



## MyFloridaMarketPlace (MFMP) Customer Round Table Meeting

| Meeting Information   |   |
|-----------------------|---|
| <b>Meeting Title:</b> | MFMP Customer Round Table Meeting   |
| <b>Occurrence:</b>    | May 10, 2018  |
| <b>Time:</b>          | 10:00 a.m.  |
| <b>Location:</b>      | Betty Easley Conference Center, Room 166, 4075 Esplanade Way, Tallahassee, FL 32399 |

| Attendees |          |                        |
|-----------|----------|------------------------|
| #         | Entity   | Name                   |
| 1.        | AHCA     | Marian Ellis           |
| 2.        | AST      | Linda Smart            |
| 3.        | AST      | Michael Gordon         |
| 4.        | AST      | Ronda Pearson          |
| 5.        | DCF      | Araceli Serna          |
| 6.        | DCF      | Rob Dorman             |
| 7.        | DEO      | Brad Fannon            |
| 8.        | DFS      | Becky Hale             |
| 9.        | DJJ      | Carol Walters          |
| 10.       | DMS      | Angela Pereira         |
| 11.       | DMS      | Danita Gallman Johnson |
| 12.       | DMS      | Hue Reynolds           |
| 13.       | DMS      | Lance Dyal             |
| 14.       | DMS MFMP | Betsy Chance           |
| 15.       | DMS MFMP | Bruce Roberts          |
| 16.       | DMS MFMP | Jillian Green          |
| 17.       | DMS MFMP | Tyler Brown            |
| 18.       | DOR      | Terry Paul             |
| 19.       | DOS      | Kechia Herrin          |
| 20.       | DOT      | Sherill Johnson        |
| 21.       | FDC      | Lacy Perkins           |
| 22.       | FDC      | Sharita Newman         |
| 23.       | FDLE     | Beverly Malloy         |
| 24.       | FDLE     | Justin Payne           |
| 25.       | FDLE     | Teresa Welch           |
| 26.       | FWC      | Jackie McNealy         |
| 27.       | FWC      | Rachel Korade          |
| 28.       | HSMV     | Cricket Lee            |
| 29.       | MFMP     | Crystal Owens          |
| 30.       | MFMP     | Delvis Catchman        |
| 31.       | MFMP     | Felicia Thompson       |
| 32.       | MFMP     | Jeremy Kong            |
| 33.       | MFMP     | John Hunter            |
| 34.       | MFMP     | Joy Schneider          |
| 35.       | MFMP     | Karla Goris            |
| 36.       | MFMP     | Michael Jackman        |
| 37.       | MFMP     | Robert Cooper III      |

|     |      |                |
|-----|------|----------------|
| 38. | OSCA | Andrea Skaling |
| 39. | SCS  | Hanna Watson   |
| 40. | SCS  | Sheila Wright  |

| Agenda  |                                      |
|---------|--------------------------------------|
| Topic # | Agenda Topic Description             |
| 1.      | Office of Supplier Diversity Updates |
| 2.      | Third Quarter Utilization Scorecard  |
| 3.      | Recent Updates                       |
| 4.      | Fiscal Year-End                      |
| 5.      | Open Forum                           |

| Meeting Minutes for Topics |  |
|----------------------------|--|
| Topic #                    | Minutes for Topics   |
| 1.                         | <p><b><u>Office of Supplier Diversity (OSD) Updates</u></b><br/>Annual Report Data Collection and Analysis</p> <p>OSD is updating their annual report data collection process. Previously, OSD leveraged a file generated by the Department of Financial Services (DFS) and worked with each agency to determine the total dollar amount spent with certified minority businesses. Beginning this summer and running through November, OSD will provide a series of workshops to educate agency customers on the data collection and analysis process. OSD will rely on the agency customer to provide data from FLAIR for the annual report. OSD will continue to leverage the file from DFS but will not continue the agency specific outreach.</p> <p>If agencies have questions regarding the annual report data collection process or the upcoming workshops, please contact OSD at 850-487-0915 or Hue Reynolds at <a href="mailto:Hue.Reynolds2@dms.myflorida.com">Hue.Reynolds2@dms.myflorida.com</a>.</p> |
| 2.                         | <p><b><u>Q3 Scorecard</u></b><br/>The third quarter scorecard has been posted to the <a href="#">MFMP website</a>.</p> <p>Metrics one through four meet the State of Florida's utilization goals. Metric five is below the State of Florida's utilization goal of 50 percent. If any agencies are not using eQuotes or have frustrations with eQuotes, please reach out to MFMP for support. MFMP recently provided utilization support for the Agency for Persons with Disabilities, the Department of Health and the Florida Department of Corrections.</p> <p>Check out our <a href="#">Utilization Support Webpage</a>.</p>  |

If your agency is interested in support from the MFMP team, please email [BuyerHelp@myfloridamarketplace.com](mailto:BuyerHelp@myfloridamarketplace.com).

