

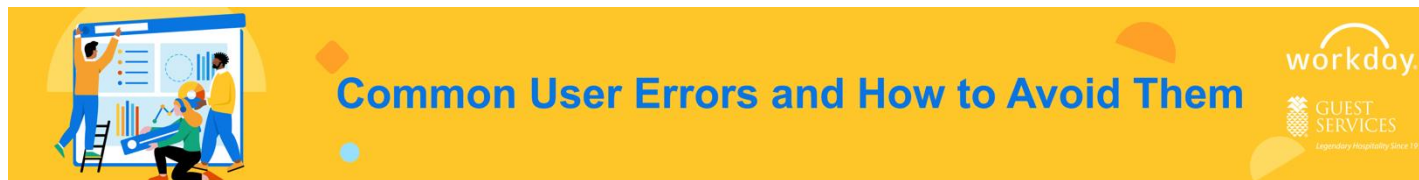
Workday Newsletter – August 2024

As we approach our second financial close in Workday, we want to take some time to reflect on the progress we've made and share important updates with you. Over the past month, we've been actively gathering feedback from our teams and using it to make improvements across various areas of Workday. From updating instructional materials to addressing common user errors, our goal is to ensure that everyone has the tools and information they need to navigate Workday effectively. Below, you'll find detailed information on these updates, along with some new resources and tips to help you make the most of your Workday experience.



Based on your feedback, we have significantly enhanced our training resources to better support you with using Workday. We understand that clear and detailed guidance is essential, so we've taken steps to both update existing materials and create new ones where needed:

- **Invoice Submission Training:** To help streamline the process of submitting invoices in Workday, we've updated the training materials to provide clearer, more detailed instructions. These enhancements should help eliminate confusion and ensure improved accuracy in your submissions. ([Link](#))
- **Reporting Training Materials:** We've also introduced additional training resources designed to help you with Workday reporting. These new materials cover a range of topics, including how to run reports such as the POS Request Output Report, various Payroll reports, and more. We are also close to rolling out several new reports including income statement with %'s and a new analyzer report. This list will continue to be updated as we develop additional reports for operational use. ([Link](#))
- **Spanish Training Materials:** We are committed to supporting our diverse workforce, and as part of that commitment, we have made several self-service training materials available in Spanish at www.gsiemployees.com/workday. Additionally, we are in the process of creating a dedicated page for Spanish training materials, which we hope will be a valuable resource for our Spanish-speaking team members.



After nearly two months of using Workday, we're pleased to see that the transition is proceeding as expected. However, it's normal for there to be some common user errors as we all adjust to the new system. We've compiled the table below that outlines the most frequently reported issues, along with guidance on how to avoid them. This table also includes links to relevant training materials for those who may need to refresh their knowledge. We encourage you to review these common issues and share the information with your teams to help ensure a smoother experience for everyone.

Functional Area	Common Issue	How to Avoid	Support Contact(s)	Related Materials
Banking	Team members are submitting multiple entries for the same day when entering daily sales, resulting in duplicate entries.	Check the "POS Request Output" report to avoid duplicate entries, and coordinate with your team to ensure that no duplicates are entered.	Myrna Mullins (GSI Treasury) Myrna.Mullins@guestservices.com	POS Request Output Report Instructions
Business Assets & Projects	Team members are incorrectly filling out required fields when entering new projects or placing assets into service, either by filling unnecessary fields or leaving necessary ones incomplete.	Follow the training materials to complete all required fields accurately.	HoangNga LuTan HoangNga.Lutan@guestservices.com Karen Hager Karen.Hager@guestservices.com	How to Place an Asset in Service
				How to Create an Opportunity Projects
Supplier Accounts	Team members are submitting invoices to OSV multiple times within the processing window, resulting in duplicate invoice entries.	Wait up to 5 business days for OSV to process invoices, if they still don't appear after this period contact GSI's AP team.	GSI Accounts Payables Team ap@guestservices.com	Invoice Submission Instructions and Guidelines
Supplier Accounts	Team members are submitting invoices with various issues, including in one attachment to OSV, without coding (Spend Category and Cost Center), handwritten, blurry, unreadable, or missing a coversheet, leading to duplicates and short payments.	Submit each invoice as a separate attachment, paired with the coversheet in the same document. Ensure invoices include the required coding (Spend Category and Cost Center). Do not submit handwritten invoices; all scanned invoices must be clear, legible, and complete.		
Supplier Accounts	Team members are submitting invoices separate from the coversheet and only portions of invoices, resulting in processing errors and payment discrepancies.	Avoid processing errors by submitting all pages of the invoice in one attachment, ensuring it's paired with the coversheet, properly coded, and fully legible. This will help prevent duplicates and short payments.		
Supplier Accounts	Invoices are being submitted to OSV for vendors that are not yet existing, causing processing issues.	Vendors must be submitted for review and approved before submitting invoices.	GSI Accounts Payables Team ap@guestservices.com	How to Request a New Supplier
Payroll	Team members who have entered their banking information for direct deposit are still receiving paper checks instead of direct deposits. Please ensure you have selected "Direct Deposit" as their payment type after entering the banking details.	Go to the "Pay" section in Workday and select "Direct Deposit" as the payment type.	GSI Payroll Team payroll@guestservices.com	How to Manage your Payment Elections for Direct Deposits



