



MFMP Customer Round Table Meeting

Meeting Information	
Meeting Title:	MFMP Customer Table Meeting
Occurrence:	February 14, 2017
Time:	10:00am
Location:	Betty Easley Conference Center, Room 166

Attendees		
#	Entity	Name
1.	AHCA	Crystal Demott
2.	DCF	Kathy Rothman
3.	DCF	Rob Dorman
4.	DEP	Kaye Robertson
5.	DFS	Gloriann McInnis
6.	DFS	Nancy Jewett
7.	DMS	Angela Pereira
8.	DMS	Hue Reynolds
9.	DMS MFMP	Betsy Chance
10.	DMS MFMP	Bruce Roberts
11.	DMS MFMP	Jillian Green
12.	DEA	Byron Saper
13.	DOR	Terry Paul
14.	DOT	Sherill Johnson
15.	FDC	Mable Jones
16.	FDLE	Beverly Malloy
17.	FDLE	Justin Payne
18.	FDLE	Teresa Welch
19.	FWC	Jill Reynolds
20.	FWC	Rachel Bozeman
21.	FWC	Sandy Watson
22.	MFMP	Brian Cliburn
23.	MFMP	Crystal Owens
24.	MFMP	Delvis Catchman
25.	MFMP	Felicia Thompson
26.	MFMP	Jeremy Kong
27.	MFMP	Joy Schneider
28.	MFMP	Robert Cooper III

Topic #	Agenda Topic Description
1.	Recent Enhancements
2.	Fax Transition Effort
3.	Office of Supplier Diversity Update
4.	MFMP University Update
5.	Annual Customer Survey Results
6.	Trivia
7.	Open Forum

Meeting Minutes for Topics

Topic #	Minutes for Topics
1.	<p><u>Recent Enhancements</u></p> <p>CR 305: Buyer Search Help Text Update</p> <ul style="list-style-type: none"> • 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. • This update also removed the auto-populated PR##### format to the Requisition ID field in Requisition system searches. <ul style="list-style-type: none"> ○ The auto-populated PR##### prevented a number of saved searches from functioning properly. <p><u>Other Enhancement Questions</u></p> <p>Q: Would you please provide an update on the awarded/non-awarded messages sent to vendors?</p> <p>A: Recently, there was a defect in Sourcing where the system sent awarded notifications to non-awarded suppliers and vice versa. This issue was resolved in January's release. Now when a supplier is awarded an event, they will receive the designed message indicating that they have been awarded. The text in this awarded message was modified a few months ago to clarify that the awarded message did not constitute an order. Also, when a supplier is not awarded, they will now receive the proper non-awarded message. Suppliers will also see a message within the application in the <i>Messages</i> tab. Please note, these awarded/non-awarded messages are only sent if the event is awarded through the application.</p> <p>Q: A CRT attendee recommended that MFMP send an email communication prior to each release. Other users in their agency do not receive any notice and are surprised when they log in and see new features or updates.</p> <p>A: MFMP sends an email the day following each release providing information about each enhancement that was implemented. These emails are sent to agency liaisons and system administrators. Agency liaisons and system administrators are encouraged to distribute these communications to their internal agency customers. MFMP also publishes release notes for each release on the MFMP website. Information on all proposed, upcoming and implemented enhancements can be found in the CR list, which is posted to the website every other week.</p>

2.	<p><u>Fax Transition Effort</u></p> <ul style="list-style-type: none"> • As of February 1, 2017, MFMP no longer sends purchase orders to vendors via fax. <ul style="list-style-type: none"> • The MFMP team sent at least three communications to vendors registered with fax as their purchase order receipt method. • Sent three unique emails to over 28,000 vendors. • 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). • Approximately 1,000 active vendor locations were proactively updated by vendors prior to February 1st. • The MFMP team converted 13,737 active vendor locations from fax to email. • In an effort to prevent potential delays in ordering, agency customers are encouraged to reach out to their vendors as orders are placed to validate vendor's email address is accurate.
3.	<p><u>Office of Supplier Diversity Update</u></p> <ul style="list-style-type: none"> • The Office of Supplier Diversity (OSD) is here to help: <ul style="list-style-type: none"> ○ Certified vendor directory for procurement opportunities ○ Resource for solicitations ○ Many local counties and municipalities use the vendor directory to distribute information on their solicitations. The industry average open rate on an email is 20%. OSD is seeing an average open rate of 40% and upwards of 80% for specific solicitations. OSD has seen the benefits of targeted communications generating greater interest in solicitations. • Help for your vendors: <ul style="list-style-type: none"> ○ 90-day spend plans (due before the 15th of the first month of the quarter) <ul style="list-style-type: none"> ▪ The 90-day spend plan is a research opportunity for small businesses. It allows small business owners to better understand the types of goods and services that state agencies are buying on a regular basis. ○ Sub-contractor tracking for annual reporting. ○ Participation in Supplier Diversity Exchanges. <ul style="list-style-type: none"> ▪ The Supplier Diversity Exchange is the rebranded version of the previously offered matchmaker events. ▪ OSD hosts four Supplier Diversity Exchanges a year. Most recently, OSD held a Supplier Diversity Exchange in Pensacola and had approximately 100 attendees, 70 to 80 of which were small business representatives. ▪ The upcoming Supplier Diversity Exchanges are: <ul style="list-style-type: none"> • Jacksonville on March 2nd • Tallahassee in the first week of October • Orlando in the first week of November. ○ OSD programs: Loan Mobilization and Mentor Protégé • Encourage certification.

