

State of Tennessee



Supplier Work Order Invoice Entry

for the

State of Tennessee

Date: 03/31/2021

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Section 1 – Introduction to Direct Invoicing for Suppliers

As an alternative to sending an invoice to VAM staff to create a work order/PO/voucher in order to get paid, suppliers now have the ability to log into the Edison Supplier Portal and create the work orders from the invoice directly. (*You must first be registered as an active supplier with the State of Tennessee and have the appropriate security prior to starting invoice entry.)

Prior to creating a work order on the Supplier Portal, the supplier must first do the following steps:

- Ensure you are an active supplier with the State of Tennessee.
- Create a user account on the Supplier Portal.
- Receive a TN@ username and temporary password via email after creating a supplier account.
- Follow up with the appropriate VAM personnel to give them the TN@ username that was received.
- VAM will submit a form to request to add additional security so you are able to create the work orders from the invoice on the Supplier Portal.
- VAM will notify you when this additional security has been completed and invoice entry can begin.

For additional assistance:

- For assistance registering to do business with the State of Tennessee or how to create a Supplier Portal user account, visit the Central Procurement Office (CPO) website:
<https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/supplier-information.html>
- For assistance with issues logging into the Supplier Portal (i.e. passwords or locked account), contact the Edison Help Desk at: 615-741-HELP.
 - **NOTE: There could be a longer than desired wait time to speak with a representative, so please attempt to reset your password first by using the Forgot Your Password link. If the attempt fails, then call the help desk and someone will assist you.*
- For assistance with supplier information, contact Supplier Maintenance at 615-741-9745 or Supplier.Maintenance@tn.gov
- For assistance with entering invoices on the Supplier portal, contact VAM:
 - Russell Winston
 - Phone: 615-253-4480
 - Email: Russell.Winston@tn.gov
 - Erin Haywood
 - Phone: 615-741-6598
 - Email: Erin.Haywood@tn.gov
 - John Lawrence (*unavailable until May 2021)
 - Phone: 615-532-8923
 - Email: John.Lawrence@tn.gov

Section 2 – Getting Started

After ensuring all required supplier information has been submitted and approved, but before work order entry from invoices can begin, you will need to create a new user account on the Supplier Portal and get logged in.

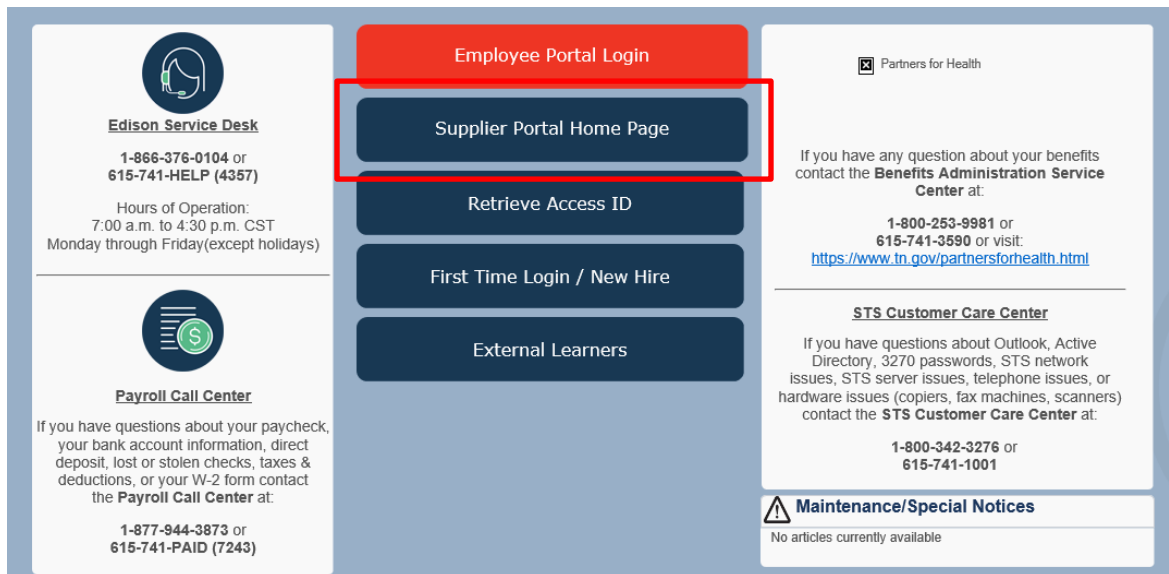
In the pages to follow, you will learn how to do the following:

1. Create a User Account on the Supplier Portal
2. Logging into the Supplier Portal for the First Time

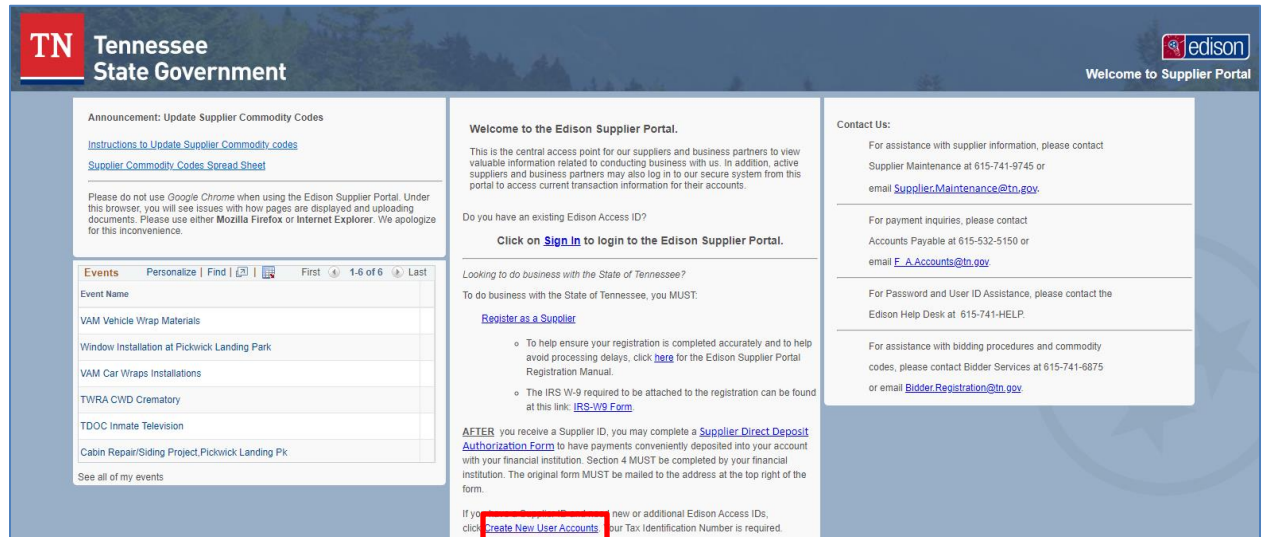
Create a User Account on the Supplier Portal

Prior to entering invoices, you must first establish a username and password for the Supplier Portal.


1. Log into the Supplier Portal by navigating to www.edison.tn.gov and clicking on the Supplier Portal Home Page.



2. On the Supplier Portal home page, click on the Create New User Accounts link.



3. On the Register New User Accounts page, Supplier List Section, enter your 10-digit Supplier ID and your Tax Identification Number (TIN).




Register New User Accounts

To create a new user, please fill in the information below. Once you have completed the required information, click the "Submit" button to submit your registration for consideration. You will receive an email confirmation shortly after submittal.

If you have any questions or feedback on the registration process, please contact Supplier Maintenance: 615-741-9745 or by email at Supplier.Maintenance@tn.gov.


Authentication

Supplier List

*Supplier ID	Tax Identification Number	
0000012345	0000000000	

[Forgot your Supplier ID?](#)

4. In the User Account Information section, enter the following:
 - Requested User ID – this will be used as your personal login to the Supplier Portal. It must start with TN@ followed by the desired login.
 - Description – this is not required but is helpful for VAM to identify you as a supplier.
 - Email ID – this is the email address for this specific User ID. This email will be used for password resets and as a point of security authorization when calling regarding any issues with your account.
 - Language Code – this defaults to English but can be changed as needed.
 - Time Zone – this is not required but West and Middle Tennessee would choose 'CST' and East Tennessee would choose 'EST'.
 - Current Code – this defaults to USD; this can be left as is.



TN Tennessee State Government

User Account Information ?

* Requested User ID	<input type="text" value="TN@DISUPPLIERS"/>
Description	<input type="text" value="DI Suppliers"/>
* Email ID	<input type="text" value="DISuppliers@gmail.com"/>
Language Code	<input type="text" value="English"/>
Time Zone	<input type="text" value="CST"/>
Currency Code	<input type="text" value="USD"/>

5. In the Terms and Conditions section, check the box to accept the Terms of Agreement. Click the Submit button.

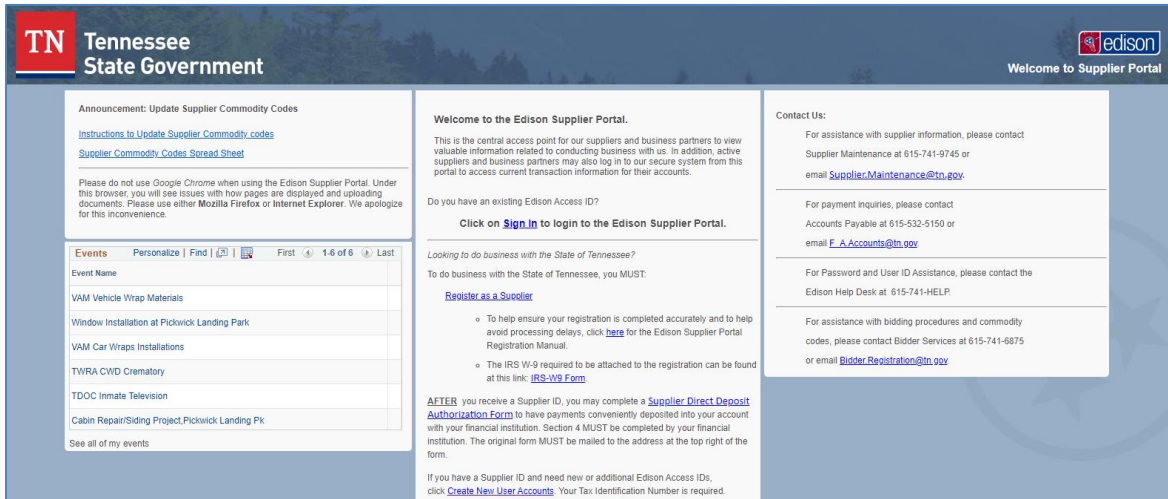
Terms and Conditions

Make sure you read terms of agreement fully before submitting your registration.

☒ Select to accept the Terms of Agreement below.

[Terms of Agreement](#)

6. After clicking Submit, you will be returned to the Supplier Portal home page.



TN Tennessee State Government

Welcome to Supplier Portal

Announcement: Update Supplier Commodity Codes
[Instructions to Update Supplier Commodity Codes](#)
[Supplier Commodity Codes Spread Sheet](#)

Please do not use Google Chrome when using the Edison Supplier Portal. Under this browser, you will see issues with how pages are displayed and uploading documents. Please use either Mozilla Firefox or Internet Explorer. We apologize for this inconvenience.

Events Personalize | Find | 20 | First 1-6 of 6 Last

Event Name
VAM Vehicle Wrap Materials
Window Installation at Pickwick Landing Park
VAM Car Wraps Installations
TWRA CWD Crematory
TDOC Inmate Television
Cabin Repair/Siding Project, Pickwick Landing Pk

See all of my events

Welcome to the Edison Supplier Portal.
 This is the central access point for our suppliers and business partners to view valuable information related to conducting business with us. In addition, active suppliers and business partners may also log in to our secure system from this portal to access current transaction information for their accounts.

Do you have an existing Edison Access ID?
 Click on [Sign In](#) to login to the Edison Supplier Portal.

Looking to do business with the State of Tennessee?
 To do business with the State of Tennessee, you MUST:
[Register as a Supplier](#)

- To help ensure your registration is completed accurately and to help avoid processing delays, click [here](#) for the Edison Supplier Portal Registration Manual.
- The IRS W-9 required to be attached to the registration can be found at this link: [IRS-W9 Form](#)

AFTER you receive a Supplier ID, you may complete a [Supplier Direct Deposit Authorization Form](#) to have payments conveniently deposited into your account with your financial institution. Section 4 MUST be completed by your financial institution. The original form MUST be mailed to the address at the top right of the form.

If you have a Supplier ID and need new or additional Edison Access IDs, click [Create New User Accounts](#). Your Tax Identification Number is required.

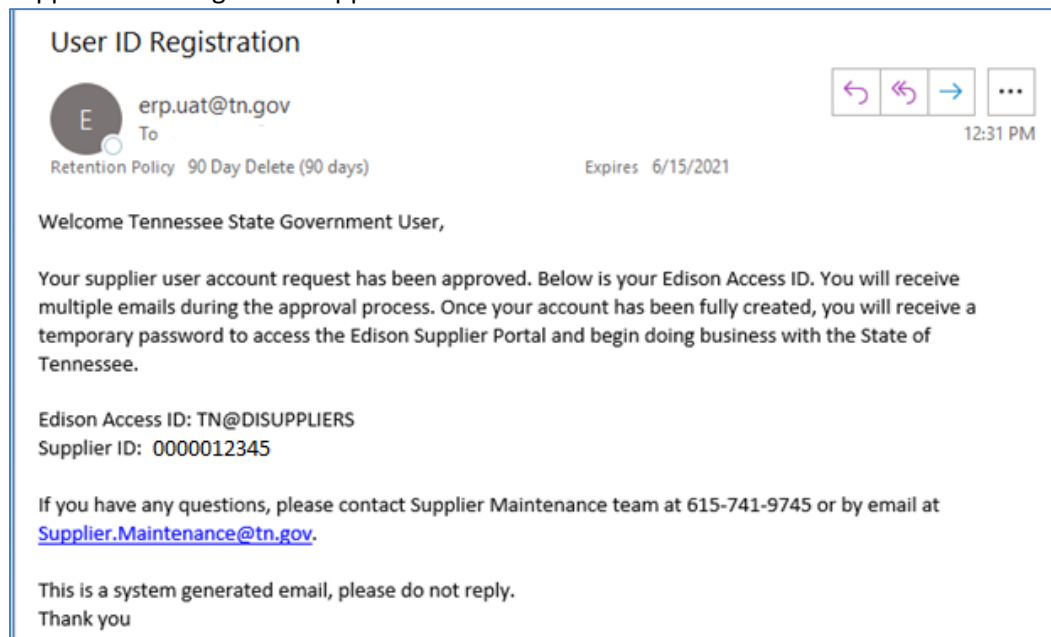
Contact Us:
 For assistance with supplier information, please contact Supplier Maintenance at 615-741-9745 or email Supplier.Maintenance@tn.gov.

For payment inquiries, please contact Accounts Payable at 615-532-5150 or email F.A.Accounts@tn.gov.


For Password and User ID Assistance, please contact the Edison Help Desk at 615-741-HELP.

For assistance with bidding procedures and commodity codes, please contact Bidder Services at 615-741-5875 or email Bidder.Registration@tn.gov.

7. Within minutes, you should receive 3 emails from erp.prd@tn.gov.
 1. User ID Registration - showing your account request has been approved and it lists your Supplier Portal login and Supplier ID.



User ID Registration

 **erp.uat@tn.gov**
 To
 Retention Policy 90 Day Delete (90 days) Expires 6/15/2021

Welcome Tennessee State Government User,

Your supplier user account request has been approved. Below is your Edison Access ID. You will receive multiple emails during the approval process. Once your account has been fully created, you will receive a temporary password to access the Edison Supplier Portal and begin doing business with the State of Tennessee.


Edison Access ID: TN@DISUPPLIERS
 Supplier ID: 0000012345

If you have any questions, please contact Supplier Maintenance team at 615-741-9745 or by email at Supplier.Maintenance@tn.gov.

This is a system generated email, please do not reply.
 Thank you

2. New User Account Creation – states that your user account has been successfully created and it lists your Supplier ID/Name and Supplier Portal login.

New User Account Creation



erp.uat@tn.gov

To

Retention Policy 90 Day Delete (90 days)

Expires 6/15/2021

12:31 PM

Welcome Tennessee State Government User,

A user profile has been created for you in the Edison Supplier Portal. The Supplier Portal is a self-service module that provides prospective suppliers with important information about how to go about doing business with the state and provides suppliers access to view the real-time status of their purchase orders, invoices and payment information.

Your Edison Access ID is provided below and your Edison Temporary Password will be sent in a separate email.

Supplier Name: DI Suppliers
Supplier ID: 0000012345
Edison Access ID: TN@DISUPPLIERS


If you have any questions, please contact Supplier Maintenance at 615-741-9745 or email Supplier.Maintenance@tn.gov.

This is a system generated email, please do not reply.

Thank you.

- Edison Login Information – states that a temporary password has been setup for your Supplier Portal login.

[Secure Email] – Edison Login Information for DI Suppliers



erp.uat@tn.gov

To

Retention Policy 90 Day Delete (90 days)

Expires 6/15/2021

Wed 3/17/2021 12:36 PM

Your Edison Access ID and Temporary Password have been established:

Name: DI Suppliers
Edison Access ID: TN@DISUPPLIERS
Edison Temporary Password: bV7\dovs

Please type in your Edison Access ID along with the Edison Temporary password above. Once you have entered the temporary password, you will be prompted to setup a new password that you will use to log into Edison. You will also be required to set up a secure profile. Please login and change your password as soon as possible. If you have questions on changing your password, instructions are located at: [Identity and Access Reference Guide](#). The Edison Welcome Packet and other helpful documents are available in Edison on the Training Work Center at: Training>Self Service Training>Getting Started in Edison.

External Agency Learners:
Please use the login information in this message to access the system at the URL provided below. Click here to change your password: <https://www.edison.tn.gov>

Suppliers:
If you registered to become a supplier for the State of Tennessee, please consider this email confirmation and approval of your application. Please use the login information in this message to access the system at the URL provided below.

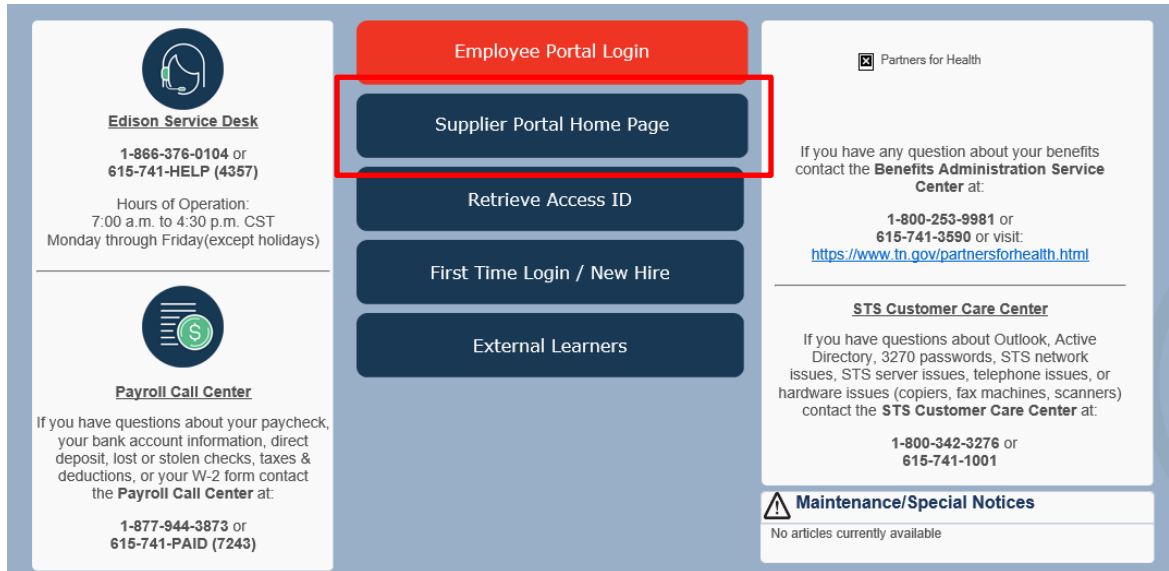
Click here to change your password: <https://www.edison.tn.gov>

If you need assistance with changing your password, please contact:
For Suppliers and External Agency Learners:
Edison Help Desk
7:00 a.m. - 4:30 p.m. CT

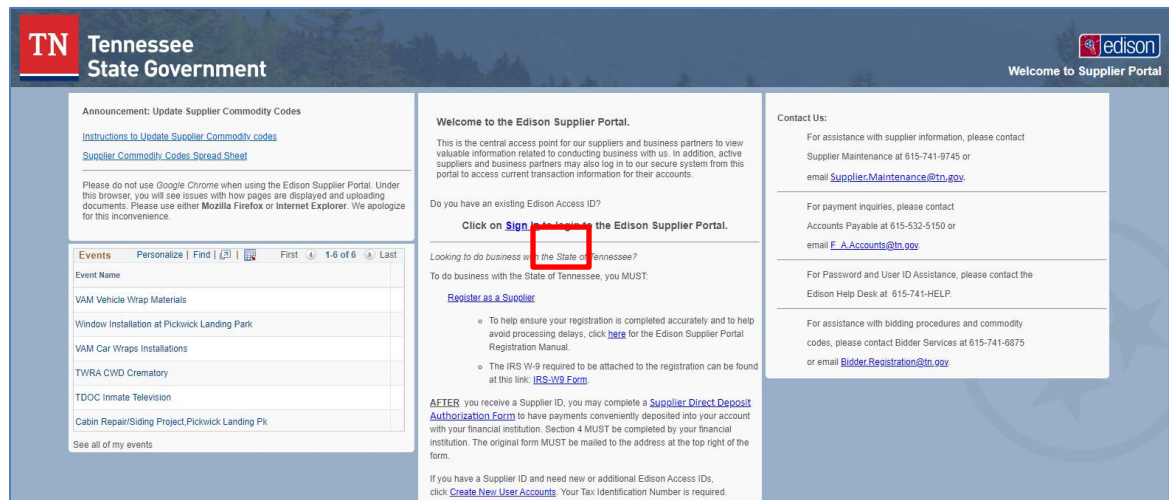
Logging into the Supplier Portal for the First Time

After receiving your emails from erp.prd@tn.gov with your TN@ user name and temporary password, you can now log into the Supplier Portal and change your password.

