SITE MANAGER'S MFMP GUIDE

A Tool for Site Managers



Updated 2/09/21

SITE MANAGER'S MY FLORIDA MARKET PLACE (MFMP) GUIDE

NOTE: This guide is meant to be a brief, supplemental guide for Site Manager use. For more advanced MFMP guidance please visit the Florida Department of Management Services.

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I. REVIEWING AND APPROVING A PURCHASE ORDER IN MFMP

1. The Site Manager should receive an email from Ariba Administrator with an email title consisting of "ACTION REQUIRED".



2. Select the "Open" button embedded in the email to launch MFMP.

	Tue 1/2/2018 2:48 PM						
AA	AA Ariba Administrator <fl_notification@myfloridamarketplace.com></fl_notification@myfloridamarketplace.com>						
	Notification: IR206####-484#### - IR	206####-484####					
To Smith, Lea	ah J.						
Retention Poli	icy 5 Year Delete and Allow Recovery (5 years)		Expires 1/1/2023				
f there are	e problems with how this message is displayed, click	: here to view it in a wel	b browser.		^		
					_		
IF	8206####-484#### - IR206####-484#### rec	quires your approval	because "Requester Approval Required for Servic	es"			
Re	equester: Site Manager (Contracts)	Created:	2:47 PM Tuesday, January 2, 2018				
Ad	ctions:						
	\smile						

3. An Internet Explorer page should automatically launch once the "Open" button is selected. If the Site Manager is not already logged into MFMP a prompt will appear to login prior to viewing the invoice. Enter the username and password accordingly.



4. Once logged in, MFMP should open to the "Procurement" tab in MFMP.

My Sarket Place Home Contracts Procurement Invoicing
🕞 Create Search Manage Recent Preferences
Approval Summary - DEP-PETRO-FY16/17-048518933-786-006C-HANDY WAY FOOD STORE #2889-O&M-TDB
Review the request and then approve, deny, or edit it. To view request details, click the request ID. To review other pending requests, select a specific request from the pull-dow
O Back (Approve Deny Edit Print

 The Site Manager should review the following information in their MFMP Purchase Requisition (PR) for quality assurance: Facility ID # (9-digits), Task Assignment # (without GC), Site Name (should match STCM), Site Manager Name, and Purchase Order (PO) End Date.

Summary . Orders	s Receipts History
Title:	DEP-PETRO-FY16/17-048518933-786-0060-HANDY WAY FOOD STORE #2889-0&M-TDB
On Behalf Of:	Smith (Contracts)
PO Start Date:	Tue, 14 Mar, 2017
PO End Date:	Wed, 26 Sep, 2018
Fiscal Year:	2018

6. The Site Manager should review the Phase/Activity, STCM Facility Name, STCM Facility Address, Facility ID #, and the Total Cost. The Total Cost should match the Attachment B – SPI.



7. Confirm the "Deliver To:" matches the "On Behalf Of" (i.e. Site Manager) named at the top of the PR.

SHIPPING - ENTIRE REQUISITION					
Ship To:	DEP305S (DEP-PETROLEUM RESTORATION PROGRAM)				
Deliver To:	smith (Contracts)				
Need-by Date: 🔋					
Shipping Method:	Best Way				
FOB Code: 🔋	INC-Dest				

8. Read any comments. If an arrow appears before the person's name, click on it to view replies. If a reply to a comment is needed, click reply and enter text. To view the email address for the person that created the comments click their name.

Comments	
► <u>Gvenn Godfrey (C</u>	On hold waiting for Site Manager to address the proble of characters and I think the SM has exceeded the limit
	Once addressed, I should be able to issue the PO after
	[Tuesday, February 2, 2016 at 12:50 PM]
Gwenn Godfrey (C	Note: Attachment B language appearing in upper right

9. Open all Attachments to review by selecting the Download links.

Attachments W			
File Name †		Size	
Figure 1 - 048518933.pdf Download		423.4 KB	Delete
Attachment A - O&M - Scope of Work - 048518933.pdf Down	load	272.2 KB	Delete
Attachment A - O&M - Scope of Work - 048518933.xlsm Dow	mload	185.9 KB	Delete
Attachment B - Schedule of Pay Items & Other Related Docum	nents - 048518933.xlsm <u>Download</u>	1,357.7 KB	Delete
Quote (22-1) - 048518933.pdf Download		143.9 KB	Delete
GC786 Contract Summary Form.pdf Download		105.7 KB	Delete
u want to open or save Attachment+A+-+O&M++-+Scope+of+Work+-+04851	18933.pdf (272 KB) from buyer.myfloridamarke	tplace.com?	
		Open Save	- (

