### Meeting Information

<table>
<thead>
<tr>
<th>Meeting Title</th>
<th>MFMP Customer Round Table Meeting</th>
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<tbody>
<tr>
<td>Occurrence</td>
<td>May 4, 2017</td>
</tr>
<tr>
<td>Time</td>
<td>10:00am</td>
</tr>
<tr>
<td>Location</td>
<td>Department of Management Services, Bldg 4030, Room 225-A</td>
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### Attendees

<table>
<thead>
<tr>
<th>#</th>
<th>Entity</th>
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<tbody>
<tr>
<td>1</td>
<td>AHCA</td>
<td>Emily Leffler</td>
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<tr>
<td>2</td>
<td>DBPR</td>
<td>Betty Dennis</td>
</tr>
<tr>
<td>3</td>
<td>DCF</td>
<td>Rob Dorman</td>
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<td>4</td>
<td>DCF</td>
<td>Kathy Rothman</td>
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<tr>
<td>5</td>
<td>DEP</td>
<td>John Wilson</td>
</tr>
<tr>
<td>6</td>
<td>DFS</td>
<td>Rebecca Hale</td>
</tr>
<tr>
<td>7</td>
<td>DJJ</td>
<td>Bertha Ardis</td>
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<tr>
<td>8</td>
<td>DMS</td>
<td>Lance Dyal</td>
</tr>
<tr>
<td>9</td>
<td>DMS MFMP</td>
<td>Betsy Chance</td>
</tr>
<tr>
<td>10</td>
<td>DMS MFMP</td>
<td>Bruce Roberts</td>
</tr>
<tr>
<td>11</td>
<td>DMS MFMP</td>
<td>Jillian Green</td>
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<td>12</td>
<td>DMS MFMP</td>
<td>Tyler Brown</td>
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<td>13</td>
<td>DOH</td>
<td>Doug Black</td>
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<td>14</td>
<td>FDC</td>
<td>Jacklyn Colson</td>
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<td>15</td>
<td>FDC</td>
<td>Kris Burnside</td>
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<td>16</td>
<td>FDLE</td>
<td>Justin Payne</td>
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<td>17</td>
<td>FWC</td>
<td>Rachel Bozeman</td>
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<td>18</td>
<td>MFMP</td>
<td>Brian Cliburn</td>
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<tr>
<td>19</td>
<td>MFMP</td>
<td>Crystal Owens</td>
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<td>20</td>
<td>MFMP</td>
<td>Delvis Catchman</td>
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<td>21</td>
<td>MFMP</td>
<td>Felicia Thompson</td>
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<td>22</td>
<td>MFMP</td>
<td>Jeremy Kong</td>
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<tr>
<td>23</td>
<td>MFMP</td>
<td>Joy Schneider</td>
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<tr>
<td>24</td>
<td>MFMP</td>
<td>Robert Cooper III</td>
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### Topic

