Frequently Asked Questions - External

1. Why is MGM Resorts making this change?

   MGM Resorts Accounts Payable currently receives over 5k emails a month from internal and external users. Our goal is to create a platform that centralizes the location of those emails while allowing us to produce meaningful metrics and ensure we are responding timely to all questions.

2. When will OnBase go-live?

   April 15, 2019

3. Where can I find the Unity Form to submit my question?

   Please click the URL below to access the Unity Form. We also suggest you save it to your favorites for future access. **www.mgmresorts.com/apservicerequest**

4. Will I receive training on the new process?

   Training materials are stored in a link, **www.mgmresorts.com/aptrainingguides**. You may also access the link from the Unity Form. The link includes Quick Reference Guides (QRGs) for OnBase as well as the other applications Accounts Payable manages. Our goal is to provide you with as much information possible to allow you to self-serve.

5. What will happen to all existing emails that have not been responded to?

   All inquiries submitted will be responded to on or before April 16, 2019.

6. What will happen if I send an email to *supplierinquiries@mgmresorts.com*; *apclientinquiries@internal.mgmresorts.com*; *vendordesk@mgmresorts.com*; or *appayment@mgmresorts.com*?

   Any emails submitted to the above addresses will not be responded to via email. You will receive an auto-response instructing you to access the Unity Form and submit your request.

7. Who can I contact if I have questions about the Unity Form?

   The link and Quick Reference Guides (QRG) will contain all of the information needed for how to submit a Unity Form. The link is **www.mgmresorts.com/aptrainingguides**.

8. Where will updates about my Service Request be sent?

   The email address that is provided when filling out the Unity Form will be the point of contact for all updates for that specific Service Request.

9. When can I expect an answer to the Service Request I submitted?

   Our Accounts Payable teams have set a goal of responding within 7 business days. Some requests may take longer to completely resolve, depending on several different factors, but our goal remains to respond within 7 business days.

10. How can I ask for an update on something time sensitive during the 7 business days?

   When submitting a Unity Form you can specify if the request is a new submission or if it is related to an already existing request.

11. How will I know when my inquiry has been resolved?

   You will receive an e-mail notifying you of the closure for each Service Request you submit. The closure e-mail will include a brief overview of what steps were taken to complete your Service Request.

Frequently Asked Questions - External
(Continued)

12. Will I receive any additional information?

Through OnBase the MGM Resorts Accounts Payable team can send you updates and feedback regarding your Service Request. In most circumstances you can expect to receive notification of the Service Request being opened and closed.

13. What do I do if a Task is assigned to me?

If while working towards resolving your Service Request an MGM Resorts Accounts Payable team member needs more information, they will assign you a "Task" for that specific Service Request. You will receive an e-mail with specific instructions for what is needed from you to complete the Service Request. Once you have completed the requested action and replied to the email, the MGM Resorts Accounts Payable team will be notified, so they can continue working towards completing your Service Request.