

Statewide Travel Management System (STMS) Frequently Asked Questions: Travelers and Preparers

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 long should it take me to get a travel authorization approved through the new system?

Users will follow very similar steps to seeking authorization as they do now, except everything will flow through an easy-to-use system and will be sent to supervisors, who will be alerted when travel actions are needed. Users will no longer be required to type or write out forms and seek in-person approval. The system will deliver these materials for you.

8. What if I make a mistake inputting my information? Will I have to pay any difference out of pocket?

Travel forms can be corrected and agency fiscal auditors will still be required to check the accounting of travel trips. The system automatically calculates per diem and meal costs based on traveled hours and rules within the system prevent many other errors.

9. Will it make it easier to keep up with receipts?

Instead of having to print and scan receipts, users will be able to upload electronic receipts into the system easily. In addition, DMS is developing a mobile app for smart devices, which will allow users to photograph receipts and upload them into the system.

10. How will I know if my trip is authorized?

Unlike with paper procedures, the STMS will notify users as forms in the system move through the approval and reimbursement processes. Users will be automatically notified if actions are needed or forms have been processed. Additionally, users will be able to quickly and easily track the status of their travel forms from their home screen in STMS.

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. Do I need to start using the system right away?

DMS is working with each agency on integration plans and to meet their training needs throughout 2018.

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

Users should be receiving communications from their department leadership in the coming weeks to learn more about agency-specific integration plans. State employees should check back to www.dms.myflorida.com/STMS frequently, as additional training materials, an introductory video and information will be posted to assist users.

14. 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, as DMS will be updating the website with additional materials to assist users. Once in the system, users will have access to a help library, an in-system chat feature and other troubleshooting tools.