**Mobile Communication Services (MCS)**

**MyFloridaMarketPlace (MFMP) Ordering Instructions**

Agencies should process purchases from Mobile Communication Services (MCS) contracts through MyFloridaMarketPlace (MFMP) as a purchase order. The different MCS vendors have implemented two different types of catalogs within MFMP to facilitate easy use by agencies when processes orders. AT&T has implemented a punchout catalog which is a vendor-maintained site, integrated into MFMP. T-Mobile and Verizon have implemented line-item catalogs which are loaded as MFMP line items and allows the requester to compare the same item offered by both vendors. Both the line item and punchout catalogs pre-populate certain information for the requester such as line-item description, vendor, contract number and price. This reduces the entry required by the requester and, in some agencies, allows you to use a shorter MFMP approval flow. All three vendors support non-catalog orders as well.

Below are the specific instructions on ordering from each MCS vendor:

**AT&T Ordering Process:**

AT&T customers will need to provide the following when ordering through MFMP:

**All orders –**

* FAN (Foundation Account Number)
* BAN (Billing Account Number)
* PPU Address (Primary Place of Use Address) - This is used to determine area code when
* a new number is provisioned.
* Desired device
  + Device make, model and color ie. iPhone 14 256GB Black
* Desired rate plans and features
* Shipping address

Additional info needed for upgrades

* Mobile Number

Additional info needed for ports

* Mobile number
* Company name
* Authorization name
* Carrier
* Old account number
* Password/PIN
* Billing address
  + For Ports, ensure that the Billing Account Name/Company Name and Address are spelled exactly as it appears on previous carrier’s invoices; including any typos, misspellings and/or abbreviations.

**Punch-out Catalog Ordering for up to 5 Lines:**

1. Log into MFMP and create a requisition
2. Search for and select the AT&T Contract which initiates the punch-out catalog
3. Choose your agency from the list
4. From your agency’s Store Front (associated with your FAN), select from the following menu
5. Buy new service/new phone number w/ device
6. Transfer number from another service provider
7. Set up new service on a device you already have
8. Upgrade phone/device
9. Choose appropriate plan or device
10. Review the order and then click submit for Premier approval
11. From the next page, click “Submit” for final Premier approval. You are then returned to the MFMP requisition with line items added.
12. Complete the required MFMP fields and submit the requisition.
13. The requisition is routed in MFMP for approval and once finally approved a purchase order (PO) is sent to the vendor for fulfillment.

**Non-Catalog Bulk Order Option (6 or more lines):**

1. Complete the bulk order form (available on the DMS website) and forward to account team. Account team verifies the form is complete, adds MCS contract appropriate pricing then sends back to the customer for submittal to AT&T through MFMP.
2. Create a non-catalog requisition in MFMP and attach the bulk order form
3. Complete the required MFMP fields and submit the requisition.
4. The requisition is routed in MFMP for approval and once finally approved a purchase order (PO) is sent to the vendor for fulfillment.

**T-Mobile Ordering Process:**

* T-Mobile customers will need to provide the following on their MFMP orders:
* Account Number
* Account Name
* Shipping Address
  + Attention To
* New Activation/Port or Upgrade:
  + Device
  + Quantity
  + Rate plan
* Price-2yr or SRP
* PTN (Personal Telephone Number) for Upgrades
  + Requestor Name
  + Requestor Email
  + Requestor Phone

**T-Mobile Line-Item Catalog Ordering:**

1. Log into MFMP and create a requisition
2. Search for line items from the catalog search page using the name of the item, the name of the vendor, the contract number, etc.
3. You can compare similar items from different vendors who also have a line-item catalog.
4. Once you find the item you would like to purchase, enter your quantity and click “Add to Cart.”
5. Complete the required MFMP fields and submit the requisition.
6. The requisition is routed in MFMP for approval and once finally approved a purchase order (PO) is sent to the vendor for fulfillment.