1. Log into the Supplier Portal by navigating to www.edison.tn.gov and clicking on the Supplier Portal Home Page.



2. On the Supplier Portal home page, click on the Sign In link.



3. In the Access ID field, enter your TN@ login listed in the emails.



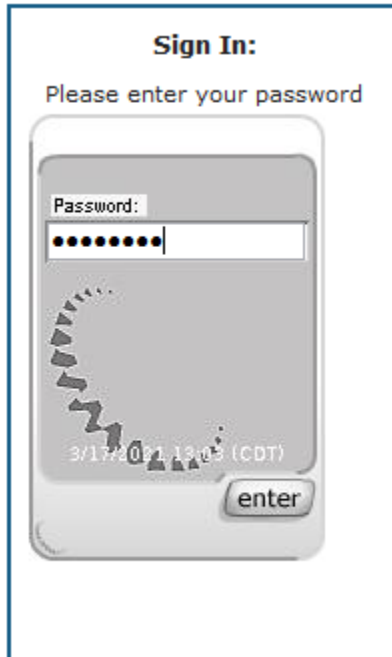
Sign In:

Enter your Access ID.

Access ID:

[Where do I enter my password?](#)

- Click Continue; enter temporary password from the email received and click the Enter button.



Sign In:

Please enter your password

Password:

3/17/2021 13:03 (CDT)


- You will be prompted to reset your password.

Reset Your Password

Please enter your current/temporary password and new password twice below.

A valid password must meet all of the following conditions:

- Password must not contain the following character(s): & , < > ^ % ~ ' " ` @ .
- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must not be longer than 32 character(s).
- Password must contain at least 2 alphabetic character(s).
- Password must be at least 8 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 special character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must not be one of 12 previous passwords.
- Password must not match or contain user ID.

Current/Temporary Password	click to enter	
New Password	click to enter	
Confirm New Password	click to enter	

After confirming your new password, please **ONLY HIT ENTER ONCE** as there is a slight delay while processing your new password.


6. For the section highlighted above, Current/Temporary Password, enter the temporary password received in the email again.

Reset Your Password

Please enter your current/temporary password and new password twice below.

A valid password must meet all of the following conditions:

- Password must not contain the following character(s): & , < > " % ' ~ " " @ .
- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must not be longer than 32 character(s).
- Password must contain at least 2 alphabetic character(s).
- Password must be at least 8 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 special character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must not be one of 12 previous passwords.
- Password must not match or contain user ID.

Current/Temporary Password	click to enter	
New Password	click to enter	
Confirm New Password	click to enter	

After confirming your new password, please **ONLY HIT ENTER ONCE** as there is a slight delay while processing your new password.

- Click the Enter button. The first step now shows Completed and the New Password field is highlighted.

Reset Your Password

Please enter your current/temporary password and new password twice below.

A valid password must meet all of the following conditions:

- Password must not contain the following character(s): & , < > ^ % ~ ' " ` @ .
- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must not be longer than 32 character(s).
- Password must contain at least 2 alphabetic character(s).
- Password must be at least 8 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 special character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must not be one of 12 previous passwords.
- Password must not match or contain user ID.

Current/Temporary Password

New Password


Confirm New Password

Completed

click to enter

click to enter

Password:


 3/17/2021 13:04 (CDT)

enter

After confirming your new password, please ONLY HIT ENTER ONCE as there is a slight delay while processing your new password.

- Enter the desired password; it must meet the conditions listed at the top of the Reset Your Password page.

Reset Your Password

Please enter your current/temporary password and new password twice below.


A valid password must meet all of the following conditions:

- Password must not contain the following character(s): & , < > ^ % ~ ' " ` @ .
- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must not be longer than 32 character(s).
- Password must contain at least 2 alphabetic character(s).
- Password must be at least 8 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 special character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must not be one of 12 previous passwords.
- Password must not match or contain user ID.

Current/Temporary Password Completed

New Password click to enter

Confirm New Password click to enter



After confirming your new password, please ONLY HIT ENTER ONCE as there is a slight delay while processing your new password.

- Click the Enter button. The second step now shows Completed and the Confirm New Password field is highlighted.


Reset Your Password

Please enter your current/temporary password and new password twice below.

A valid password must meet all of the following conditions:

- Password must not contain the following character(s): & , < > ^ % ~ ' " ` @ .
- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must not be longer than 32 character(s).
- Password must contain at least 2 alphabetic character(s).
- Password must be at least 8 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 special character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must not be one of 12 previous passwords.
- Password must not match or contain user ID.

Current/Temporary Password	Completed
New Password	Completed
Confirm New Password	click to enter



After confirming your new password, please **ONLY HIT ENTER ONCE** as there is a slight delay while processing your new password.

10. Re-enter your new password typed in the step above.


Reset Your Password

Please enter your current/temporary password and new password twice below.

A valid password must meet all of the following conditions:

- Password must not contain the following character(s): & , < > ^ % ~ ' " " @ .
- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must not be longer than 32 character(s).
- Password must contain at least 2 alphabetic character(s).
- Password must be at least 8 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 special character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must not be one of 12 previous passwords.
- Password must not match or contain user ID.

Current/Temporary Password	Completed
New Password	Completed
Confirm New Password	click to enter



Password:

3/17/2021 13:04 (CDT)

enter

After confirming your new password, please ONLY HIT ENTER ONCE as there is a slight delay while processing your new password.


11. Click the Enter button. All steps now show Completed and the password is processing. **NOTE: Passwords are set to expire every 90 days; if yours has expired, you will automatically be redirected to this Reset Your Password page.*

Reset Your Password


Please enter your current/temporary password and new password twice below.

A valid password must meet all of the following conditions:

- Password must not contain the following character(s): & , < > ^ % ~ ' " ` @ .
- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must not be longer than 32 character(s).
- Password must contain at least 2 alphabetic character(s).
- Password must be at least 8 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 special character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must not be one of 12 previous passwords.
- Password must not match or contain user ID.

Current/Temporary Password	Completed	
New Password	Completed	
Confirm New Password	Completed	

After confirming your new password, please **ONLY HIT ENTER ONCE** as there is a slight delay while processing your new password.



Processing...

12. After a successful password reset, you will need to complete setting up your security profile. Click the Continue button.

Setting up your Security Profile

Over the next few pages you will be required to set up your security profile. Please take a moment to familiarize yourself with this information before proceeding. Once completed, your security profile will add new layers of security to your account by helping us verify you as a trusted user and help you identify us as a trusted site. After you review this information, please click Continue to get started.

Security Image and Phrase

The security image and phrase feature will help ensure that you are entering your password on a trusted site. You will be required to select an image of your choice, which includes an associated security phrase and the current date and time.

One-Time Password

The one-time password feature will send a temporary password to an email address of your choice when security risk levels are high or if you forgot your password. The email address may be a work or personal address.

Please click Continue to set up your security profile. Continue

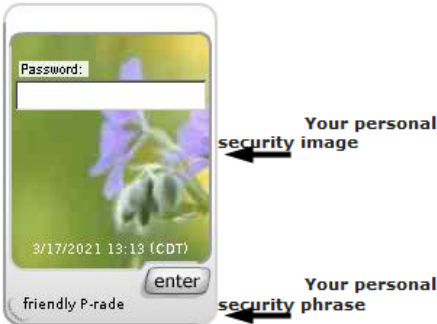
13. Selecting your Security Image and Phase – this page displays a picture and phrase that is specific to your account and will be on your Password login screen. If you want to change the picture, click the Change your image and phrase link, otherwise click the Continue button.

Selecting your Security Image and Phrase

The security image and phrase feature is used to ensure that you are entering your password on our official site. The image below is your currently selected security image and phrase where you will enter your password when logging into Edison in the future. To select a different image, which includes an auto-generated phrase, please click Change your image and phrase until you find an image and phrase you like. Once selected, please click Continue to proceed.

Note:

Please remember to never enter your password when logging into Edison unless you see your personalized image and phrase with a current freshness date.



[Learn more about your personalized security image and phrase](#)

[Change your image and phrase](#)

14. The One-Time Password Registration page is used to list the email address that will be used for the Forgot My Password link. When this functionality is used, a one-time code will be sent to this email address in order to reset your Supplier Portal password.

One-Time Password Registration

Please enter your email address. If you forget your password in the future or if high risk security levels are exceeded, a one-time password can be sent to you by email to verify you as a trusted user. The email address may be a work or personal address. The email address must be unique, valid, and only accessible by you.

Email Address

☐ I consent for the State of Tennessee to send a one-time password to the above email address. I acknowledge that the email address is unique, valid, and only accessible by me. I assume the responsibility to protect any login credentials in order to maintain them in the strictest of confidence.

I acknowledge that not providing an email address will cause a delay in gaining access to Edison if situations arise in the future that require verification by one-time password.

Box must be checked before continuing. *

15. Enter the email address, check the consent checkbox, and click the Continue button.

Email Address *

☒ **I consent for the State of Tennessee to send a one-time password to the above email address. I acknowledge that the email address is unique, valid, and only accessible by me. I assume the responsibility to protect any login credentials in order to maintain them in the strictest of confidence.**

I acknowledge that not providing an email address will cause a delay in gaining access to Edison if situations arise in the future that require verification by one-time password.

Box must be checked before continuing. *

One-Time Password Registration

Please enter your email address. If you forget your password in the future or if high risk security levels are exceeded, a one-time password can be sent to you by email to verify you as a trusted user. The email address may be a work or personal address. The email address must be unique, valid, and only accessible by you.

If you decline to enter an email address, we will be unable to send you a one-time password in the future, which could cause a delay in gaining access to Edison. You will have the ability to add a one-time password email address in the future if one is not provided at this time. It is highly recommended to provide an email address.

Email Address *


☒ **I consent for the State of Tennessee to send a one-time password to the above email address. I acknowledge that the email address is unique, valid, and only accessible by me. I assume the responsibility to protect any login credentials in order to maintain them in the strictest of confidence.**

I acknowledge that not providing an email address will cause a delay in gaining access to Edison if situations arise in the future that require verification by one-time password.

Box must be checked before continuing. *

[Continue](#)

16. The Acceptable Use Policy for the State of Tennessee displays. Read through it and click the Consent check box at the bottom and the I agree box.



STATE OF TENNESSEE

Acceptable Use Policy

State of Tennessee Information Technology Resources

Purpose:

The purpose of this policy is to outline the acceptable uses of State Information Technology (IT) resources for the State of Tennessee. The policy outlines the standards and constraints for acceptable use of State IT resources, regardless of hosting location, which means all equipment, networks, hardware, software, data, technical knowledge, expertise and other resources including, but not limited to, computing equipment, phones, end-user and application software and telecommunications equipment whether owned, leased or otherwise provided by the State. This policy is in place to protect both the users of State IT resources and the State of Tennessee. Inappropriate use exposes the State to many risks including non-compliance with local, state and federal laws, rules and policies, violation of contracts and licenses, and compromise of State IT resources.

Reference:

Tennessee Code Annotated, Section 4-3-5501, et seq., effective July 1, 2015.
Tennessee Code Annotated, Section 10-7-504(i), effective May 30, 2001.
Tennessee Code Annotated, Section 10-7-512, effective May 27, 1999.
Information Systems Council Policies.
State of Tennessee Security Policies.

Objectives:

- Ensure the confidentiality, integrity and availability of State IT resources that may be processed in any manner by the State or any agent of the State.
- Ensure proper usage of State IT resources.
- Ensure proper usage of State IT resources.
- Prevent access to State IT resources from unauthorized users or unauthorized access or unauthorized use.
- Inform users there is no expectation of or right to privacy in their use of State IT resources.
- Prevent individuals from using State IT resources to obtain anything of value to which those individuals are not entitled.
- Prevent individuals from wrongfully or improperly using or harming State IT resources.

Privacy Expectations

The State of Tennessee monitors State IT resources, including, but not limited to, real time monitoring. Users have no expectation of or right to privacy. All transactions and communications are examined by management for any reason including, but not limited to, security and/or employee conduct.

I acknowledge that I must adhere to this policy as a condition for receiving access to State of Tennessee IT resources.

I understand the violation or disregard of this policy may result in my loss of access and disciplinary action, up to and including termination of my employment, termination of my business relationship, and appropriate legal action, including possible prosecution under the provisions of the Tennessee Personal and Commercial Computer Act of 2003 as cited at Tennessee Code Annotated, § 39-14-601.

☒ I have read and agree to comply with the policy set forth herein.

17. A second Acceptable Use Policy page displays that is specific to Suppliers (a Non-Disclosure Agreement). Read through it and click the I agree box followed by the Save button.



STATE OF TENNESSEE

Acceptable Use Policy

Network Access Rights and Obligations

Nondisclosure Agreement ("Agreement"). By clicking below, you certify legal capacity to bind [the name of the entity], together with its affiliates, assigns, officers, directors, and employees, hereinafter referred to as "Company", to the terms of this Agreement and that the Company agrees that all material and information, regardless of form, medium or method of communication, provided to you by the State of Tennessee ("State") under this [Solicitation or Contract # or Caption] or acquired by you on behalf of the State shall be regarded as "Confidential Information." Confidential Information shall include, but not be limited to, all State information regarding electronic information processing systems, telecommunications systems, or other communications systems of the State, and shall also include: (A) Plans, security codes, passwords, combinations, or computer programs used to protect electronic information and government property; (B) Information that would identify those areas of structural or operational vulnerability that would permit unlawful disruption to, or interference with, the services provided by a governmental entity; (C) Information that could be used to disrupt, interfere with, or gain unauthorized access to electronic information or government property; and (D) the identity of a vendor that provides to the state goods and services used to protect: (i) electronic information processing systems; (ii) telecommunication and other communication systems; (iii) data storage systems; (iv) government employee information; or (v) citizen information.

Nothing in this Agreement shall permit the Company to disclose any Confidential Information, regardless of whether it has been disclosed or made available to Company due to intentional or negligent actions or inactions of agents of the State or third parties. Confidential Information shall not be disclosed except as required under state or federal law. To the fullest extent allowable under applicable law or regulation, the Company shall promptly notify the State and provide a reasonable opportunity to oppose any disclosure required under state or federal law. Strict standards of confidentiality of records and information shall be maintained in accordance with applicable state and federal law. Company shall take all necessary steps to safeguard the confidentiality of such material or information in conformance with applicable state and federal law.

The Company shall safeguard and hold in strict confidence such Confidential Information and prevent disclosure thereof to third parties, without the written consent of the State. The Company shall further restrict disclosure of such Confidential Information to only those employees who have a need to know and who have executed a nondisclosure agreement substantially similar to this Agreement.

Confidential Information delivered by the State to the Company shall be for the purpose of exploration of business opportunities involving the State and Company. No other use of the Confidential Information is granted without the written consent of the State. In the event the State gives its approval for the Company to disclose Confidential Information to a third party, the Company shall ensure that all such disclosures are marked with appropriate legends, the receiving third party enters into a non-disclosure agreement with terms at least as protective as those contained in this Agreement, and any other conditions reasonably required by the State in order to preserve the confidential nature of the information and the State's rights therein.

This Agreement is made effective as of the date set forth above and may thereafter be terminated by either party upon the giving of thirty (30) days written notice to the other party of its intention to terminate. Upon termination of this Agreement and the written request of the State, the Company shall promptly return to the State all materials and copies containing the Confidential Information. All obligations on the parties regarding protection of Confidential Information under this Agreement shall survive termination of the Agreement.

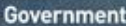
This Agreement shall not be construed as a teaming, joint venture or other such arrangement; rather, the parties agree that this Agreement is for the purpose of protecting Confidential Information only.


This Agreement shall be governed by and construed in accordance with the laws of the State of Tennessee. The Tennessee Claims Commission or the state or federal courts in Tennessee shall be the venue for all claims, disputes, or disagreements arising under this Agreement. The Company acknowledges and agrees that any rights, claims, or remedies against the State of Tennessee or its employees arising under this Agreement shall be subject to and limited to those rights and remedies available under Tenn. Code Ann. §§ 9-8-101 - 407.

Non Disclosure Agreement, please read before accepting.

☒ I Agree ☐ I Decline

18. You are now successfully logged into the Supplier Portal.





Welcome to Supplier Portal DI Suppliers

Welcome DI Suppliers

Announcement: Update Supplier Commodity Codes

[Instructions to Update Supplier Commodity codes](#)


[Supplier Commodity Codes Spread Sheet](#)

Please do not use Google Chrome when using the Edison Supplier Portal. Under this browser, you will see issues with how pages are displayed and uploading documents. Please use either Mozilla Firefox or Internet Explorer. We apologize for this inconvenience.

Contact Us:

For assistance with supplier information, please contact
 Supplier Maintenance at 615-741-9745 or
Supplier.Maintenance@tn.gov

For payment inquiries, please contact
 Accounts Payable at 615-532-6150 or
AP_Accounts@tn.gov



Welcome to the Edison Supplier Portal.

This is the central access point for our suppliers and business partners to view valuable information related to conducting business with us. In addition, active suppliers and business partners may also log in to our secure system from this portal to access contract transaction information for their accounts.

Statewide Contract Information Links:

- [Click Here to accept the acceptance use policy to view the Statewide Contract and Bid Catalogs](#)
- [Statewide Contract Line Details - Excel Download](#)

Procurement Agency Links:

- [Central Procurement Office](#)
- [RFP Links](#)
- [Tennessee Department of Transportation](#)
- [Tennessee Contract Information by Agency](#)
- [Supplier Community](#)

Events
Personalize | Feed |
First | 1 of 5 |

Event Name
Unit Vehicle Wrap Materials
Window Installation at Pinckney Landing Park
Unit Car Wraps Installation
TWRA Child Crematory
TDCC Remote Television

[See all of my events](#)

Section 3 – Work Order Management

Work Orders are created using the invoice information in order to track planned and unplanned maintenance for a state-owned vehicle.

In the pages to follow, you will learn how to do the following:

1. Create a Work Order from an Invoice
2. Create a Credit Work Order from an Invoice
3. View an Existing Work Order

Create a Work Order from an Invoice

Once maintenance is complete and the invoice is ready for processing, the invoice information can be entered into the work order on the Supplier Portal. *NOTE: You will not be able to create work orders until you are first notified by VAM staff that all your additional required security has been setup.

