contact our Ariba Network helpdesk at ariba.helpdesk@hse.ie.