





Shared Services Helpdesk Solutions for IFMS Implementation Group 1 (IG1)





IFMS End Users / Internal HSE Customers

Team	Contact Details
Finance Shared Services (incl. MDU) Income Services	payabill@hse.ie
Finance Shared Services (incl. MDU) Payment Services	vendorAPqueries@hse.ie
Procurement Shared Services	Procurement.Helpdesk@hse.ie
SAP CoE	Sapcoe.FinanceProcurement@hse.ie
Patients	
	payabill@hse.ie
	1800 852 445 (operating hours: 09:00 – 17:00)



Helpdesk for IFMS Suppliers in IFMS Implementation Group 1(IG1)

Query Type	Contact Details
Tenders and Contracts	Procurement.Helpdesk@hse.ie
Accounts Payable	vendorAPqueries@hse.ie

Dedicated Supplier Helpdesks will be in place for IFMS IG2 and IG3 'Go-Live' implementation dates.