1. After logging into the Supplier Portal, navigate to the work order: Main Menu>Supplier>TN Supplier>Supplier Work Order.



Main Menu > Supplier > TN Supplier > Supplier Work Order

TN Tennessee State Government

Supplier Work Order

Enter any information you have and click Search. Leave fields blank for a list of all values.

Search for a Work Order Add a New Work Order

▼ Search Criteria

Business Unit = [dropdown] [text box] [magnifying glass]

Work Order ID begins with [dropdown] [text box] [magnifying glass]

Long Description begins with [dropdown] [text box]

Description begins with [dropdown] [text box] [magnifying glass]

Priority Code begins with [dropdown] [text box] [magnifying glass]

Service Group begins with [dropdown] [text box] [magnifying glass]

Work Order Type begins with [dropdown] [text box] [magnifying glass]

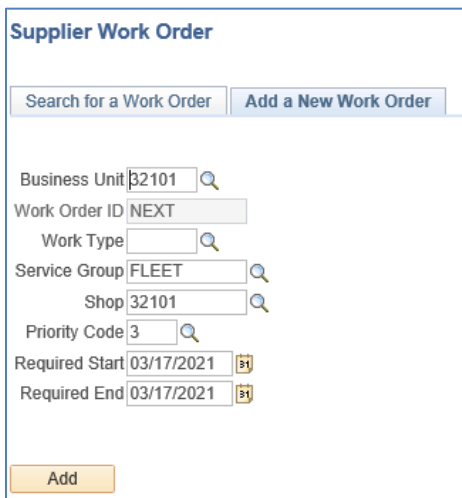
Work Order Status begins with [dropdown] [text box] [magnifying glass]

☐ Case Sensitive

Limit the number of results to (up to 300): [text box: 300]

Search Clear Basic Search [icon] Save Search Criteria

2. Click on the Add a New Work Order tab.



Supplier Work Order

Search for a Work Order Add a New Work Order

Business Unit [text box: 32101] [magnifying glass]

Work Order ID [text box: NEXT]

Work Type [text box] [magnifying glass]

Service Group [text box: FLEET] [magnifying glass]

Shop [text box: 32101] [magnifying glass]

Priority Code [text box: 3] [magnifying glass]

Required Start [text box: 03/17/2021] [calendar icon]


Required End [text box: 03/17/2021] [calendar icon]

Add


3. The Business Unit field should always default to 32101. If it does not, click on the lookup icon next to the field and select 32101 from the list.
4. The Work Order ID field should always be grayed out and display NEXT; when the work order is saved, the system will assign a 10-digit work order ID to it.
5. Click the lookup icon next to the Work Type field.


Supplier Work Order


Search for a Work Order Add a New Work Order


Business Unit 


Work Order ID


Work Type 

Service Group 

Shop 

Priority Code 


Required Start 

Required End 



6. Select the appropriate Work Type for the maintenance that was performed. **If any part of the maintenance was Preventive Maintenance, select PM.*

Look Up Work Type

SetID

Work Type 

Search Results

View 100 First  1-11 of 11  Last

Work Type	Description	Short Description
AG	Agency In-House Maint	Agcy IH
AI	Accident - Insurance	Acc/Ins
AN	Accident - No Insurance	Acc/No Ins
CR	Credit	Credit
EL	End of Lease	End Lease
HD	Hail Damage	Hail Dmg
PM	Preventive Maintenance	Preventive
RE	Recall	Recall
VA	Vandalism	Vandalism
VM	Maintenance	Maintenanc
WA	Warranty	Warranty

****Explanation of Work Types****

Work Type	Description	Example of Use
AG	Agency In-House Maint	*Not to be used by suppliers.
AI	Accident - Insurance	For any maintenance that involves an accident repair and is covered by insurance.
AN	Accident - No Insurance	For any maintenance that involves an accident repair and is not covered by insurance.
CR	Credit	For any maintenance related charges that resulted in a credit (i.e. core return or incorrect previous invoice entry).
EL	End of Lease	For any damage related charges that are associated with a leased asset after it was returned to the leasing company.
HD	Hail Damage	For any maintenance that occurs as a result of hail damage.
PM	Preventive Maintenance	For any maintenance that involves routine PM tasks on a pre-scheduled basis (i.e. changing oil).
RE	Recall	For any maintenance that is part of a factory/manufacturer recall.
VA	Vandalism	For any maintenance that occurs as a result of an act of vandalism.
VM	Maintenance	For any maintenance that is not Preventive Maintenance.
WA	Warranty	For any maintenance that is performed while still under warranty.

- After selecting the desired Work Type, you are returned to the Add a New Work Order page with the Work Type field populated.

Supplier Work Order

Search for a Work Order
Add a New Work Order

Business Unit
Work Order ID
Work Type
Service Group
Shop
Priority Code
Required Start
Required End

Add

8. The Service Group field should always default to Fleet. If it does not, click on the lookup icon next to the field and select Fleet from the list.
9. The Shop field should always default to 32101. If it does not, click on the lookup icon next to the field and select 32101 from the list.
10. The Priority Code field should always default to 3. If it does not, click on the lookup icon next to the field and select 3 from the list.
11. The Required Start and Required End fields should always default to current date. **This date needs to reflect the actual date of service.*
12. Once all fields have been entered, click the Add button.

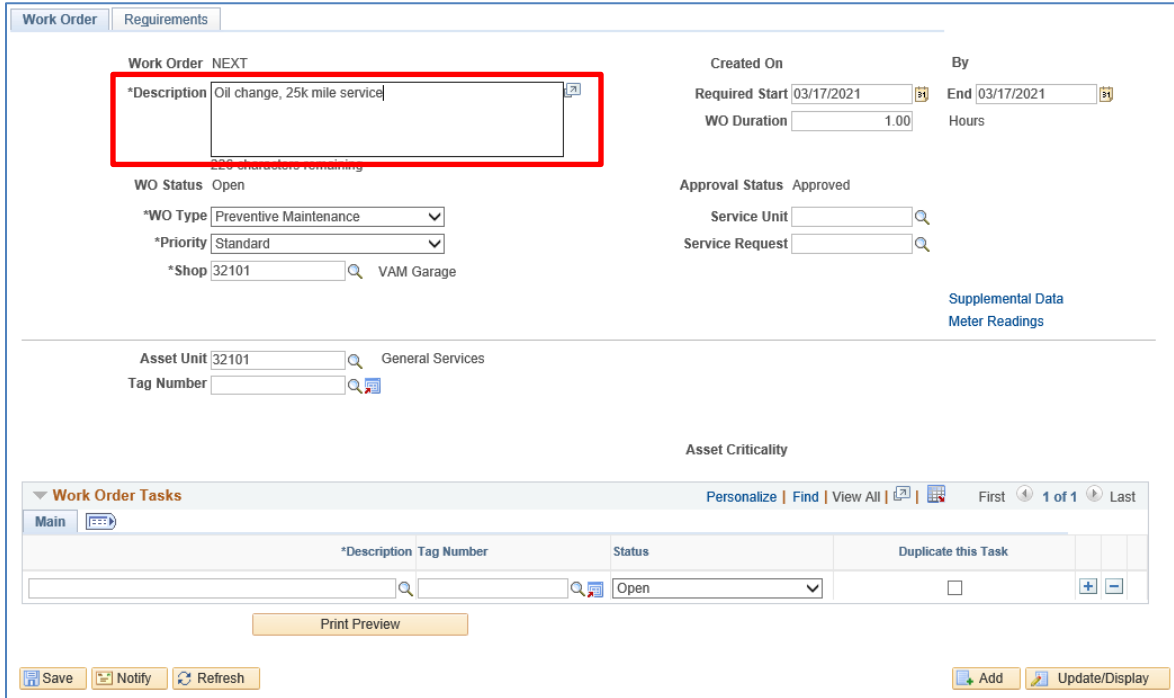
Supplier Work Order

Search for a Work Order
Add a New Work Order

Business Unit
Work Order ID
Work Type
Service Group
Shop
Priority Code
Required Start
Required End

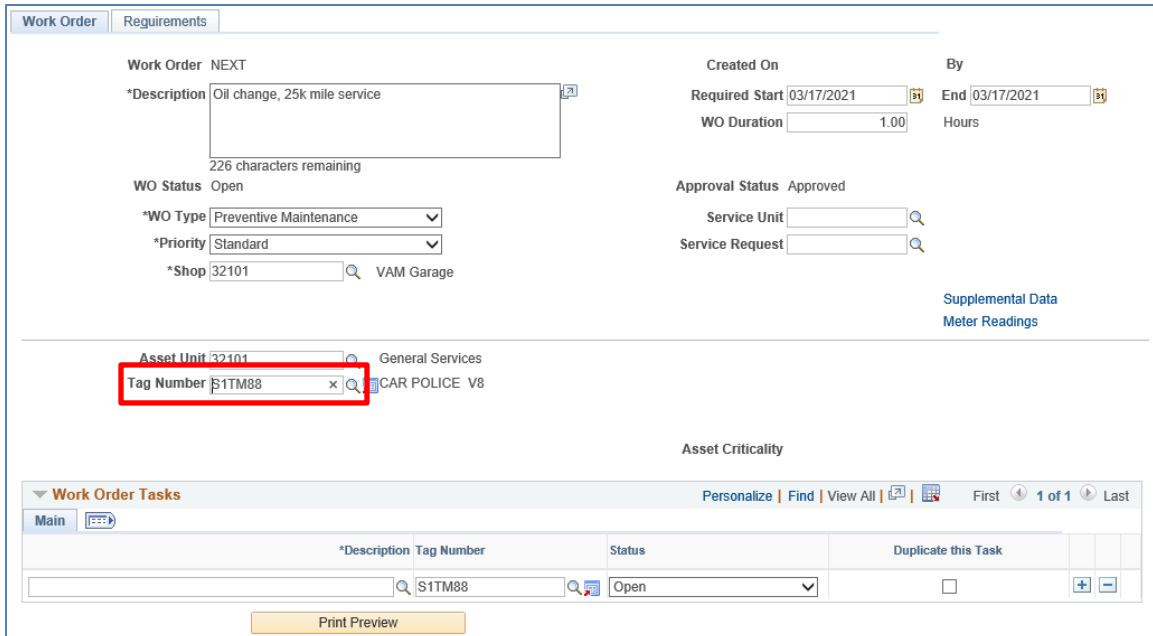
Add

13. On the Work Order page, click in the Description field (at the top of the page) and enter the reason for the maintenance/type of maintenance being performed.



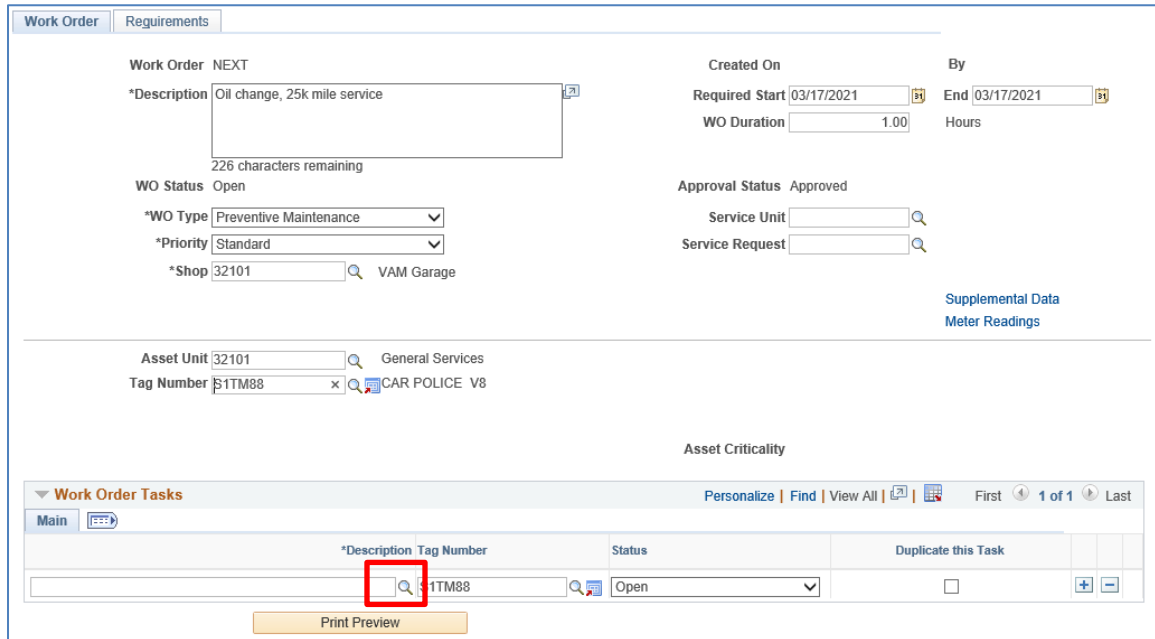
The screenshot shows the 'Work Order' form with the 'Requirements' tab selected. The 'Description' field is highlighted with a red box and contains the text 'Oil change, 25k mile service'. Other fields include 'WO Status' (Open), 'WO Type' (Preventive Maintenance), 'Priority' (Standard), 'Shop' (32101), 'Created On' (03/17/2021), 'By' (03/17/2021), 'Required Start' (03/17/2021), 'End' (03/17/2021), 'WO Duration' (1.00), 'Approval Status' (Approved), 'Service Unit', 'Service Request', 'Asset Unit' (32101), 'Tag Number', 'Asset Criticality', and 'Work Order Tasks' table. The 'Description' field is highlighted with a red box.

14. In the Tag Number field, enter the license plate number of the vehicle.



The screenshot shows the 'Work Order' form with the 'Requirements' tab selected. The 'Tag Number' field is highlighted with a red box and contains the text 'S1TM88'. Other fields include 'WO Status' (Open), 'WO Type' (Preventive Maintenance), 'Priority' (Standard), 'Shop' (32101), 'Created On' (03/17/2021), 'By' (03/17/2021), 'Required Start' (03/17/2021), 'End' (03/17/2021), 'WO Duration' (1.00), 'Approval Status' (Approved), 'Service Unit', 'Service Request', 'Asset Unit' (32101), 'Tag Number', 'Asset Criticality', and 'Work Order Tasks' table. The 'Tag Number' field is highlighted with a red box.

15. Click the lookup icon next to the Description field (at the bottom of the page) of the Work Order Tasks section.



Work Order Requirements

Work Order NEXT

*Description Oil change, 25k mile service

226 characters remaining

WO Status Open

*WO Type Preventive Maintenance

*Priority Standard

*Shop 32101 VAM Garage

Created On Required Start 03/17/2021 End 03/17/2021

WO Duration 1.00 Hours

Approval Status Approved

Service Unit

Service Request

Supplemental Data
Meter Readings

Asset Unit 32101 General Services

Tag Number 1TM88 CAR POLICE V8

Asset Criticality

Work Order Tasks

Personalize Find View All First 1 of 1 Last

*Description	Tag Number	Status	Duplicate this Task
	1TM88	Open	<input type="checkbox"/>

Print Preview

16. On the Look Up Description page, you can find a task 2 different ways:

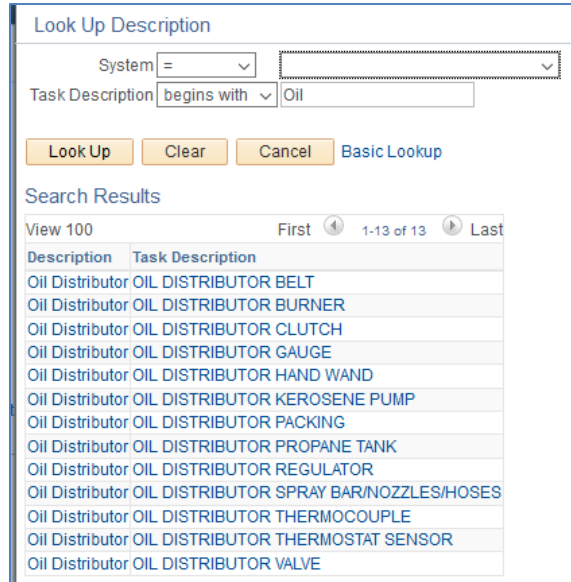
- Option 1 - Select an option from the System drop down and click the Look Up button. The System correlates with the area of the vehicle being worked on (i.e. Engine, A/C, etc.).

- Then you can select the specific area of maintenance within the system selected.



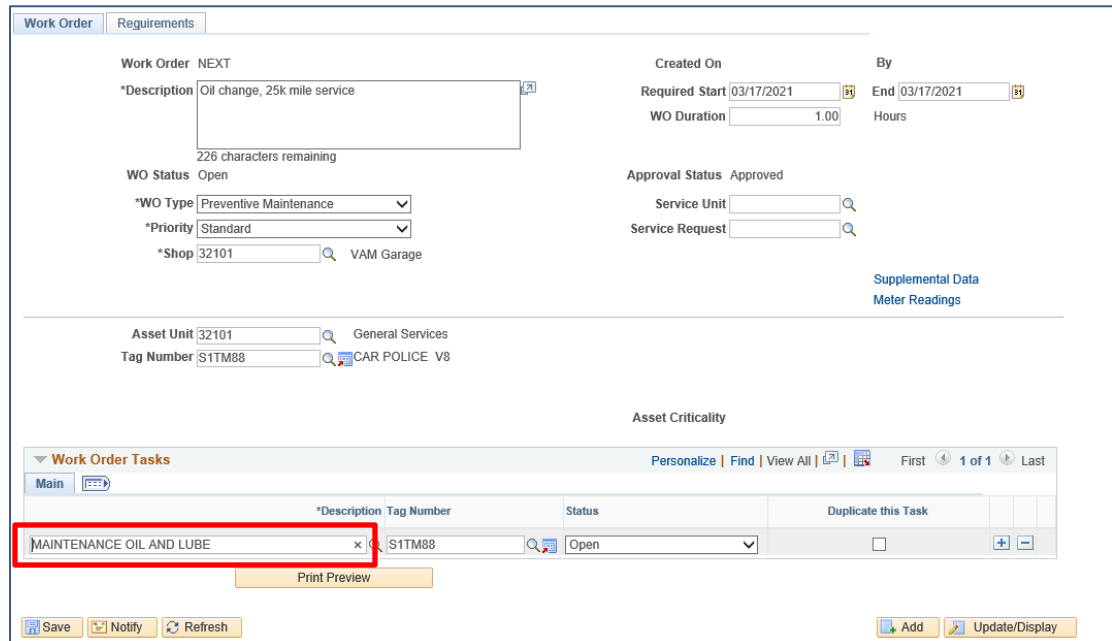
TN Department of
**Finance &
Administration**

- **Option 2** - In the Task Description field, type a keyword for the system/subsystem that was performed and click the Look Up button. Then you can select the specific area of maintenance if the overall system is unknown.

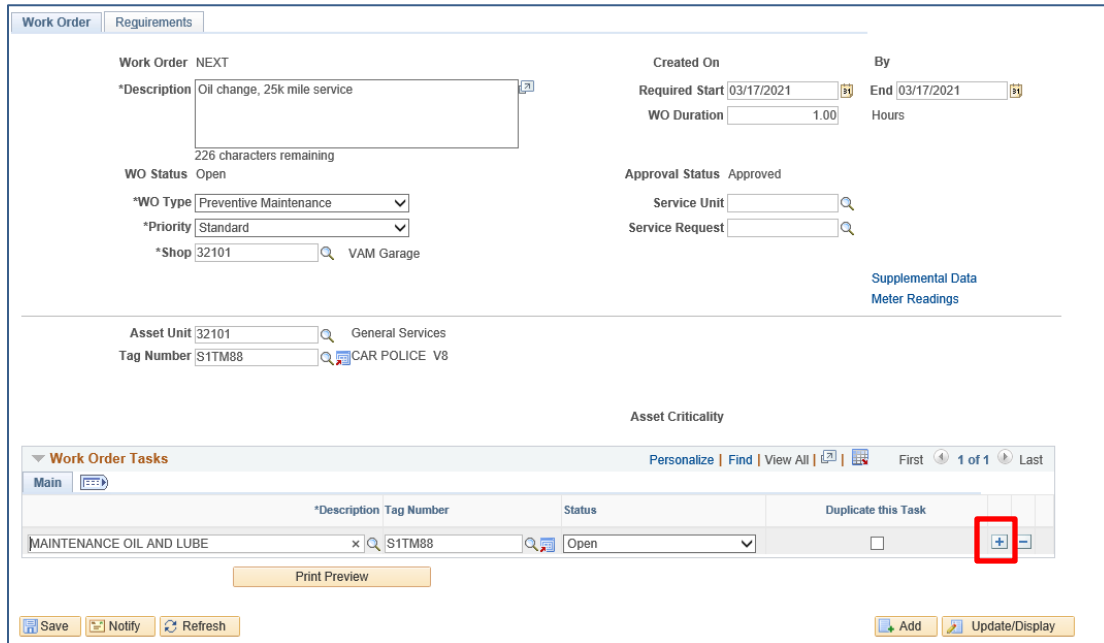


**NOTE: Only 300 results will display in the Search Results at a time. To narrow this down, you will need to follow one of the 2 options listed above.*

17. After selecting the desired task description, you are returned to the work order and the selected task description displays.

