

Advocate Health – Workday Bill Only App Welcome and Guide

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Welcome to Advocate Health's New Workday Bill Only App

We're excited to welcome you to Advocate Health's new Bill Only Requisition Application, designed to make your experience with bill-only purchasing smoother, more transparent, and more efficient. This app uses Workday's supplier portal, where you will register for an account and have full access to enter requisitions for completed Bill Only cases, as well as monitor the status of those orders in real time as it flows through our purchase order and invoicing processes.

Why Are We Making This Change?

The bill-only process controls hundreds of millions in annual spend for Advocate, but until now, it's relied heavily on manual entry, emails, and tribal knowledge. This led to frequent questions like "What is the status of that purchase order?" and made tracking and compliance challenging. Our new app, built on Workday, is here to standardize and automate these workflows, reducing manual work and increasing visibility for everyone involved, including you as the supplier rep. No longer will you have to email anyone regarding the status of your order; you will be able to log in and see it in real time.

We're piloting this process at Advocate Health Navicent in Macon, GA, with plans to roll it out enterprise-wide by the end of the year. Our goal is to ensure compliance, efficiency, and timely payment processing for all bill-only cases.

What's Changing?

- **Self-Service Portal:** You'll now be able to enter, review, validate, and monitor all aspects of the bill-only process directly in the app.
- **Automated Tracking:** Every requisition, purchase order, and invoice is visible in real time—no more waiting for email updates.
- **Streamlined Requests:** You can request new items directly through the system, with a quick turnaround for item creation and notification.
- **Clear Routing:** Approvals and validations follow existing flows, but with improved transparency and fewer manual steps.
- **Support and Guidance:** If you have questions, our Procurement Resource Team and Data Management Team are ready to help. You'll receive ticket numbers for tracking any issues, and our teams will resolve them promptly.

Key Information to Know

- **Access:** You'll receive a welcome email with instructions to register and select your authenticator app. Once logged in, you can begin entering requisitions and tracking them in real time.
- **Requisition Process:** Initiate requisitions by selecting your company details and entering procedure information. Approvers will verify against Epic before processing.
- **Support Contacts:** For PO questions, contact the Procurement Resource Team (ASC-Procurement-Resource@aah.org). For item or pricing issues, reach out to Data Management (data.management.team@aah.org).
- **Compliance:** All bill-only items must be in the item master to order. Validation against Epic remains required, and governance and clinical approvals are unchanged.

- **Feedback:** We value your input! Please share feedback on the landing page experience and any suggestions for usability improvements.

What's Not Changing?

- Governance, approvals, and clinical validation remain intact. The use of products still falls within the policies of Advocate Health regarding the use of non-approved or non-contracted items. Every item is subject for review before approval of order.
- No backdoor purchasing paths—compliance is still a priority.
- The process for handling new item requests and value analysis committee requirements continues as before.

Thank you for partnering with us during this transition. Our team is here to support you every step of the way. The following page details the support model in place as you begin working in this new app.

Expected Challenges

The Advocate Health team has worked hard to customize the app to meet the needs of all involved. That said, there are some current known limitations at go-live. Please read these carefully:

- 1. Supplier Reps Who Sell Products from Multiple Suppliers**
 - a. An example here is a representative who sells products across multiple manufacturers, such as Stryker, Smith and Nephew, Depuy Synthes, and Medtronic.
 - b. For each unique supplier in Advocate Health's supplier master, will require you to have a unique email for login.**

We understand that this can be a challenge, especially if each individual manufacturer does not give you an email address.

2. Unique Requisition, PO, and Invoice Required for Each Supplier

- a. In the instance where the procedure uses products across multiple suppliers (as defined by the current setup in Advocate Health's item master), the supplier representative must enter a unique requisition for each supplier.
- b. An example – you are a representative for Stryker. Unfortunately, many products in the Stryker catalog are required to be spread across multiple Stryker divisions – Stryker Spine, Stryker Instruments, Stryker Ortho, etc. If the case you finished contains products that cross those suppliers, you will have to enter a requisition for one, submit, then log out and log back in as the other supplier and enter another requisition. Invoicing will need to follow the two or more distinct purchase orders created through this supplier-specific process.
- c. If you feel an item is set up under the wrong supplier, submit a request to data.management.team@aah.org to review and make changes to simplify.