MFMP Agency Utilization  
4/15/2018 Scorecard for data through 3/31/2018

| Group   | Agency   | Overall Monthly Trend | MFMP Purchase Order and Contract Utilization | Monthly Trend | MFMP Invoice Utilization | Monthly Trend | MFMP Catalog Utilization | Monthly Trend | Receiving Goods in MFMP Utilization | Monthly Trend | Agency eQuote Utilization* | Monthly Trend |
|---|--|-----------------------|--|---------------|--------------------------|---------------|--------------------------|---------------|-------------------------------------|---------------|----------------------------|---------------|
|   |  | Goal >= 80%           | Goal >= 80%                                  | Goal >= 80%   | Goal >= 80%              | Goal >= 80%   | Goal >= 50%              |               |                                     |               |                            |               |
| Phase 3<br>(Target Enablement Date: 12/31/2013) | Department of Education                            | +                     | 100% +                                       | +             | 86.52%                   | -             | 97.92%                   | -             | 96.52%                              | +             | 68.04%                     | +             |
|   | Department of Financial Services                   | -                     | 100% +                                       | +             | 78.53%                   | -             | 35.53%                   | +             | 80.94%                              | -             | 6.10%                      | -             |
|   | Department of Revenue                              | -                     | 100% +                                       | +             | 100% +                   | +             | 98.36%                   | -             | 73.71%                              | -             | 100% +                     | +             |
|   | Department of State                                | -                     | 100% +                                       | +             | 100% +                   | +             | 98.69%                   | -             | 76.58%                              | -             | 47.75%                     | -             |
|   | Department of Transportation                       | -                     | 100% +                                       | +             | 100% +                   | +             | 62.93%                   | -             | 84.66%                              | -             | 11.75%                     | -             |
| Phase 2<br>(Target Enablement Date: 10/31/2013) | Department of Economic Opportunity (DEO)           | +                     | 100% +                                       | +             | 100% +                   | +             | 83.48%                   | -             | 84.03%                              | +             | 39.53%                     | +             |
|   | Department of Health                               | +                     | 100% +                                       | +             | 100% +                   | +             | 90.20%                   | +             | 85.39%                              | -             | 15.28%                     | +             |
|   | Department of Law Enforcement                      | -                     | 100% +                                       | +             | 80.81%                   | -             | 94.62%                   | -             | 93.71%                              | -             | 3.43%                      | +             |
|   | Department of Military Affairs                     | -                     | 99.31%                                       | -             | 87.81%                   | -             | 98.86%                   | +             | 86.27%                              | -             |                            | +             |
|   | Department of the Lottery                          | -                     | 14.50%                                       | -             | 12.94%                   | -             | 48.00%                   | +             | 69.57%                              | -             | 3.53%                      | -             |
| Phase 1<br>(Target Enablement Date: 7/1/2013)   | Agency for Health Care Administration              | +                     | 100% +                                       | +             | 100% +                   | +             | 94.37%                   | +             | 95.51%                              | +             | 100% +                     | +             |
|   | Department of Children and Families                | -                     | 100% +                                       | +             | 100% +                   | +             | 95.12%                   | -             | 92.10%                              | -             | 51.53%                     | -             |
|   | Department of Citrus                               | +                     | 100% +                                       | +             | 100% +                   | +             | N/A                      | +             | 18.18%                              | +             |                            | +             |
|   | Florida Department of Corrections                  | +                     | 100% +                                       | +             | 100% +                   | +             | 81.63%                   | +             | 92.98%                              | -             | 1.10%                      | +             |
| On-Going Training Support                       | Agency for Persons with Disabilities               | -                     | 100% +                                       | +             | 89.19%                   | -             | 90.36%                   | +             | 92.68%                              | -             | 49.23%                     | -             |
|   | Department of Business and Professional Regulation | +                     | 100% +                                       | +             | 95.66%                   | -             | 53.88%                   | +             | 85.71%                              | +             | 39.02%                     | -             |
|   | Department of Elder Affairs                        | +                     | 100% +                                       | +             | 100% +                   | +             | 97.37%                   | -             | 85.50%                              | +             | 74.29%                     | +             |
|   | Division of Emergency Management                   | +                     | 100% +                                       | +             | 100% +                   | +             | 85.68%                   | -             | 76.22%                              | -             | 72.94%                     | +             |
|   | Department of Environmental Protection             | +                     | 100% +                                       | +             | 100% +                   | +             | 91.58%                   | +             | 74.41%                              | -             | 75.13%                     | -             |
|   | Department of Highway Safety and Motor Vehicles    | +                     | 100% +                                       | +             | 100% +                   | +             | 84.70%                   | -             | 88.83%                              | +             | 48.68%                     | +             |
|   | Department of Juvenile Justice                     | +                     | 100% +                                       | +             | 78.07%                   | +             | 91.82%                   | +             | 87.52%                              | +             | 100% +                     | +             |
|   | Department of Management Services                  | +                     | 100% +                                       | +             | 100% +                   | +             | 96.77%                   | +             | 87.47%                              | +             | 100.00%                    | +             |
|   | Department of Veterans Affairs                     | +                     | 100% +                                       | +             | 100% +                   | +             | 89.06%                   | +             | 93.43%                              | +             | 100% +                     | +             |
|   | Executive Office of the Governor                   | +                     | 100% +                                       | +             | 100% +                   | +             | 81.73%                   | -             | 90.10%                              | -             |                            | +             |
|   | Fish and Wildlife Conservation Commission          | +                     | 100% +                                       | +             | 100% +                   | +             | 66.04%                   | -             | 81.83%                              | -             | 0.14%                      | -             |
|   | Florida School for the Deaf and Blind              | +                     | 100% +                                       | +             | 66.92%                   | +             | 88.03%                   | +             | 78.23%                              | +             |                            | +             |
|   | Florida Commission on Offender Review (FCOR)       | +                     | 100% +                                       | +             | 100% +                   | +             | 79.46%                   | +             | 96.50%                              | +             | N/A                        | -             |
| Agency for State Technology (AST)               | +  | 100% +                | +  | 100% +        | +                        | 76.52%        | -                        | 86.55%        | +                                   | 14.25%        | -                          |               |
| Average Utilization All Agencies                |  |                       | 96.92%                                       |               | 92.02%                   |               | 80.49%                   |               | 83.18%                              |               | 40.07%                     |               |