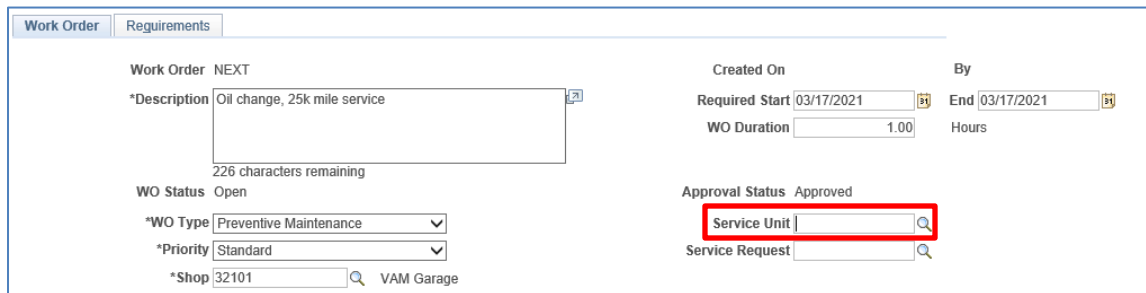


18. To add additional tasks to the work order, click the + sign at the end of the row and follow steps 15 and 16.



The screenshot shows the 'Work Order' form with the 'Requirements' tab selected. The 'Work Order' is 'NEXT' and the description is 'Oil change, 25k mile service'. The 'WO Status' is 'Open'. The 'WO Type' is 'Preventive Maintenance', 'Priority' is 'Standard', and 'Shop' is '32101 VAM Garage'. The 'Created On' date is '03/17/2021' and the 'By' field is empty. The 'Required Start' is '03/17/2021' and the 'End' is '03/17/2021'. The 'WO Duration' is '1.00' hours. The 'Approval Status' is 'Approved'. The 'Service Unit' and 'Service Request' fields are empty. The 'Asset Unit' is '32101 General Services' and the 'Tag Number' is 'S1TM88 CAR POLICE V8'. The 'Asset Criticality' is 'Open'. The 'Work Order Tasks' table has one row: 'MAINTENANCE OIL AND LUBE' with 'Tag Number' 'S1TM88' and 'Status' 'Open'. A red box highlights the '+' button at the end of this row. The 'Main' button is highlighted in the 'Work Order Tasks' section. The 'Print Preview' button is also visible.

19. If the maintenance performed required a pre-approval from VAM staff, they would have provided a Service Request number; this needs to be entered on the work order to tie the pre-approval to the invoice.
20. Click in the Service Unit field; type 32101.



The screenshot shows the 'Work Order' form with the 'Requirements' tab selected. The 'Work Order' is 'NEXT' and the description is 'Oil change, 25k mile service'. The 'WO Status' is 'Open'. The 'WO Type' is 'Preventive Maintenance', 'Priority' is 'Standard', and 'Shop' is '32101 VAM Garage'. The 'Created On' date is '03/17/2021' and the 'By' field is empty. The 'Required Start' is '03/17/2021' and the 'End' is '03/17/2021'. The 'WO Duration' is '1.00' hours. The 'Approval Status' is 'Approved'. The 'Service Unit' field is highlighted with a red box. The 'Service Request' field is empty. The 'Asset Unit' is '32101 General Services' and the 'Tag Number' is 'S1TM88 CAR POLICE V8'. The 'Asset Criticality' is 'Open'. The 'Work Order Tasks' table has one row: 'MAINTENANCE OIL AND LUBE' with 'Tag Number' 'S1TM88' and 'Status' 'Open'. The 'Main' button is highlighted in the 'Work Order Tasks' section. The 'Print Preview' button is also visible.

21. Click in the Service Request field; type in the 10-digit service request number that was previously provided by VAM staff.

Work Order Requirements

Work Order NEXT

*Description Oil change, 25k mile service
226 characters remaining

WO Status Open

*WO Type Preventive Maintenance

*Priority Standard

*Shop 32101 VAM Garage

Created On By

Required Start 03/17/2021 End 03/17/2021

WO Duration 1.00 Hours

Approval Status Approved

Service Unit 32101

Service Request

22. Click the Save button; the Work Order number will now change from NEXT to a system assigned work order number. Your name and date will also appear in the upper right-hand corner.

Work Order Requirements

Work Order 0000019027

*Description Oil change, 25k mile service
226 characters remaining

WO Status Open As of 03/17/2021

*WO Type Preventive Maintenance

*Priority Standard

*Shop 32101 VAM Garage

Created On 03/17/2021 3:19PM By NASHVILLE

Required Start 03/17/2021 End 03/17/2021

WO Duration 1.00 Hours

Approval Status Approved

Service Unit 32101 General Services

Service Request 0000000001

Supplemental Data
Meter Readings

Asset Unit 32101 General Services

Tag Number S1TM88 CAR POLICE V8

Asset Criticality

Work Order Tasks

Personalize Find View All First 1 of 1 Last

Main

*Description	Tag Number	Status	Duplicate this Task
MAINTENANCE OIL AND LUBE	S1TM88	Open	<input type="checkbox"/>

Print Print Preview

23. Note: If you received this error message upon saving, the total invoice amount exceeds VAM's limit of maintenance by a supplier and a service request is required (the service request is created by VAM staff and given to the supplier as a pre-approval for maintenance over \$500).

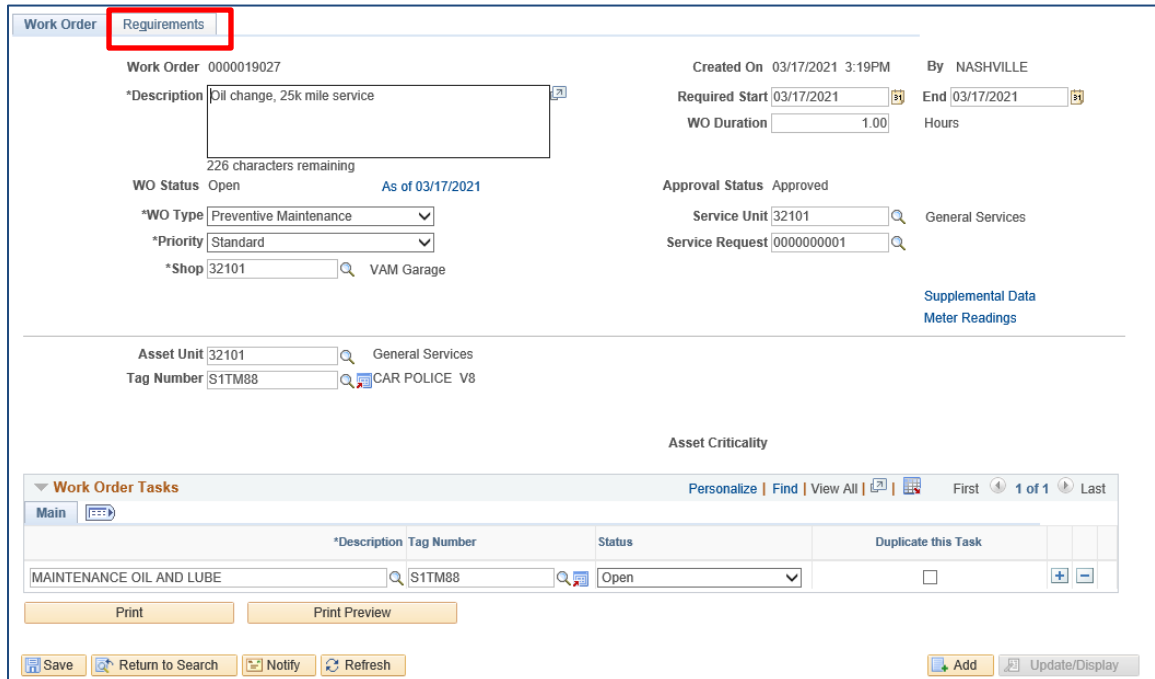
Message

Service Unit----> , Service Request----> (32767,36)

Service Unit and Service Request are required for all Work Orders \$500 or more - Please supply both values.

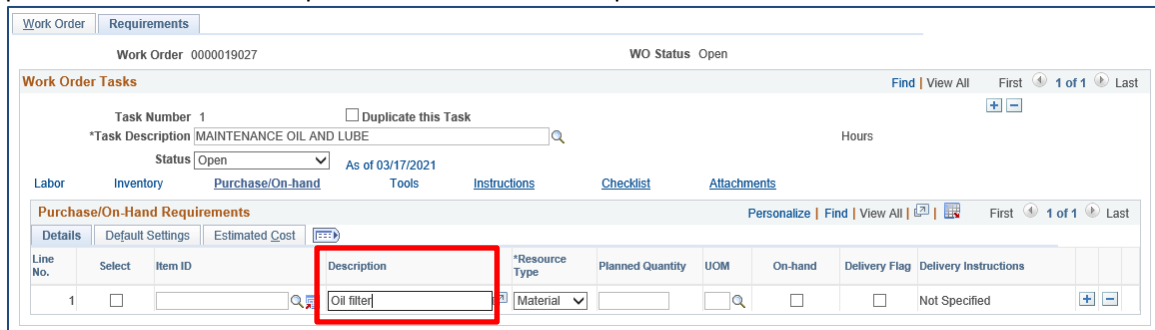
OK

24. Now that the work order is built, the charges need to be added. Click on the Requirements tab at the top of the work order.



The screenshot shows the 'Requirements' tab selected at the top. The 'Work Order' field displays '0000019027'. The 'Description' field contains 'Oil change, 25k mile service'. The 'WO Status' is 'Open' as of '03/17/2021'. The 'WO Type' is 'Preventive Maintenance' and the 'Priority' is 'Standard'. The 'Shop' is '32101 VAM Garage'. The 'Created On' date is '03/17/2021 3:19PM' by 'NASHVILLE'. The 'Required Start' and 'End' dates are both '03/17/2021', and the 'WO Duration' is '1.00' hours. The 'Approval Status' is 'Approved'. The 'Service Unit' is '32101 General Services' and the 'Service Request' is '0000000001'. Below this, the 'Asset Unit' is '32101 General Services' and the 'Tag Number' is 'S1TM88 CAR POLICE V8'. The 'Asset Criticality' section is empty. The 'Work Order Tasks' section shows a table with one task: 'MAINTENANCE OIL AND LUBE' with tag number 'S1TM88' and status 'Open'. The 'Purchase/On-hand Requirements' section is also visible, showing a table with one item: 'Oil filter' with resource type 'Material'.

25. On the Purchase/On-hand Requirements section, enter a description of the part being purchased or the service performed into the Description field.



The screenshot shows the 'Purchase/On-hand Requirements' section. The 'Task Number' is '1' and the 'Task Description' is 'MAINTENANCE OIL AND LUBE'. The 'Status' is 'Open' as of '03/17/2021'. The 'Purchase/On-hand' tab is selected. The table below shows one item: 'Oil filter' with resource type 'Material'. The 'Description' field for this item is highlighted with a red box.

26. Click on the Resource Type drop down; select whether the item is a Labor or Material (Part) charge.

Work Order 0000019027 WO Status Open

Work Order Tasks Find | View All First 1 of 1 Last

Task Number 1 ☐ Duplicate this Task

*Task Description MAINTENANCE OIL AND LUBE

Status Open As of 03/17/2021

Labor Inventory **Purchase/On-hand** Tools Instructions Checklist Attachments

Purchase/On-Hand Requirements Personalize | Find | View All First 1 of 1 Last

Details Default Settings Estimated Cost

Line No.	Select	Item ID	Description	*Resource Type	Planned Quantity	UOM	On-hand	Delivery Flag	Delivery Instructions
1	<input type="checkbox"/>		Oil filter	Labor Material			<input type="checkbox"/>	<input type="checkbox"/>	Not Specified

27. In the Planned Quantity field, enter the total quantity of the item to be charged.

Work Order 0000019027 WO Status Open

Work Order Tasks Find | View All First 1 of 1 Last

Task Number 1 ☐ Duplicate this Task

*Task Description MAINTENANCE OIL AND LUBE

Status Open As of 03/17/2021

Labor Inventory **Purchase/On-hand** Tools Instructions Checklist Attachments

Purchase/On-Hand Requirements Personalize | Find | View All First 1 of 1 Last

Details Default Settings Estimated Cost

Line No.	Item ID	Description	*Resource Type	Planned Quantity	UOM	On-hand	Delivery Flag	Delivery Instructions
1		Oil filter	Material	1		<input type="checkbox"/>	<input type="checkbox"/>	Not Specified

28. In the UOM field, enter/select a valid UOM (Unit of Measure).

Work Order 0000019027 WO Status Open

Work Order Tasks Find | View All First 1 of 1 Last

Task Number 1 ☐ Duplicate this Task

*Task Description MAINTENANCE OIL AND LUBE

Status Open As of 03/17/2021

Labor Inventory **Purchase/On-hand** Tools Instructions Checklist Attachments

Purchase/On-Hand Requirements Personalize | Find | View All First 1 of 1 Last

Details Default Settings Estimated Cost

Line No.	Item ID	Description	*Resource Type	Planned Quantity	UOM	On-hand	Delivery Flag	Delivery Instructions
1		Oil filter	Material	1	EA	<input type="checkbox"/>	<input type="checkbox"/>	Not Specified

29. Click on the Estimated Cost tab.

Work Order 0000019027 WO Status Open

Work Order Tasks Find | View All First 1 of 1 Last

Task Number 1 ☐ Duplicate this Task

*Task Description MAINTENANCE OIL AND LUBE

Status Open As of 03/17/2021

Labor Inventory **Purchase/On-hand** Tools Instructions Checklist Attachments

Purchase/On-Hand Requirements Personalize | Find | View All First 1 of 1 Last

Details Default Settings **Estimated Cost**

Line No.	Item ID	Description	*Resource Type	Planned Quantity	UOM	On-hand	Delivery Flag	Delivery Instructions
1		Oil filter	Material	1	EA	<input type="checkbox"/>	<input type="checkbox"/>	Not Specified

30. In the Unit Cost field, enter the per unit cost of the item purchased (i.e. 1 oil filter is \$12.50). Press the enter key on your keyboard to populate the Estimated Cost field (this will calculate the Planned Quantity x Unit Cost = Estimated Cost).

Work Order 0000019027 WO Status Open

Work Order Tasks Find | View All First 1 of 1 Last

Task Number 1 ☐ Duplicate this Task

*Task Description MAINTENANCE OIL AND LUBE

Status Open As of 03/17/2021

Labor Inventory **Purchase/On-hand** Tools Instructions Checklist Attachments

Purchase/On-Hand Requirements Personalize | Find | View All First 1 of 1 Last

Details Default Settings **Estimated Cost**

Line No.	Item ID	Description	*Resource Type	Planned Quantity	Unit Cost	Estimated Cost	Currency Code
1		Oil filter	Material	1.0000	12.50000 x	12.50 USD	

31. If additional charges need to be added, click the + icon at the end of the row.

Work Order 0000019027 WO Status Open

Work Order Tasks Find | View All First 1 of 1 Last

Task Number 1 ☐ Duplicate this Task

*Task Description MAINTENANCE OIL AND LUBE

Status Open As of 03/17/2021

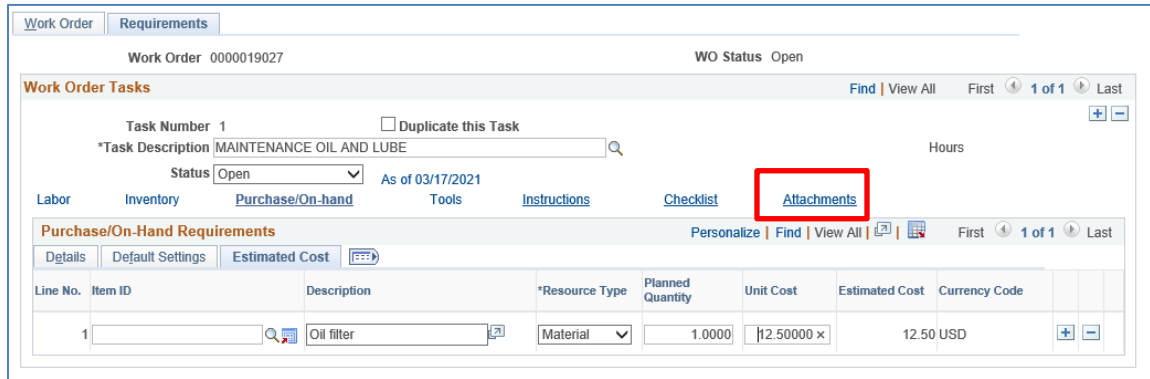
Labor Inventory **Purchase/On-hand** Tools Instructions Checklist Attachments

Purchase/On-Hand Requirements Personalize | Find | View All First 1 of 1 Last

Details Default Settings **Estimated Cost**

Line No.	Item ID	Description	*Resource Type	Planned Quantity	Unit Cost	Estimated Cost	Currency Code
1		Oil filter	Material	1.0000	12.50000 x	12.50 USD	<input type="button" value="+"/>

32. Click on the Attachments link to attach the invoice for the charges.



Work Order 0000019027 WO Status Open

Work Order Tasks Find | View All First 1 of 1 Last

Task Number 1 ☐ Duplicate this Task

*Task Description MAINTENANCE OIL AND LUBE

Status Open As of 03/17/2021

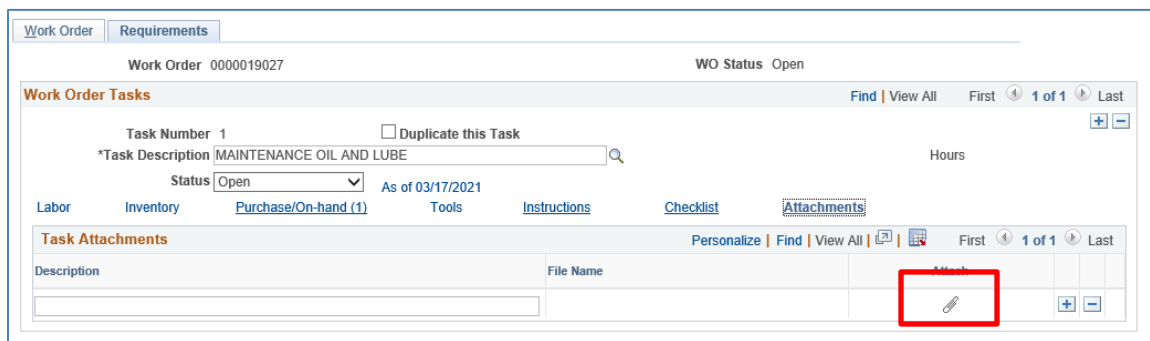
Labor Inventory Purchase/On-hand Tools Instructions Checklist **Attachments**

Purchase/On-Hand Requirements Personalize | Find | View All | First 1 of 1 Last

Details Default Settings Estimated Cost

Line No.	Item ID	Description	*Resource Type	Planned Quantity	Unit Cost	Estimated Cost	Currency Code
1		Oil filter	Material	1.0000	12.50000 x	12.50	USD

33. Click on the paper clip icon.



Work Order 0000019027 WO Status Open

Work Order Tasks Find | View All First 1 of 1 Last


Task Number 1 ☐ Duplicate this Task

*Task Description MAINTENANCE OIL AND LUBE

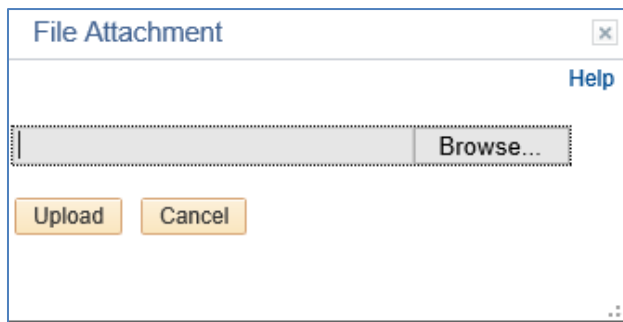
Status Open As of 03/17/2021

Labor Inventory Purchase/On-hand (1) Tools Instructions Checklist Attachments

Task Attachments Personalize | Find | View All | First 1 of 1 Last

Description	File Name	Attach
		

34. On the File Attachment page, click the Browse button to select a file to attach. Once the file has been added, click on the Upload button.



