



## MFMP Customer Round Table Meeting

| Meeting Information   |  |
|-----------------------|--|
| <b>Meeting Title:</b> | MFMP Customer Round Table Meeting                        |
| <b>Occurrence:</b>    | May 4, 2017  |
| <b>Time:</b>          | 10:00am  |
| <b>Location:</b>      | Department of Management Services, Bldg 4030, Room 225-A |

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

| Topic # | Agenda Topic Description          |
|---------|-----------------------------------|
| 1.      | IT Staff Augmentation Contract    |
| 2.      | Utilization Scorecard             |
| 3.      | Training Update                   |
| 4.      | Transaction Fee Exemption Process |
| 5.      | Reluctant Vendors                 |
| 6.      | Year-End Activities               |
| 7.      | Trivia                            |
| 8.      | Open Forum                        |

## Meeting Minutes for Topics

| Topic # | Minutes for Topics   |
|---------|--|
| 1.      | <p data-bbox="250 247 688 281"><u><a href="#">IT Staff Augmentation Contract</a></u></p> <p data-bbox="250 310 607 344"><b>Auto Addition of Vendors</b></p> <ul data-bbox="298 352 1455 693" style="list-style-type: none"><li data-bbox="298 352 1455 457">• As of March 1, 2017, all eQuotes created from the <a href="#">IT Staff Augmentation Services</a> contract (80101507-SA-15-01), will have five randomly generated contracted vendors (based on FEIN) added to the eQuote</li><li data-bbox="298 466 1455 541">• This functionality is designed to increase competition among vendors on the IT Staff Augmentation Services State Term contract</li><li data-bbox="298 550 1455 693">• Customers have the option to add additional vendors and to remove the auto-populated vendors, if desired<ul data-bbox="396 625 1455 693" style="list-style-type: none"><li data-bbox="396 625 1455 693">○ The State Term Contract requires that customers add three additional vendors to the eQuote</li></ul></li></ul> <p data-bbox="250 735 730 768"><b>Auto Addition of Vendors Process</b></p> <ul data-bbox="298 777 1455 1079" style="list-style-type: none"><li data-bbox="298 777 1455 873">• <b>Step 1:</b> Agency customers must select the IT Staff Augmentation Services contract number in the <i>Contract Number</i> field on the <a href="#">eQuote overview</a> for this functionality to work</li><li data-bbox="298 882 1455 915">• <b>Step 2:</b> View auto added vendors on the <i>Suppliers</i> page</li><li data-bbox="298 924 1455 999">• <b>Step 3:</b> Add or remove vendors as desired. Please note that the contract requires customers to manually add at least 3 additional vendors</li><li data-bbox="298 1008 1455 1079">• <b>Step 4:</b> After publishing the eQuote, project owners may validate that MFMP added vendors (based on FEIN) on the Log tab</li></ul> |
| 2.      | <p data-bbox="250 1125 643 1159"><u><a href="#">MFMP Utilization Scorecard</a></u></p> <ul data-bbox="298 1167 1455 1453" style="list-style-type: none"><li data-bbox="298 1167 1455 1348">• The Third Quarter Scorecard is available on the <a href="#">MFMP website</a><ul data-bbox="396 1197 1455 1348" style="list-style-type: none"><li data-bbox="396 1197 1455 1272">○ Utilization for Purchase Orders/Contracts, Invoicing, and Receiving continue to exceed 80%</li><li data-bbox="396 1281 1455 1314">○ Utilization for Catalogs surpassed 80% this FY</li><li data-bbox="396 1323 1455 1348">○ Average agency eQuote utilization has almost reached 50%</li></ul></li><li data-bbox="298 1356 1455 1453">• Check out our <a href="#">Utilization Support Webpage</a><ul data-bbox="396 1386 1455 1453" style="list-style-type: none"><li data-bbox="396 1386 1455 1453">○ If your agency is interested in support from the MFMP team, please email <a href="mailto:BuyerHelp@myfloridamarketplace.com">BuyerHelp@myfloridamarketplace.com</a></li></ul></li></ul>  |
| 3.      | <p data-bbox="250 1486 574 1520"><u><a href="#">MFMP Training Update</a></u></p> <ul data-bbox="298 1528 1455 1873" style="list-style-type: none"><li data-bbox="298 1528 1455 1709">• The MFMP team delivered statewide, in-person training in the following cities for 263 customers:<ul data-bbox="396 1608 1455 1709" style="list-style-type: none"><li data-bbox="396 1608 1455 1642">○ Ocoee and Tampa</li><li data-bbox="396 1650 1455 1684">○ Panama City</li><li data-bbox="396 1692 1455 1709">○ Lake City</li></ul></li><li data-bbox="298 1717 1455 1873">• 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 <a href="#">MFMP training team</a></li></ul>  |

