

The Official Employee Newsletter of Goodwill of Central & Northern Arizona

Good Times



GOODWILL TEAM MEMBERS AT THE LAKE HAVASU GRAND REOPENING!

JUNE 2017



TIM TALK

In 2016, a company called enso began conducting research to understand how people valued brands. They developed their World Value Index to measure and rank brands according to how well they resonate with what people care about. The companies and nonprofits that show an ability to live up to their purpose and create value in the eyes of everyday Americans are at the top of the World Value Index list. I am so proud to announce that because of you, Goodwill ranked #1 in enso's World Value Index for the second year in a row, and we are #1 because of you.

YOU are the Goodwill brand, and your hard work and dedication every day is what makes us stand out as a leader. I know it has been a difficult year, but in spite of the challenges we face, you continue to give it your all, going above and beyond to provide the best experience and service to our shoppers, donors, job seekers, and communities. I am so proud of you—congratulations on this amazing achievement. If you have any questions or ideas, please contact me at Tim.Oneal@GoodwillAZ.org and THANK YOU for being such an outstanding team. **You are #1!**

Tim



Congratulations to the three Retail Sales Associates at Store #153 - Ahwatukee who recently graduated!

Chantalle Garcia

Marques Grady

Mai-Li Schaffer

We congratulate you on this outstanding achievement. Team Goodwill is **PROUD** of you!

Congratulations to **Pedro Castillo**, Retail Sales Associate at the ROC, who graduated from Carl Hayden High School on May 25. Way to go, Pedro! Thank you for all of your hard work and for being a part of Team Goodwill!

Do you have good news to share? We want to hear about it!

Email Erica.Reed@GoodwillAZ.org with your good news so that we can share it with the rest of Team Goodwill and celebrate **YOU!**



CONGRATULATIONS MAY CHANGE CAMPAIGN WINNERS!

Every day, our amazing cashiers collect donations of change at the registers from generous Goodwill shoppers. This money goes toward helping us operate our Goodwill career centers and fight unemployment right here in Arizona. Every month, we recognize and reward the store that raised the most money at the registers during the previous month, and we are so proud to celebrate our May winner: Store #066 - Thunderbird Square, who collected \$3,498.93 last month.

Congratulations and thank you, Thunderbird Square! As our May winners, they have won a dessert party, a traveling trophy, an awards certificate, and 25 YouEarnedIt points for every team member! Special thanks also to our second and third place stores: Store #184 - Iron Springs who raised \$3,250.04 and Store #085 - Prescott Valley who raised \$2,526.52. Awesome job to all three stores and THANK YOU for working so hard to help Team Goodwill fight unemployment!

User Name:

GWILLY42

Password:

★★★★★★

SUBMIT

GOODWILL LOGIN INFO

If you or someone on your team does not know their Goodwill username or password or is unable to log in, this information is for you!

HOW TO LOG IN:

1. Go to <https://my.goodwillaz.org> on any computer or breakroom kiosk.
2. Click on "Online Logon Portal."
3. Enter your username.
4. Once you enter your username, you need to enter your password.



WHAT IF I DONT KNOW MY USERNAME?

Managers: if someone on your team does not know their username, you will need to look it up for them.

To find an employee's username:

1. Go to: http://apps.gwaz.org/badgerequest/badge_request_lookup.php
2. Enter the first and last name of the employee.
3. Look under the field titled "Kronos Username". This is the employee's username.
4. Give this username to the employee.



WHAT IF I DONT KNOW MY PASSWORD?

If you have logged in before, but don't remember your password: click on the "Need help signing in?" link at the bottom

of the page then select "Forgot Password?" This will allow you to recover your password through SMS (text) or an alternate email.

If you have NEVER logged in and are creating a password for the first time:

1. In the password box, enter the default password: **Arizon@XXXX but instead of XXXX, type in the last 4 numbers of your social security number.**
2. Create your own custom password. In the "old password" box, enter Arizon@XXXX (using the last 4 digits of your social security number instead of XXXX), then enter the new password you come up with. Passwords must be at least 8 characters in length, contain a capital letter or special character, and can't include your first or last name.
3. Follow the prompts to set up your password recovery options so that you can reset your password or unlock your account on your own if necessary.
4. Remember: passwords expire every 90 days, so it's important that you login frequently and set up recovery options so that you don't have trouble logging in again in the future!

STILL CAN'T LOGIN?

If you or your team member still can't login, the leader of your location or department will need to **Submit a Ticket to IT**. Please select *Submit a Problem Ticket* in the middle box, then select RETAIL: You Earned IT login problem under the "What problem are you reporting?" drop down. Multiple names can be submitted in a single ticket, and the person submitting the ticket will receive notifications once the passwords have been reset to the default password listed above. Once the passwords have been reset, please follow the instructions above to help your team member complete the login and password recovery process. Please be aware that it may take the IT Service Desk up to 4 days to complete these password resets.

Please share this information with your teams to ensure that everyone on Team Goodwill is able to access Goodwill systems like the Learning Management System (LMS), Webmail and YouEarnedIt!



IT'S GOOD TO KNOW:

Jesse McGill

Learn a few things you might not know about: Jesse McGill, Donation Attendant at #834 - Flagstaff store.

WHAT IS YOUR BIGGEST ACCOMPLISHMENT?

I went to nationals for Special Olympics to compete in track & field in 2006 and won 3rd place out of 56 entries.