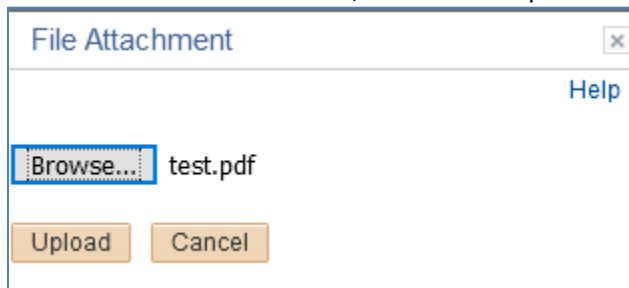
File Attachment

Help

Browse...

Upload Cancel

35. Once the file has been added, click on the Upload button.



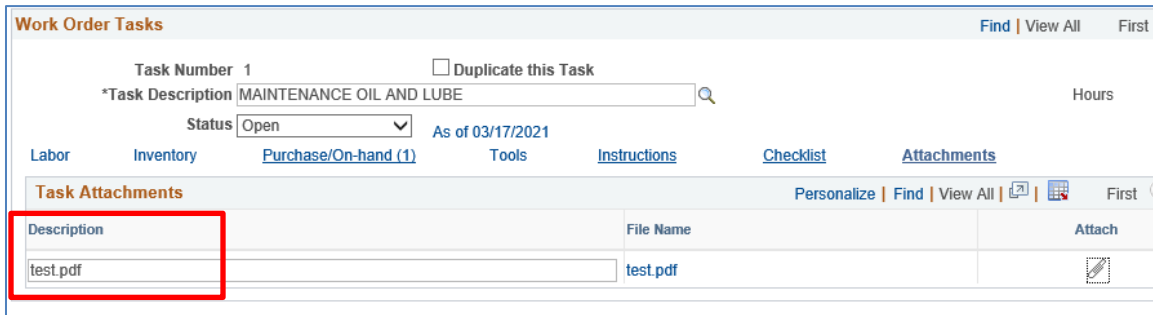
File Attachment

Help

test.pdf

Upload Cancel

36. The description of the file attached displays; this can be edited if desired.



Work Order Tasks Find | View All First


Task Number 1 ☐ Duplicate this Task

*Task Description MAINTENANCE OIL AND LUBE Hours

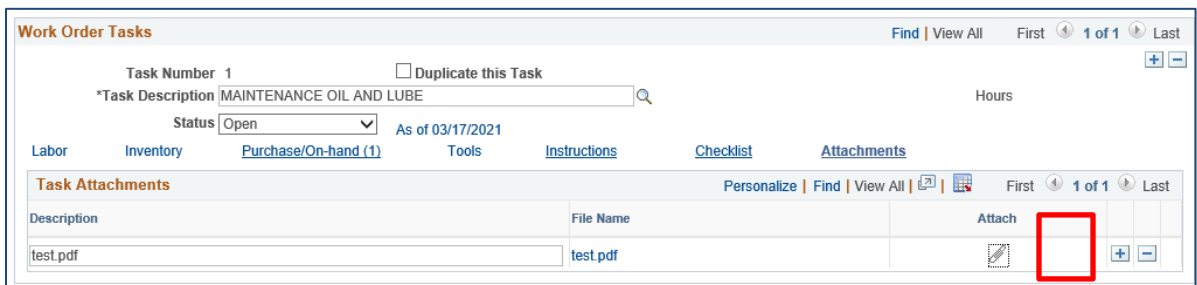
Status Open As of 03/17/2021

Labor Inventory **Purchase/On-hand (1)** Tools Instructions Checklist Attachments

Task Attachments Personalize | Find | View All | First

Description	File Name	Attach
test.pdf	test.pdf	

37. To add additional attachments, click the + icon and follow steps 33-36.



Work Order Tasks Find | View All First 1 of 1 Last



Task Number 1 ☐ Duplicate this Task

*Task Description MAINTENANCE OIL AND LUBE Hours

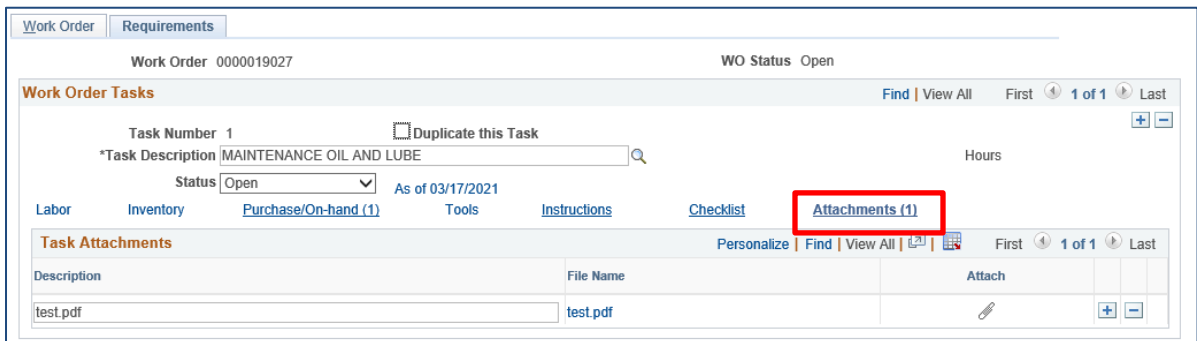
Status Open As of 03/17/2021

Labor Inventory **Purchase/On-hand (1)** Tools Instructions Checklist Attachments

Task Attachments Personalize | Find | View All | First 1 of 1 Last

Description	File Name	Attach
test.pdf	test.pdf	 

38. Click the Save button to save all recent changes to the work order. The Attachments link will now have the number of attachments saved in parentheses.



Work Order Requirements

Work Order 0000019027 WO Status Open

Work Order Tasks Find | View All First 1 of 1 Last



Task Number 1 ☐ Duplicate this Task

*Task Description MAINTENANCE OIL AND LUBE Hours

Status Open As of 03/17/2021

Labor Inventory **Purchase/On-hand (1)** Tools Instructions Checklist **Attachments (1)**

Task Attachments Personalize | Find | View All | First 1 of 1 Last

Description	File Name	Attach
test.pdf	test.pdf	 

Create a Credit Work Order from an Invoice

When a credit needs to be issued, a work order still needs to be created so the refund is processed accordingly. This entry is slightly different than entering a typical invoice. ***NOTE:** You will not be able to create work orders until you are first notified by VAM staff that all your additional required security has been setup.


1. After logging into the Supplier Portal, navigate to the work order: Main Menu>Supplier>TN Supplier>Supplier Work Order.




2. Click on the Add a New Work Order tab.


Supplier Work Order


Search for a Work Order Add a New Work Order


Business Unit 


Work Order ID


Work Type 

Service Group 

Shop 

Priority Code 


Required Start 

Required End 



3. The Business Unit field should always default to 32101. If it does not, click on the lookup icon next to the field and select 32101 from the list.
4. The Work Order ID field should always be grayed out and display NEXT; when the work order is saved, the system will assign a 10-digit work order ID to it.
5. Click the lookup icon next to the Work Type field.


Supplier Work Order


Search for a Work Order Add a New Work Order


Business Unit 


Work Order ID


Work Type  

Service Group 

Shop 

Priority Code 

Required Start 

Required End 

6. Select the Work Type of CR (Credit).

Look Up Work Type

SetID 32106
Work Type begins with

Look Up **Clear** **Cancel** **Basic Lookup**

Search Results


View 100 First 1-11 of 11 Last

Work Type	Description	Short Description
AG	Agency In-House Maint	Agcy IH
AI	Accident - Insurance	Acc/Ins
AN	Accident - No Insurance	Acc/No Ins
CR	Credit	Credit
EL	End of Lease	End Lease
HD	Hail Damage	Hail Dmg
PM	Preventive Maintenance	Preventive
RE	Recall	Recall
VA	Vandalism	Vandalism
VM	Maintenance	Maintenanc
WA	Warranty	Warranty

- After selecting the Work Type, you are returned to the Add a New Work Order page with the Work Type field populated.

Supplier Work Order


Search for a Work Order **Add a New Work Order**

Business Unit 


Work Order ID


Work Type 

Service Group 

Shop 

Priority Code 

Required Start 

Required End 


Add

- The Service Group field should always default to Fleet. If it does not, click on the lookup icon next to the field and select Fleet from the list.
- The Shop field should always default to 32101. If it does not, click on the lookup icon next to the field and select 32101 from the list.


10. The Priority Code field should always default to 3. If the priority is higher however, this can be changed to reflect that urgency.
11. The Required Start and Required End fields should always default to current date. **This date needs to reflect the actual date of service.*
12. Once all fields have been entered, click the Add button.


Supplier Work Order


Search for a Work Order Add a New Work Order


Business Unit 


Work Order ID


Work Type 

Service Group 

Shop 

Priority Code 


Required Start 

Required End 

13. On the Work Order page, click in the Description field (at the top of the page) and enter: "Credit memo against invoice #"

Work Order Requirements

Work Order NEXT


*Description 

220 characters remaining



WO Status Open

*WO Type

*Priority


*Shop  VAM Garage


Created On _____ By _____

Required Start  End 


WO Duration Hours


Approval Status Approved

Service Unit 


Service Request 


[Supplemental Data](#)
[Meter Readings](#)

Asset Unit 

Tag Number 

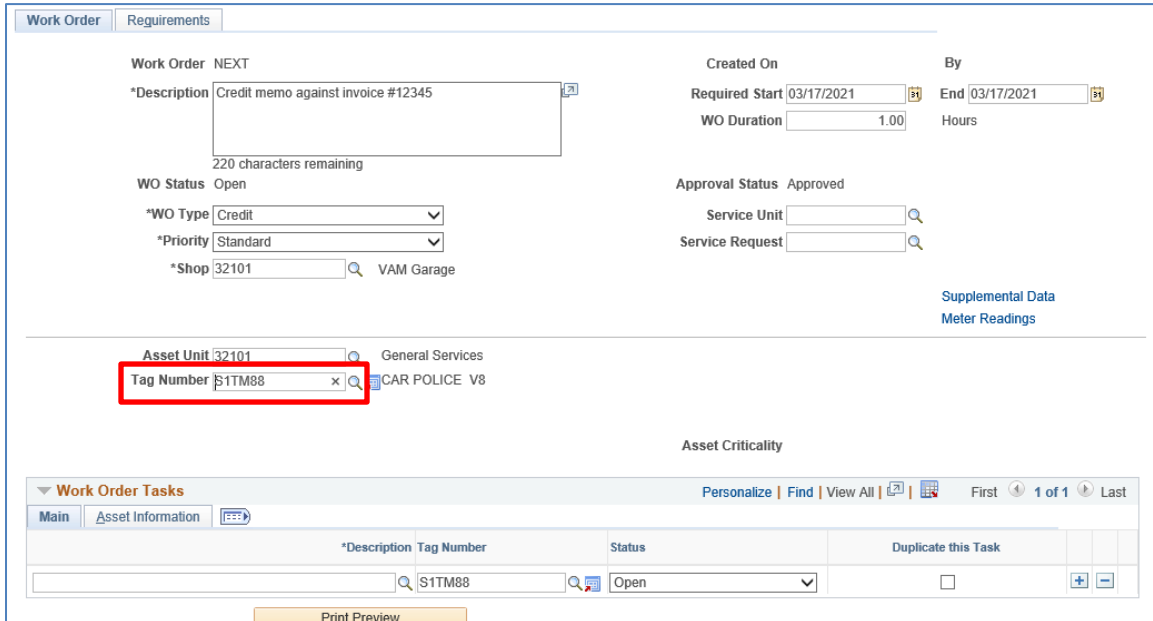
Asset Criticality

Work Order Tasks Personalize | Find | View All |  First 1 of 1 Last

Main 

*Description	Tag Number	Status	Duplicate this Task
<input type="text"/>	<input type="text"/>	Open	<input type="checkbox"/>

14. In the Tag Number field, enter the license plate number of the vehicle.



Work Order Requirements

Work Order NEXT

*Description Credit memo against invoice #12345
220 characters remaining

WO Status Open

*WO Type Credit

*Priority Standard

*Shop 32101 VAM Garage

Created On By

Required Start 03/17/2021 End 03/17/2021

WO Duration 1.00 Hours

Approval Status Approved

Service Unit

Service Request

Supplemental Data
Meter Readings

Asset Unit 32101 General Services

Tag Number S1TM88 CAR POLICE V8

Asset Criticality

Work Order Tasks

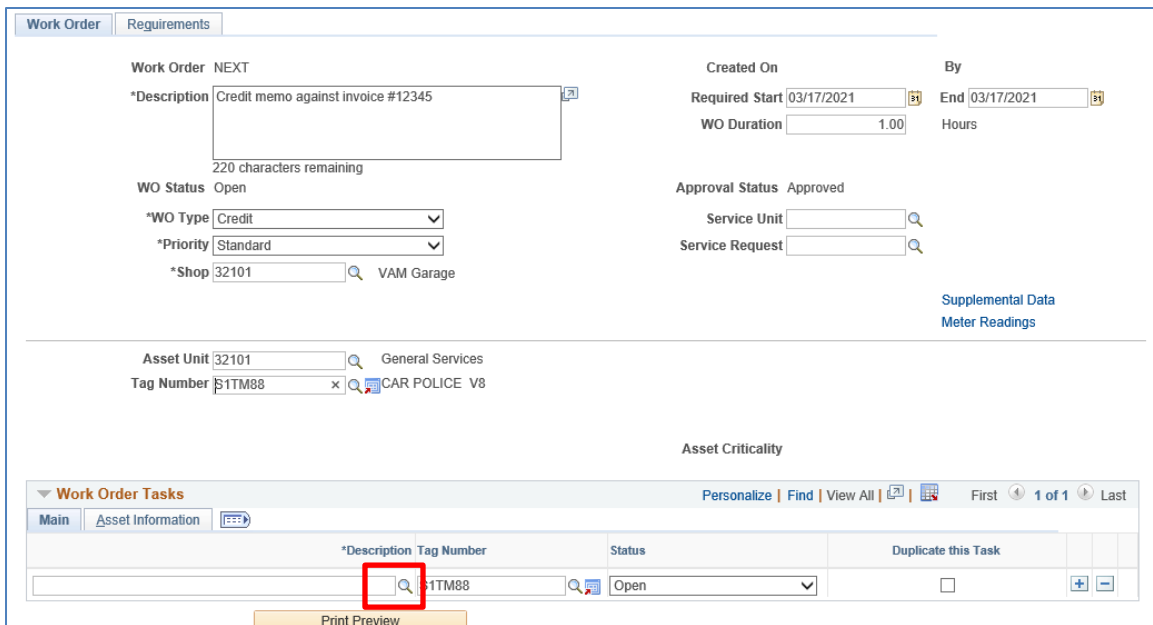
Personalize Find View All First 1 of 1 Last

Main Asset Information

*Description	Tag Number	Status	Duplicate this Task
	S1TM88	Open	<input type="checkbox"/>

Print Preview

15. Click the lookup icon next to the Description field (at the bottom of the page) of the Work Order Tasks section.



Work Order Requirements

Work Order NEXT

*Description Credit memo against invoice #12345
220 characters remaining

WO Status Open

*WO Type Credit

*Priority Standard

*Shop 32101 VAM Garage

Created On By

Required Start 03/17/2021 End 03/17/2021

WO Duration 1.00 Hours

Approval Status Approved

Service Unit

Service Request

Supplemental Data
Meter Readings

Asset Unit 32101 General Services

Tag Number S1TM88 CAR POLICE V8

Asset Criticality

Work Order Tasks

Personalize Find View All First 1 of 1 Last

Main Asset Information

*Description	Tag Number	Status	Duplicate this Task
	S1TM88	Open	<input type="checkbox"/>

Print Preview

16. On the Look Up Description page, you can find a task 2 different ways:

- [illegible]

- 
- TN Department of
**Finance &
Administration**

Look Up Description

System = Air Conditioning

Task Description begins with

[Basic Lookup](#)

Search Results

View 100 First 1-23 of 23 Last

Description	Task Description
Air Conditioning	AIR CONDITIONING ACCUMULATOR
Air Conditioning	AIR CONDITIONING AIR DUCT, AIR VENT
Air Conditioning	AIR CONDITIONING BLEND DOOR
Air Conditioning	AIR CONDITIONING BRACKETS & HARDWARE
Air Conditioning	AIR CONDITIONING CLUTCH HUB & DRIVE PLATE
Air Conditioning	AIR CONDITIONING COMPRESSOR
Air Conditioning	AIR CONDITIONING COMPRESSOR PULLEY, BEARINGS
Air Conditioning	AIR CONDITIONING CONDENSER
Air Conditioning	AIR CONDITIONING CONTROL CABLE
Air Conditioning	AIR CONDITIONING CONTROLS
Air Conditioning	AIR CONDITIONING DRIVE BELT
Air Conditioning	AIR CONDITIONING EVAC AND RECHARGE SYSTEM
Air Conditioning	AIR CONDITIONING EVAPORATOR

- Option 2 - In the Task Description field, type a keyword for the system/subsystem that was performed and click the Look Up button. Then you can select the specific area of maintenance if the overall system is unknown.

Look Up Description

System =

Task Description begins with Oil

[Basic Lookup](#)

Search Results

View 100 First 1-13 of 13 Last

Description	Task Description
Oil Distributor	OIL DISTRIBUTOR BELT
Oil Distributor	OIL DISTRIBUTOR BURNER
Oil Distributor	OIL DISTRIBUTOR CLUTCH
Oil Distributor	OIL DISTRIBUTOR GAUGE
Oil Distributor	OIL DISTRIBUTOR HAND WAND
Oil Distributor	OIL DISTRIBUTOR KEROSENE PUMP
Oil Distributor	OIL DISTRIBUTOR PACKING
Oil Distributor	OIL DISTRIBUTOR PROPANE TANK
Oil Distributor	OIL DISTRIBUTOR REGULATOR
Oil Distributor	OIL DISTRIBUTOR SPRAY BAR/NOZZLES/HOSES
Oil Distributor	OIL DISTRIBUTOR THERMOCOUPLE
Oil Distributor	OIL DISTRIBUTOR THERMOSTAT SENSOR
Oil Distributor	OIL DISTRIBUTOR VALVE

**NOTE: Only 300 results will display in the Search Results at a time. To narrow this down, you will need to follow one of the 2 options listed above.*

17. After selecting the desired task description, you are returned to the work order and the selected task description displays.

Work Order Requirements

Work Order NEXT

*Description Credit memo against invoice #12345
220 characters remaining

WO Status Open

*WO Type Credit

*Priority Standard

*Shop 32101 VAM Garage

Created On By

Required Start 03/17/2021 End 03/17/2021

WO Duration 1.00 Hours

Approval Status Approved

Service Unit

Service Request

[Supplemental Data](#)
[Meter Readings](#)

Asset Unit 32101 General Services

Tag Number S1TM88 CAR POLICE V8

Asset Criticality

Work Order Tasks Personalize Find View All First 1 of 1 Last

Main Asset Information

*Description	Tag Number	Status	Duplicate this Task
GENERAL CORE RETURN	S1TM88	Open	<input type="checkbox"/>

Print Preview

18. Click the Save button; the Work Order number will now change from NEXT to a system assigned work order number. Your name and date will also appear in the upper right-hand corner.