[I'm a New Rep – How Do I Get Access?](#)

If you are a new rep or determine you need a new account in our portal, follow these steps:

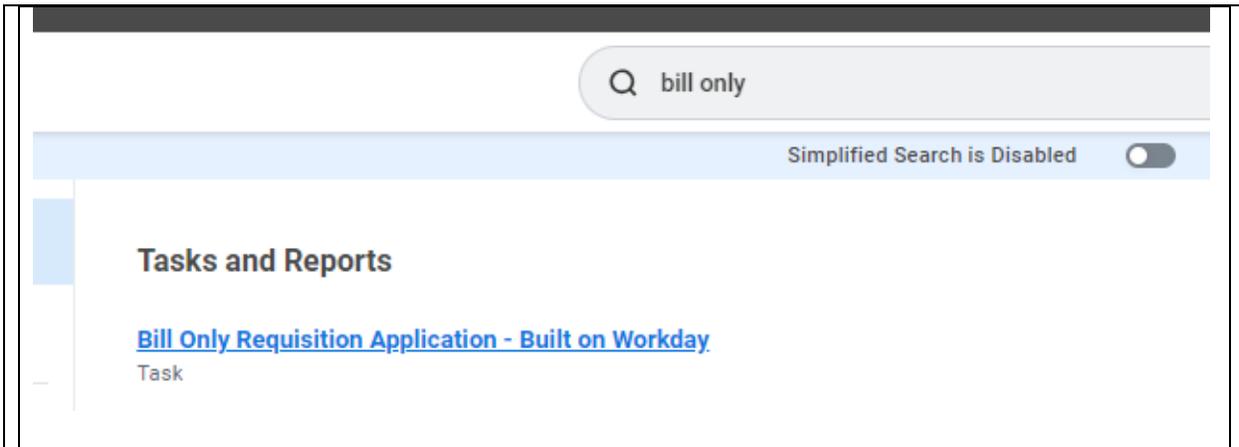
1. Provide the following information to your Advocate Health contact within the OR, Cath Lab, etc. that you are servicing:
 - a. Your Name

- b. The supplier/manufacturer of the products you are submitting a bill only for (e.g. Johnson & Johnson, Medtronic USA, Smith and Nephew, Etc.)
 - c. Your business email address
 - d. Your best phone number
2. The Advocate Teammate emails vmo@aah.org with this info, putting **#billonly** in the subject line. This helps with prioritization and routing to the correct team. **Note: emails directly from the rep will be denied. This needs to come from an Advocate teammate.**
3. VMO will build the representative as a Supplier Contact in Workday.
4. A Workday Security admin will enable the Supplier Contact for Workday's portal.
5. This will generate a welcome and registration email to the representative.
6. The rep completes the registration, creating their portal account.
7. A Workday Security admin then will add the rep to the correct security group, giving the rep access to the **Bill Only Requisition Application - Built on Workday** app.
8. The rep will receive an email indicating their account is ready for bill only requisitioning.

How to Enter a New Bill Only Requisition

Bill Only Application – Step by step instructions:

1. Login to Bill Only Application as a Supplier using <supplier user id> <password>
2. Search for task “**Bill Only Requisition Application - Built on Workday.**”



3. Click on the task opens the Bill Only Requisitions home page.

Two actions can be performed by the Supplier.

- Click on **Create Requisition** button takes Supplier to Create Bill Only Transaction data entry page.
- Supplier can view the past transactions in the **“All Past Requisitions”** grid. It provides the complete lifecycle status of Bill Only transactions here.
 - Requisition Status
 - “In Progress” means the transaction is created by the supplier.
 - “Successfully Completed” means transaction is approved by the OR Clerk and ready to be sourced to PO.
 - Purchase Orders and Status
 - “Approved” means PO is approved and ready to be issued
 - “Issued” means PO is issued
 - “Fully Invoiced” means Invoice is fully invoiced.
 - “Unpaid” means supplier payment status is not paid.
 - Note: Receiving status is not a valid status for Bill Only Transaction