Attachment A – Phase Scope of Work – FDEP Facility ID #.pdf:

- Open the PDF version of this document to ensure that all sections are legible and not cut off.
- Verify that the compiled document contains all the correct items.
- Verify all tables and figure(s) are attached and match the references listed under the task description(s).
- Verify Figure Reference #, Facility ID # and FDEP Facility Name are correct as the FDEP Facility Names often change.

Attachment B – Schedule of Pay Items & Other Related Documents – FDEP Facility ID #.xlsm:

- Open this document to ensure the document is the one submitted for PR Creation.
- On the Invoice Rate Sheet tab, check the total listed at the bottom next to FDEP Cost Share matches the total in the MFMP PR.
- 10. Other documents that may need to be reviewed include:
 - **Cost Share Agreement FDEP Facility ID #**: Is the document attached? Does it include all required pages and any attachments?
 - **Quotes FDEP Facility ID #**: When Attachment B contains Reimbursable line items, then quote(s) must be included as an attachment. Quotes must contain sufficient details so there is no question as to what is being purchased. The only exceptions to the quote attachment rule are Permit Fees (documentation is not needed) and Utilities and Franchised services.
- 11. If no problems are found during the review, select the "Approve" button to approve the PR. A comment must be entered to indicate the discharge eligibility program, CAP amount and the amount remaining in the CAP (see below example language). Additional comment information is recommended if an explanation or clarification would be helpful for others reviewing.



If a problem or error is found during the review, select the "Deny" button, document the issue in the comment box and work with the PR Creator to correct any issue(s) and resubmit the PR.

Example Language

- 1. Discharge ATRP Eligible with no CAP attached documents have been reviewed and are correct.
- 2. Discharge PLRIP (\$300,000 CAP) attached documents have been reviewed and are correct and the \$47,256.12 remaining funds in the CAP are adequate to cover the costs in this PO.

3. Discharge PLRIP (\$300,000 CAP) and another PLRIP (\$400,000 CAP) and the plumes are mingled. The attached documents have been reviewed and are correct and the \$576,423.17 remaining funds in the CAPs are adequate to cover the costs in this PO.

II. REVIEWING AND APPROVING A REQUEST FOR CHANGE IN MFMP

- 1. Similar to reviewing and approving a PO (above), when a Request for Change (RFC) or Change Order (CO) is ready for review and approval the Site Manager will receive an email indicating "ACTION REQUIRED".
- 2. Select the "Open" button embedded in the email to launch MFMP and log in accordingly.

AA	AA Ariba Administrator <fl_notification@myfloridamarketplace.com></fl_notification@myfloridamarketplace.com>						
To Smith, Leah Retention Policy If there are	To Smith, Leah J. Retention Policy 5 Year Delete and Allow Recovery (5 years) Expires 1/1/2023 If there are problems with how this message is displayed, click here to view it in a web browser.						
IR2 Rec	206####-484####- IR206####-484#### requires your approval because "Requester Approval Required for Services" equester: Site Manager (Contracts) Created: 2:47 PM Tuesday, January 2, 2018						
Acti	tions: Open						

3. The Site Manager should review the Site Manager Name, "On Behalf Of:" since facilities are sometimes transferred in the middle of a scope of work.

Summary . Orders	Receipts History			
Title:	DEP-PETRO-FY16/17-048518933-786-006C-HANDY WAY FOOD STORE #2889-0&M-TDB			
On Behalf Of:	Smith (Contracts)			
PO Start Date:	Tue, 14 Mar, 2017			
PO End Date:	Wed, 26 Sep, 2018			
Fiscal Year:	2018			

4. Similarly, confirm the "Deliver To:" matches the "On Behalf Of" (i.e. Site Manager) named at the top of the PR.

SHIPPING - ENTIRE REQUISITION						
Ship To:	DEP305S (DEP-PETROLEUM RESTORATION PROGRAM)					
Deliver To:	smith (Contracts)					
Need-by Date: 🔋						
Shipping Method:	Best Way					
FOB Code: 🚦	INC-Dest					

- 5. Review any comments in the Comment section. All Version changes to the PO (zero cost/increase/decrease) should result in a change order # Comment by the person initiating the change. If you receive a Version change and do not see any information indicating the reason why you have a new Version, contact the person who initiated the Version change, which may be located under the most recent Version's history tab. Things to review include:
 - Is the Change Order number correct?
 - Is the cost correct, and does it match the total cost in the Line Item section and the revised Attachment B?
 - If there were due date extensions or a Period of Service (PO) End Date extension, are the due dates correct?
 - Determine if there are any comments that require a response. Respond by selecting the Reply button and entering the necessary information.

