Wednesday, 21 January 2026

Guidance – Customers
Procurement Helpdesk System

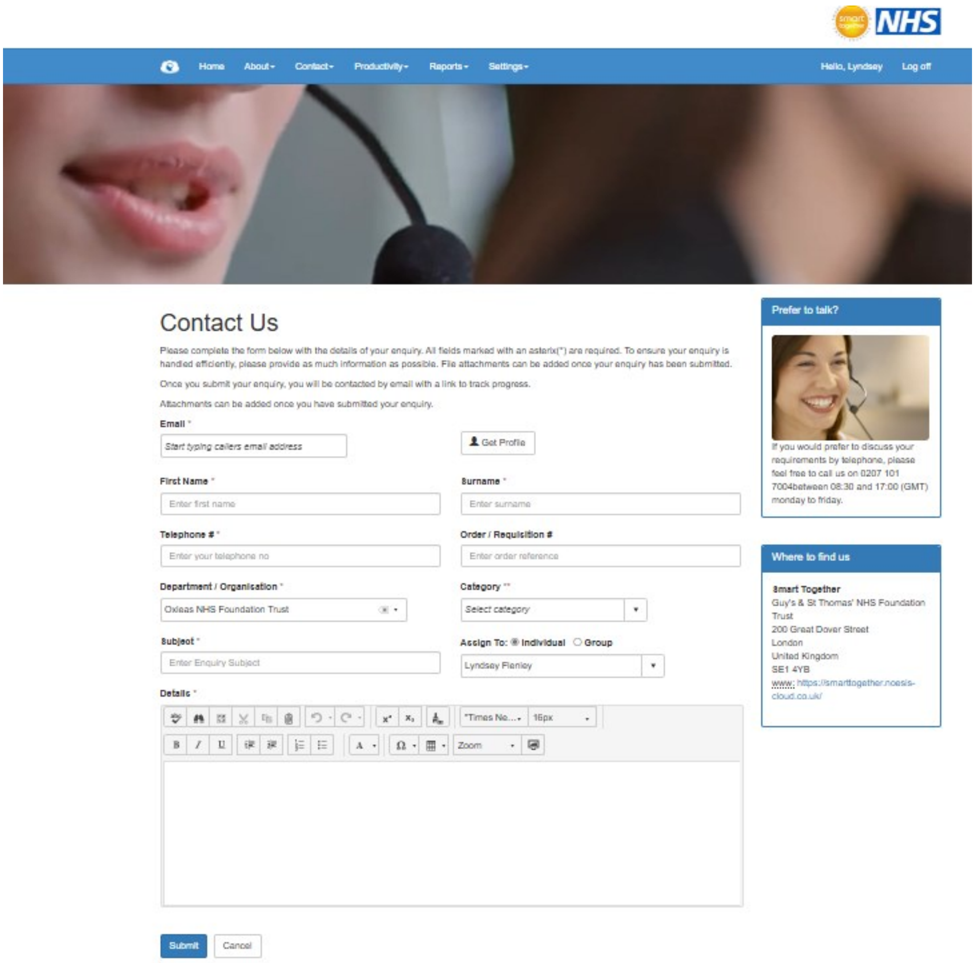
The Procurement Helpdesk is a tool designed to be one of the methods of communication between the Trust and Procurement. Please note this replaces the generic procurement email address previously used and should be the method for any queries related to eprocurement or where you are unsure of who to contact within Procurement.

1. Telephone Enquiries - 020 7101 7004 between 09:00 and 17:00 Monday to Friday

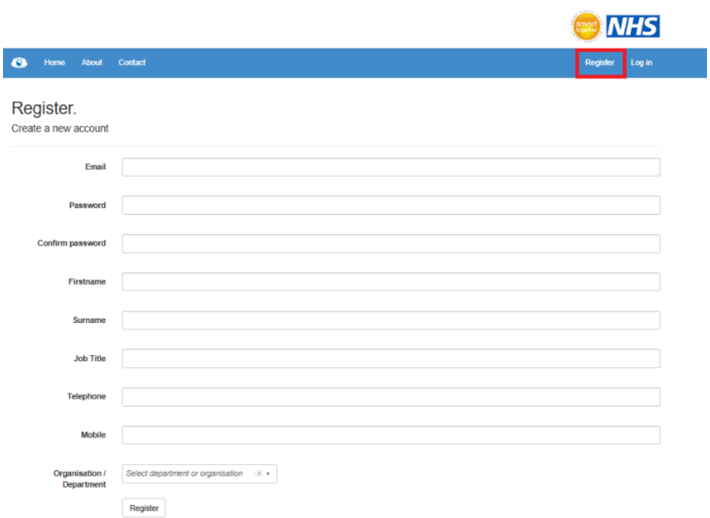
- Please call the number and choose the option for your Trust
- One of our helpdesk team members will answer the call to deal with your enquiry or you will be held in a queue and then directed when a team member becomes free
- Your query will be raised by the helpdesk team and logged on the system where you will receive a notification with the notification number
- You can track your enquiry by clicking on the link in the email, or for ease, please register on the system where you will be able to keep track of your existing enquiry as well as all your historical logged enquiries.