<table>
<thead>
<tr>
<th>#</th>
<th>Agenda Topic Description</th>
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<tr>
<td>1</td>
<td>IT Staff Augmentation Contract</td>
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<td>Utilization Scorecard</td>
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<td>Training Update</td>
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<td>Transaction Fee Exemption Process</td>
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<td>Reluctant Vendors</td>
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<td>Year-End Activities</td>
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<td>Topic #</td>
<td>Minutes for Topics</td>
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<tr>
<td><strong>IT Staff Augmentation Contract</strong></td>
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| **Auto Addition of Vendors** | • As of March 1, 2017, all eQuotes created from the [IT Staff Augmentation Services contract](#) (80101507-SA-15-01), will have five randomly generated contracted vendors (based on FEIN) added to the eQuote  
• This functionality is designed to increase competition among vendors on the IT Staff Augmentation Services State Term contract  
• Customers have the option to add additional vendors and to remove the auto-populated vendors, if desired  
  o The State Term Contract requires that customers add three additional vendors to the eQuote |
| **Auto Addition of Vendors Process** | • **Step 1:** Agency customers must select the IT Staff Augmentation Services contract number in the *Contract Number* field on the *eQuote overview* for this functionality to work  
• **Step 2:** View auto added vendors on the *Suppliers* page  
• **Step 3:** Add or remove vendors as desired. Please note that the contract  
  requires customers to manually add at least 3 additional vendors  
• **Step 4:** After publishing the eQuote, project owners may validate that MFMP added vendors (based on FEIN) on the Log tab |
| **MFMP Utilization Scorecard** | • The Third Quarter Scorecard is available on the [MFMP website](#)  
  o Utilization for Purchase Orders/Contracts, Invoicing, and Receiving continue to exceed 80%  
  o Utilization for Catalogs surpassed 80% this FY  
  o Average agency eQuote utilization has almost reached 50%  
• Check out our [Utilization Support Webpage](#)  
  o If your agency is interested in support from the MFMP team, please email [BuyerHelp@myfloridamarketplace.com](mailto:BuyerHelp@myfloridamarketplace.com) |
| **MFMP Training Update** | • The MFMP team delivered statewide, in-person training in the following cities for 263 customers:  
  o Ocoee and Tampa  
  o Panama City  
  o Lake City  
• The MFMP team is planning on offering training in Jacksonville and Pensacola in the upcoming fiscal year. Any agencies in those areas with computer labs/training facilities that would be willing to host MFMP U trainings are encouraged to reach out to the [MFMP training team](#) |
• The MFMP team recently updated the existing Creating Requisitions online training
  o View the new training on the MFMP Requisitions/PO Learning Path
  o Agency customers are encouraged to save the learning paths links in their
    browser's favorites menu. The links to these pages are static and will not
    change. The learning paths will be updated with any new trainings, job aids,
    and resources as they are released/updated
• The MFMP team is considering updating our System Administrator training format
  o System Administrator Office Hours
  o Individual on-boarding support for new System Administrators
  o A poll of the System Administrators in the room showed that they felt that
    having the new system administrators and the more experienced system
    administrators attend the training together is beneficial and provides an
    opportunity for knowledge exchange. Thus, the MFMP U team will not update
    the format of the seminar
• MFMP Analysis Office Hours (one-on-one sessions)
  o Out of the 12 registrants, only 3 attended
  o Due to the low attendance rate, the MFMP team will cancel any customer's
    registration if they do not confirm their registration
• The team continues our MFMP communications pilot tracking email open rates and
  link clicks
  o The average open rate to date is 27%
  o Please let the MFMP team know if your agency has had any difficulty receiving
    MFMP communications and to make updates to your Distribution List

Transaction Fee Exemption Process
• All business conducted with State of Florida agencies is subject to the transaction fee
  unless specifically exempt by rule
  o Exemption requirements are outlined in Rule 60A-1.031, Florida Administrative
    Code
• Agencies may mark a particular transaction (contract, requisition, or invoice) exempt
  from the transaction fee if it meets certain statutory requirements (see the Transaction
  Fee Exemption section of the Buyer Manual)

Exemption Process for Contracts
• Rule 60A-1.031, Florida Administrative Code authorizes the DMS State Purchasing
  Director to approve a particular contract exempt from the transaction fee in advance of
  the procurement
  o The procurement must meet two elements:
    ▪ Critical to the agency's mission or necessary for the public health,
      safety, or welfare; and
    ▪ Imposition of the fee would prevent the consummation of the
      transaction
• Marking an MFMP contract as transaction fee exempt, exempts all associated
  releases or invoices
  o If the Transaction Fee Exempt field is not selected and the entire contract
    should be exempt, customers should complete the Contract Exemption eForm
An agency may exempt a particular transaction from the transaction fee if:

- The governor suspends purchasing regulations due to an emergency; or
- The agency head declares an emergency under paragraph 287.057(5)(a), Florida Statutes
- Other statutory basis

Marking a requisition as transaction fee exempt, exempts all associated invoices

- Orders or invoices can be marked exempt by checking the Transaction Fee Exempt field in the line item accounting details and select an Exemption Reason (view available reason codes in the Buyer Manual)

If the Transaction Fee Exempt field is not selected on an invoice reconciliation and the fee has been assessed, customers should complete the following steps:

- **Step 1**: Update the transaction fee exemption on the order/contract, so that all associated future payments will be exempt
- **Step 2**: The agency Transaction Fee Dispute Liaison should submit the Dispute Form located on the MFMP Website for any payments that resulted in disputed fees so that the vendor’s account can be credited

MFMP encourages agency customers to mark requisitions or contracts as fee exempt, when applicable, to avoid having to submit a dispute form each month

