

# MyFloridaMarketPlace Customer Round Table Meeting

February 14, 2017

- Recent Enhancements
- Fax Transition Effort
- Office of Supplier Diversity Update
- MFMP University Update
- Annual Customer Survey Results
- Trivia
- Open Forum

# CR 305: Buyer Search Help Text Update

- The MFMP team added additional help text on system searches in MFMP Buyer to include an example of an encumbered order that begins with a 'B' prefix.

Type:  ▼

Change the search criteria and then click **Search**. Click the expand button on the right to see example search criteria for frequently used searches. 

#### Requisition System Search

- When searching by Requisition ID number, enter the ID number including the prefix in the 'ID' field.
  - Example: **PR#####**

#### Purchase Order System Search

- When searching by Purchase Order ID number, enter the ID number including the prefix in the 'Order ID' field.
  - Examples: Enter **B#####** when searching for an encumbered purchase order OR, enter **A#####** when searching for an encumbered purchase order created before October 27, 2016 OR, enter **PO#####** when searching for an unencumbered purchase order created after September 2011 OR, enter **DO#####** when searching for an unencumbered purchase order created before September 2011 OR, enter **C####-R##** when searching for an unencumbered purchase order associated to a MFMP contract created after September 2011 OR, enter **MA#####-R##** when searching for an unencumbered purchase order associated to a MFMP contract created before September 2011.

- This update also removed the auto-populated **PR#####** format to the Requisition ID field in Requisition system searches.

# CRT Agenda

- Recent Enhancements
- Fax Transition Effort
- Office of Supplier Diversity Update
- MFMP University Update
- Annual Customer Survey Results
- Trivia
- Open Forum

- As of February 1, 2017, MFMP no longer sends purchase orders to vendors via fax.
- The MFMP team sent at least three communications to vendors registered with fax as their purchase order receipt method.
  - Sent over 28,000 emails
  - Sent over 600 faxes to vendors with open orders and invalid PO email addresses
  - Sent emails to agency customers with open orders with vendors with fax selected as POM
  - Provided standard language to customers regarding the transition to provide to vendors (action item from last CRT meeting)
- The MFMP team converted 13,737 vendor locations from fax to email.

# CRT Agenda

- Recent Enhancements
- Fax Transition Effort
- Office of Supplier Diversity Update
- MFMP University Update
- Annual Customer Survey Results
- Trivia
- Open Forum

## The Office of Supplier Diversity (OSD) is here to help:

- Certified vendor directory for procurement opportunities
- Resource for solicitations

## Help for your vendors:

- 90-day spend plans (due before the 15th of the first month of the quarter)
- Sub-contractor tracking for annual reporting
- Participation in Supplier Diversity Exchanges
- OSD programs: Loan Mobilization and Mentor Protégé
- Encourage certification

# CRT Agenda

- Recent Enhancements
- Fax Transition Effort
- Office of Supplier Diversity Update
- MFMP University Update
- Annual Customer Survey Results
- Trivia
- Open Forum



- The MFMP team is offering in-person, statewide training in:
  - Panama City on March 14<sup>th</sup> and 15<sup>th</sup>
  - Lake City on April 18<sup>th</sup> and 19<sup>th</sup>
  - Training registrations are available on the [MFMP U website](#)
- The MFMP team recently updated the existing MFMP eQuote online training to focus on both types of eQuote creation methods (manual and integrated)
- View the new trainings on the [MFMP eQuote Learning Path](#)

# MFMP Communication Updates

- Beginning on January 1, 2017, the team began piloting a process to distribute certain training-related communications (e.g. Inside MFMP U) via an online tracking system (Constant Contact). This allows the team to track email open rates, link clicks, etc
  - Please let the MFMP team know if your agency has had any difficulty receiving MFMP University communications
  - Continue to send updates as needed
  - Pilot ends on June 30, 2017
- Thank you to the over 15 agencies that updated their Distribution Lists in January!