2. Raise an Enquiry – Online

- You can log your query online at: https://smarttogetherlondon.nhs.uk/
- Simply click "Contact" at the top of the page and then complete the fields below to log your enquiry or click "Log Enquiry" on the bottom left.



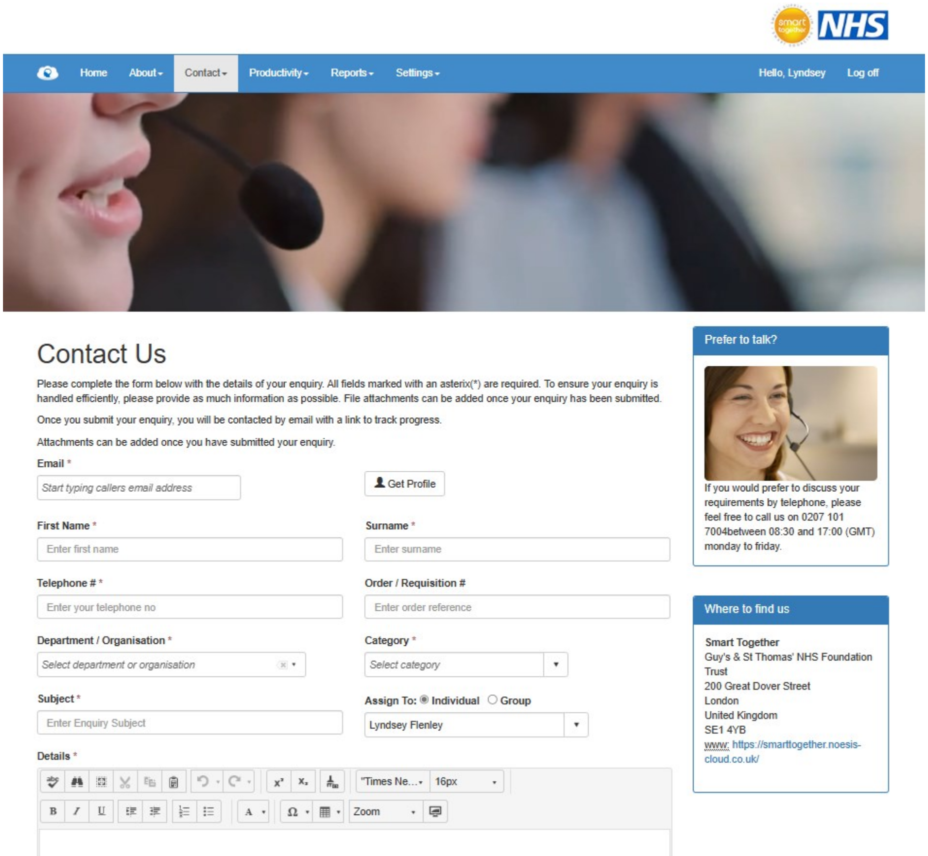
- If you regularly raise enquiries, then it's easier to register. This can be done by clicking "Register" in the top right hand corner and then completing the details requested:



- Once this is completed, you will receive an email alert to advise you have registered and will need to validate the account.
- You are then able to log in and view your queries online.

