



Overhauled Supplier Training Materials + Other Workday Updates

July 17, 2024

As we continue using and improving Workday, we wanted to provide some important updates and reminders to ensure a smooth experience for all users. **Please ensure to read this entire page as there are several key updates and information contained below:**

Update on Supplier (Accounts Payable) Training Materials:

Based on your feedback, we are pleased to announce that the Supplier Accounts Training materials have been **overhauled and updated** on the GSI Workday website. These updated materials include detailed information on the workflows and the process for invoice submission to Supplier Accounts, Fintech, and Opportunity Projects. We also now include materials on how to report on your invoices. Please review these materials to familiarize yourself with the relevant processes:

- Invoice Submission Instructions and Workflows (View [here](#))
- OSV Invoice Submission Coversheet (View [here](#))
- Fintech Invoice Submission Instructions (View [here](#))
- Instructions to Submit Invoices Related to Opportunity Projects (View [here](#))
- How to Use FIN RPT Report to Look Up Invoices for Cost Centers (View [here](#))

We improved and updated these materials primarily based on user feedback submitted through the workday and AP email inboxes so please continue to provide feedback/questions as you run into issues.

Support Contacts – Updated Protocols: For all issues or questions, please continue to email workday@guestservices.com

For the fastest response to your issue, please also copy the following addresses if your question relates to one of these specific issues:

- If your issue relates to payroll, please also copy the payroll team at payroll@guestservices.com
- For accounts payable (AP) issues, copy the AP team at ap@guestservices.com
- For HCM-related issues, copy the HR team at hr@guestservices.com
- For recruiting, talent acquisition, and employee onboarding issues, copy the talent team at talent@guestservices.com

Payroll and Timekeeping Updates:

- On the July 5th pay date, we experienced issues for some employees whereby they did not receive their holiday pay for the June 19th holiday. This has been corrected for the July 19th pay date and those employees who were not paid for the June 19th holiday will be paid for it on the July 18th payment (in addition to payment for the July 4th holiday).
- Additionally, we have corrected several other smaller payroll issues that we became aware of and should not be an issue on the July 19th pay date. We continue to make other improvements and corrections including correcting the historical information on paystubs.
- For those cost centers that have enabled mobile time tracking, we are still working through several issues with the technology and will provide updates as soon as we are able. In the meantime, to the extent you are experiencing issues, please continue to manually enter your employees' time into Workday.

Supplier Invoices Updates:

- As mentioned above, we've provided additional information and materials regarding submitting, reviewing, editing, approving, and reporting on your supplier invoices. One very important part of the training is to please be sure to include your cost center ID on all invoices submitted to guestservices@onesourcevirtual.com so that they quickly and correctly get routed back to you in Workday.
- We are continuing to make improvements and correct bugs behind the scenes to improve the overall Supplier Invoice experience and prevent invoices from erroring out and/or going into hold status. Some of these updates have already been made, while others will be updated in the next week or two. There is nothing users in the field need to do as it relates to these updates as they will generally be made behind the scenes to improve the overall process. We appreciate your understanding and patience as we collectively work to improve the overall experience of this process.
- Our optical character recognition ("OCR") technology which scans, reads, and does the preliminary coding on the invoices utilizes a combination of rules-based algorithms and artificial intelligence. This means as the coming weeks and months go by and more and more invoices are captured through the technology, it will continue to get smarter, better, and more accurate. We will be closely monitoring success and error rates and will continually be making improvements to improve accuracy. For the time being, please ensure that you are either including the cover sheet or typing the cost center and spend category coding onto the invoice while we are working towards a future state where we can reduce (or eliminate) the need for cover sheets / typed coding on the invoices.

Workday Finance and Reporting Updates:

- The finance team is hard at work preparing for the first month-end (July) close on Workday. This includes completing the load of historical financial data, budget data, fixed assets, and many other items.
- The finance team is also working to pull together training materials covering Reporting which will include the Workday equivalent of many historical Peoplesoft reports as well as new reports available on Workday. Some of these reports will be available very soon, while others may not be available for a few weeks and again we ask for your understanding and patience as we work through these.

Training Updates:

- Training materials and FAQs on using Workday are continually being updated. Please remember to check <https://gsiemployees.com/workday> periodically for changes and new information.