

Carilion Supplier Townhall

Workday & Bill Only Process

General Questions

FAQ

FAQ – General Questions

- **Where is the Billy Only job aid found?**
 - Please visit <https://www.carilionclinic.org/suppliers>
- **Is submitting via Workday required for payment?**
 - Yes, without submitting a requisition via Workday your bill sheet will not get paid by Carilion Clinic.
- **Are we still required to submit via ReadySet even though it is mostly duplicative information?**
 - Yes, at this time you must submit to both systems.

Supplier Portal and Access Issues

FAQ

FAQ – Supplier Portal and Access Issues

- **How do supplier reps get access to the Workday portal?**
 - By submitting a ticket via our Jira Portal requesting a Workday Supplier Account. Please follow the Job Aid instructions.
- **What if a supplier email to VAT@carilionclinic.org bounces?**
 - You no longer need to send emails to this address. Simply submit Jira tickets for your specific needs by following the Job Aid instructions.
- **What happens if a supplier uses the wrong button in the portal?**
 - If it is while you are still in draft/save for later you can correct it. But if it is after you submit then your requisition will likely be denied and you will have to resubmit.

Requisition and Submission Process

FAQ

FAQ – Requisition and Submission Process

- **Are we still using the old Bill Only sheets in the OR?**
 - Yes, the sheets did not change. However, as always, you should be redacting PHI from these sheets before submission.
- **Can we submit requisitions via the Workday mobile app?**
 - While it can work for some, it is not recommended. We have found for suppliers using a PC/Laptop is most efficient.
- **What if the 'Procedure Verified By' field doesn't allow entry?**
 - This field is a preset list of individuals only, you cannot freely enter others. These are the approvers who will review your request. Please choose based on the Job Aid instructions. Failing to choose correctly can delay your PO generation.

FAQ – Requisition and Submission Process

- **After a requisition is approved is a PO automatically generated?**
 - Yes, the PO is automatically generated. However, it must be issued by the assigned buyer before the link to the PO becomes visible to a supplier. Note: we are looking into automating this portion as well, more to come...
- **What is the timeline to have all POs issued for the backlog of orders?**
 - We are currently up to date on everything to 10/7, with 70% of our outstanding orders being just from this week. Our goal is to narrow this down closer to one week, but as this is a learning process for us all we are not committing to a target turnaround time just yet.

FAQ – Requisition and Submission Process

- **Can we submit Bill Only requisitions for items not on contract?**
 - No, only contracted items should be utilized in our OR

Items, Pricing, Data Accuracy, etc.

FAQ

FAQ – Pricing, Items, and Discounts

- **How can we mark items as wasted to apply discounts?**
 - No, upon submission we only have the contracted price. However, your invoice price can come in BELOW our pricing and it will still pay successfully without delay.
- **Why are some items not showing for suppliers tied to Local Contracts? or Why are some approved implants not auto-populating?**
 - We expanded our item master from 25k to 160k, but we couldn't get it all for go-live. If your items are missing, submit through Jira following the Job Aid instructions.

FAQ – Pricing, Items, and Discounts

- **What is the timeline to have all contract files uploaded to Workday?**
 - Currently, there is not a stated ETA. However, if you have urgent items that need to be added for your bill sheets please follow the Job Aid instructions as there is a method to submit those for prioritization.

FAQ – Item Descriptions & Accuracy

- **Why are item descriptions inaccurate or misleading in Workday?**
 - As with any data expansion (25k to 160k items) and data conversion (1990s ERP to modern ERP) there comes challenges on some data accuracy. If you see items with completely inaccurate (screw is labeled as plate) descriptions, please submit a Jira ticket to use with the details and our team will review and adjust following our policies.
- **Can item descriptions be standardized for clarity?**
 - We standardized descriptions across all 160k items using an industry best practice method that works across all item types. This is necessary for a lean team to effectively manage what will eventually be a 300k+ living catalog of items.