



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.

Home About Contact Productivity Reports Settings

Hello, Lyndsey Log off

Contact Us

Please complete the form below with the details of your enquiry. All fields marked with an asterisk(*) are required. To ensure your enquiry is handled efficiently, please provide as much information as possible. File attachments can be added once your enquiry has been submitted. Once you submit your enquiry, you will be contacted by email with a link to track progress. Attachments can be added once you have submitted your enquiry.

Email *
 Start typing callers email address

First Name *
 Enter first name

Surname *
 Enter surname

Telephone # *
 Enter your telephone no

Order / Requisition #
 Enter order reference

Department / Organisation *
 Choose NHS Foundation Trust


Category **
 Select category

Subject *
 Enter Enquiry Subject

Assign To: ☒ Individual ☐ Group
 Lyndsey Flinley

Details *

Prefer to talk?




If you would prefer to discuss your requirements by telephone, please feel free to call us on 0207 101 7004 between 08:30 and 17:00 (GMT) Monday to Friday.

Where to find us

Smart Together
 Guy's & St Thomas' NHS Foundation Trust
 200 Great Dover Street
 London
 United Kingdom
 SE1 4YB
[www: https://smarttogether.nhs.uk/cloud.co.uk/](https://smarttogether.nhs.uk/cloud.co.uk/)

- 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:



Home About Contact

Register Log in

Register.

Create a new account

Email

Password

Confirm password

Firstname

Surname

Job Title

Telephone

Mobile

Organisation / Department Select department or organisation



- 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).

Contact Us

Please complete the form below with the details of your enquiry. All fields marked with an asterisk(*) are required. To ensure your enquiry is handled efficiently, please provide as much information as possible. File attachments can be added once your enquiry has been submitted. Once you submit your enquiry, you will be contacted by email with a link to track progress. Attachments can be added once you have submitted your enquiry.

Email *

First Name *

Surname *

Telephone # *

Order / Requisition #

Department / Organisation *

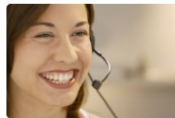
Category *

Subject *

Assign To: ☒ Individual ☐ Group

Details *

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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”.

My Enquiries Use this page to view current and previous enquiries raised

The screenshot shows the 'My Enquiries' interface. At the top, there is a 'Filter' section with a dropdown menu open. The dropdown menu lists various filter options: Contains, DoesNotContain, StartsWith, EndsWith, EqualTo, NotEqualTo, GreaterThan, LessThan, GreaterThanOrEqualTo, LessThanOrEqualTo, IsEmpty, NotIsEmpty, IsNull, and NotIsNull. Below the filter section, there is a table of enquiries. The table has columns: SLA, Enquiry Number, Full Name, Category, Subject, Assigned To, and Status. The first row shows an enquiry with SLA 725045, Full Name 'Lyndsey Flenley', Category 'New Product Request', Subject 'New clinical product', Assigned To 'Customer Service Triage', and Status 'Closed'. There are also buttons for 'Add new record', 'Refresh', and 'X' (clear) next to the table.

- 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:



Happy with response?

We'd love to have your feedback on how your enquiry was handled by our support team. Please rate this enquiry out of 5 by clicking one of the three faces below that represent your experience.



Don't agree?

If you don't agree this enquiry should be closed for any reason, you can reopen it at any time by clicking here: [Reopen Enquiry](#)

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.