Review of Attachment B (Revision #) – Schedule of Pay Items & Other Related Documents – FDEP Facility ID # include:

- Open this document to ensure it is the one submitted. If there is no cost associated with the CO, no changes should have been made to this document (except for Site Manager Changes, where the Site Manager information has been updated).
- On the Invoice Rate Sheet tab, check the total listed at the bottom next to FDEP Cost Share to ensure it matches the total in the MFMP PR.
- Verify that the CO amount plus the previous PO amount total the amount listed next to the FDEP Cost Share.
- If the CO was issued to move costs from one Task to another, verify that this change is reflected.

Review of PO # - CO #, TK # - FDEP Facility ID # include:

- This document should contain the fully approved RFC form and all supporting documentation, including quotes.
- All reimbursable line items require their respective backup documentation included within the CO document.
- Quotes must contain sufficient detail so there is no question as to what is being purchased. The only exceptions to the quote attachment rule are Permit Fees (documentation is not needed) and Utilities and Franchised services.
- 6. If no problems are found during the review, select the "Approve" button to approve the PR. A comment is required (if this is a cost RFC) regarding the discharge eligibility program, CAP amount and the amount remaining in the CAP to verify that the new PO amount is still below the remaining funds. Note that remaining funds may have changed from the initial PO issuance if final invoicing was processed on other POs. See Example Language in section 11 (page 5) above under **REVIEWING AND APPROVING A PURCHASE ORDER IN MFMP.** Additional comment information is recommended if an explanation or clarification would be helpful for others reviewing.



If a problem or error is found during the review, select the "Deny" button, document the issue in the comment box and work with the PR Creator to correct any issue(s) and resubmit the PR.

If additional information is needed for the Contract Manager or Gatekeeper that is not in the Version's respective documents, please leave a comment upon approval.

III. APPROVING AN INVOICE IN MFMP

	Tue 1/2/2018 2:48 PM				
AA	Ariba Administrator <fl_noti< th=""><th>fication@my</th><th>floridamarketplace.com></th><th></th><th></th></fl_noti<>	fication@my	floridamarketplace.com>		
	Notification: IR206####-484#### - IR2	06####-484####			
To Smith, Leah	1.				
Retention Policy	y 5 Year Delete and Allow Recovery (5 years)		Expires 1/1/2023		
f there are	problems with how this message is displayed, click h	ere to view it in a we	b browser.		~
IR2	206####-484#### - IR206####-484#### requ	iires your approva	because "Requester Approval Required	or Services"	
Rec	quester: Site Manager (Contracts)	Created:	2:47 PM Tuesday, January 2, 2018		
Acti	ions: Open				
Comments			-		
			1		
Note: To vie	ew this request in the Ariba System, click the O	Open button.			
Acti	ions: Open				
	\bigcirc				(c) Ariba Inc. 2008

2. An Internet Explorer page should automatically launch once the "Open" button is selected. If the Site Manager is not already logged into MFMP a prompt will appear to login prior to viewing the invoice. Enter the username and password accordingly.