WHAT ARE YOUR HOBBIES OR WHAT DO YOU LIKE TO DO OUTSIDE OF WORK?

I actually like to collect shoes, I have over 60 pairs. Gotta support my feet!

WHAT'S YOUR FAVORITE SHOE BRAND?

Nike! It's always been my favorite.

IT SEEMS LIKE YOU HAVE TRAVELED TO A LOT OF DIFFERENT PLACES, WHAT'S YOUR FAVORITE PLACE YOU'VE VISITED SO FAR?

I went to Belize a few years back for a Global Ambassadors program for Special Olympics. It was a very different experience to go there, but I enjoyed it.

WHAT'S THE MOST RECENT COMPETITION YOU'VE PARTICIPATED IN?

Earlier this month, there was a Special Olympics event for all the big Arizona cities, including Flagstaff, Gilbert and Mesa. I did four events this year: volleyball, 200 meter, long jump, and an event similar to javelin where you throw a ball (similar to a football) as far as you can.

HOW LONG HAVE YOU LIVED IN FLAGSTAFF?

I've lived here most of my life, I moved here when I was about 8.

WHAT'S YOUR FAVORITE THING ABOUT WORKING FOR GOODWILL?

The people! I enjoy coming to work every day and working with my co-workers. They are all very accommodating and accepting of everyone who works here.

WHO SHOULD WE GET TO KNOW NEXT?

Email Erica.Reed@goodwillaz.org to nominate yourself or one of your co-workers!



HANDBOOK SIGN OFF

We have recently updated the Employee Handbook and as a result, all team members must acknowledge the updated Employee Handbook through LMS by June 21. Please follow these steps for signing off on the handbook!

1. Using any computer or the breakroom or Commercial Maintenance kiosk, please visit: <https://my.GoodwillAZ.org>.
2. Select the Learning Management Icon.
3. Log on using your GoodwillAZ username.
4. Click on "my learning" located on the left hand side of the screen.
5. Click on "2017 Employee Handbook Acknowledgment Version March 31 2017."
6. Read the slide and click "[click here for acknowledgment.](#)"

If you have any questions, please contact your leader.

Thank you all for your support in completing this important company initiative!



BENEFIT DEDUCTION NOTIFICATION FOR JUNE

Please be aware, there are three pay days in the month of June (June 2, 16 and 30) and benefit deductions will be taken on June 2 and 16. If you have any questions about your benefits or benefit deductions, please contact the Benefits Department at 602-535-4100 option 3.

MILESTONE ANNIVERSARIES

Congrats to our Goodwill team members who celebrate milestone anniversaries in May and June.

Thank you for your service!

10 YEARS

Anthony Alvarez (Janitor) • Norma Ibanez (Retail Merchandise Processor)
Guadalupe Benson (Retail Merchandise Processor) • and Jesus Ramos (Truck Driver)

5 YEARS

Todd Borner (Site Leader) • Katonya Hicks (Retail Merchandise Processor) • Tiffanie Puczylo (Site Leader)
Acquanetta Shaw (Employer & Community Relations Partner) • Susan Williams (Operations Leader)
Robert Jones (Baler) • Francisca De Mancilla (Retail Merchandise Processor)
Victoria Lucero (Retail Merchandise Processor) • Delia Tanori (Retail Sales Associate)
Nadia Zavala (Retail Merchandise Processor) • Shauna Coyne (Retail Merchandise Processor)
Rigoberto Soto (WFD Area Leader) • Evan Ainsworth (Retail Sales Associate)
Matthew Anthony (RDC Lead Donation Attendant) • Brandon Kneuss (Operations Leader)
Jennifer Krantzman (Retail Merchandise Processor) • Mayra Leon (Retail Merchandise Processor)
Ana Villalobos (Retail Merchandise Processor) • Victor Mesta Sandoval (Home Pick Up Driver)
Philip Kennell (Retail Sales Associate) • Brenda Sumpter (Retail Merchandise Processor) • Raul Cedano (Janitor)
Sherri Hodges (Retail Sales Associate) • Maria Petty (Retail Merchandise Processor) • John Cadena (Truck Driver)
Jane Kinley (Shift Lead) • Winnie Lai Ming Ng (Retail Merchandise Processor) • Jose Santiago (Home Pick Up Driver)
and Mayra Rios (Shift Lead)

MEET OUR VOLUNTEER OF THE MONTH!



Our May Volunteer of the Month is Carole Watson of our Happy Valley retail store! She has been a dedicated volunteer with Goodwill for almost 2 years! She first began as a Goodwill volunteer in Iowa. When she moved to Arizona, she knew she wanted to continue serving Goodwill in her new home and she has volunteered every Friday for the last 8 months. Her nomination was submitted by Site Leader Danielle Whittaker. Retail Manager, Dale Murphy, and Operations Leader, Karen Fahmie, joined in on the surprise to present Carole with her award. Danielle wrote this about our honoree, "She's very friendly and always smiling. She is a tremendous help with helping us maintain and clean the sales floor. It is always a pleasure to have her at our store! She is very well deserving of this award!" When asked about her favorite part of volunteering, Carole answered that it is "working with the people here – everyone is so kind and friendly!" When she is not volunteering, Carole enjoys her retirement by spending time with her friends and family and would like to visit Hawaii one day on vacation. Congratulations Carole on your well-deserved honor and thank you for your dedication to volunteering!