Bill Only Requisitions												
Create Requisition												
All Past Requisitions 113 of 121 Items												
	Requisition ID	Requested By	Created Date	Requisition Status	Edit Requisition	Procedure	Procedure Number	Physician ID	Requisition Items	Total Cost	Purchase Orders and Statuses	Invoices
...	REQ-7101	Zimmer Contact	15-Nov-2024	Successfully Completed		Knee Implant	PN12345	Doe John	KNEE PLATE	\$50.00	PO-4062 - Issued	Supplier Invoice: 19532 - KNEE PLATE - 50
...	REQ-7100	Zimmer Contact	15-Nov-2024	Canceled		Knee Surgery	PN12345	Doe John	KNEE ART SURF LT	\$2,142.00		
...	REQ-7099	Zimmer Contact	15-Nov-2024	Successfully Completed		Knee Surgery	PN123	Doe John	KNEE PLATE	\$50.00		
...	REQ-7098	Zimmer Contact	30-Oct-2024	Successfully Completed		Knee Surgery	PRN101010101	Doe, J	KNEE PLATE	\$50.00	PO-4069 - Draft	

4. Click on “Create Requisition” button to start Bill only transaction.

Enter header information – Company, Ship To, Department

Create Bill Only Requisition

Requested By: Zimmer Contact

Buyer: Teresa Serrano

Company: * Global Modern Services, Inc. (USA)

Ship To: * 200 East Randolph Street Aon Center Chicago, IL 60605 United States of America

Department: * 61335 Surgery

Requisition Type: External Bill Only

Currency: USD

Entered By: * Zimmer Contact

Contact your local facility rep for this info. This is important for proper accounting and budgeting.

Company = Three digit number (e.g., 145)
Ship To = Will default in. No need to enter.
Department = Also called “Cost Center”. Format will be XXX-XXXX XXXXX (e.g., 145-0145 37703)
Entered By = Will be your name. Do not change.

Additional procedure date, Procedure Number, Procedure, Medical Record Number (Note: MRN will not be saved in delivered requisition page), Physician Name,

Procedure verified by – The Advocate teammate who signed off on the Bill Only sheet.

▼ **Procedure Information**

Procedure Date * 09/10/2024 

Procedure Number * PRN12122121

Procedure * Knee Surgery

Medical Record Number * MRN1112222222

Physician Name (Last Name, First Initial) * Doe, J

Procedure Verified By * X Sara Goldstein 

Additional Procedure Details

Item: Enter items consumed in procedure. You can search using Item Description, MFG Number or Supplier Item Number. Search with and without special characters (like dashes, dots, etc.) for best results.

Quantity: Enter the total quantity consumed in procedure.

Lot Number: Enter the applicable Lot Number. Enter NA if not applicable

Serial Number: Enter the applicable Serial Number. Enter NA if not applicable

▼ Goods Lines

2 Items

*Item	Quantity	Unit Details	Extended Amount	Lot and Serial Number	Memo
X KNEE ART SURF LT	1	Unit Of Measure: Each Unit Price: 2142	2142	Supplier: ZIMMER BIOMET Manufacturer: ZimmerBiomet Lot Number: * LOT444 Serial Number: * SER444	
X KNEE PLATE	1	Unit Of Measure: Each Unit Price: 50	50	Supplier: ZIMMER BIOMET Manufacturer: ZimmerBiomet Lot Number: * LOT111 Serial Number: * SER111	
2			2192		

If item is not available for choosing, complete a New Purchase Item Request (see section of requesting a new item in Table of Contents)

Upload procedure **attachment(s)** – # of attachment **up to 5**, valid format is **pdf's** or **image** can be uploaded.

Procedure Attachment (pdf or image files only) (Max 5 Nos.)

-  billonly_sample_005.pdf 
-  billonly_sample_004.pdf 
-  billonly_sample_003.pdf 
-  billonly_sample_002.pdf 
-  billonly_sample_001.pdf 

Declaration – Check the attest button, verify certification date (defaulted to today's date)

DECLARATION

This is to certify that the information provided above is true to the best of my knowledge and belief.