3. Once logged in, MFMP should open to the "Invoicing" tab in MFMP. Select the "Open" button to open the invoice.

My Sarket Place Home Contracts Procurement Invoicing										
Recent										
IR206 -484										
These are the details of th	e request you selected. De	pending on its status,	ou can edit, change, copy, cancel, or subm	it the request for approval. You may also print the de	tails of the request. Review					
					en Drint					
Exceptions Approval	Flow Invoice Order	Receipts Histor	r	<u> </u>						
Display: All line items	-	~								
Invoice Date:	Thu, 28 Dec, 2017	Order:								
Invoice:	TNV20 -484	Supplier:								
Payment Completed in FLA	IR:	On Behalf Of:								
Audio in Decembration in the		Reason Code: 0A	NOT REASON REQUIRED)							
Audit in Progress?		Site Code: 370	000-12 (FDEP CONTRACTS)							
Returned by DFS:										
My Labels: 🔋 Apply Labe	<u>al</u>									
Header Level Exceptions										
Name †	Descrip	tion								
Amount Variance	The inv	oice's amount, \$14,50	.00000 USD, does not match the purchase	order's amount, \$104,400.00000 USD.						
Line Items										
No. † Qty E	Description			Price	Amou					
1 14,500 0	Contractor has been selecte	ed to perform an		\$1.00000 USD	\$14,500.00000 US					
Matched To: Item 1										
Part #:										
Unit of Measure: Dollar										
COMMENTS	COMMENTS									
Entire Invoice Reconcilia	Casina Terrarian Deserve di selara									
entre involte Reconciliation:										
[Add Comment]										
ATTACHMENTS										
Add Attachment										

If the above page does not automatically open, invoices that need to be reconciled can also be found under "Manage" and "Reconcile Invoice". Selecting this should provide a list of invoices awaiting approval.

My Starket Place Home Contracts Pr	ocurement Invoicing
🖬 Create Search Manage Recent	Preferences
Receive Reconcile Invoice	
Invoice Reconciliation - Vendor Informance	
You can view the status or the approval flow to se	e where the reconciliation is in the process.
IR2067136-4840240 has been successfully recond	iled and submitted.
 <u>Print</u> a copy of this request <u>View</u> the status of your request <u>Continue</u> working on other invoice reconciliations Return to the Ariba Buyer <u>Home</u> Page 	5,

4. Once the "Open" button has been selected an invoice submittal page should appear. This is where the Site Manager can access the invoice for review. Select the invoice number underlined and in purple on the left to open the invoice.

·			
Exceptions Approval Flow	Invoice Order	Receipts H	listory
Display: All line items		~	
Invoice Date:	Thu, 28 Dec, 2017	Order:	
Transaction Date:	Thu, 28 Dec, 2017	Supplier:	
Invoice:	INV206	Contact:	
Payment Completed in FLAIR:		On Behalf Of:	
Audit in Reserved		Reason Code:	0A (NOT REASON REQUIRED)
Audit in Progress?		Site Code:	370000-12 (FDEP CONTRACTS)
Returned by DFS:			
My Labels: 🔋 <u>Apply Label</u>			
Header Level Exceptions			
Name †	Descripti	on	
Amount Variance	The invoi	ce's amount, \$1	4,500.00000 USD, does not match the purchase order's amount, \$104,400.0
L			

5. A new "Summary" tab will appear. Select "Download" to review the pdf copy of the invoice.

Summary Approval Flow Order Reconciliation History			
Buyer Contact:	Order: Supplier:		
Supplier Invoice #:	Vendor Location:		
Supplier Invoice Date: Thu, 28 Dec, 2017	Invoice Received Date:	Thu, 28 Dec, 2017	
	Service Start Date:	Thu, 30 Jun, 2016	
	Service End Date:	Fri, 17 Nov, 2017	
My Labels: 1 Apply Label			
Line Items			
No. Description			
1 Contractor has been selected to perform an			
L			
COMMENTS - ENTIRE INVOICE			
ATTACHMENTS - ENTIRE INVOICE			
Attachments			
File Name †			Size
PP INVZ ,xlsx Download			16 KB
2067 (002).pdf <u>Download</u>			534.6 KB
Add Attachment			

Select "Open" to review the invoice.

Summary Approval Flow Order Reconciliation History					
Buyer Contact:	Order:				
ID:	Supplier:				
Supplier Invoice #:	Vendor Location:				
Supplier Invoice Date: Thu, 28 Dec, 2017	Invoice Received Date: Thu	, 28 Dec, 2017			
	Service Start Date: Thu	i, 30 Jun, 2016			
	Service End Date: Fri,	17 Nov, 2017			
My Labels: 🚦 Apply Label					
Line Items					
No. Description		C	Irder	Qty	Unit
1 Contractor has been selected to perform an		A	FSAFF	14,500	Dollar
L					
COMMENTS - ENTIRE INVOICE Add Comment ATTACHMENTS - ENTIRE INVOICE					
Attachments					
File Name 1		Size		Creator	
PP INV206 .xlsx Download		16 KB		N	
206 (002).pdf Download		534.6 KB			
Add Attachment					
Do you want to open or save 206 (002).pdf (534 KB) from	buyer.myfloridamark	etplace.com?	Open	Save 🔻	Cancel ×

See <u>Purchase Order Invoice Processing Checklist/Guidance</u> for additional information on reviewing an invoice.