# CRT Agenda

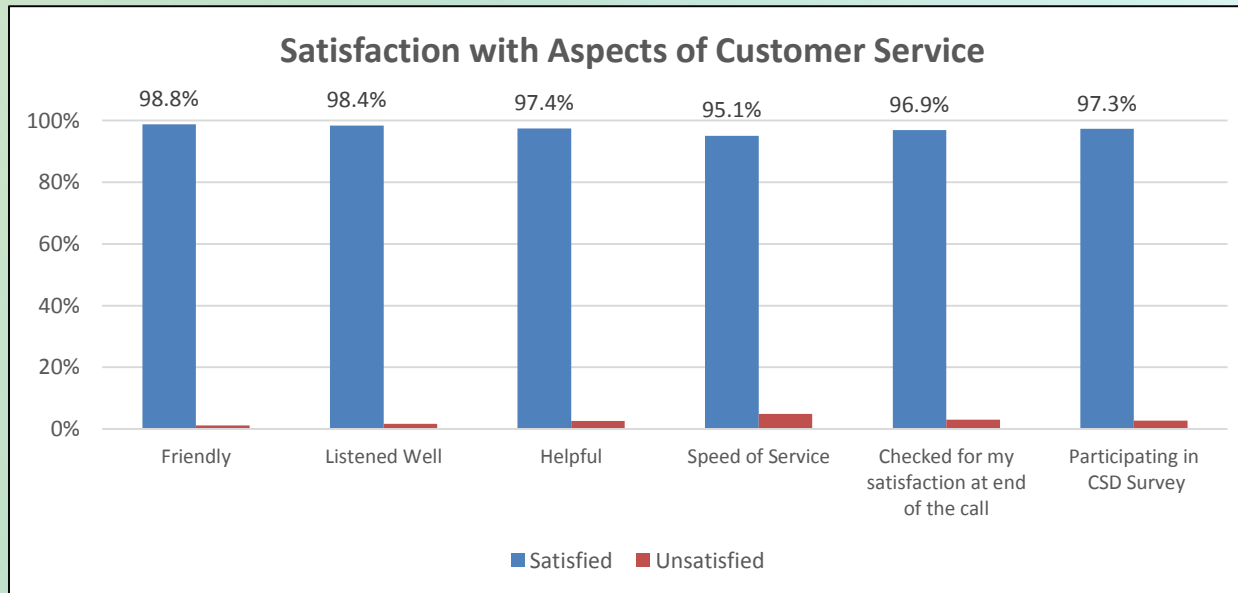
- Recent Enhancements
- Fax Transition Effort
- Office of Supplier Diversity Update
- MFMP University Update
- Annual Customer Survey Results
- Trivia
- Open Forum

# MFMP Annual Survey Results

- Customers were asked to provide feedback on overall satisfaction, system response time, the customer service desk, training, communications, and reporting
  - Thanks to all who participated!
  - 33% increase in participation over last FY
- The MFMP team reviews all customer feedback and uses it to develop a detailed action plan to improve areas where customers indicated dissatisfaction

The combined Purchasing and F&A overall customer satisfaction was reported as **96.01%**, a 2.21% increase from 2015.

- 336 customers reported that they contacted the MFMP Customer Service Desk (CSD) within the past year.
  - Of those customers, 79% experienced no issues
- Customers that contacted the CSD were asked to provide their satisfaction across several areas.



- Customers were asked to provide feedback regarding the helpfulness of various MFMP program communications
  - Similar to last year's results, 80% of customers reported that the DMS website was helpful and 80% reported that email communications were helpful
  - Only 52% of F&A customers (compared to 59% in 2015) and 47% of purchasing customers (compared to and 41% in 2015) indicated that they received *Inside MFMP U*
- **Action:**
  - Quarterly reminders are now sent to agencies to update their MFMP distribution list
  - The MFMP welcome email is being redesigned to be more visually appealing with more valuable information

- Customers were asked if they were aware of MFMP U training opportunities and materials and whether or not they have used those materials and/or attended training
  - 46% of purchasing customers and 53% of F&A customers indicated they have used the MFMP U materials and/or attended training
    - The MFMP team offers various training channels and resources. Please let us know if there is a specific type of training that your agency needs
  - 96% of customers indicated that MFMP training resources were helpful!

- Similar to last year's results, 64% of customers indicated that they are not aware of [MFMP Analysis](#) and 64% of customers indicated that they are not aware of the [Secure Reports website](#)
  - 23% of customers indicated that they require additional reporting training
- **Action:** The MFMP team has recently published a new [Reporting Manual](#) and is currently developing new office hours for customers who use MFMP Analysis
  - The new Analysis Office Hours are tentatively scheduled to begin in Q4



- Customers indicated that the following were the best purchasing features in MFMP:
  - Catalogs
  - Search Functionality
  - Creating Requisitions
- Customers indicated that the following were the best invoicing features in MFMP:
  - Approval Flow
  - eInvoicing
  - PO-Based Invoicing

**89%** of purchasing customers successfully completed POs in MFMP

**98%** of purchasing customers successfully completed INVs in MFMP

# CRT Agenda

- Recent Enhancements
- Fax Transition Effort
- Office of Supplier Diversity Update
- MFMP University Update
- Annual Customer Survey Results
- Trivia
- Open Forum

What is MFMP's current CSD satisfaction rating?

**99%\***

\*For the month of December

# CRT Agenda

- Recent Enhancements
- Fax Transition Effort
- Office of Supplier Diversity Update
- MFMP University Update
- Annual Customer Survey Results
- Trivia
- Open Forum

- These meetings are intended to:
  - Discuss issues and concerns from agencies
  - Identify and review improvements to MFMP applications, training, and/or communications.
  - Allow agencies to discuss internal process/policies with each other
- After each meeting, the MFMP team will
  - Review feedback and determine next steps (create CR, find existing CR #, provide training material, follow-up for additional context, etc.)
  - Communicate status back to original feedback originator

If you have further questions please contact the  
MFMP team at  
[MyFloridaMarketPlace@dms.myflorida.com](mailto:MyFloridaMarketPlace@dms.myflorida.com)