Work Order Requirements

Work Order 0000019293

*Description Credit memo against invoice #12345
220 characters remaining

WO Status Open As of 03/23/2021

*WO Type Credit

*Priority Standard

*Shop 32101 VAM Garage

Created On 03/23/2021 11:35AM By NASHVILLE

Required Start 03/17/2021 End 03/17/2021

WO Duration 1.00 Hours

Approval Status Approved

Service Unit

Service Request

[Supplemental Data](#)
[Meter Readings](#)

Asset Unit 32101 General Services

Tag Number S1TM88 CAR POLICE V8

Asset Criticality

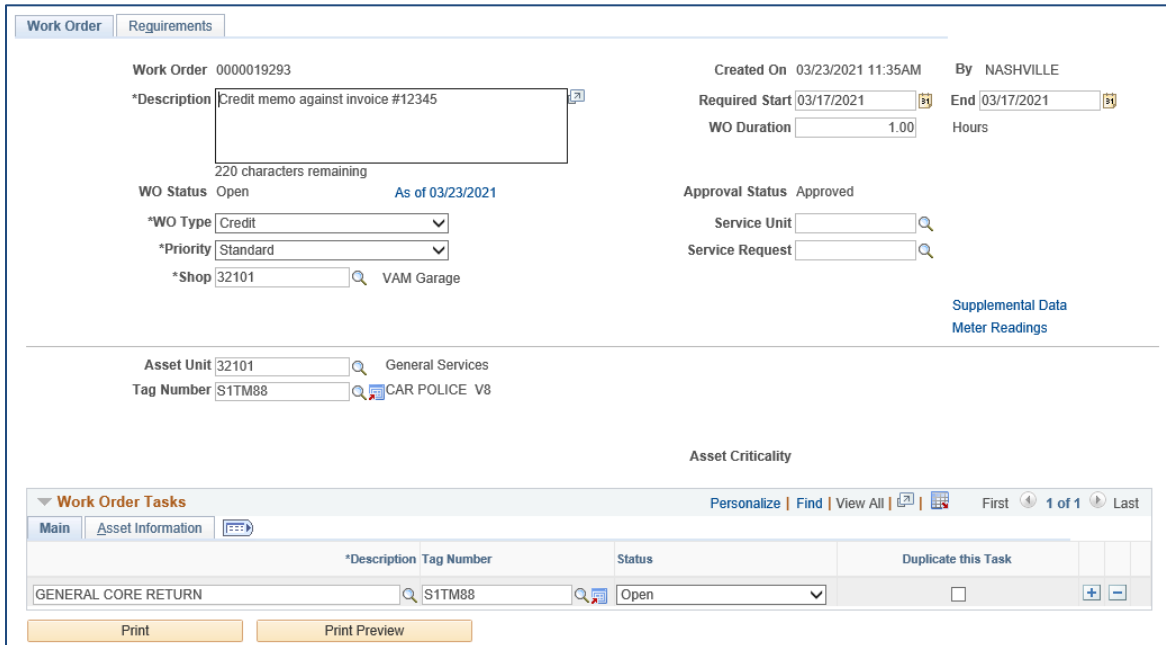
Work Order Tasks Personalize Find View All First 1 of 1 Last

Main Asset Information

*Description	Tag Number	Status	Duplicate this Task
GENERAL CORE RETURN	S1TM88	Open	<input type="checkbox"/>

Print Print Preview

19. Unlike a typical invoice entry, credit work orders do not have charges entered because negative quantities and prices are not allowed by the system. Simply build the work order and then add the invoice as an attachment.



Work Order 0000019293

*Description Credit memo against invoice #12345

220 characters remaining

WO Status Open As of 03/23/2021

*WO Type Credit

*Priority Standard

*Shop 32101 VAM Garage

Created On 03/23/2021 11:35AM By NASHVILLE

Required Start 03/17/2021 End 03/17/2021

WO Duration 1.00 Hours

Approval Status Approved

Service Unit

Service Request

Supplemental Data
Meter Readings

Asset Unit 32101 General Services

Tag Number S1TM88 CAR POLICE V8

Asset Criticality

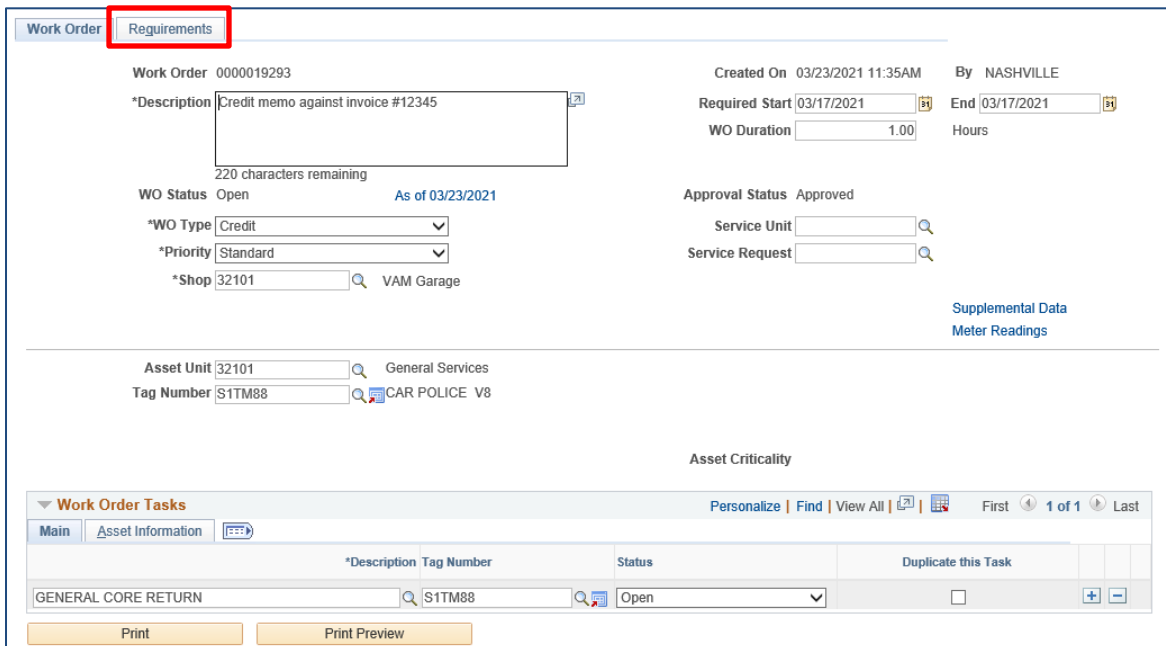
Work Order Tasks

Personalize Find View All First 1 of 1 Last

*Description	Tag Number	Status	Duplicate this Task
GENERAL CORE RETURN	S1TM88	Open	<input type="checkbox"/>

Print Print Preview

20. Click on the Requirements tab.



Work Order 0000019293

*Description Credit memo against invoice #12345

220 characters remaining

WO Status Open As of 03/23/2021

*WO Type Credit

*Priority Standard

*Shop 32101 VAM Garage

Created On 03/23/2021 11:35AM By NASHVILLE

Required Start 03/17/2021 End 03/17/2021

WO Duration 1.00 Hours

Approval Status Approved

Service Unit

Service Request

Supplemental Data
Meter Readings

Asset Unit 32101 General Services

Tag Number S1TM88 CAR POLICE V8

Asset Criticality

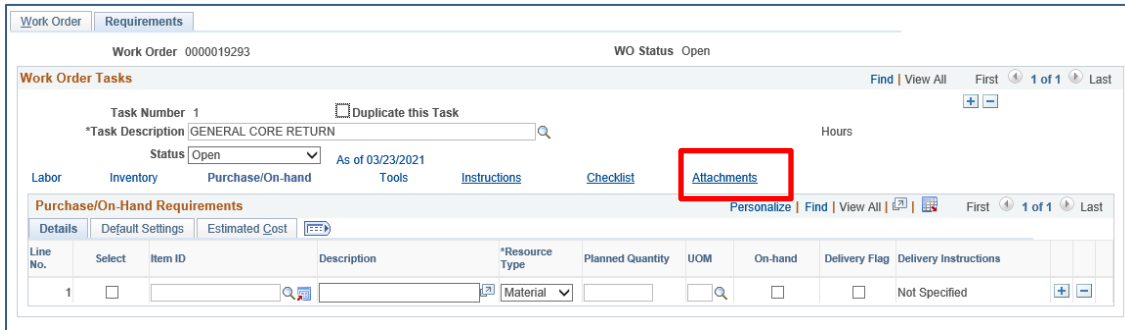
Work Order Tasks

Personalize Find View All First 1 of 1 Last

*Description	Tag Number	Status	Duplicate this Task
GENERAL CORE RETURN	S1TM88	Open	<input type="checkbox"/>

Print Print Preview

21. Click on the Attachments link to attach both the invoice for the credit and the original invoice.



Work Order 0000019293 WO Status Open

Work Order Tasks Find | View All First 1 of 1 Last

Task Number 1 Duplicate this Task

*Task Description GENERAL CORE RETURN

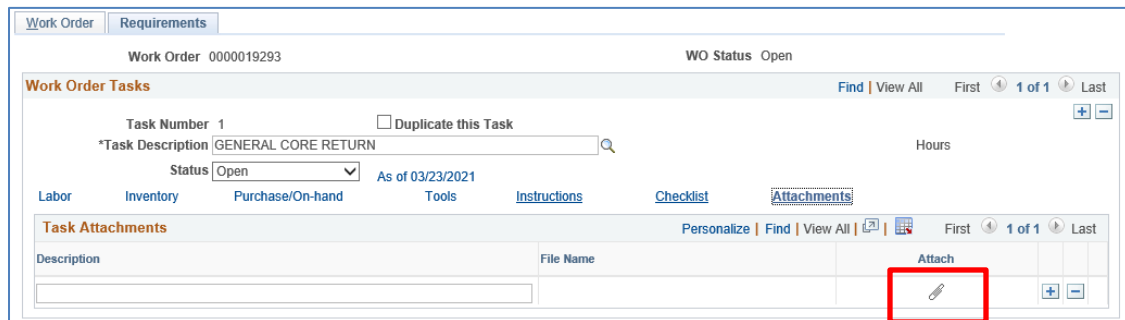
Status Open As of 03/23/2021

Labor Inventory Purchase/On-hand Tools Instructions Checklist **Attachments**

Purchase/On-Hand Requirements Personalize | Find | View All First 1 of 1 Last

Line No.	Select	Item ID	Description	*Resource Type	Planned Quantity	UOM	On-hand	Delivery Flag	Delivery Instructions
1	<input type="checkbox"/>			Material			<input type="checkbox"/>	<input type="checkbox"/>	Not Specified

22. Click on the paper clip icon.



Work Order 0000019293 WO Status Open

Work Order Tasks Find | View All First 1 of 1 Last


Task Number 1 Duplicate this Task

*Task Description GENERAL CORE RETURN

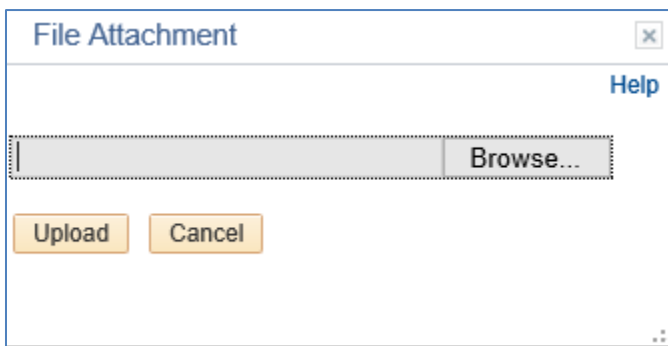
Status Open As of 03/23/2021

Labor Inventory Purchase/On-hand Tools Instructions Checklist Attachments

Task Attachments Personalize | Find | View All First 1 of 1 Last

Description	File Name	Attach
		

23. On the File Attachment page, click the Browse button to select a file to attach. Once the file has been added, click on the Upload button.



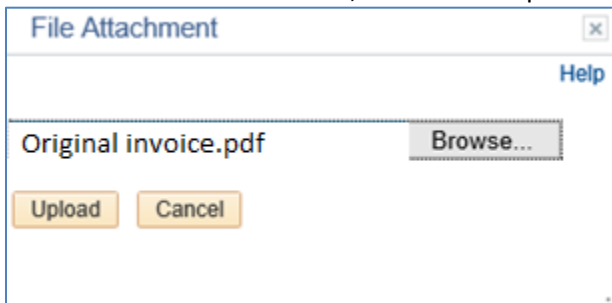
File Attachment

Help

Browse...

Upload Cancel

24. Once the file has been added, click on the Upload button.



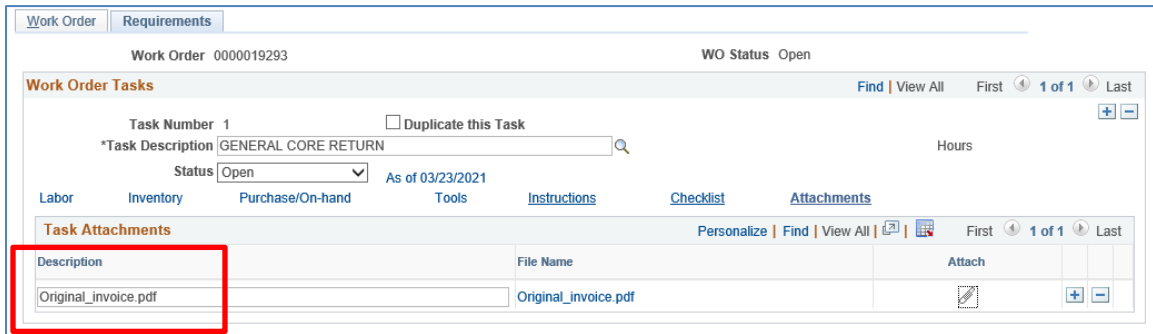
File Attachment

Help

Original invoice.pdf Browse...

Upload Cancel

25. The description of the file attached displays; this can be edited if desired.



Work Order 0000019293 WO Status Open

Work Order Tasks Find | View All First 1 of 1 Last

Task Number 1 ☐ Duplicate this Task

*Task Description GENERAL CORE RETURN

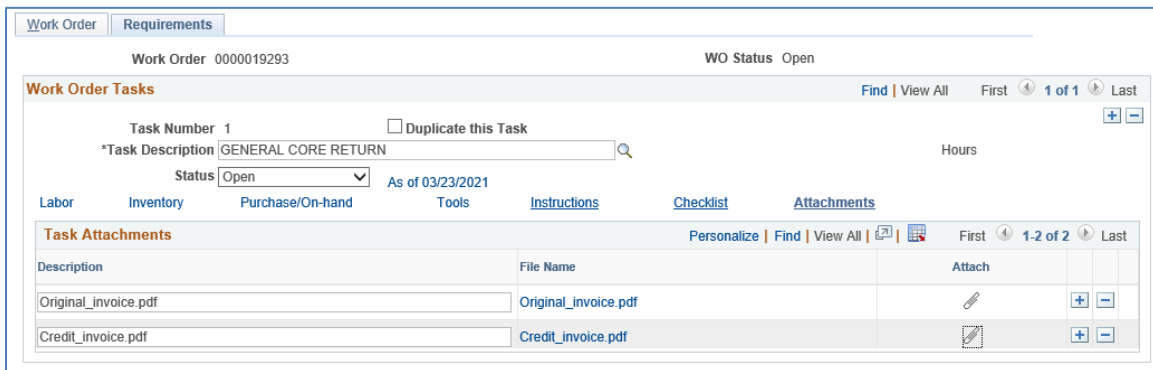
Status Open As of 03/23/2021

Labor Inventory Purchase/On-hand Tools Instructions Checklist Attachments

Task Attachments Personalize | Find | View All | First 1 of 1 Last

Description	File Name	Attach
Original_invoice.pdf	Original_invoice.pdf	

26. To add the credit attachment, click the + icon and follow steps 22-25.



Work Order 0000019293 WO Status Open

Work Order Tasks Find | View All First 1 of 1 Last

Task Number 1 ☐ Duplicate this Task

*Task Description GENERAL CORE RETURN

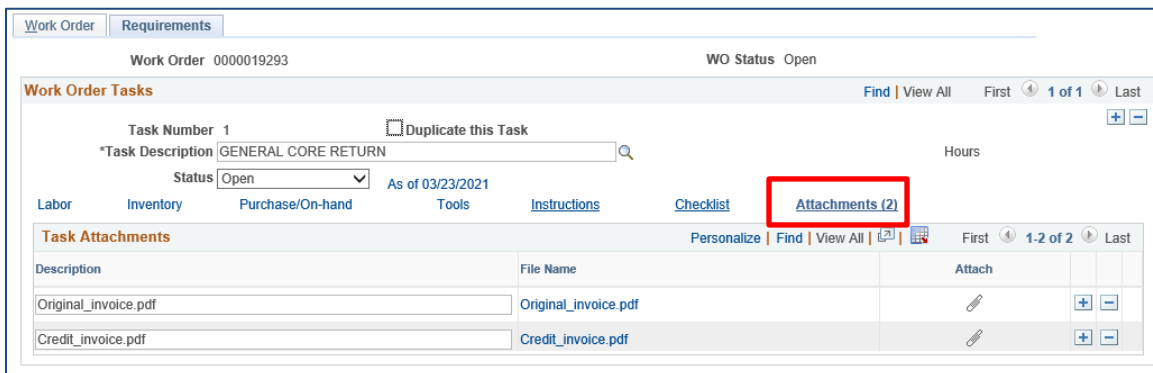
Status Open As of 03/23/2021

Labor Inventory Purchase/On-hand Tools Instructions Checklist Attachments

Task Attachments Personalize | Find | View All | First 1-2 of 2 Last

Description	File Name	Attach
Original_invoice.pdf	Original_invoice.pdf	
Credit_invoice.pdf	Credit_invoice.pdf	

27. Click the Save button to save all recent changes to the work order. The Attachments link will now have the number of attachments saved in parentheses.



Work Order 0000019293 WO Status Open

Work Order Tasks Find | View All First 1 of 1 Last

Task Number 1 ☐ Duplicate this Task

*Task Description GENERAL CORE RETURN

Status Open As of 03/23/2021

Labor Inventory Purchase/On-hand Tools Instructions Checklist **Attachments (2)**

Task Attachments Personalize | Find | View All | First 1-2 of 2 Last

Description	File Name	Attach
Original_invoice.pdf	Original_invoice.pdf	
Credit_invoice.pdf	Credit_invoice.pdf	

View an Existing Work Order

1. After logging into the Supplier Portal, navigate to the work order: Main Menu>Supplier>TN Supplier>Supplier Work Order.



The screenshot shows the 'Supplier Work Order' search page. At the top, there is a breadcrumb trail: Main Menu > Supplier > TN Supplier > Supplier Work Order. Below this is the Tennessee State Government logo. The page title is 'Supplier Work Order'. A message states: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' There are two tabs: 'Search for a Work Order' (selected) and 'Add a New Work Order'. Under the 'Search Criteria' section, there are several search fields: Business Unit (with a dropdown arrow), Work Order ID (with a 'begins with' dropdown), Long Description (with a 'begins with' dropdown), Description (with a 'begins with' dropdown), Priority Code (with a 'begins with' dropdown), Service Group (with a 'begins with' dropdown), Work Order Type (with a 'begins with' dropdown), and Work Order Status (with a 'begins with' dropdown). Each field has a magnifying glass icon to its right. There is also a 'Case Sensitive' checkbox and a 'Limit the number of results to (up to 300):' field with the value '300' entered. At the bottom, there are buttons for 'Search', 'Clear', 'Basic Search', and 'Save Search Criteria'.

2. On the Search for a Work Order tab, click the lookup icon next to the Business Unit field and select 32101.
3. To see all previously entered work orders, click Search.



Tennessee State Government

Supplier Work Order

Enter any information you have and click Search. Leave fields blank for a list of all values.

