



# Supplier Frequently Asked Questions (FAQs)

For Suppliers in IFMS Implementation Group 1 (IG1) in the East.

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## 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).

IFMS is being rolled out on a phased basis to all publicly funded health organisations. Implementation Group 1 (IG1), in the East, went live on July 3, 2023. IFMS is scheduled to be implemented across all HSE Regions in 2025.

## 2. Why is the IFMS Project needed?

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

## 3. What are the Key Changes for suppliers currently on IFMS?

### ➤ **Official HSE PO Numbers are required on all Invoices**

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

### ➤ **Centralisation of Invoicing**

Invoices are sent to [vendorinvoices@hse.ie](mailto:vendorinvoices@hse.ie)



➤ **Updated 'Bill To' Address**

'Bill To' address is:

Finance Shared Services (FSS) Payment Services,  
Accounts Payable 1010,  
Block D, Parkgate Business Centre,  
Parkgate Street, Dublin 8.  
D08 YFF1

➤ **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.

This involves agreeing a catalogue with us, listing catalogue items and prices, engaging in online meetings, and testing that everything works smoothly. Once on the new IFMS system, suppliers will receive approved purchase orders by email, fulfil the order, submit an online invoice to us for approval and then receive payment in line with payment terms. This saves everyone time and effort.

#### 4. What is the Ariba Network and how do I participate?

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.

To participate, please contact our Ariba Network helpdesk at:

[Procurement.Helpdesk@hse.ie](mailto:Procurement.Helpdesk@hse.ie)



For general information about the Ariba Network see: [Ariba Network](#)

## 5. How do I update my supplier details (e.g. bank account, contact information, VAT Registration Number)?

To update your supplier details please contact: [MDUVendor@hse.ie](mailto:MDUVendor@hse.ie)

## 6. Has the tendering process changed with the implementation of IFMS?

There is no change to the current tendering process with the implementation of IFMS. Typically, HSE requirements are advertised and published on [www.etenders.gov.ie](http://www.etenders.gov.ie). 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 [irish-eproc-helpdesk@eurodyn.com](mailto:irish-eproc-helpdesk@eurodyn.com).



## 7. How do I obtain a Purchase Order (PO)?

POs are issued to suppliers via email from the relevant HSE contact.

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); and
- EDI (file to file transfer).

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

## 8. If I have a query with a PO that has been provided to me, whom do I contact?

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

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

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

## 10. 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, please contact [vendorAPqueries@hse.ie](mailto:vendorAPqueries@hse.ie)



## 11. Where do I submit an invoice?

Invoices can be submitted via the following preferred invoicing channels:

- Email: [vendorinvoices@hse.ie](mailto:vendorinvoices@hse.ie)
- Ariba Network:
- PEPPOL (Pan-European Public Procurement On-Line); and
- EDI (file to file transfer)

## 12. Where should supplier statements be sent?

To facilitate the reconciliation of your account, email your statements to [vendorstatements@hse.ie](mailto:vendorstatements@hse.ie). Statements should be in an electronic PDF, or excel format generated from your system.

## 13. Where do I go if I require assistance?

We have a dedicated helpdesk in place to assist suppliers in IFMS Implementation Group 1 (IG1). You can contact this helpdesk by:

- Email:
  - ❖ For queries in respect to accounts payable (i.e., Queries on Invoices, Payment Queries, Remittance Queries, Prompt Payment of Invoice Queries, Possible Tax Queries (VAT rate etc.), Tusla Payment Queries) please contact: [vendorAPqueries@hse.ie](mailto:vendorAPqueries@hse.ie)
  - ❖ For Vendor Master Queries, please contact: [MDUVendor@hse.ie](mailto:MDUVendor@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: [procurement.helpdesk@hse.ie](mailto:procurement.helpdesk@hse.ie)



14. 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.

15. 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.

16. 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.

17. How can I ensure timely payment of services provided to the HSE?

- Ensure to quote the **official HSE IFMS PO number** on the invoice
- Ensure bank details are provided and up to date
- Maintain tax clearance status

**Invoices without an official HSE IFMS PO number will be returned.**