

## MyFloridaMarketPlace Best Practices

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MyFloridaMarketPlace is a Source-to-Pay system that enables the integration of purchasing with the disbursements section of the agency. The procure-to-pay process has significantly evolved over the past couple of years with the implementation of a single end-to-end automated process. The market research conducted as part of the Process Review Initiative found that the State of Florida is at the forefront of this evolution. As a result of this initiative, the MFMP team identified some best practices in several key areas of the procure-to-pay process. Each Best Practice will be detailed at a high level in this section and several contain a link to detailed Best Practice documents that may be used and distributed to individual customers within the various departments of your agency. However, there are a few generic best practices that apply across every department and agency.

- As all current and historical requisitions are kept in MFMP and all transactions are tied together for ease of traceability, there is no need to print anything from the system. Thus, the MFMP team recommends implementing a paperless process within every agency. The State of Florida does not require a paper copy of a transaction at any point during the process.
- All departments should use the MFMP approval flows to process the approval of requisitions and invoice reconciliations, rather than routing these transactions for approval outside of the system. Using the approval flows will reduce error rates and time spent manually moving transactions through the approval process, provide historical reference, allow for cycle time reporting, and many other benefits.
- Agencies should encourage collaboration between the Purchasing and Finance and Accounting departments. This collaboration and increased communication will ensure that policy, processes, and organizational structures support the complete procure-to-pay cycle. Some State of Florida agencies reviewed have had success holding bi-monthly cross-department meetings.

### Requisitioning Best Practices

MyFloridaMarketPlace recommends that requesters receive adequate training on MFMP and be knowledgeable of basic purchasing practices related to statute, rule, and agency policy to assist them in making appropriate selections on purchase requisitions. Most agencies' Purchasing Departments offer some type of internal Purchase Requisition checklist or requirements for creating and reviewing requisitions. The MFMP team consolidated several example documents into a comprehensive and cohesive Requisitioning Best Practices document that offers guidance and enterprise-wide recommendations on reviewing key fields on requisitions. Agencies can customize this document to include agency specific information.

- The MFMP team recommends that each agency create their own requisition check list for requesters and approvers to use. It can include agency specific information, such as titling conventions and required attachments.
- After the Fact (ATF) requisitions should be identified by the acronym 'ATF' in the requisition's title and all supporting documentation (e.g. ATF Justification) should be attached.
- MyFloridaMarketPlace recommends including PO Start and Ends Dates on requisitions. As a Purchase Order is a contract between your agency and the vendor, these fields should reflect the period during which the services will be performed or the good will be delivered. In doubt, use the end of the fiscal year. View [Florida Statute 287.058](#) for more information.
- The MFMP team recommends mirroring requester's spend authority in MFMP to their PCard Spend Authority in FLAIR.

- The Line Item 'Description' should be clear, complete, and accurate. As appropriate, attach a Scope of Work (SOW) and/or deliverables list.
- The 'Quantity' and 'Unit of Measure (UOM)' must reflect how the vendor will invoice.
- MyFloridaMarketPlace recommends validating the state term contract (STC) number on the DMS State Purchasing website when creating a non-catalog requisition.
- Validate the vendor location, selecting the appropriate location, ensuring the registration is not being inactivated and the vendor has a valid W-9 on file. If you are using a STC, the correct vendor location can be located on the [DMS State Purchasing site](#).
- Ensure that you are using the correct 'Method of Procurement' (MOP). This is crucial for reporting and auditing purposes. Please see the [Buyer Manual](#) for MOP definitions. For MOP A, B, C, M, and N, a 'State Contract ID' should be listed.
- Ensure all FACTS requirements are met.
- Ensure no confidential information (e.g. social security numbers) is included on the requisition or in accompanying attachments.