### Reluctant Vendors

- Up to late 2011, MFMP maintained a Reluctant Vendor Process which allowed agency customers to request a vendor registration on behalf of the vendor
- MFMP reluctant vendors are:
  - Unable to access and manage their VIP accounts
  - Unable to participate in bidding opportunities through MFMP Sourcing or the VBS
  - Not assessed the transaction fee
- The Reluctant Vendor Process was retired in late 2011, as part of an effort to streamline registrations to include only active vendors, allowing customers to more effectively identify vendors with which to conduct business
- As of April 2017, there were 201 active reluctant vendor locations remaining
- The MFMP team will begin a vendor and agency outreach in early May to encourage vendors to create a new MFMP registration
- All remaining reluctant vendor locations will be inactivated on **June 23, 2017**
  - Customers with open orders tied to a reluctant vendor must create a new PO with the new vendor registration in order to process payment
- Analysis reports will be posted to help agency customers review recent business to reluctant vendors
  - Payments to Reluctant Vendors
  - Purchase Orders to Reluctant Vendors
- MFMP encourages agency customers to leverage their relationship with their vendors to encourage the vendor to register their business in MFMP VIP
- After the vendor creates their own registration, agencies will need to move any existing business that will not be complete by June 23, 2017, the vendor inactivation date, from the previous registration to the new, active registration
• With year-end approaching, agencies may have queued requisitions for some of these vendors. These requisitions will need to be edited so they can be successfully ordered on July 1, 2017.

Year-End Activities

• MFMP Buyer will be down for year-end processing between June 30th and July 1st.
  o Specific times will be communicated in early June
• The MFMP team will begin a vendor outreach in late May to confirm PO contact and delivery information
  o Due to the fax transition, the team expects to encounter an increased number of failed orders
  o Please remind your vendors to check their PO email address in VIP. Customers may add their vendor’s contact information as a comment on the PR to help process potential failed orders
• MyFloridaMarketPlace year-end processing includes:
  o The carry forward process and the processing of delay purchase until (DPU) orders

The DFS deadline for submitting invoices through MFMP is June 19, 2017 at 5:00pm ET. Refer to DFS AA Memorandum No. 34, 2016-17 for more information.

Types of Carry Forward Items

• **Type A Payables** identify goods/services received on or prior to June 30
• **Type B Encumbrances** identifies goods/services ordered on or prior to June 30, but not received until after June 30
  o Agencies may utilize DFS’s automated process or MFMP’s manual process to mark their encumbrances as Carry Forward

Processing Payables

• Document the encumbrance number and line numbers from the transaction
• Establish the payable (TR 81) in FLAIR
  o This process reduces the encumbrance at the same time it establishes the payable
• During the disbursement process, the Exception Handler or Invoice Manager must check the Payable box in the line item accounting to indicate that the disbursement is a payable disbursement (TR 53)
• Enter the Payable Line Number and Payable Number and finish approving the IR per standard processes

Carry Forward Automated Process

• Agencies may choose to utilize the Department of Financial Services’ (DFS) automated process of marking encumbrances as Carry Forward
  o If no changes are made, the current year request will be the same as last year’s request
• MyFloridaMarketPlace receives the file update from FLAIR, noting which encumbered requisitions to mark with a Carry Forward Indicator
Timing: Early morning July 1
Process: See the Year End Marking of Subsidiaries training located on the DFS Accounting and Auditing Website for step-by-step instructions on this process

**Carry Forward Manual Process**
- Agencies may choose to manually mark encumbrances in MFMP as Carry Forward. Agency customers must add a C in the MFMP Certified Forward Indicator drop-down box before July 1 to mark a transaction as Carry Forward
  - **Timing:** Manual changes can be initiated at any time
  - **Process:** *Step 1:* Initiate a change to the appropriate requisition. Customers assigned the CO No Workflow group may complete a change for accounting/encumbrance changes
  - **Step 2:** Select the Do Not Send to Vendor checkbox (permission based) to prevent the vendor receiving the change order
  - **Step 3:** Update the Certified Forward Indicator field from N to C in the line item accounting details.
  - **Step 4:** Submit the updated requisition and MFMP will automatically update the order (only if the customer has the CO No Workflow group) and send an updated encumbered transaction to FLAIR

**Delay Purchase Until Process**
- The Delay Purchase Until date field allows requesters to create and submit requisitions to move through the approval flow process and, once approved, remain queued until the Delay Purchase Until date arrives
- After midnight on the Delay Purchase Until date, MFMP automatically sends:
  - Transaction to FLAIR (encumbered orders only)
  - The purchase order to the vendor
- If a customer needs to make edits prior to the Delay Purchase Until date, agencies can withdraw and edit these requisitions
  - Only preparers/requesters can withdraw and edit requisitions
- Create a requisition following the standard requisition creation process.
- On the requisition Summary tab, requesters select the desired date they wish the purchase order be sent to the vendor and encumbered (if applicable) in the Delay Purchase Until field