Attest

Certification Date * 

Powered by Workday Extend - Built on Workday by Huron Consulting Group

Submit

Save For Later

Cancel

Actions

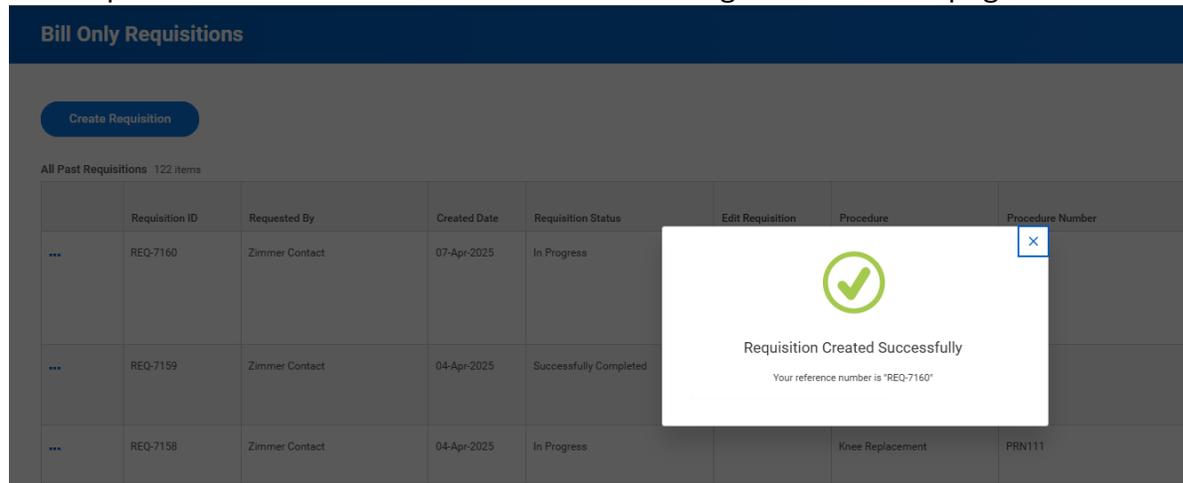
- Click on **Submit** button completes the transaction.
- Click on **Save for Later** if there is a need to get items created, supplier is not ready to submit the transaction, etc. Supplier can login later and select the transaction to take further action from "All Past Transactions" grid on the home page.
- Click on **Cancel** button cancel's the transaction.

Submit

Save For Later

Cancel

Click on Submit button **successfully creates the Bill Only transaction**. (Note: The Requisition number). Click takes you back to home page to view the life cycle status of the Bill Only transaction. Requisition status is **“In Progress”** meaning the requisition has been successfully created and ready to be sourced to become PO. You can check the Requisition status in the **“All Past Transactions”** grid of the home page.



