

Statewide Travel Management System (STMS) Frequently Asked Questions: Fiscal Accountants

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 accountants. 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?

Access to information in the system is based on a user's role and the status of the information. 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 accountants 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 need to edit, approve or take action on forms.

7. If I see an error on a trip form, who is supposed to correct it?

Because the system requires attestation from travelers, any forms that need to be corrected must be sent back to the traveler for correction. Once forms have been resubmitted, they can be processed.

8. Our agency fiscal staff has received some training. Are we supposed to be training our whole agency?

DMS sought to bring in fiscal accountant staff first for training and a system first look because the travel system is an accounting and documentation system at its core and it is important people in this role become familiar with the features. Ultimately, DMS will be working with agencies to identify those who are able to train users in a train-the-trainer approach.

9. What if we discover an error after transactions have been submitted in FLAIR?

If the is related to FLAIR data (e.g., FLAIR codes inactivation) and does not pass Departmental, then FLAIR will reject the transaction and a batch error report will be produced so the Fiscal Accountant can resolve this directly in FLAIR. The transaction will remain in its previous STMS state (FLAIR Submitted). The fiscal accountant will correct this error in STMS by cancelling that transaction, which will unlock the Expense Line Items for modification. The fiscal accountant can then correct the codes and resubmit the

transaction. If the transaction is in Central FLAIR, DFS Audit and Accounting personnel must reject the transaction, which result in a status update with the reason code.

10. What controls are put in place to reduce errors?

The system incorporates many features to standardize the travel process across all agencies and reduce errors. For example, the system will calculate per diem and meal cost expenses, mileage, and other expenses. Additionally, the system will run validations on forms to ensure required fields are complete and that they comply with Chapter 112, Florida Statutes. While the system is designed to reduce errors, fiscal accountants will still be needed to review travel documentation.

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 bookmark the page, 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.