MFMP University Update

- The MFMP team is offering in-person, statewide training in:
 - Panama City on March 14th and 15th
 - Lake City on April 18th and 19th
 - Training registrations are available on the [MFMP U website](#)
 - Q4 trainings will be posted on the website in March.
- The MFMP team recently updated the existing MFMP eQuote online training to focus on both types of eQuote creation method (manual and integrated)
- View the new trainings on the [MFMP eQuote Learning Path](#)

MFMP Communications Update

- 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!
- Agencies are encouraged to send a distribution list update to MFMP anytime a customer leaves or if there is a change to your agency's email address format/domain name.

4.

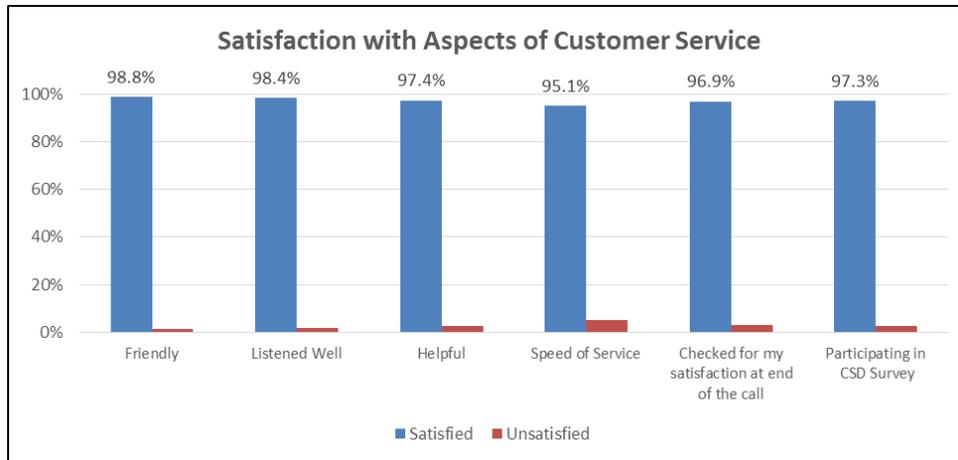
Annual Customer Survey Results

- 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.

CSD Results

- 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.

5.



Communications Results

- 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 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.
 - The redesigned MFMP welcome email will be sent for the first time in March.

Q: A CRT attendee requested a copy of the redesigned welcome email so they can better answer questions from their users regarding the new communication.

A: MFMP will send a copy prior to the implementation of the new format so liaisons and system administrators can become familiar with the content and layout.

Q: A CRT attendee asked for clarification on what it means to be blacklisted.

A: If MFMP sends a communication to all 24,000 registered customers, there is a high likelihood that there will be bounce backs. Once you exceed a certain percentage of bounce backs, the email address of the sender can be flagged as a potential spam service. This would prevent MFMP from sending communications to your agency. To prevent this, MFMP targets communications and restricts the user base/distribution list that communications are sent to.

Training Results

- 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!

Please contact MFMP if your agency is interested in acquiring PowerPoint versions of the trainings. In the past, agencies have modified or added onto the MFMP trainings to tailor them to their agency specific practices and procedures.

Q: Is there a standard process for seeing when users are removed from MFMP?

A: Our user deactivation process is reliant on system administrators. Normally, the system administrator removes groups and permissions (other than *Buyer* and *Sourcing*), adds “XXX” in front of the email address, and adds the word “Inactive” to the front of the customer’s name. MFMP is able to filter these users out with a report, but there is no inactive flag or field that would easily allow a list of inactive users to be compiled.

Q: Our agency puts “(INACTIVE)” in front of the name. Is that not sufficient to indicate the users is no longer active?

A: MFMP requests that agencies also add “XXX” to the beginning of the email address.

Please note that when removing permissions, system administrators should leave *Buyer* and *Sourcing* permissions so that the approval flows for any open items will not be impacted. This will be discussed in more detail in the upcoming System Administrator Seminar.