3. Recent Updates  
FLAIR Gap

- Worked with 33 State Term Contract vendors.
- Recovered \$565,097.57 in transaction fees.
  - This is a 77 percent increase over last year's recovery amount.

Training Updates

The MFMP team recently conducted the Statewide Training in Pensacola, Panama City, Jacksonville, and Lake City. Trainings for the first quarter of fiscal year 2018-19 will be posted on the MFMP website soon.

Recent catalogs from the third and fourth quarters:

- Clear Touch Interactive Inc. (Audio Visual Equipment And Accessories ACS);
- Lenovo (Computer Equipment, Peripherals, And Services ACS); and
- THREEZ Company (Disposable Paper STC).
  - Line item catalog is currently active.
  - Punchout catalog in development.

4. Year-End Activates

MFMP Buyer is expected to be down for year-end processing between June 30 and July 2.

- Specific dates/times will be communicated in early June.

The MFMP team will begin vendor outreach in June to confirm PO contact and delivery information. This will help reduce the number of failed purchase orders on July 1, 2018. The

MFMP team recommends that agency customers include a comment in the purchase order to direct vendors to proactively update their accounts in the Vendor Information Portal (VIP).

- 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 purchase orders.

A customer round table (CRT) attendee is aware of a small business in South Florida that is frequently used by their agency. This vendor is not registered in MFMP. The agency customer is unable to get in touch with the vendor and the vendor may not even have internet access. The agency customer is encouraged to contact MFMP about this vendor and the MFMP team will work with this vendor to assist with the registration process.

MFMP year-end processing includes:

- The Carry Forward process; and
- The processing of delay purchase until (DPU) orders.

Agencies must submit invoices through MFMP to DFS, Bureau of Auditing, by 5:00 p.m. on June 18, 2018.

- For payments made directly in FLAIR after the cutoff date, agencies must enter the payment information into MFMP.

#### 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

For Type A 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 Disbursement* 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 Invoice Reconciliation (IR) per standard processes.

