Statewide Travel Management System (STMS)
Frequently Asked Questions: Approvers

The Department of Management Services is excited to introduce the Statewide Travel Management System, also known as STMS, in 2018. This system is the State of Florida's first cloud-based travel management solution designed to support the more than 115,000 government travelers and managers located in our state's Executive and Cabinet agencies, as well as the Judiciary.

This frequently asked questions document is designed to provide a quick set of answers to common questions that users may pose in advance of using the system. As the system is developed, it will feature an in-system library of information, training guides, other materials and an in-house chat feature to create tickets to troubleshoot user issues. This document and www.dms.myflorida.com/STMS will be updated with system-based questions closer to the launch date.

1. **Why is this system being developed?**

   In 2016, the Florida Legislature provided funding and direction to procure and stand up an online, statewide travel management system for the purpose of tracking the travel authorization and approval process as well as reporting travel spend and approvals.

2. **How will the system benefit employees?**

   This system will provide a uniform, cloud-based travel system for all employees in the executive branch and judiciary to process travel authorizations, approvals and reimbursements integrated with FLAIR. Travelers will be able to easily follow a travel approval through the process and understand when they will be paid for travel expenses. Later this year, the system will also feature a mobile app so employees can attach receipts and calculate reimbursement from a smart device. Agencies will also be able to efficiently track travel spend and create detailed reports in the system.

3. **How will the system function?**

   The travel application is a Salesforce-based system that is intuitive for travelers, travel preparers, travel approvers and fiscal auditors. It will allow employees to fill out electronic travel authorization forms and create reimbursement forms with attached receipts and send those forms electronically to their supervisors and into FLAIR through the system.

4. Who will have access to information in the system?

The process flow for travel information will be customized for each agency, from state departments to local judiciary offices, including State Attorney and Public Defender offices. The system features security flags for sensitive travel, including some law enforcement and child welfare employees. Agency supervisors and fiscal auditors will have a view into travel items as they do at agencies now.

5. What security features are in place?

The system features extensive, multi-level security features, including restricted user logins, separation of data among agencies and within agencies based on user permissions, and field-level security to restrict and mask data within agencies in accordance with Chapter 119, Florida Statutes.

6. What will this mean for employees?

State employee travelers will no longer need to fill out paper forms to seek approvals. All forms are electronic and delivered in the system for approval. Users will get email notifications through the system if they have forms to edit, approve or take action on.

7. How will I know if my employees have sent me travel trips to authorize?

The system alerts users via email when actions are required for those involved in the travel authorization process. Approver actions are neatly organized in the system so they can perform actions.

8. What if a traveler makes a mistake? Can that be corrected in the system?

Yes. If an approver discovers an error, they can choose to send the forms back to the traveler, who will then be required to edit forms and resubmit for approval.

9. When will my employees be reimbursed for travel costs?

Much like travel procedures today, trips need to be authorized by an agency and processed through FLAIR. The STMS will notify travelers when they are being paid for any travel expenses and the trip status can be easily viewed by the travelers, approvers and fiscal auditor in the system.

10. How will I know if my employee correctly calculated travel costs?

The system is designed to calculate per diem and meal costs, mileage reimbursement rates and other travel expenses to assist users. In addition, approvers and fiscal auditors will be responsible for reviewing travel, as they are now.

11. When will the system be live?

Agencies are piloting the system in summer 2018 with other agencies scheduled for integration in fall 2018.

12. How can I make sure I am ready to use the system?

Users should receive communications from their department leadership to learn more about agency-specific integration plans. State employees should check back to www.dms.myflorida.com/STMS, as additional training materials and information will be posted to assist users.

13. Who do I call if I need help or have questions?

For now, users can go to www.dms.myflorida.com/STMS, which will be updated with training materials, including video tutorials. Users are encouraged to check back this spring, as DMS will be updating the website with additional materials to assist users. Upon system launch and agency integrations, DMS will have staff available to conduct training in addition to what we have provided and to help with troubleshooting problems. In addition, employees will have access to an in-system chat feature to file tickets and get answers to questions. DMS has established a bureau to assist with the implementation process and every agency will have experienced staff trained on the system and a travel administrator, who can assist with questions ranging from agency-specific travel policy to assisting with user profile set-up and permissions in the system.