Q: Our agency bases the groups and permissions of new users on the groups and permissions of old users. For inactive users, we replace the email with no@name. Is that practice acceptable?

A: Yes, that would also work. This method also helps prevent MFMP from sending a communication to an email that will result in a bounce back.

Reporting Results

- 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
 - The Analysis Office Hour will provide customer with an opportunity to work with the MFMP team in a one-on-one setting and allow MFMP to provide information that is more relevant to that user’s role and agency.
 - A communication about Analysis Office Hours will be sent in early March.

	<p><u>Favorite Features</u></p> <ul style="list-style-type: none"> • Customers indicated that the following were the best purchasing features in MFMP: <ul style="list-style-type: none"> ○ Catalogs ○ Search Functionality ○ Creating Requisitions • 89% of purchasing customer successfully completed POs in MFMP • Customers indicated that the following were the best invoicing features in MFMP: <ul style="list-style-type: none"> ○ Approval Flow ○ eInvoicing ○ PO-Based Invoicing • 98% of F&A customers successfully completed INVs in MFMP.
6.	<p><u>Trivia</u></p> <p>Q: What is MFMP's current CSD satisfaction rating? A: 99%*</p> <p>* For the month of December</p>
7.	<p><u>Open Forum</u></p> <p>These meetings are intended to:</p> <ul style="list-style-type: none"> • 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 <p>After each meeting, the MFMP team will</p> <ul style="list-style-type: none"> • 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 <p>Since the last CRT meeting, MFMP has been focused on the following areas.</p> <ul style="list-style-type: none"> • PALM <ul style="list-style-type: none"> ○ PALM is the State of Florida's upcoming ERP system. The implementation of PALM is expected to impact MFMP, as MFMP will need to interface with the new ERP system. DFS is actively involved in the solicitation process of PALM and will provide updates later this year. • Punchout Catalogs and Punchout Audit <ul style="list-style-type: none"> ○ MFMP has focused efforts towards bolstering a solution to provide more punchout catalogs and improve the audit capability to ensure the agreed upon price of a good is the price that the state is paying. • Office Move <ul style="list-style-type: none"> ○ In December, MFMP moved offices. The new MFMP office is now located in Southwood, a short distance from the Department of Management Services. MFMP is pleased to report that there was no impact to either the client or the customers during this move.

Q: Would you explain the differences between Ariba, MyFloridaMarketPlace, and Accenture?

A: MyFloridaMarketPlace is the State of Florida's online, procurement system. When an agency in the State of Florida needs to purchase goods or services, it goes through MyFloridaMarketPlace. The technology/software behind that system (MFMP) is called Ariba. Ariba is software, like Microsoft Excel. Ariba is owned by a company named SAP; Accenture did not develop the software. Accenture is the company that the State of Florida hired to run the MFMP system using Ariba software. Accenture partners with DMS to manage the system.

Q: When I am in MFMP and am looking at my documents, I am unable to see all of them because the maximum number is being displayed. I was able to move my cursor where it says number of requisitions to approve or number in composing, and I was able to sort the list. Recently, I find myself being sent to a search option and then there are additional clicks and selections before I am able to see the list of requisitions I was looking for. Is this an issue that can be addressed to streamline the process?

A: This issue should have been resolved in the January release. The MFMP team will follow up with you to verify that you are no longer experiencing this issue.

Q: A DCF customer uses the functionality mentioned in the previous question and they have noticed that the system has gotten extremely slow. For example, the customer was in Buyer doing a requisition search and it took eight to twelve minutes to return the results. Before, that same type of search could be done in far less time.

A: An MFMP team member will reach out to you to try recreate that issue. When MFMP is notified of an issue like that, where a user is reporting that the application is very slow, MFMP begins by determining which system the user is referring to, then what area or screen the user is on. Sometimes, this can be an issue with a particular office or building.

Q: A DFS customer requests that MFMP consider increasing the size of the description box on a line item. Currently, that description box only displays three lines at a time. It becomes cumbersome to scroll up and down with such a small portion of the description visible.

A: MFMP will research this recommendation; however, please remember that MFMP is limited to how much customization can be done to the Ariba software. In addition, browser compatibility requires MFMP to ensure that any changes work in all the different technologies and methods that users will use.

Q: An FDLE customer has noticed that in the IR approval flow, the status is listed as *Reconciling* when an IR is in the end user's (requester/OBO) queue. When it goes to the exception handler, the status still is listed as *Reconciling*. However, when the IR goes to the invoice manager, the status changes to *Approving*. If the customer is looking at an IR, they do not know which user needs to take action based on the status. The customer must open up the approval tab to find out which user has that IR in their queue. Could MFMP add a new status for when the IR is in the exception handler's queue? A language change could be helpful to determine where the IR is in the approval flow.