▼ Search Criteria

Business Unit =

Work Order ID begins with

Long Description begins with

Description begins with

Priority Code begins with

Service Group begins with

Work Order Type begins with

Work Order Status begins with

☐ Case Sensitive

Limit the number of results to (up to 300):

[Basic Search](#) 

Search Results

View All First  1-4 of 4  Last

Business Unit	Work Order ID	Long Description	Description	Priority Code	Service Group	Work Order Type	Work Order Status
32101	0000019030	Core return for new battery	NASHVILLE 3		FLEET	CR	OPEN
32101	0000019028	New battery	NASHVILLE 3		FLEET	VM	OPEN
32101	0000019027	Oil change, 25k mile service	NASHVILLE 3		FLEET	PM	OPEN
32101	0000019025	test	NASHVILLE 3		FLEET	VM	OPEN

- To narrow down the search results by Work Order ID, Tag Number, or Status, enter the specific information needed and click Search.
- If the Work Order Status is Canceled, Complete, or Closed, all of the data on the work order is grayed out and nothing can be changed.

Work Order

Requirements

Work Order 0000019030

*Description Core return for new battery

227 characters remaining

WO Status Complete As of 03/18/2021

*WO Type Credit

*Priority Standard

*Shop 32101 VAM Garage

Created On 03/18/2021 11:48AM By NASHVILLE

Required Start 03/17/2021 End 03/17/2021

WO Duration 1.00 Hours

Approval Status Approved

Service Unit

Service Request

Supplemental Data
Meter Readings

Asset Unit 32101 General Services

Tag Number S1TM88 CAR POLICE V8

Asset Criticality

Work Order Tasks

Personalize | Find | View All | First 1 of 1 Last

Main

*Description	Tag Number	Status
GENERAL CORE RETURN	S1TM88	Complete

Print

Print Preview

Section 4 – Managing Your Account

After setting up your Supplier Portal account, there are additional account specific items that may need to be reviewed and/or changed. This can be done as needed.

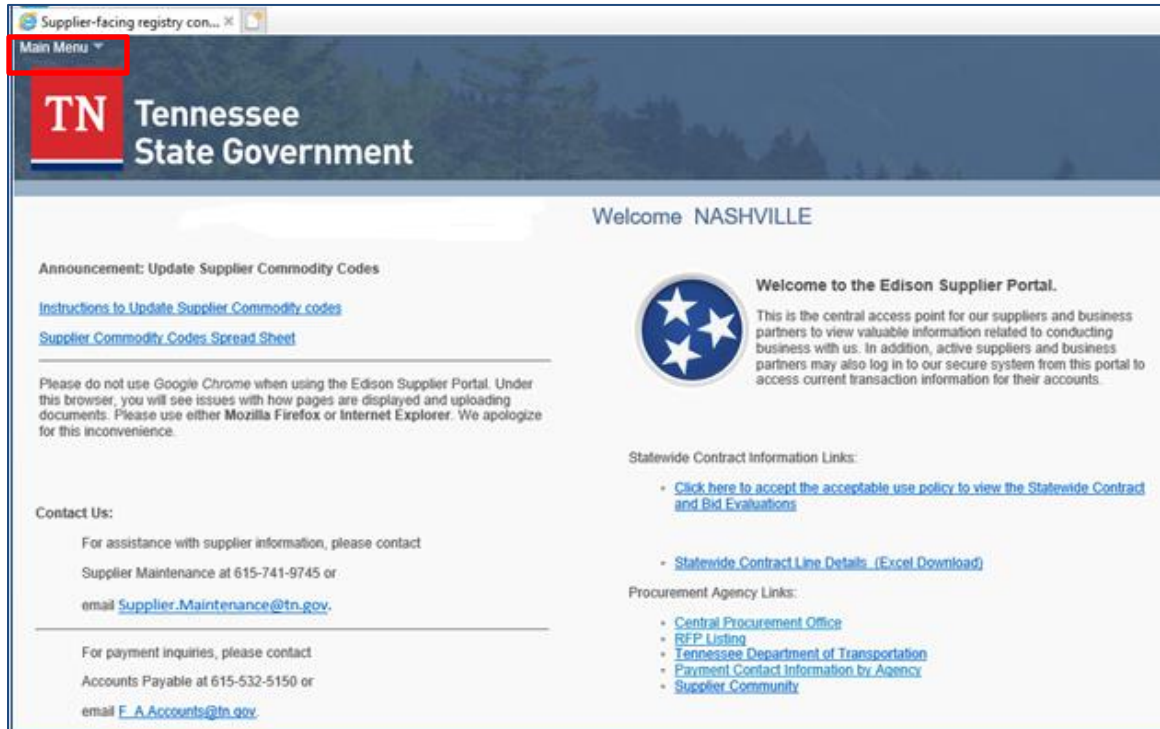
In the pages to follow, you will learn how to do the following:

1. Change or Add an Email Address
2. Change Password
3. View Invoice/Payment Information

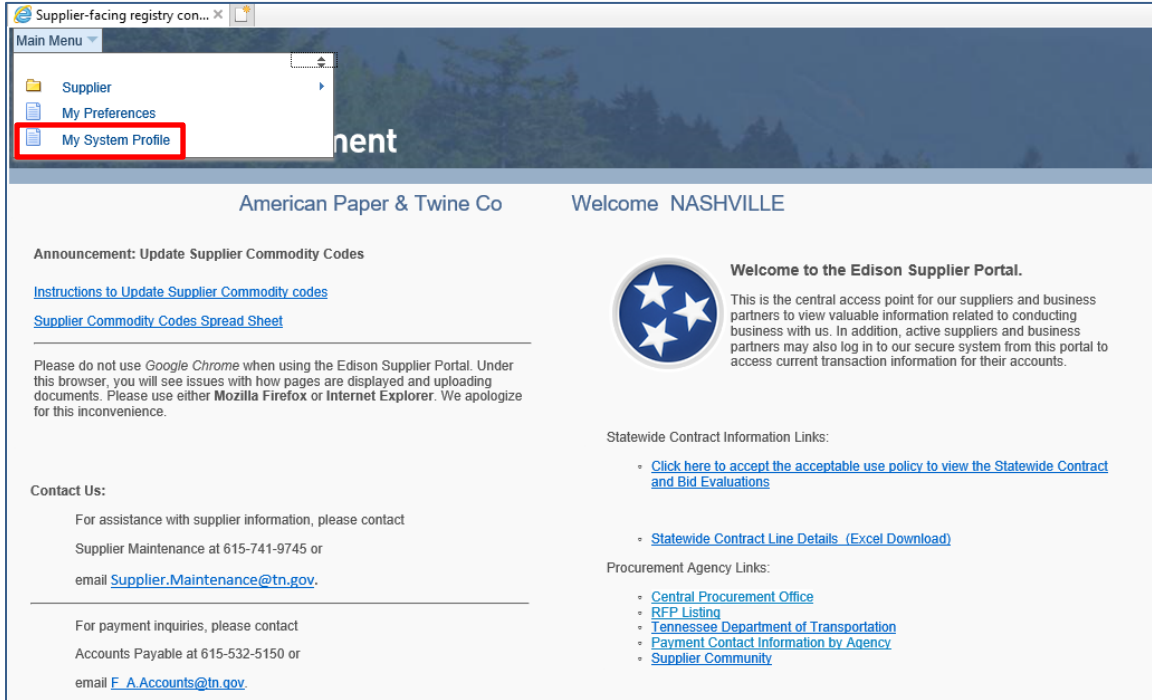
Change or Add an Email Address

If your email address associated with your TN@ account needs to be changed or an additional email address needs to be setup, you can do that at any time within the Supplier Portal.

1. After logging into the Supplier Portal using your TN@ login and password, click on the Main Menu drop down at the top left of the page.



2. In the Main Menu drop down, select My System Profile.



Supplier-facing registry con... x

Main Menu

- Supplier
- My Preferences
- My System Profile

American Paper & Twine Co Welcome NASHVILLE

Announcement: Update Supplier Commodity Codes

[Instructions to Update Supplier Commodity codes](#)

[Supplier Commodity Codes Spread Sheet](#)

Please do not use Google Chrome when using the Edison Supplier Portal. Under this browser, you will see issues with how pages are displayed and uploading documents. Please use either Mozilla Firefox or Internet Explorer. We apologize for this inconvenience.

Contact Us:

For assistance with supplier information, please contact
Supplier Maintenance at 615-741-9745 or
email Supplier.Maintenance@tn.gov.

For payment inquiries, please contact
Accounts Payable at 615-532-5150 or
email F.A.Accounts@tn.gov.

Welcome to the Edison Supplier Portal.

This is the central access point for our suppliers and business partners to view valuable information related to conducting business with us. In addition, active suppliers and business partners may also log in to our secure system from this portal to access current transaction information for their accounts.

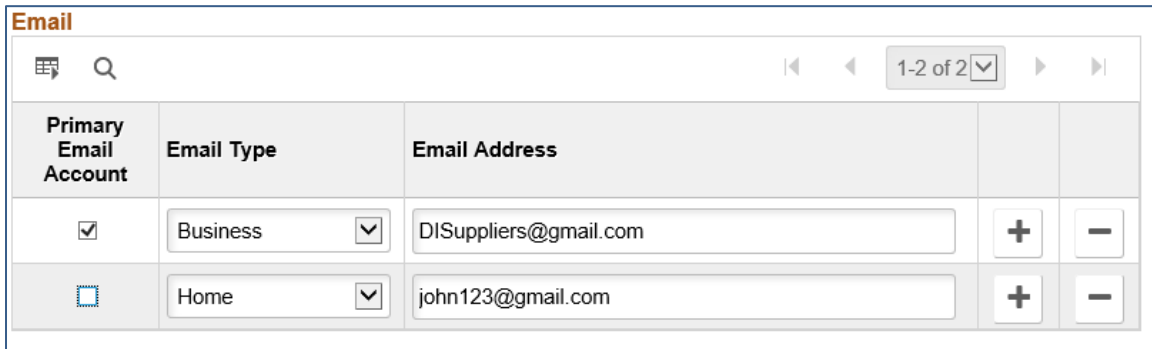
Statewide Contract Information Links:

- [Click here to accept the acceptable use policy to view the Statewide Contract and Bid Evaluations](#)
- [Statewide Contract Line Details \(Excel Download\)](#)

Procurement Agency Links:

- [Central Procurement Office](#)
- [RFP Listing](#)
- [Tennessee Department of Transportation](#)
- [Payment Contact Information by Agency](#)
- [Supplier Community](#)

- On the General Profile Information page, scroll down to the Email section. The checkbox in the Primary Email Account column is the email address used for correspondence on the account. You can add different email addresses as needed by clicking the + icon or deleting an email address by clicking the – icon.



Email

1-2 of 2

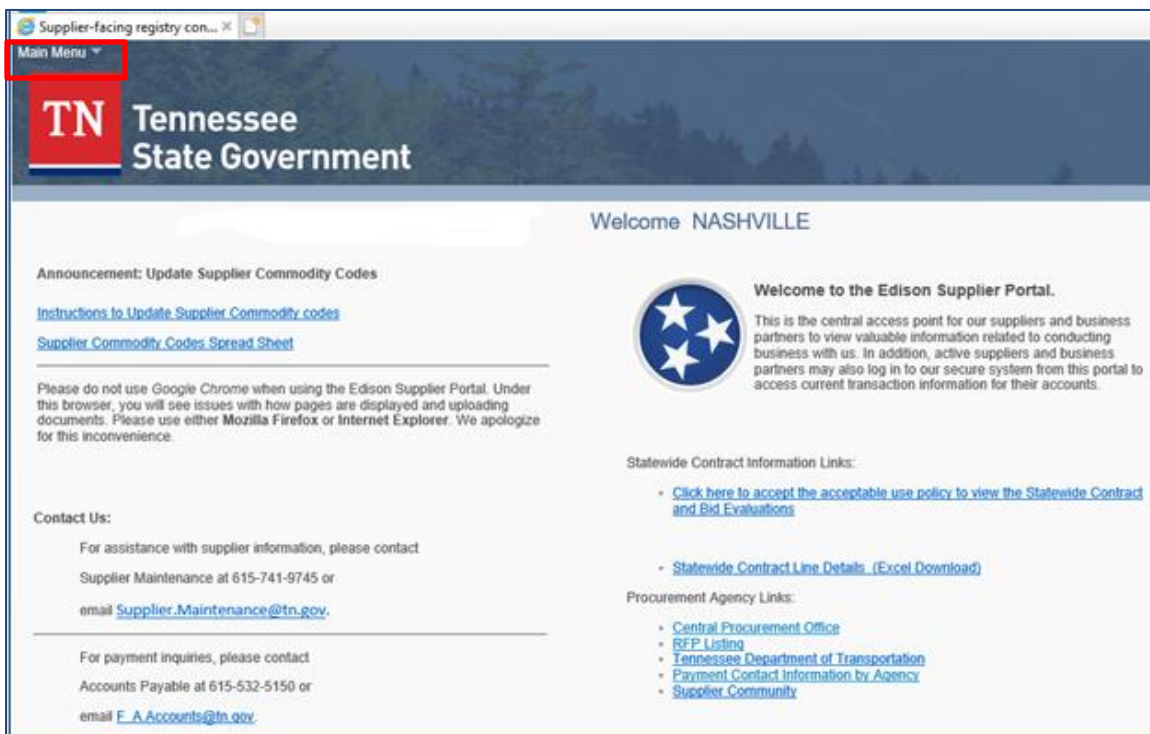
Primary Email Account	Email Type	Email Address		
<input checked="" type="checkbox"/>	Business	DISuppliers@gmail.com	+	-
<input type="checkbox"/>	Home	john123@gmail.com	+	-

- Once all the changes have been made, click the Save button at the bottom of the page.

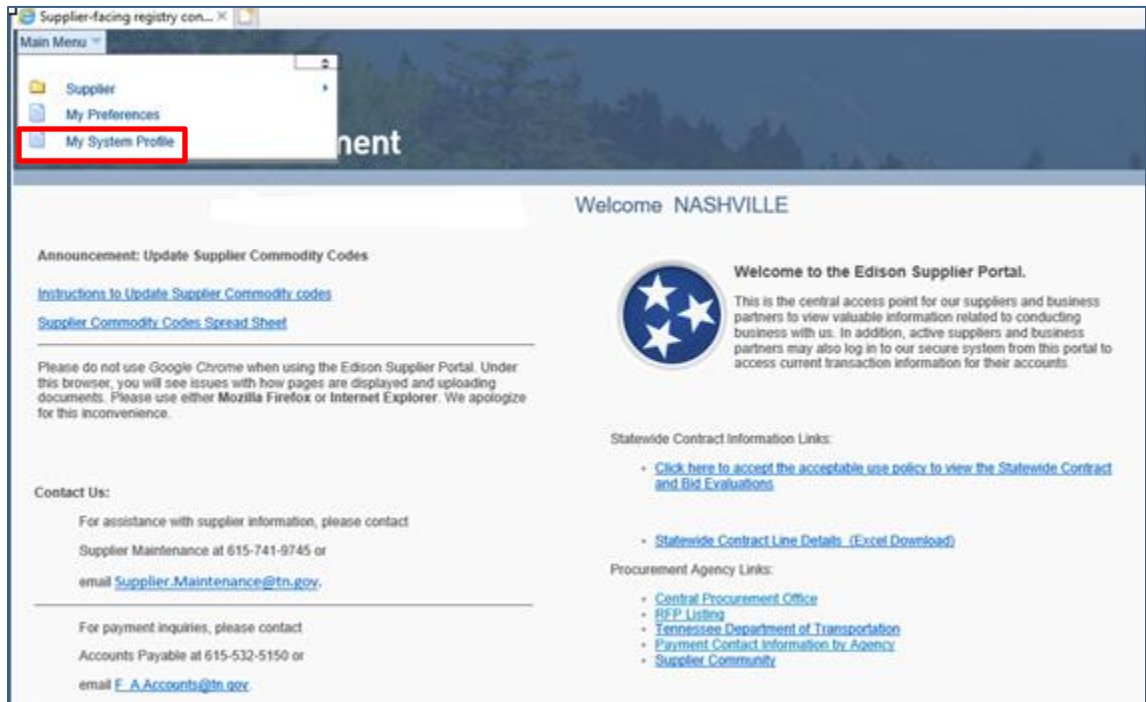
Change Password

If you want to change your primary password associated with your TN@ account, you can do that at any time within the Supplier Portal.

1. After logging into the Supplier Portal using your TN@ login and password, click on the Main Menu drop down at the top left of the page.



2. In the Main Menu drop down, select My System Profile.



- On the General Profile Information page, in the Password section click on the link titled 'Change Password, Challenge Questions, Security Image or One-Time Password email'.




- A User Preferences page will display with your security image; click the Change your password link.

User Preferences

Use the links below to change your user preferences.

Password:



enter

Your personal security image

Your personal security phrase

competent Concerts

[Learn more about your personalized security image and phrase](#)

[Click here to change your image and phrase](#)

[Change one-time password email address](#)

[Change your password](#)

Click the Save button to store changes to your User Preferences

Preferences
Save


*Tip! You can also use this page to change your security image and your one-time password email address (the email address used to send a one-time password PIN when using the Forgot Password link).

5. On the Change Your Password page, enter your Current Password then press the enter button.

Change Your Password

A valid password must meet all of the following conditions:

- Password must not contain the following character(s): & , < > ' % ~ ^ " @ .
- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must not be longer than 32 character(s).
- Password must contain at least 2 alphabetic character(s).
- Password must be at least 8 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 special character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must not be one of 12 previous passwords.
- Password must not match or contain user ID.

Current/Temporary Password	click to enter	
New Password	click to enter	
Confirm New Password	click to enter	


6. The first step now shows Completed and the New Password field is highlighted.

Reset Your Password

Please enter your current/temporary password and new password twice below.

A valid password must meet all of the following conditions:

- Password must not contain the following character(s): & , < > ' % ~ ^ " @ .
- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must not be longer than 32 character(s).
- Password must contain at least 2 alphabetic character(s).
- Password must be at least 8 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 special character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must not be one of 12 previous passwords.
- Password must not match or contain user ID.

Current/Temporary Password	Completed	
New Password	click to enter	
Confirm New Password	click to enter	

After confirming your new password, please ONLY HIT ENTER ONCE as there is a slight delay while processing your new password.

7. Enter the desired new password; it must meet the conditions listed at the top of the Reset Your Password page.
8. Click the Enter button. The second step now shows Completed and the Confirm New Password field is highlighted.

Reset Your Password

Please enter your current/temporary password and new password twice below.


A valid password must meet all of the following conditions:

- Password must not contain the following character(s): & , < > ^ % ' ~ ! @ .
- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must not be longer than 32 character(s).
- Password must contain at least 2 alphabetic character(s).
- Password must be at least 8 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 special character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must not be one of 12 previous passwords.
- Password must not match or contain user ID.

Current/Temporary Password Completed

New Password Completed

Confirm New Password click to enter



After confirming your new password, please ONLY HIT ENTER ONCE as there is a slight delay while processing your new password.

9. Re-enter your new password typed in the step above.

Reset Your Password

Please enter your current/temporary password and new password twice below.


A valid password must meet all of the following conditions:

- Password must not contain the following character(s): & , < > " % ' ~ " " @ .
- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must not be longer than 32 character(s).
- Password must contain at least 2 alphabetic character(s).
- Password must be at least 8 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 special character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must not be one of 12 previous passwords.
- Password must not match or contain user ID.

Current/Temporary Password Completed

New Password Completed

Confirm New Password click to enter



After confirming your new password, please ONLY HIT ENTER ONCE as there is a slight delay while processing your new password.

10. Click the Enter button. All steps now show Completed and the new password is processing.

Reset Your Password

Please enter your current/temporary password and new password twice below.


A valid password must meet all of the following conditions:

- Password must not contain the following character(s): & , < > " % ' ~ * ' @ .
- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must not be longer than 32 character(s).
- Password must contain at least 2 alphabetic character(s).
- Password must be at least 8 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 special character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must not be one of 12 previous passwords.
- Password must not match or contain user ID.


Current/Temporary Password Completed

New Password Completed

Confirm New Password Completed



After confirming your new password, please **ONLY HIT ENTER ONCE** as there is a slight delay while processing your new password.



Processing

11. Once the password has saved successfully, you will be logged into the Supplier Portal using the new password.

Supplier-facing registry con... x

Main Menu ▾

TN Tennessee State Government

Welcome NASHVILLE

Announcement: Update Supplier Commodity Codes

[Instructions to Update Supplier Commodity codes](#)
[Supplier Commodity Codes Spread Sheet](#)

Please do not use Google Chrome when using the Edison Supplier Portal. Under this browser, you will see issues with how pages are displayed and uploading documents. Please use either Mozilla Firefox or Internet Explorer. We apologize for this inconvenience.