- The MFMP team recently updated the existing Creating Requisitions online training
  - View the new training on the [MFMP Requisitions/PO Learning Path](#)
  - Agency customers are encouraged 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
  - System Administrator Office Hours
  - Individual on-boarding support for new System Administrators
  - 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)
  - Out of the 12 registrants, only 3 attended
  - 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
  - The average open rate to date is 27%
  - 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
  - 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
  - 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
  - If the *Transaction Fee Exempt* field is not selected and the entire contract should be exempt, customers should complete the Contract Exemption eForm

4.

- 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

5.

- 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 30<sup>th</sup> and July 1<sup>st</sup>.
  - 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
  - Due to the fax transition, the team expects to encounter an increased number of failed orders
  - 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:
  - 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
  - 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
  - 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
  - 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

|    |  |
|----|--|
|    | <ul style="list-style-type: none"> <li>• See the <a href="#">Entering Payments Made Directly in FLAIR</a> job aid for step-by-step instructions on this process</li> </ul> <p><b>Q:</b> This year, June 30th falls on a Friday. Is it realistic to expect MFMP to be up by Monday, June 3rd?</p> <p><b>A:</b> Yes, it is very likely that MFMP will be back up by Monday, June 3rd.</p>  |
| 7. | <p><b>Trivia</b></p> <p><b>Q:</b> What is MFMP's current email open rate?</p> <p><b>A:</b> 27%</p> <p><b>Q:</b> What <u>field</u> are customers required to complete in order to have MFMP Sourcing auto-populate vendors on the <i>IT Staff Augmentation Contract</i>?</p> <p><b>A:</b> The <i>Contract Number</i> field on the eQuote</p>  |
| 8. | <p><b>Open Forum</b></p> <ul style="list-style-type: none"> <li>• These meetings are intended to: <ul style="list-style-type: none"> <li>○ Discuss issues and concerns from agencies</li> <li>○ Identify and review improvements to MFMP applications, training, and/or communications.</li> <li>○ Allow agencies to discuss internal process/policies with each other</li> </ul> </li> <li>• After each meeting, the MFMP team will <ul style="list-style-type: none"> <li>○ Review feedback and determine next steps (create CR, find existing CR #, provide training material, follow-up for additional context, etc.)</li> <li>○ Communicate status back to original feedback originator</li> </ul> </li> </ul> <p>If you have further questions please contact the MFMP team at <a href="mailto:MyFloridaMarketPlace@dms.myflorida.com">MyFloridaMarketPlace@dms.myflorida.com</a></p> <p><u>Impact of Reluctant Vendor Inactivation</u></p> <p><b>CRT Attendee:</b> How will the reluctant vendor inactivation impact payments that still need to be made to those vendors?</p> <p><b>MFMP:</b> Assuming the DFS deadline of June 19<sup>th</sup>, does not change, all payments should be made before the reluctant vendor inactivation on June 23<sup>rd</sup>. If an agency has concerns regarding a specific vendor or payment, please reach out to the <a href="#">MFMP Customer Service Desk help desk</a>.</p> <p><u>System Searches with Multiple PUIs</u></p> <p><b>CRT Attendee:</b> 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.</p> <p><b>MFMP:</b> 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</p> |

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.

| Action Items |   |             |             |          |          |
|--------------|---|-------------|-------------|----------|----------|
| #            | Action Item Description   | Assigned To | Status      | Due Date | Comments |
| 1.           | Explore improvements to system searches with multiple PUIs                                | MFMP        | In Progress |          |          |
| 2.           | Schedule a meeting with FDLE and DFS to discuss confidential information and transparency | MFMP        | In Progress |          |          |