



Business Services
Organisation

Operations Directorate
Family Practitioner Services
Pharmaceutical Services
2 Franklin Street
Belfast
BT2 8DQ

Date: 27th March 2026

Dear Community Pharmacist,

RE: Template for Contactor Paid Item Queries for Submission to BSO

Please be advised that there are 2 formats for contractors to submit Post Payment Queries to BSO.

- Via the FPPS portal
- Via email using an excel spreadsheet template

The excel spreadsheet template and supporting guidance are now available on the BSO website to download and for your convenience please find below link:

[Paid Item Queries - Business Services Organisation \(BSO\) Website](#)

Yours sincerely

Graeme Carland