#### Carry Forward Automated Process

Agencies may choose to utilize DFS's 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.

MFMP receives the file update from FLAIR, noting which encumbered requisitions to mark with a *Carry Forward Indicator*.

**Deadline:** Close of business on June 29, 2018.

**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.

MFMP receives the file update from FLAIR, noting which encumbered requisitions to mark with a *Carry Forward Indicator*.

#### **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 close of business on June 29 to mark a transaction as Carry Forward.

**Deadline:** Close of business on June 29, 2018.

#### **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 purchase 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 purchase orders only); and
- 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

The three steps to enter a FLAIR payment in MFMP are:

- 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.

### Fiscal Year-End Reports

#### Year-End Learning Path:

- Job Aids.
- Meeting Materials.

The MFMP team encourages agency customers to take advantage of the available job aids and manuals. The newsfeed and the DMS website will be updated with helpful resources and information regarding upcoming deadlines.

#### Analysis

- Create specific spend reports for year-end.

Agency customers can schedule custom reports in Analysis to assist with the year-end process. Please contact Bruce Roberts for assistance with Analysis.

#### Secure Reports:

- All\_Open\_Orders\_Current.
  - Purchasing may use this report to view the PO balance and to determine if they need to change, cancel, or close POs.
- IRs\_with\_Last\_Approver.
  - Finance and Accounting may use this report to monitor the status and activity of IRs to confirm prompt processing and to make sure that all of their IRs have been approved by DFS's June 18 cut-off date.
- PR's\_in\_Submitted\_Status.
  - Purchasing may use this report to identify all requisitions that have not been fully approved and identify those that need to be approved before June 29.
- PO\_Payment\_History\_Encumbrance\_Level.

- Purchasing may use this report to identify all requisitions that have not been fully approved and identify those that need to be approved before June 29.

The Secure Reports site can be used to obtain information on all purchase orders submitted in MFMP Buyer. Agency customers can use these reports to identify which purchase orders require action ahead of the upcoming year-end deadline for invoices (June 18, 2018) and requisitions (June 29, 2018). Agency customers should work with their agency's system administrator to gain access to Secure Reports.

5. **Open Forum**  
 These meetings are intended to:

- Discuss issues and concerns from agencies;
- Identify and review improvements to MFMP applications, training and/or communications; and
- Allow agencies to discuss internal process/policies with each other.

After each meeting, the MFMP team will:

- Review feedback and determine next steps (e.g., create change request, find existing change request number, provide training material, follow-up for additional context, etc.); and
- Contact the originator to discuss the status of their feedback.

The MFMP Application and Infrastructure Technology Manager, Michael Jackman, opened the meeting for questions or discussion.

**Issues with Delivery of Staples Purchase Orders**  
 Recently, a vendor issue was identified related to the delivery of Staples' purchase orders. Staples receives all of their purchase orders electronically and prefers to gather the ship to addresses ahead of time. This can cause a timing issue in cases where the ship to address is added and/or updated after Staples initially receives the information. MFMP encourages agency customers to contact the customer service desk if they experience this issue with Staples purchase orders. MyFloridaMarketPlace is actively working with Staples to resolve this issue. Additionally, MFMP recommends using the *Ship To* field to enter addresses instead of using the comment section.

**Year-End**  
 Normally MFMP is available on June 30. However, this year June 30 falls on a Saturday. As a result, MFMP will likely not be available. Communications will be sent in June with specific dates and times.

**Invoice Reconciliations (IR) Returned from DFS Auditors**  
 A CRT attendee has noticed an increase in the number of IRs being returned by DFS auditors. Other agency customers confirmed that they have also seen an increase. MFMP meets with DFS monthly and audits are a frequent subject of discussion. MFMP will convey this information at the next meeting. Agency customers are encouraged to contact the

customer service desk when a situation like this occurs as it is beneficial for MFMP to have a better understanding of what DFS is returning and why.

### **Commodity Code and Object Code Mapping**

MyFloridaMarketPlace is actively working to resolve issues with commodity code and object code mapping, which was discussed at the last CRT meeting. The MFMP team is conducting analysis and working with vendors who have punchout catalogs to verify that the selected commodity codes match the description of the items in the system.

### **Comment Sorting**

MFMP is actively working on resolving the issue related to the resorting of comments. This is a third-party SIR with Ariba. The team is researching other methods to correct this without a code change.

