

OnBase to Launch April 15

Dear Supplier,

The MGM Accounts Payable department is implementing a new request management system called OnBase. This new system will be a total revision to how questions are currently submitted to the MGM Accounts Payable team and how the Accounts Payable department will respond to those questions. OnBase is scheduled to go live on April 15, 2019. The below email addresses will be directly impacted by this change:

supplierinquiries@mgmresorts.com
apclientinquiries@internal.mgmresorts.com
vendordesk@mgmresorts.com
appayment@mgmresorts.com

OnBase will completely replace the current process of sending or forwarding an e-mail to any of the email boxes listed above. Instead of sending inquiries via e-mail, we will require all questions to be submitted via OnBase by completing a simple questionnaire called a Unity Form. Once submitted, OnBase will route the inquiry based on the information provided in the Unity Form to the respective team within Accounts Payable. A Service Request Number will be assigned to the inquiry and you will receive an email informing you the request has been created.

How Does It Work

- You will access the Unity Form to submit your Service Request.
- A listing of Categories and Subcategories will be available for you to choose.
- Each Category and Subcategory include descriptions that will aide you in selecting the correct option.
- Once you've selected your Category/Subcategory and completed the required fields, added any comments and attached any documentation pertaining to the question, a request will be generated for Accounts Payable.
- Accounts Payable will manage the requests based on the date of creation.
- Notifications will be sent via email to the requester of the Unity Form with updates on the Service Request submitted.

Benefits of OnBase

- Streamlined process and improved visibility.
- Using the Unity Form will help ensure service requests are directed to the correct team much quicker.
- Having a service request number assigned will allow for easier tracking and updates for both the requester and the MGM Accounts Payable department.
- OnBase will provide reporting to Accounts Payable to allow us to better support internal and external users.
- OnBase will assist in mitigating duplicate efforts from internal and external users.
- OnBase will provide updates on the status of the service request, eliminating the need to send follow up e-mails.

Training

The AP Training Guides will provide you with useful information that may help you answer your inquiry without having to submit a Service Request through OnBase.

Please click the link below to access the AP Training Guides.

www.mgmresorts.com/APTrainingGuides

If the training guides do not provide enough information to resolve your inquiry, you may submit a Service Request.

Please click the link below to access the Unity Form to submit your Service Request.

www.mgmresorts.com/APServiceRequest

Our goal is to provide all users with a platform that is simple to use and provides greater visibility into how your questions are being worked. It will provide Accounts Payable the information needed to better fulfill your requests faster and allow us to further improve on our service excellence standards.