A: MFMP will look into this suggestion. This enhancement would require a button update and a status update.

Q: Would you be able to change the button that says “Submit” to read “Approve”?

A: The button text cannot be customized. The naming convention of those types of buttons is a part of the Ariba software.

Q: If a user clicks *Change* on a requisition and they do not make any changes, but they allow their session to time out, it appears as a change order. How can I see who started that change order. In the past, I have submitted tickets asking the help desk for assistance and they are able to see the information in a log.

A: Customers should be able to view the user who created the change order by viewing the *Change Initiated* field in the header of the requisition. An MFMP team member will follow up with you on this issue.

Q: Are there peak times when MFMP will slow down? I have contacted CSD regarding system response time in the past and CSD says it is a problem with our agency’s network. When I discuss this issue with FDLE IT, they are adamant that it must be a MFMP issue.

A: There are peak times that correspond with lunch hour. Usage peaks mid-morning around 10:30am, then drops during lunch hour. Usage peaks again around 2:00pm and then tapers off as the business day comes to a close. From a performance standpoint, it does not change. MFMP monitors the performance of all our applications from multiple locations and we have been averaging a response time of 0.1 seconds. When you experience that type of issue and it’s happening for multiple users, it can either be a site issue with your network or a system issue. Either way, we encourage you to please contact CSD when it happens. Some system response time issues can also be solved by ensure the browser you are using is compatible. An MFMP team member will follow up with you on this issue.

Q: When using the system search, why does the *Date Order* field default to Custom? Why not have this default to the current fiscal year or leave it blank?

A: You have the ability to customize that field and remove the default *Custom* value. That field was pre-populated with the custom date range to capture data from the last quarter to prevent users from running bad searches. Without a date restraint, a user’s search would look through over 14 years of data and would impact the overall performance of the system. As mentioned, you may remove it but please be careful to not run a search without an appropriate date range.

Q: We have noticed when performing Change Orders that some of the information (via a comment) coming from the requesters or purchasing department needs to go over to the Purchase Order. This may be for DFS auditing purposes. The only way to get the information from the requisition to the PO is to send it to the vendor.

A: There is a check box that says “Do Not Send PO to Vendor” (accessible based on system permissions). If you click this box, you will be able to make the appropriate changes without notifying the vendor.

Q: Why do I need to do a change order to get a comment to print? Is there another way to add a comment that will show up when the PO is printed?

A: MFMP will investigate this issue. At this time, the current recommendation is to select the “Do Not Send PO to Vendor” box and complete the change order.

Q: When there is a comment on a requisition, why can't you edit the comment at a later date? Our agency uses the comments to list start dates or other pertinent information.

A: Only the creator of the comment is able to make edits to it. Other customers are unable to edit comments because MFMP is trying to protect the original comment and retain the history.

Q: What about versioning the comments?

A: MFMP will reach out to you following this meeting to work with your agency about this topic to explore alternative business processes that allow you to track or record payment information, statute references, etc.

Q: A DFS customer has been asked to provide a user with a copy of their approval flow as it exists for a certain requisition. At the moment, they have 15 approvers in the flow and the only way to capture all of those approvers is to take multiple screenshots, print them out, cut them together, scan the image and then send it. It would be nice to enlarge this box so all the approvers are visible.

A: A DEA customer suggests using the list shown on the last page of the PR, which will show all the users in the approval flow. MFMP suggests reanalyzing the approval flow and that a potential solution would be to reduce the number of approvers and streamline the approval flow.

Q: When I make a change to the requisition later in the flow when I was also the preparer, the system regenerates the approval flow. Is that something that only happens with the preparer?

A: Yes. This is intended system functionality as MFMP recommends that the creator of a requisition does not also approve the purchase.

If you have further questions or feedback please contact the MFMP team at MyFloridaMarketPlace@dms.myflorida.com

Action Items					
#	Action Item Description	Assigned To	Status	Due Date	Comments
1.	Distribute a copy of the redesigned Welcome to MyFloridaMarketPlace email to liaisons.	MFMP	Complete	2/17/17	
2.	Follow up with DFS customer to ensure they is able to view a full list of requisitions	MFMP	Complete	2/14/17	
3.	Follow up with FDLE customer about identifying who initiates change orders and indicated system performance	MFMP	In Progress		
4.	Follow up with DEA customer on the impact of using an OBO on the approval flow.	MFMP	In Progress		
5.	Follow up with DOR customer to try recreate the system performance issue he was experiencing when searching requisitions.	MFMP	In Progress		
6.	Investigate potential change request to add a new status when an IR is in the exception handler's queue and changing the name of the button from "submit" to "approve"	MFMP	In Progress		
7.	Investigate alternative methods of having comments appear on a printed PO.	MFMP	In Progress		