### **eQuote**

A CRT attendee asked about any plans to update the MFMP eQuote system. There are currently no plans in place to upgrade eQuote. The MFMP team does constantly work with agency customers to develop a better understanding of what MFMP can do to facilitate the use of eQuote and to address the concerns that agency customers have. MFMP recently released a dedicated template for the IT Staff Augmentation contract. Agency customers are encouraged to contact the customer service desk with any suggestions or recommendations.

A CRT attendee asked if vendors are generally responsive to eQuotes. Vendor participation is a constant battle for MFMP and varies from eQuote to eQuote. Recently, MFMP has been focusing on facilitating vendor participation for the IT Staff Augmentation contract. In addition to the vendor communications and online trainings, MFMP also offers in-person vendor trainings at every statewide training. MFMP wants to leverage the agency customers to help create an expectation that eQuotes and electronic responses are the standard for doing business with the State of Florida. If a vendor is experiencing issues with submitting their responses online, please redirect them to the customer service desk for assistance.

### **Vendor Registration**

A CRT customer has experienced issues with the incorrect vendor location being selected for a vendor with multiple locations. MFMP allows agency customers to change the vendor location on the IR if the vendor account does not change. Please contact the customer service desk if vendors with multiple registrations or multiple locations are causing confusion for the agency. MFMP will work with the vendor to consolidate those registrations.

A CRT customer noted that while VIP lists the vendor's company name as 'Company Name' MFMP Buyer refers to that field as 'Vendor Name'. MFMP will review potentially updating the name of one of these fields for consistency.

Michael Jackman encouraged agency customers to communicate issues or points of frustration, such as vendors with multiple locations. This helps MFMP determine its tactical goals for the upcoming fiscal year. A CRT attendee has experienced issues with vendor



accounts being inactivated by the MFMP team. The MFMP team follows a standard procedure for inactivating sequence location per the vendor's request. If the vendor requests to inactivate a sequence number associated with one or more purchase orders, the MFMP team informs the vendor of this. If the vendor chooses to continue with the inactivation process, the MFMP team communicates the inactivation to Purchasing and Finance and Accounting liaisons using the *Vendor Inactivations and Vendors with Invalid Data* report.

### **Invalid Codes**

A CRT attendee inquired about commodity codes that appear in the system but generate an invalid code error message. MFMP does not allow agency customers to select the top two levels of UNSPSC codes: the segment and the family levels. This is intentional to allow for appropriate spend analysis. These high-level codes are visible in the system because UNSPSC codes form a hierarchy. The only way to maintain the hierarchy and ability to drill down into each branch is to retain the family and segment codes. To prevent users from selecting these codes, the system generates an error message. The MFMP team will review updating the language in this error message to provide additional clarity.

MFMP does not delete data from the system. The old codes still exist in the system, but a customer should not be able to search for one of the old codes in MFMP Buyer or Sourcing or VIP. If an agency customer has an invalid code in their recently selected history and does not use their account often, the old and invalid FLID commodity code may appear in this section as a previously used code.

Agency customers are encouraged to contact the customer service desk if they see invalid or old codes in the system.

In last quarter's CRT meeting, the group discussed the possibility of a frequently used commodity code list. There is a canned report in Analysis that shows the most used commodity codes by spend. This report can be filtered based on contract.

A CRT attendee asked if query access will allow a customer to search for contracts. The query permission allows customers to search for all transaction types. This CRT attendee was unable to do so. MFMP will follow up with this customer on this issue.

If you have further questions please contact the MFMP team at [MyFloridaMarketPlace@dms.myflorida.com](mailto:MyFloridaMarketPlace@dms.myflorida.com).

| <b>Action Items</b> |  |                    |               |                 |                 |
|---------------------|--|--------------------|---------------|-----------------|-----------------|
| <b>#</b>            | <b>Action Item Description</b>   | <b>Assigned To</b> | <b>Status</b> | <b>Due Date</b> | <b>Comments</b> |
| 1.                  | Follow up with agency customer regarding requested updates to the eQuote template. | MFMP               | In Progress   |                 |                 |
| 2.                  | Discuss DFS's audit return process with DFS in the next monthly meeting.           | MFMP               | In Progress   |                 |                 |
| 3.                  | Follow up with agency customer regarding query permissions.                        | MFMP               | In Progress   |                 |                 |
| 4.                  | Review commodity code error message.   | MFMP               | In Progress   |                 |                 |
| 5.                  | Review naming conventions for vendor company name in VIP and Buyer.                | MFMP               | In Progress   |                 |                 |