

To: All State Agencies
From: Katie-Faith Stone, Fiscal Director 1, Supplier Maintenance
Date: January 23, 2026
Subject: Announcing Supplier Maintenance CRM in Edison

Supplier Maintenance (SM) is excited to announce the implementation of the Customer Relationship Management (CRM) system within Edison. This case-based platform will enable agencies to submit Supplier Update Forms and inquiries directly to Supplier Maintenance through Edison.

Effective Monday, February 9, 2026, the CRM will be the required method for agencies to submit all supplier updates (non-banking) and inquiries. Beginning on this date, SM will no longer accept forms or inquiries through the centralized email inbox (Supplier.Maintenance@tn.gov).

Key benefits of the CRM include:

- **Real-time visibility** into the status of supplier updates and inquiries
- **Access to historical information** for each submitted case
- **Automated resolution notifications** delivered via email

In addition, effective Monday, February 9, 2026, Suppliers will **no longer** be able to submit supplier updates (non-banking) directly to Supplier Maintenance. All requests to update supplier files must be routed through the agency using the Supplier Update Form. This process ensures that agencies remain informed about changes requested by suppliers with which the agency works and provides an opportunity to verify the legitimacy of those requests. Doing so helps facilitate timely and accurate payments.

Be on the lookout for more information on the upcoming training session showcasing the new platform and the instructional manual covering CRM navigation and functionality.