Bill Only Requisitions

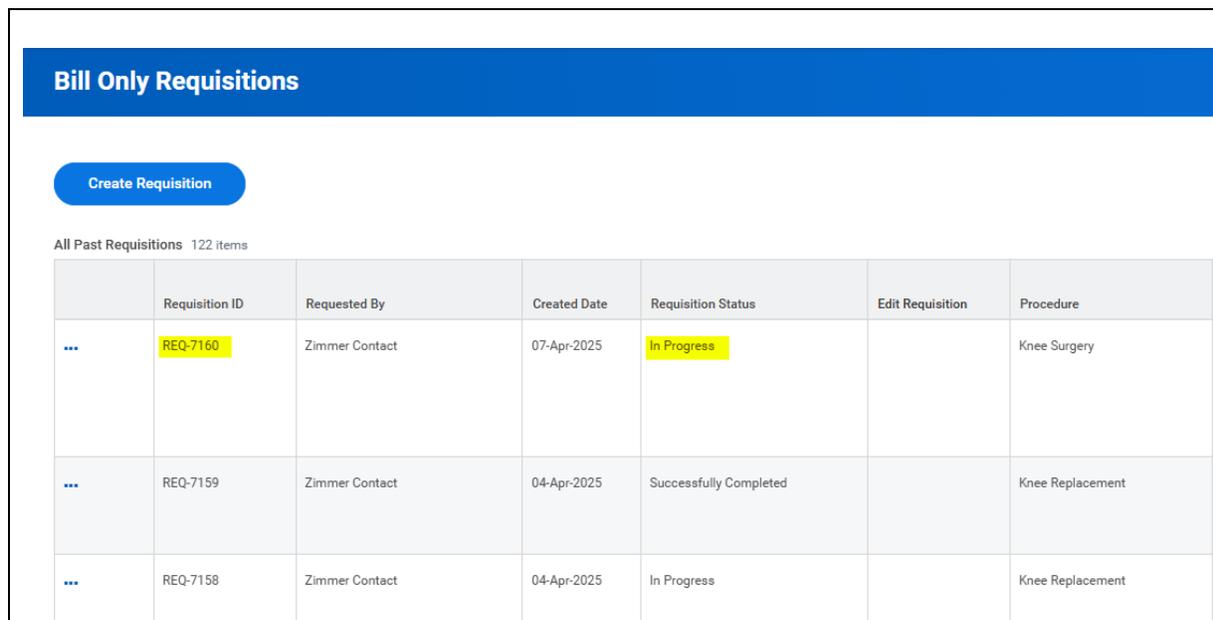
Create Requisition

All Past Requisitions 122 items

	Requisition ID	Requested By	Created Date	Requisition Status	Edit Requisition	Procedure	Procedure Number
...	REQ-7160	Zimmer Contact	07-Apr-2025	In Progress			
...	REQ-7159	Zimmer Contact	04-Apr-2025	Successfully Completed			
...	REQ-7158	Zimmer Contact	04-Apr-2025	In Progress		Knee Replacement	PRN111

Requisition Created Successfully
Your reference number is "REQ-7160"

5. View “All Past Transactions”



Bill Only Requisitions

Create Requisition

All Past Requisitions 122 items

	Requisition ID	Requested By	Created Date	Requisition Status	Edit Requisition	Procedure
...	REQ-7160	Zimmer Contact	07-Apr-2025	In Progress		Knee Surgery
...	REQ-7159	Zimmer Contact	04-Apr-2025	Successfully Completed		Knee Replacement
...	REQ-7158	Zimmer Contact	04-Apr-2025	In Progress		Knee Replacement

You can view requisition by clicking on the ... dots

View Requisition - REQ-7160

Requested By: Zimmer Contact
 Buyer: Teresa Serrano
 Company: Global Modern Services, Inc. (USA)
 Ship To Address: 200 East Randolph Street Aon Center, Chicago, IL 60605, United States of America
 Department: 61335 Surgery
 Requisition Type: External Bill Only
 Currency: USD
 Entered By: Zimmer Contact

Procedure Information

Procedure Date: 04/07/2025
 Procedure Number: PN10102
 Procedure: Knee Surgery
 Medical Record Number: MRN102340
 Physician Name: Doe, J
 Procedure Verified By: Sara Goldstein
 Additional Procedure Details: (empty)
 Goods Line Subtotal: 2,192.00 USD