Workday Tips & Tricks



To further support your use of Workday, we've begun developing a series of "Tips & Tricks" guides. These guides are designed to offer practical advice on tasks that may not be covered in detail elsewhere. Our first guide includes helpful information such as how to change your profile picture, update your legal and preferred names, and modify personal information like gender, race, ethnicity, gender identity, and preferred pronouns. We believe these tips will help you customize and manage your Workday profile more effectively. If there are any specific topics you'd like us to cover in future guides, please don't hesitate to reach out to us at workday@guestservices.com.

- Workday Tips & Tricks #1 – PDF ([Link](#))
- Workday Tips & Tricks #1 – Video ([Link](#))



Accounting Schedule



As we approach the August financial close, it's important to stay on top of the accounting deadlines and ensure that all necessary entries and reports are submitted on time. Here's a refresher for anyone who may need a reminder of the accounting deadlines for close:

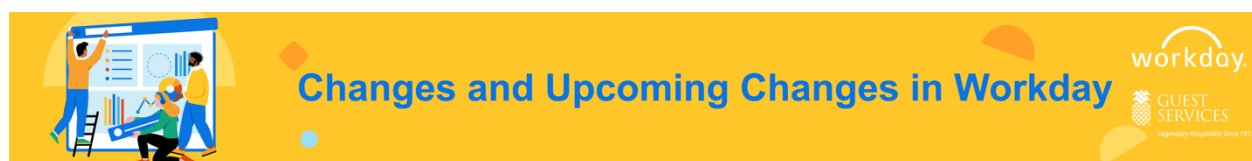
- **Accounts Payable/Accruals:**
All invoices for the current month should be submitted to OSV by EOD on Day 1 of close. For any invoices that are in the system but not fully approved by Day 6, AP will automatically accrue them. Cost center managers should review the "FINS RPT - Supplier Invoice by Cost Center" report on Day 6 and accrue for any missing invoices. The accrual process is the same as it was in PeopleSoft, and accruals should be sent to ninya.noriegadomingo@guestservices.com using the new spend categories.
- **Inventory Balances:**
Submit your month-end inventory in Workday using the "Create Request" feature and select "Monthly Inventory Ending Balance" for the last day of the month. If there are any adjustments, these should be sent via email to inventoryreports@guestservices.com. Staying diligent with your inventory reporting ensures accuracy in our financial statements.
- **Misc. Adjustments (Journal Entries):**
All journal entries should be sent to accountingentries@guestservices.com. Ensuring that these entries are accurate and submitted on time is crucial for a smooth close.
- **Transfers:**
Transfer-related journal entries should also be sent to accountingentries@guestservices.com. Properly managing these transfers will help avoid any discrepancies during the close process.
- **P-Card Expenses & Expense Reports:**
It is essential that all P-card charges are submitted via an expense report in Workday as

soon as possible to ensure they are approved by the Day 6 deadline. Instructions for P-card reporting are available [here](#). Please ensure that approvers are reviewing and approving these reports promptly to meet the close deadlines.



To assist you further, we've created a list of key contacts who can provide support for various Workday-related issues. Please note that when reaching out to these contacts, you should continue to copy workday@guestservices.com to help ensure that your requests are tracked and resolved efficiently. Below is a table with the primary support contacts for Workday:

Functional Area(s)	Contact(s)
Accounting Entries & Inventory	accountingentries@guestservices.com
Benefits	benefits@guestservices.com
Business Assets & Projects	HoangNga.Lutan@guestservices.com Karen.Hager@guestservices.com
Daily Sales Report & Banking	Myrna.Mullins@guestservices.com
Expense Reports	Sarah.Waye@guestservices.com
HCM	hr@guestservices.com
Learning	training@guestservices.com
Payroll, Absence & Timekeeping	payroll@guestservices.com
Supplier Accounts & Vendor Requests	ap@guestservices.com
Talent, Recruiting & Onboarding	talent@guestservices.com
Timeclocks	ithelpdesk@guestservices.com



Below is a list of the most notable changes that have been implemented and upcoming changes for Workday:

- The "Prepaid" option under expense reports has been removed to streamline the expense reporting process.
- An updated income statement report, which includes percentages, will soon be released to provide more detailed financial insights.
- A new report comparable to the analyzer is currently being developed, which will offer enhanced analysis capabilities.

We appreciate everyone's support during this transition and your continued efforts to make Workday a success. Your feedback and cooperation have been invaluable in refining our processes and ensuring a smoother experience for all.