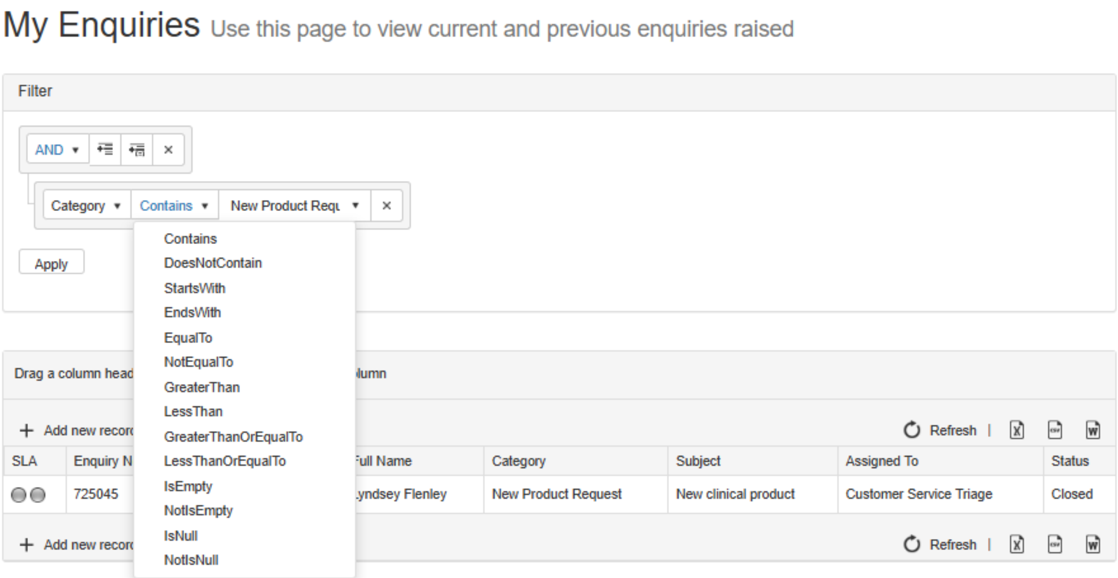
3. Logging an Enquiry

- Once you are logged in, click “Contact” and then “Log Enquiry” to log your enquiry.
- This will automatically retrieve your profile and complete your personal details.
- Please ensure that you complete the additional fields and in particular the “Category” your query relates to and “subject” (this will make searching for your enquiry easier in future).
- Click “Submit” to submit your enquiry.
- Please note that attachments cannot be attached until you have submitted your initial enquiry and it is assigned to someone in procurement (this is for security reasons).



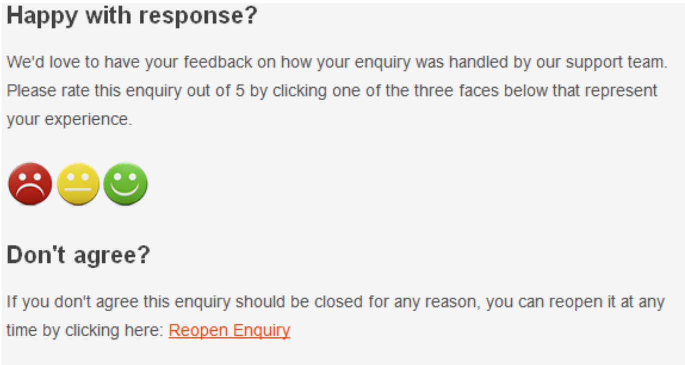
4. Viewing Enquiries

- Once you are logged in, click “Contact” and then “My Enquiries” to view a list of all your enquiries
- You are then able to see a full audit trail of your logged enquiries.
- Click into each enquiry to see the details.
- Once logged into the enquiry, attachments can be added, and all responses can be viewed.
- In order for you to find enquiries more quickly, ensure you complete “Subject” when logging an enquiry and this is then visible in the list of enquiries.
- To filter your enquiries, click on the button next to “And” (circled in red below) which will result in the sub filter box shown below.
- You can search by any of the fields in the columns below (ie: SLA/Enquiry Number/Date/Full Name/Category/Subject/Assigned to/Status) if you have completed this field on your initial query
- To clear an enquiry, Click on “X” next to the sub filter and click “Apply”.



- Where an enquiry has been closed, it can be reopened if there is more information required. You can do this in two ways – Either:

Click the link in the email alert:



Or simply post a response in the box and click "Submit". This will automatically reopen the enquiry.

5. Sending an enquiry via email

- It is possible to send an enquiry via email to
- This allows you to submit your enquiry, however should be used if only a small quantity of queries are raised. By registering, you will be able to see the log of all your previous and new enquires.
- **IMPORTANT: Please note that the message is viewed on a portal and not an email system, so when emailing the helpdesk, only the initial email at the top will show on the enquiry. It does not pull through the forwarded emails or email chain. It is better to log in and then copy and paste any email trail into the enquiry body or simply add the detail to the enquiry itself.**
- If you require information to be sent to other colleagues in your trust, please do this outside the helpdesk tool and via a separate email/conversation – the helpdesk should be used to liaise with procurement only.
  If you are aware of the appropriate colleague in procurement – you are also able to email directly to this colleague.