6. Once the invoice has been reviewed and is ready for approval close the pdf copy, select the "Back" button on the top left corner of the screen, directly above the "Summary" tab.



7. This will lead back to the invoice submittal page (step #4).

8. Enter the Site Manager statement in the "Comments" section and select "Submit" to submit the invoice approval.

				/		
You can continue to edit the in	nvoice before submitting it fo	or approval.		/		
			/		Submit Reject Refer	Manual Match Print
Exceptions Approval Flow	v Invoice Order R	eceipts H	listory			
Display: All line items	~	1	/			
Invoice Date:	Thu, 28 Dec, 2017 Ore	der:				
Transaction Date:	Thu, 28 Dec, 2017 Su	pplier:				
Invoice:	INV20 -484 Co	ntact:				
Payment Completed in FLAIR:	On	Behalf Of:				
Audit in Decemen 2	Re	ason Code:	0A (NOT REASON REQUIRED)			
Audit in Progress?	Sit	e Code:	370000-12 (FDEP CONTRACTS)			
Returned by DFS:						
My Labels: 🚺 Apply Label						
Header Level Exceptions						
Name †	Description					
Amount Variance	The invoice's	amount, \$1	4,500.00000 USD, does not match th	e purchase order's amount, \$1	04,400.00000 USD.	
L						
Line Items						
No. † Oty	Description				Price	
□ 1 14 500	Contractor has been selec	ted to perfor			\$1 00000 USD	\$14 500 0000
1 14,500	contractor has been selec	tee to perio			\$1,00000 000	\$14,500,000
Matched To: Item 1 Part #: Unit of Measure: Dollar	-					
Edit						
COMMENTS		-				
COMMENTS		~				
I,Site Mana Manager and	ger, certify that I am the Co d the provided information is	ntract				
comments: and correct;	the goods and services have	e been				
I understand	d that the office of the State (Chief V				
Financial Off	ncer reserves the right to req	laine				
ATTACHMENTS		/	-			
AT INSUING THE						
Add Attachment						
·						

The procurement invoice approval & certification statement is:

I, [Site Manager's Name], certify that I am the Contract Manager and the provided information is true and correct; the goods and services have been satisfactorily received and payment is now due. I understand that the office of the State Chief Financial Officer reserves the right to require additional documentation and/or to conduct periodic post-audits of any agreements.

9. If an invoice is being approved as a delegate (i.e. for another Site Manager), the <u>Delegation</u> <u>Memo</u> should be added as an attachment prior to submitting the invoice. Select "Add Attachment" and upload the delegation memo in pdf format. See the next section on how to delegate in MFMP.

	ATTACHMENTS	
Add At	tachment	

The procurement invoice approval & certification statement if the Site Manager is delegated for someone else is:

I, [Delegate Site Manager's Name] on behalf of [Site Manager's Name], certify that I am the Contract Manager and the provided information is true and correct; the goods and services have been satisfactorily received and payment is now due. I understand that the office of the State Chief Financial Officer reserves the right to require additional documentation and/or to conduct periodic post-audits of any agreements.

10. Upon submittal, a confirmation page will open stating that the invoice was successfully reconciled and submitted.

	Home Help * Logout			
My Harket Place Home Contracts Procurement Invoicing	Welcome Leah Smith (Contracts)			
🖬 Create Search Manage Recent Preferences				
Invoice Reconciliation - Submitted				
You can view the status or the approval flow to see where the reconciliation is in the process.				
IR206####-484#### has been successfully reconciled and submitted.				
<u>Print</u> a copy of this request				
<u>View</u> the status of your request				
<u>Continue</u> working on other involce reconciliations. Return to the Ariba Buyer Home Page				

NOTE:

- Invoices should be approved as soon as possible.
- If a Site Manager needs to deny an invoice for any reason, the accounting associate who submitted the invoice should be contacted prior to rejecting the invoice. Often errors can be corrected without rejecting the invoice.

