



## MFMP Agency Customer FAQs

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## What is eProcurement? [back to top](#)

eProcurement (electronic procurement) is an Internet-based business-to-business, business-to-consumer, or business-to-government purchasing system that automates the entire procurement to payment process.

## Who manages MyFloridaMarketPlace (MFMP)? [back to top](#)

The Department of Management Services (DMS) manages MFMP in consultation with the Chief Financial Officer and the Agency for State Technology, in accordance with subsection 287.057(22), Florida Statutes.

## How does MFMP benefit the State of Florida? [back to top](#)

MFMP offers the following benefits to agency customers:

Reduced costs	24 - 7 Access	Detailed reporting	Reduced risks
With MFMP, the State of Florida can leverage its purchasing power, which helps reduce the costs of goods and services.	Agency customers can access MFMP from any location, at any time to create and approve purchase transactions.	By consolidating purchasing data, MFMP helps state agencies generate detailed reports to identify price saving opportunities and track state term contract compliance.	MFMP reduces the risk of errors through an entire procure-to-pay process that is one seamless transaction.

## How does MFMP benefit vendors? [back to top](#)

MFMP offers the following benefits to registered vendors:

A single point for vendor registration	Electronic bids	Integrates with FLAIR
Vendors can register and maintain their accounts in the <a href="#">MFMP Vendor Information Portal (VIP)</a> .	Vendors can submit electronic bids for informal solicitations (eQuotes) and formal solicitations.	MFMP integrates with the Florida Accounting Information Resource (FLAIR), the State of Florida's accounting system.

## What type training does MFMP offer? [back to top](#)

The MFMP University team delivers and provides many in-person and online-based trainings and materials. See the table below for information for agency and vendor trainings.

Agency customers	Vendors
Visit <a href="#">MFMP University</a> to register for trainings and view materials on the different MFMP applications.	Visit <a href="#">MFMP U for Vendors</a> to register for trainings and view vendor-related trainings and materials.

## How do I search for vendors in MFMP? [back to top](#)

To search for registered vendors, login to the [MFMP VIP](#) using *publicuser* for the username and password. For more information take the [Searching for Vendors in VIP](#) online training.

## Is there a transaction fee to do business with the state? [back to top](#)

Yes, the State of Florida applies a transaction fee to applicable business transactions. All vendors are required to pay the transaction fee upon receipt of payment unless the procurement is specifically exempt by Rule 60A-1.031(3), Florida Administrative Code. For more information, see the [Transaction Fee and Reporting](#) webpage.

## Must agency customers purchase commodities and services from a state term contract? [back to top](#)

Yes, agencies shall purchase commodities and contractual services from state term contracts when available; for more information, see section 287.056, Florida Statutes. To see available contracts visit the [DMS](#) website.

## I am new to MFMP, what should I do first? [back to top](#)

If you are new to MFMP, login to [MFMP Buyer](#) and create your security questions. This step will allow you to reset your own password in the future. It is also recommend to take the [MFMP System Overview](#) online training.

## Is there a way to practice creating transactions in MFMP? [back to top](#)

Yes, MFMP provides training environments where agency customers can practice creating and approving transactions. Access the [MFMP Buyer Training Environment](#) and/or the [Sourcing Training Environment](#), enter your MFMP username, and the training password **train30** for both applications.

## How often do MFMP passwords expire? [back to top](#)

Passwords expire every 90 days. It is important to remember to reset your password on a regular basis. MFMP Buyer prompts agency customers to reset their password two weeks prior to the expiration date. MFMP recommends setting up a reoccurring calendar reminder.

## My password has expired, and I cannot reset it. What should I do? [back to top](#)

If your password has expired and you did not set up your security questions, please contact your agency's System Administrator to reset your password. If you do not know your System Administrator, contact the [MFMP Customer Service Desk \(CSD\)](#) for assistance.

## I've entered my password too many times and now my account is disabled. What should I do? [back to top](#)

Once you enter an incorrect password more than three times, MFMP will temporarily disable your account. Please wait at least 30 minutes and try to login again. If you need immediate access to an MFMP application contact your System Administrator. If you do not know your System Administrator, contact the [MFMP CSD](#) for assistance.

## I just changed my password in MFMP Buyer, why isn't it working in MFMP Analysis or MFMP Sourcing? [back to top](#)

New passwords in [MFMP Analysis](#) and [MFMP Sourcing](#) update twice a day at the following times:

MFMP Analysis	MFMP Sourcing
12:15 p.m. and 6:15 p.m.	12:45 p.m. and 6:45 p.m.