**Payments Completed in FLAIR**
- Three steps to enter a FLAIR payment in MFMP:
  - Enter the invoice in MFMP (not applicable for eInvoices),
  - Reconcile and approve the invoice reconciliation, and
  - Complete the Payment Update eForm
- Benefits of this process:
  - Improved spend analysis
  - Vendor transaction fee compliance
- Agencies may utilize the Payments Completed in FLAIR Secure Report to verify that all IRs marked paid in FLAIR have a corresponding Payment Update eForm
• See the **Entering Payments Made Directly in FLAIR** job aid for step-by-step instructions on this process

**Q:** This year, June 30th falls on a Friday. Is it realistic to expect MFMP to be up by Monday, June 3rd?
**A:** Yes, it is very likely that MFMP will be back up by Monday, June 3rd.

## Trivia

**Q:** What is MFMP’s current email open rate?
**A:** 27%

**Q:** What field are customers required to complete in order to have MFMP Sourcing auto-populate vendors on the *IT Staff Augmentation Contract*?
**A:** The *Contract Number* field on the eQuote

## 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)

### Impact of Reluctant Vendor Inactivation

**CRT Attendee:** How will the reluctant vendor inactivation impact payments that still need to be made to those vendors?

**MFMP:** Assuming the DFS deadline of June 19th, does not change, all payments should be made before the reluctant vendor inactivation on June 23rd. If an agency has concerns regarding a specific vendor or payment, please reach out to the MFMP Customer Service Desk help desk.

### System Searches with Multiple PUIs

**CRT Attendee:** In the previous CRT meeting, I brought up an issue with system searches in MFMP Buyer. I want to see how many requisitions are approved in a month across all the PUIs in my agency. I attempted this search earlier in the week and it took an hour before the system timed me out. I can run this search using a week time frame with no issues. My workaround is to run the search for each individual PUI and then compile the results.

**MFMP:** The root of the issue is there are too many parameters in that system search. Including multiple PUIs in the same search asks the system to return too much data. MFMP recommends using Analysis or Secure Reports. The workaround you described is also an
option. The MFMP team will work with the agency customer regarding this issue internally to see what can be done to improve system searches with multiple PUIs. Bruce Roberts offered to assist the CRT attendee with creating a custom report to meet their needs.

The CRT attendee indicated that this type of search worked previously. They estimate that their agency approves approximately 1,200 requisitions per month.

Confidential Information and Transparency

**CRT Attendee:** FDLE is experiencing an issue regarding confidential information entered into MFMP to satisfy the Department of Financial Services’ (DFS) auditing requirements. Due to the sensitive nature of the items being purchased and the requirements of the vendor, FDLE would like to explore solutions that would allow them to continue to do business while protecting information that could potentially create risk if it was publicly accessible.

**MFMP:** MFMP recognizes the need for further discussion between FDLE, DFS, and MFMP to understand how this issue relates to transparency laws and DFS requirements. MFMP will schedule a meeting to discuss this issue further.

Transaction Fee Dispute Forms

**CRT Attendee:** When a transaction fee dispute form is submitted and approved, and the requisition is properly marked as transaction fee exempt, does MFMP reach out to the vendor to help fix whatever caused the fee to be assessed?

**MFMP:** If a transaction fee dispute form is submitted and approved and the order is already marked as exempt, the PO may have been initially marked as non-exempt and then later updated to be exempt. If the transaction is marked fee exempt from the beginning, the fee will not generate. There are situations where MFMP will reach out to a vendor who should be exempt based on their business designation as a non-profit organization, but are registered as a corporation. MFMP relies on the vendor to properly register themselves. If an agency customer sees a fee being generated from a purchase that is marked as transaction fee exempt, please let MFMP know as this should not be occurring.

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<tr>
<th>#</th>
<th>Action Item Description</th>
<th>Assigned To</th>
<th>Status</th>
<th>Due Date</th>
<th>Comments</th>
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<td>1</td>
<td>Explore improvements to system searches with multiple PUIs</td>
<td>MFMP</td>
<td>In Progress</td>
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<tr>
<td>2</td>
<td>Schedule a meeting with FDLE and DFS to discuss confidential information and transparency</td>
<td>MFMP</td>
<td>In Progress</td>
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