IV. DELEGATING IN MFMP

If a Site Manager is going to be out of the office for more than one day, a delegation memo should be created and the Site Manager should delegate their MFMP account so work may continue in their absence. The delegation will not start in MFMP until approved by an MFMP supervisor, so adequate time for review and approval is necessary.

- 1. Create <u>Delegation Memo</u> and send a copy to the delegate and supervisor to authorize the delegate to review and approve all invoices, POs, and COs in MFMP. Make sure the exact date range is included and routed through the Site Manager's supervisor.
- 2. Log into MFMP.
- 3. Select preferences.

my Jarket	Place	Home	Contracts	Procurement	Invoicing	
Create	Search	Manage	Recent	Preferences *		
Procurement Dashboard						

4. Select "Delegate Authority".

my Jarket Place	Home Contracts	Procurement	Invoicing	
Create Search	Manage Rece	nt <u>Preferences</u>		_
Procurement D	ashboard	Change pa Change se Delegate a	ssword cret question	
Common Actions		Change yo Change de	ur profile fault locale and currency	Jing
Create PO-based Invoi	ce	MF Reset defa	nail notification preferences ult preference	ling

5. Click on the "Delegatee" dropdown button, or select "Search for More" to search for and select the person who will be delegated.

my Sarket Place	Home Contracts Procurement Invoicing User Profile
🖬 Create Sea	arch Manage Recent Preferences
Delegate Authority	UP112916: Leah Smith (Contracts)
1 Delegate	Delegatee:
2 Approval Flow	Delegation Start Date: *
3 Review Changes	Delegation End Date: *
	Delegation Reason:
	Notification: Continue to notify me by email of approval requests

Enter the start and end dates, and a comment for reason for the delegation (i.e. vacation, or training, etc.). Check the notification option if desired.

The delegation starts at 12:00 a.m. on the start date selected and ends at 11:59 p.m. on the end date selected. Select the first full day out of the office as the start date, and the day before returning as the end date.

6. Click "Next" on the right side of the screen. This will allow the Site Manager to see the approval flow.



- 7. Click "Next" again.
- 8. Review any changes and select the "Submit" button.

Once the delegation begins, the delegate logs into the system and chooses who to work as (i.e. themselves or the person they are delegated to act on behalf of). Approvals completed by a delegate display in both the Approval Flow tab and the History tab.

Note: If approving an invoice on behalf of someone else, the invoice certification statement is different: *I*, [Delegate Site Manager's Name] on behalf of [Site Manager's Name], certify that I am the Contract Manager and the provided information is true and correct; the goods and services have been satisfactorily received and payment is now due. I understand that the office of the State Chief Financial Officer reserves the right to require additional documentation and/or to conduct periodic post-audits of any agreements.

V. VENDOR PERFORMANCE RATING

The Site Manager will receive an automated email from Vendor Performance Tracking through MFMP with an email entitled "Rate the Vendor". Agency Term Contractors are rated through the Contractor Performance Evaluation (CPE), in accordance with Rule 62-772.300, F.A.C. Therefore, the Vendor Performance Tracking through MFMP does not need to be completed and Site Managers should disregard this email.

	Fri 1/12/2018 10:10 PM					
V	vendorperformancetracking@myfloridamarketplace.com					
	Rate the Vendor					
То						
Retention Policy	5 Year Delete and Allow Recovery (5 years)	Expires 1/11/2023				
You are desig	gnated as the requester or MFMP Contract contact on one or more recently comple	ted MyFloridaMarketPlace transactions				
To access a V	/endor Performance Rating (VPT) you can take the following steps:					
* 1						
* Click	Manage					
* Choo	ose Vendor Performance					
* Click	"Submit Pending Vendor Ratings"					
Submitting the submit	Submitting the Vendor Performance Rating is optional, but is greatly encouraged to support vendor performance management and informed vendor selection for future business. You have 30 days to submit your Vendor Performance Rating for this transaction, after which the rating request will be purged.					
This is an aut	This is an auto-generated email message. Please do NOT reply to this email.					
If you have any questions regarding this email or Vendor Performance Tracking, please use the links provided below for general information and FAQ's:						
Vendor Perfo	ormance Tracking Fact Sheet and FAQs: http://www.dms.myflorida.com/agencycus	tomer/vpt				
Thank you for addressing this matter promptly.						