**Verizon Ordering Process:**

Verizon customers will need to provide the following on their MFMP orders:

**Existing Customer:**

* SPOC (Single Point of Contact) Name-Contact Name and email address of order approver
* Lines of service requested
* If porting-other service provider acct #, passcode (required), and name as it appears on the bill
* Equipment Desired, Quantity, preferred area code, primary place of use (PPU), Price of equipment
* ESN if customer provided
* Calling plan desired and per month charge
* Accessories, quantity, and price
* Features
* Username
* Acct Number
* Shipping Address and Attention to
* Method of payment-If paying by P-Card please list your name and phone # so we can call you to get the info (Do not put card number in email)

**New Customer:**

* SPOC (Single Point of Contact) Name-Contact Name and email address of order approver
* Lines of service requested
* If porting-other service provider acct #, passcode (required), and name as it appears on the bill
* Equipment Desired, Quantity, preferred area code, primary place of use (PPU), Price of 4 equipment
* ESN if customer provided
* Calling plan desired and per month charge
* Accessories, quantity, and price
* Features
* User Name
* Shipping Address and Attention to
* Method of payment-If paying by P-Card please list your name and phone # so we can call you to get the info (Do not put card number in email)

**Verizon Line-Item Catalog Ordering:**

1. Log into MFMP and create a requisition
2. Search for line items from the catalog search page using the name of the item, the name of the vendor, the contract number, etc.
3. You can compare similar items from different vendors who also have a line item catalog.
4. Once you find the item you would like to purchase, enter your quantity and click “Add to Cart.”
5. Complete the required MFMP fields and submit the requisition. 6. The requisition is routed in MFMP for approval and once finally approved a purchase order (PO) is sent to the vendor for fulfillment.

**Follow the steps below to create Non-Catalog requests in MyFloridaMarketPlace (MFMP):**

The new Mobile Communication Services (MCS) contract numbers are as follows:

* AT&T - DMS-19/20-006A
* T-Mobile - DMS-19/20-006B
* Verizon - DMS-19/20-006C

1. Contact one of the vendors on contract to obtain updated State of Florida contract pricing for products and/or product configurations
2. Log into MyFloridaMarketPlace
3. Create a requisition
4. Click on the “Create Non-Catalog Item” button
5. In the field titled “Full Description”, type in “Mobile Communication Services order (MCS)”
6. In the field titled “Commodity Code”, click on the drop down, select ‘Search for more’ and search for the appropriate code.
7. In the field titled “Vendor Location”, click on the drop down, select ‘Search for more’, and then search for the supplier and location noted above.
8. For Method of Procurement, select “C – alternate contract source...”
9. For State Contract ID, search for and choose the appropriate contract number from the three provided above. Search by inputting DMS in the name field and it pulls up all three State Contract IDs.
10. In the field titled “Quantity”, type “1” as the quantity of your order
11. In the field titled “Unit of Measure”, leave the default EACH
12. In the field titled “Price”, type in the total price as provided by the vendor’s quote with FL pricing
13. Complete all other appropriate information on this page and click OK
14. Complete the Shipping and Accounting screens appropriately
15. Within the Comments section, in the “Comments – Entire Requisition” comments box, type in the following “See attached quote #xxxxx”
16. Click Add Attachment, browse for the saved quote on your computer, select it, and click OK
17. Continue your order placement process and submit your Requisition

**Contact Information**

**For assistance in using MyFloridaMarketPlace (MFMP), please contact the MFMP Customer Service Desk at:**

MyFloridaMarketPlace Help Desk

Toll Free Number: 1-866-352-3776

Email: [buyerhelp@myfloridamarketplace.com](mailto:buyerhelp@myfloridamarketplace.com)

**For assistance in using Communications Service Authorization and Billing System (CSAB), please contact the DMS DivTel SUNCOM Help Desk at:**

SUNCOM Help Desk Toll Free Number: 1-888-4SUNCOM or 1-888-478-6266

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