### eQuote Best Practices

The State of Florida requires quotes for method of procurement B, F, and 16. The state is currently engaged in an enterprise initiative for all agencies to fully utilize the eQuote component of the MyFloridaMarketPlace Sourcing application for electronic quoting. Full utilization for eQuote is defined as conducting eQuote events 50% of the time for informal quotes when the Method of Procurement is B (RFQ based on a State Term Contract), F (informally quoted purchases <\$35,000), or 16 (DOL Informal Quote). In order to receive the highest rate of vendor response and spend accuracy, the MFMP team recommends the following practices:

- Communicate with your vendors. It's helpful to follow up with invited vendors by emailing or calling, once the eQuote event is published. At a minimum, if you don't receive responses, MFMP recommends reaching out to vendors to ask why they did not respond.
- Keep the eQuote title simple and relevant. Avoid using internal naming conventions that could confuse vendors. The titling convention can be changed back to an agency specific title on the requisition (for integrated eQuotes), before sending through the approval flow.
- If you are creating an eQuote based on a State Term Contract (MOP B), add the State Term Contract number to the eQuote.
- Set your eQuote timing such that you allow your vendors enough time to respond. In general, eQuotes for services require more time than eQuotes for commodities.
- Add additional Project Owners to your eQuotes to provide backup.
- Invite more than 3 vendors to your eQuote. Use the [Vendor Information Portal \(VIP\)](#) to search for helpful information, such as valid W-9, CMBE certifications, Active Vendor, receives solicitation notifications, location information and contact information.
- When adding content to your eQuote, clearly present your Statement of Purpose, Scope of Work, Project Tasks and Deliverables, Project Timeline, List of Contractor Responsibilities, Qualifications, Method of Compensation, Financial Consequences for Non-Performance and Special Terms and Conditions. Make sure that all information is organized and clearly presented.

- When possible, include Line Items to obtain prices from vendors. Make sure the Line Item has a relevant Unit of Measure and associated Quantity (e.g. 2,080 Hours instead of 1 each).

The [eQuote Best Practices job aid](#) highlights the key areas to pay attention to when creating an eQuote and offers information and recommendations about each identified field.

### Invoice Best Practices

- The MFMP team has reviewed each agency's Finance and Accounting department's Invoice Reconciliation review process and offers guidance and enterprise-wide best practices below. MyFloridaMarketPlace recommends customers receive adequate training on how to use MFMP and on the reconciliation and approval process and audit requirements set forth by Statute, Rule, Policy and the Department of Financial Services. MFMP recommends processing eInvoices for all vendors who offer the service, as it reduces costs and improves efficiencies. Agency customers may use the [eInvoicing Job Aid](#) for more information on processing eInvoices and for a list of vendors who offer this service.
- For PO and Contract-based invoices, MFMP recommends entering the invoice into MFMP Buyer as soon as the invoice is received from the vendor. This reduces the risk of losing the invoice or delays in vendor payment. Entering the invoice upon receipt will not negatively affect the Department of Financial Service's Prompt Payment Act as it also depends on when the goods are received or the services are performed.
- It is recommended that each agency segregate the roles of Exception Handlers and Invoice Managers to different individuals. This segregation of duty will provide checks and balances to ensure that invoices are correctly paid.
- The MFMP team recommends that agencies pay all MFMP PO and MFMP Contract invoices in MyFloridaMarketPlace. This ties the PO to the invoice and to the payment. Full utilization of the P2P electronic life cycle creates a fully traceable process and increases the ease of spend analytics. If an agency completes a payment in FLAIR, when the PO was created in MFMP, agency customers should still enter the invoice in MFMP, checking the 'Payment Completed in FLAIR' box and complete the Payment Update eForm to complete the P2P cycle manually.
- Use the Manual Match process on Invoice Reconciliations when a vendor submits an invoice that is matched to the overall Purchase Order but not the appropriate line of the PO. View the [Manual Match Job Aid](#) for more information.
- MyFloridaMarketPlace recommends disputing incorrect lines on an invoice rather than rejecting entire invoices. View the [Reconciling and Approving Invoices](#) Online Training for more information on this process.
- The MFMP team recommends that Exception Handlers include comments on each exception that they accept that explains why they approved the exception.