

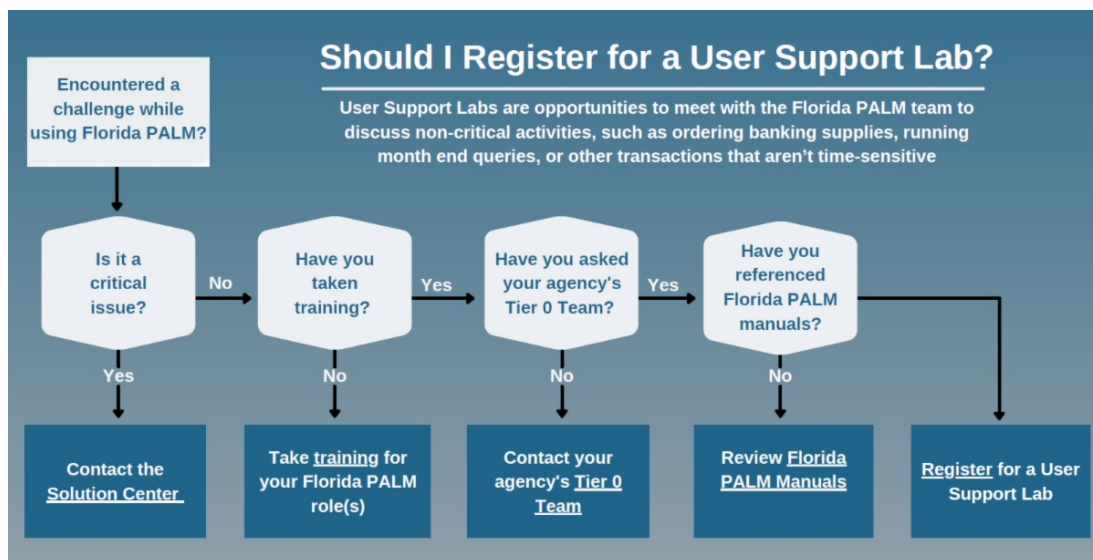
Hello, you are receiving this information as your organization's Agency Liaison for Florida PALM. The Florida PALM Team will be sharing Project information with you on a regular basis. Please make sure this information is shared within your organization as appropriate (e.g., newsletters, targeted communications, meetings). The channel and timing of message dissemination up to you, however, it may be helpful to distribute different components of the message throughout the quarter.

Agency Lessons Learned

Florida PALM has officially launched! This is Florida PALM's first wave, but it is not the last. As an agency, we want to strive to make transitions as smooth as possible for everyone. Discussing lessons learned is a good way for us to evaluate what went well and what can be improved for future implementations. This is a time for self-reflection for our agency, as well as an opportunity to share feedback with the Florida PALM Project team. A Master Readiness Workplan task will be sent in July to help us conduct a lessons learned session. We encourage you to set time aside for your team to conduct a CMS Wave Lessons Learned exercise. Share your results with our Agency Liaison who in turn will share with the Project team. We want to hear your thoughts and about your experiences!

User Support Labs

User Support Labs (USL) began on July 13. If you need help performing cash management functions in Florida PALM, we have an opportunity to work with the Florida PALM Team through in-person USL sessions. This is **not** training, but an opportunity for us to receive assistance for non-critical business functions. End users should first work with our agency Tier 0 Support Team. Information on how to register for a session can be found on the [User Support Page](#) on the Florida PALM website.



Known Issues

As with most technology implementations, at the time of launch there may be unresolved system issues that have temporary fixes. The Florida PALM team created a list of [Known Issues](#) and shared it with us. The Florida PALM Team will update this list frequently with newly identified issues and remove issues that have been resolved. Stay up-to-date on what has been added, resolved, or is outstanding by reviewing the Known Issues list. If

you encounter one of these issues in Florida PALM, you do not need to contact our Tier 0 Support Team or the Florida PALM Solution Center.

Posters are Back!

Together, we are celebrating a successful launch. Thank you for your diligence hard work and commitment over the past few years. This is a significant achievement for our State and you were an important part of it! A Launch poster will be delivered to our agency and you can print your own [11 x 17 paper copy](#) of the image to hang in your office.



User Support Page

Did you know the Florida PALM website has a User Support Page full of resources to help us navigate Florida PALM? You can find useful reference information on this page such as a list of our Tier 0 Support Team, Manuals and Job Aids, helpful links, and so much more. Make sure to visit the [User Support Page](#) on the Florida PALM website if you have any questions while using Florida PALM!

Florida PALM Solution Center

The Florida PALM Solution Center is live and ready to take your calls! The Solution Center Agents will help us resolve questions/technical problems our Tier 0 Support Team may be unable to resolve. They are open Monday through Friday (except on State of Florida holidays) from 8:00 am – 5:00 pm, EST. Remember to first contact our Tier 0 Support Team and visit the Florida PALM User Support Page **before** contacting the Florida PALM Solution Center. You can reach them through email (FLPALM_Solutions@myfloridacfo.com) or by calling 1-877-FLA-PALM (1-877-352-7256). When you reach out to the Florida PALM Solution Center, make sure you have information ready to help identify your issues, such as screenshots of errors, exact navigation page, and anything else that may be helpful.



If you have feedback or questions about these topics or anything else, please contact our [Agency Liaison](#).

Thank you,

Florida PALM Project
Florida Department of Financial Services

Website: www.myfloridacfo.com/FloridaPALM



[Download](#) CFO Patronis' Hurricane Financial Preparedness Toolkit



Please note that Florida has a broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure. The information contained in this message and any accompanying attachments may contain privileged, private, and/or confidential information protected by state and federal law. If you have received this information in error, please notify the sender immediately and destroy the information.