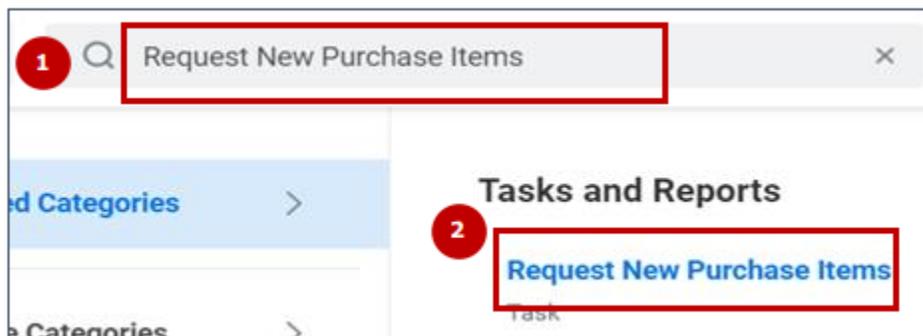
Goods Lines

2 Items

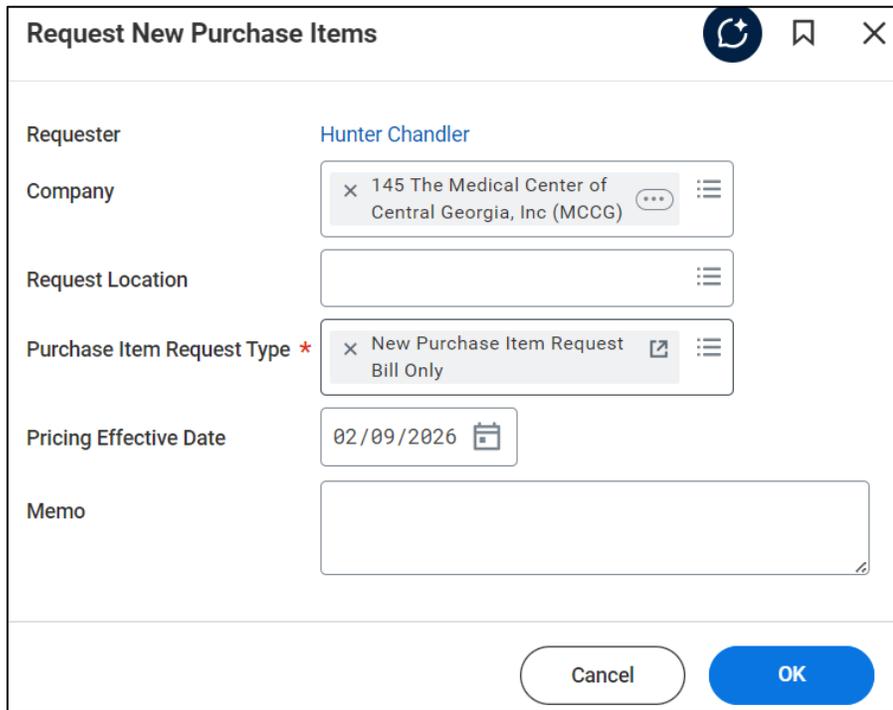
Item	Quantity	Unit Details	Extended Amount	Lot and Serial Number	Memo
KNEE ART SURF LT	1	Unit Of Measure: Each	2,142	Supplier: ZIMMER BIOMET	
		Unit Price: 2,142		Manufacturer: ZimmerBiomet	
				Lot Number: LOT444	
				Serial Number: SER444	
	1	Unit Of Measure:	50	Supplier:	

Requesting a New Item to Be Built

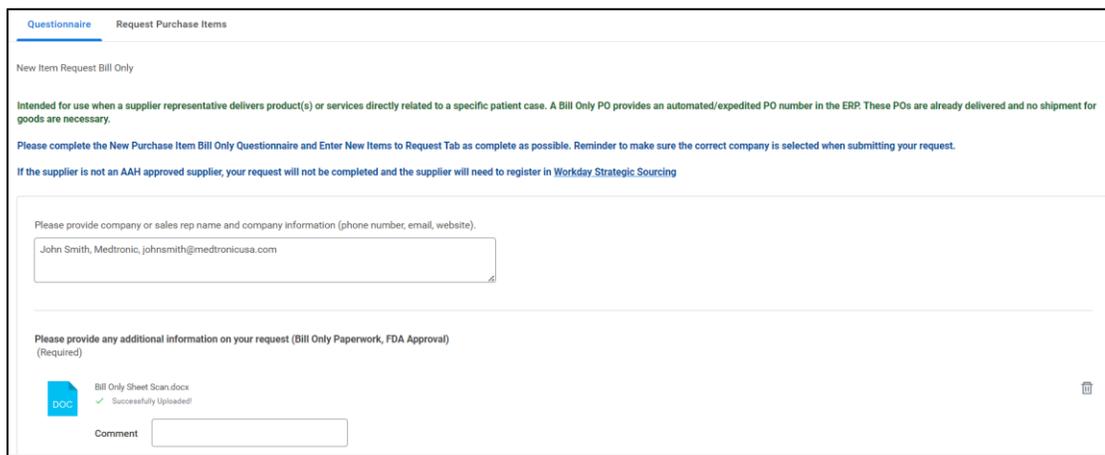
1. To request a new medical item, begin by searching “Request New Purchase Items in the Workday Search Bar
2. Select the “Request New Purchase Items” Task.



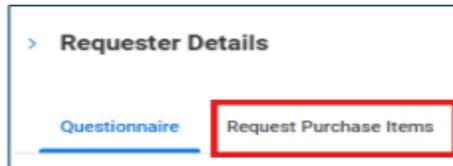
3. Select the company for which you are requesting and clear out the Request Location field (it isn't required and sometimes creates errors). Choose 'New Purchase Item Request Bill Only' for the Purchase Item Request Type. The 'Pricing Effective Date' will be current date.
4. Click OK to access the questionnaire.



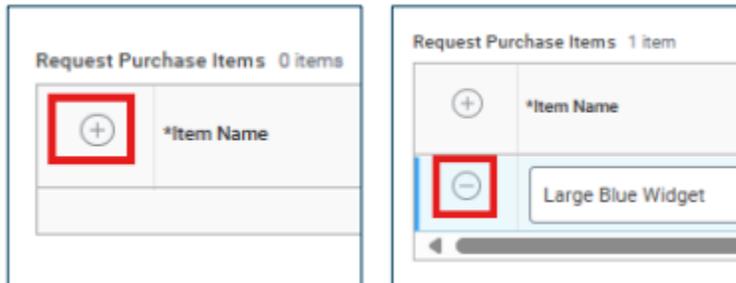
5. On the Questionnaire tab, simply enter your name, company, and an email address. Attach a scan of the bill only sheet here. This is required.



6. Now click the Request Purchase Items tab to enter information about your items.



7. Click the '+' sign to add items. (You may click on the '-' sign to remove any errors)



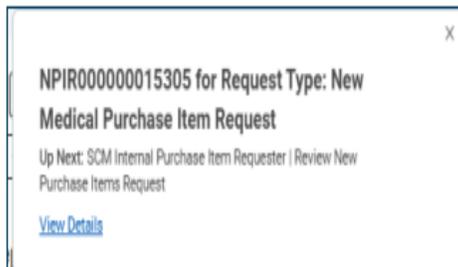
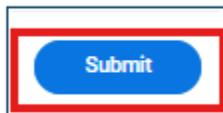
8. Required Fields and tips on each:
- Item Name** – Just give a reasonably strong description of the item
 - Item Description** – can be same as Item Name
 - Spend Category** – Choose Supplies: General – Medical (SC71741). **Tip: just search “supplies general” and hit enter - it will be the first selection.** The Advocate Health master data team will improve this later.
 - Manufacturer** – Search the manufacturer of the product. The Advocate Health master data team will fix anything wrong here; just get close.
 - Manufacturer Part ID** – Be as accurate as possible here.
 - Base UOM** – the lowest UOM in the packaging string (probably EA)
 - Default Ordering UOM** – the UOM that you sell the product to us in
 - Currency** – always USD
 - Default Ordering Price** – the price of the Default Ordering UOM
 - Preferred Supplier** – search for your supplier name and press enter
 - Preferred Supplier Item ID** – typically the same as the Manufacturer Part ID. This is the part number on the PO line.

Default Ordering Price	*Preferred Supplier	*Preferred Supplier Item ID	Preferred Supplier Contract
0			

Default Ordering Price	*Preferred Supplier	*Preferred Supplier Item ID	Preferred Supplier Contract
0	X OWENS & MINOR		

- **Tips:**
- An '*' indicates a required field. Please note that some fields may only become fillable until a pre-requisite field is complete. (see below)
- You may need to scroll to the far right to view all fields

9. Click 'Submit' when complete



You will receive a pop-up message with your request ID. You may click 'view details' for additional information and status

Common Support Needs – “How Do I Get Help?”

	Trouble finding an item. Question about an item. Question about price.	Need to request a new item.	Question About a Purchase Order.	Difficulties with Logins, App Access, Technical Issues.	Mismatch or Disagreement on Product Usage (Requisition does not match Epic documentation).
Example(s)	<ul style="list-style-type: none"> • Pricing on Workday item doesn't match your expectation. • Item seems to be set up under the wrong supplier. • Part number, description, other item attribute question. 	<ul style="list-style-type: none"> • Trying to add item to requisition and cannot find. 	<ul style="list-style-type: none"> • Request to change something about a PO <u>after</u> there is an existing PO in Workday 	<ul style="list-style-type: none"> • Cannot log in. • Unable to find Bill Only App once logged in. 	<ul style="list-style-type: none"> • Disagreement on quantity used between in-room documentation and what representative enters.
Contact	data.management.team@aah.org		ASC-Procurement-Resource@aah.org	Open service now ticket using this link.	Work directly with local site contact. Needs to be resolved between requisition Approver and supplier rep.
Who Should Request Support?	Advocate Health teammate (preferred) or Supplier Representative	Supplier Representative	Advocate Health teammate (preferred) or Supplier Representative	Advocate Health teammate (external reps don't have access)	Rep works with local site contact collaboratively.
Important Information	Manufacturer Part Number and Manufacturer. Details about what is wrong and suggested fix.	Refer to section in this document of how to request item.	PO Number. Question or request to change.	Name, Supplier, Issue at hand, Screenshots	Case Number, Requisition Number, Case Date, Item Information

Next Steps	You will receive a ticket from our Salesforce system. The issue will be assign to the data management team, and you will get resolution via email	You will be notified with the new item.	You will receive a ticket from our Salesforce system. The issue will be assign to the procurement resource team, and you will get resolution via email.	Teammate will track ticket status in Service Now and communicate back with rep when resolved.	Local Advocate teammate must agree and update requisition or deny back to representative to start new requisition.
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