Contact Us:

For assistance with supplier information, please contact
Supplier Maintenance at 615-741-9745 or
email Supplier.Maintenance@tn.gov.

For payment inquiries, please contact
Accounts Payable at 615-532-5150 or
email F.A.Accounts@tn.gov.

Welcome to the Edison Supplier Portal.

This is the central access point for our suppliers and business partners to view valuable information related to conducting business with us. In addition, active suppliers and business partners may also log in to our secure system from this portal to access current transaction information for their accounts.

Statewide Contract Information Links:

- [Click here to accept the acceptable use policy to view the Statewide Contract and Bid Evaluations](#)
- [Statewide Contract Line Details \(Excel Download\)](#)

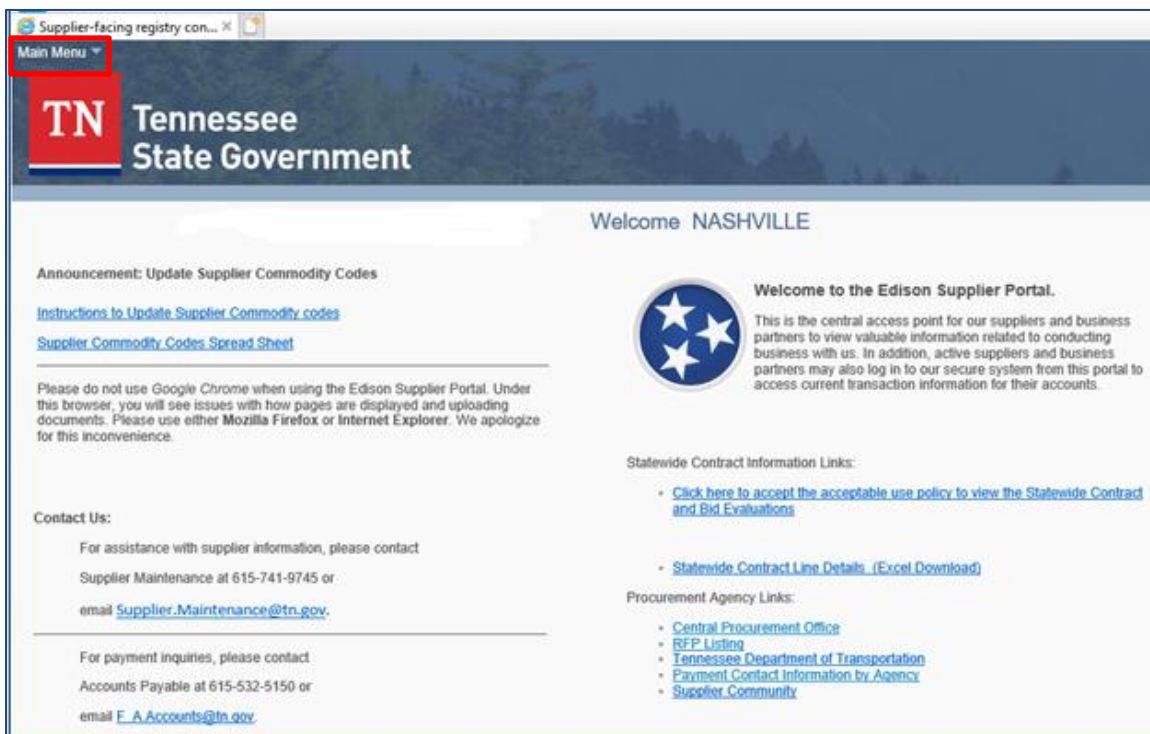
Procurement Agency Links:

- [Central Procurement Office](#)
- [RFP Listing](#)
- [Tennessee Department of Transportation](#)
- [Payment Contact Information by Agency](#)
- [Supplier Community](#)

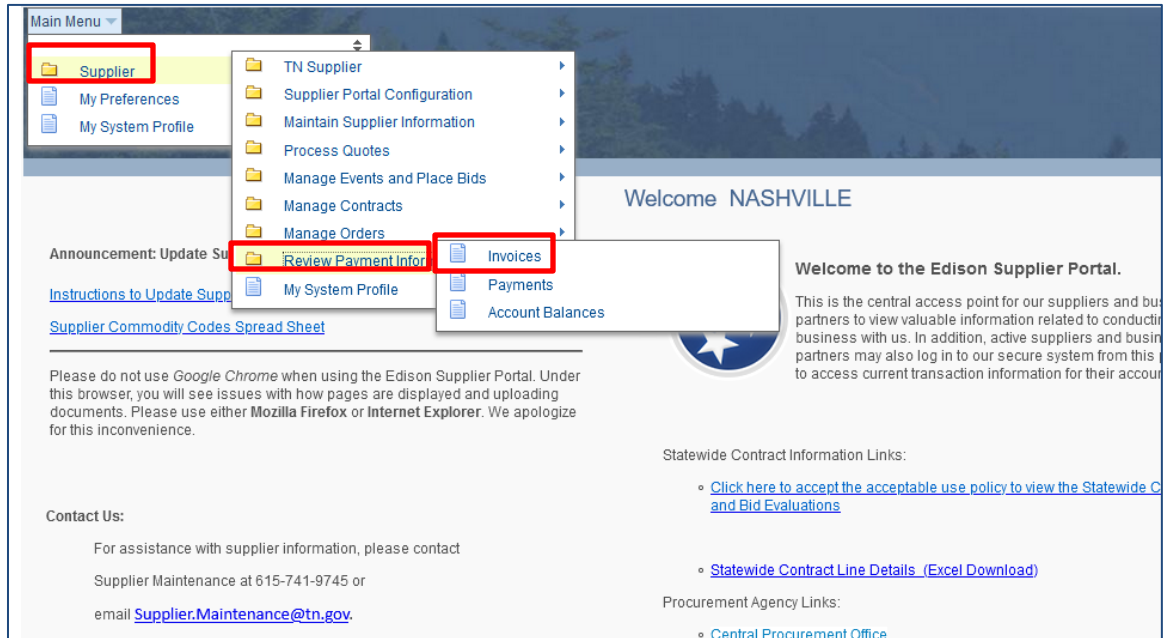
Review Invoice and Payment Information

You can review your invoices and their statuses as well as your payments received within the Supplier Portal.

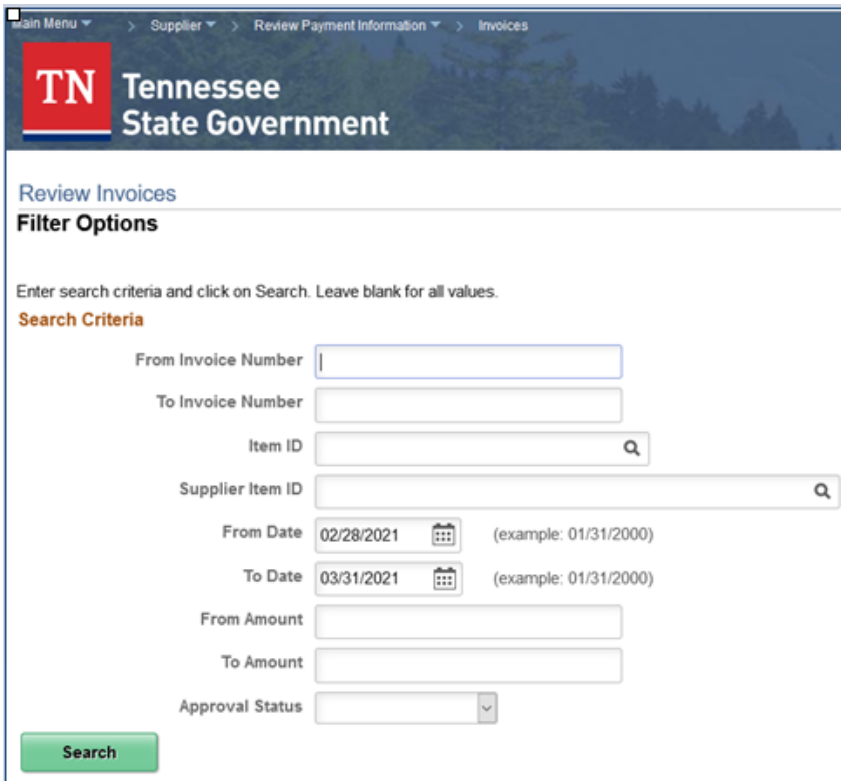
1. After logging into the Supplier Portal using your TN@ login and password, click on the Main Menu drop down at the top left of the page.



2. In the Main Menu drop down, click on Supplier>Review Payment Information>Invoices.



- The Review Invoices page displays; enter additional criteria to narrow down the results and click the Search button.

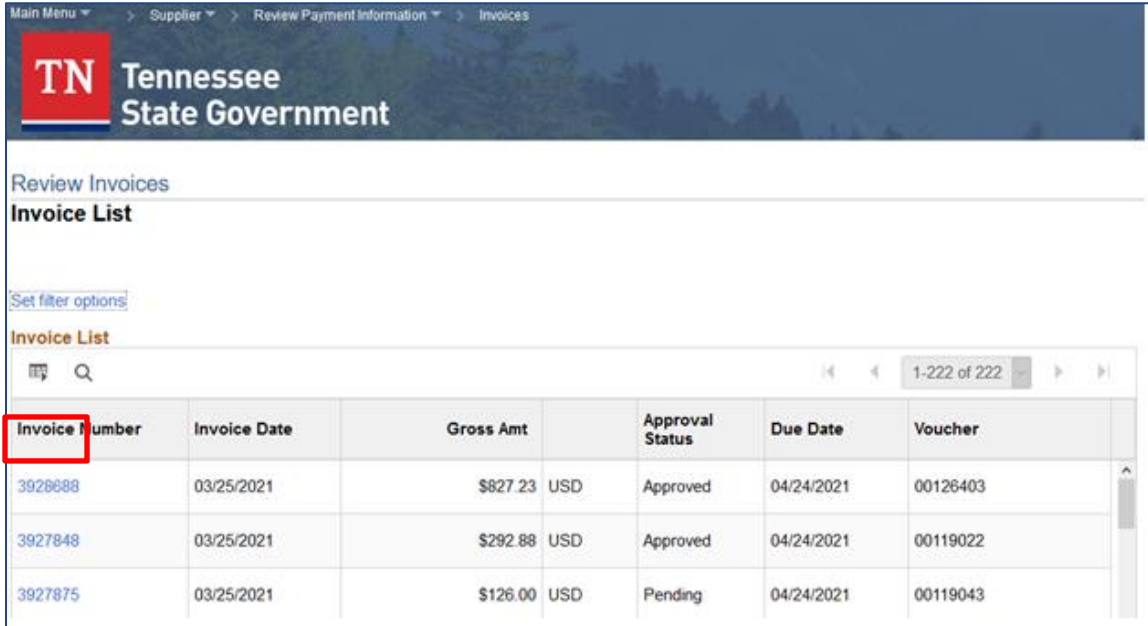


The screenshot shows the 'Review Invoices' page. The page has a header with the 'TN Tennessee State Government' logo. Below the header is the 'Review Invoices' title and a 'Filter Options' section. The 'Filter Options' section includes a search criteria form with the following fields:

- From Invoice Number:
- To Invoice Number:
- Item ID:
- Supplier Item ID:
- From Date: (example: 01/31/2000)
- To Date: (example: 01/31/2000)
- From Amount:
- To Amount:
- Approval Status:

A green 'Search' button is located at the bottom left of the form.

- Invoices with their voucher number and approval status display. To view specific information about the invoice, click the Invoice Number hyperlink.



TN Tennessee State Government

Review Invoices

Invoice List

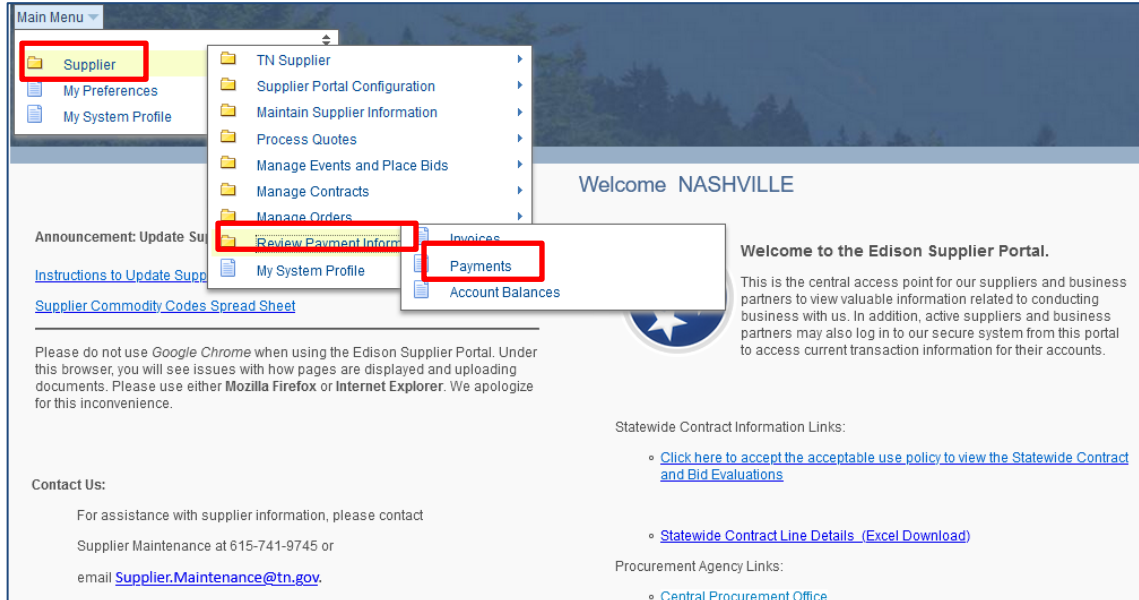
Set filter options

Invoice List

1-222 of 222

Invoice Number	Invoice Date	Gross Amt		Approval Status	Due Date	Voucher
3928688	03/25/2021	\$827.23	USD	Approved	04/24/2021	00126403
3927848	03/25/2021	\$292.88	USD	Approved	04/24/2021	00119022
3927875	03/25/2021	\$126.00	USD	Pending	04/24/2021	00119043

- To view payments, in the Main Menu drop down, click on Supplier>Review Payment Information>Payments.



Main Menu

- Supplier**
 - TN Supplier
 - Supplier Portal Configuration
 - Maintain Supplier Information
 - Process Quotes
 - Manage Events and Place Bids
 - Manage Contracts
 - Manage Orders
 - Review Payment Information**
 - Payments**
 - Account Balances
 - My System Profile
- My Preferences
- My System Profile

Announcement: Update Supplier Information

[Instructions to Update Supplier Information](#)

[Supplier Commodity Codes Spread Sheet](#)

Please do not use Google Chrome when using the Edison Supplier Portal. Under this browser, you will see issues with how pages are displayed and uploading documents. Please use either Mozilla Firefox or Internet Explorer. We apologize for this inconvenience.

Contact Us:

For assistance with supplier information, please contact
Supplier Maintenance at 615-741-9745 or
email Supplier.Maintenance@tn.gov.

Welcome NASHVILLE

Welcome to the Edison Supplier Portal.

This is the central access point for our suppliers and business partners to view valuable information related to conducting business with us. In addition, active suppliers and business partners may also log in to our secure system from this portal to access current transaction information for their accounts.

Statewide Contract Information Links:


- [Click here to accept the acceptable use policy to view the Statewide Contract and Bid Evaluations](#)
- [Statewide Contract Line Details \(Excel Download\)](#)

Procurement Agency Links:

- [Central Procurement Office](#)

- The Review Payments page displays; enter additional criteria to narrow down the results and click the Search button.

[Main Menu](#) > [Supplier](#) > [Review Payment Information](#) > [Payments](#)



Review Payments

Filter Options

Enter search criteria and click on Search. Leave blank for all values.

Search Criteria

Invoice Number

Payment Reference

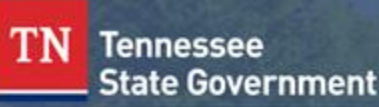
From Payment Date (example: 12/31/2000)

To Payment Date (example: 12/31/2000)

[Search](#)

- Payments with their invoice number and payment date display. To view specific information about the payment, click the Reference hyperlink.

[Main Menu](#) > [Supplier](#) > [Review Payment Information](#) > [Payments](#)



Review Payments

Payments Made

[Set filter options](#)

Payments Made

1-140 of 140

Reference	Invoice Number	Payment Date	Amount	
0004547500	3915774	03/17/2021	\$59.98	USD
0004547561	3845324	03/17/2021	\$2,744.24	USD
0004547561	3846892	03/17/2021	\$2,744.24	USD

Section 5 – Troubleshooting Guides

While working within the Supplier Portal, issues could be encountered. The topics that follow will help you to resolve these issues or point you in the direction of whom to contact.

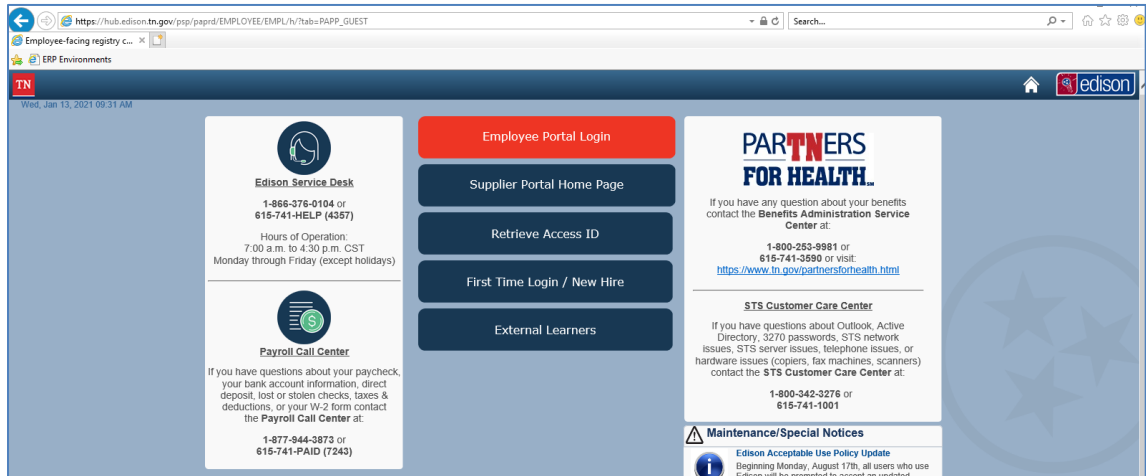
In the pages to follow, you will learn how to do the following:

1. Clearing Internet Browser Cache
2. Forgot Access ID
3. Forgot Password
4. Locked Account
5. List of Contacts for Additional Issues

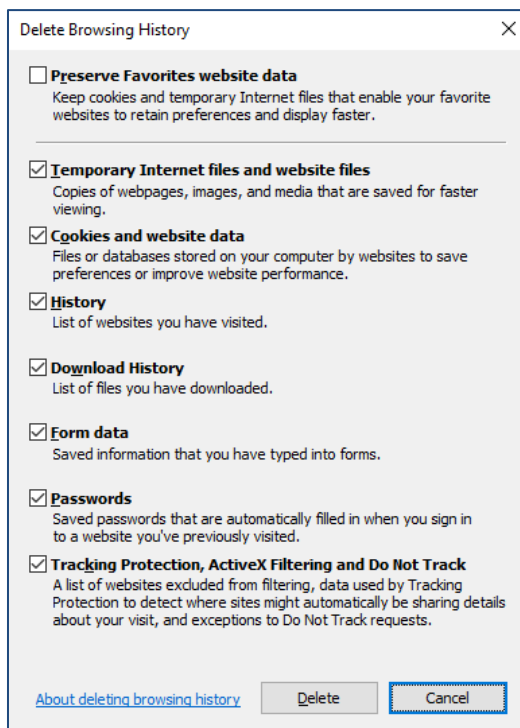
Clearing Browser Cache – Internet Explorer

If you encounter issues with passwords not working, receiving a blue Oracle screen while working, or other issues that are typical to your work within the Supplier Portal, you can try to clear your browser cache to see if this resolves those types of issues.

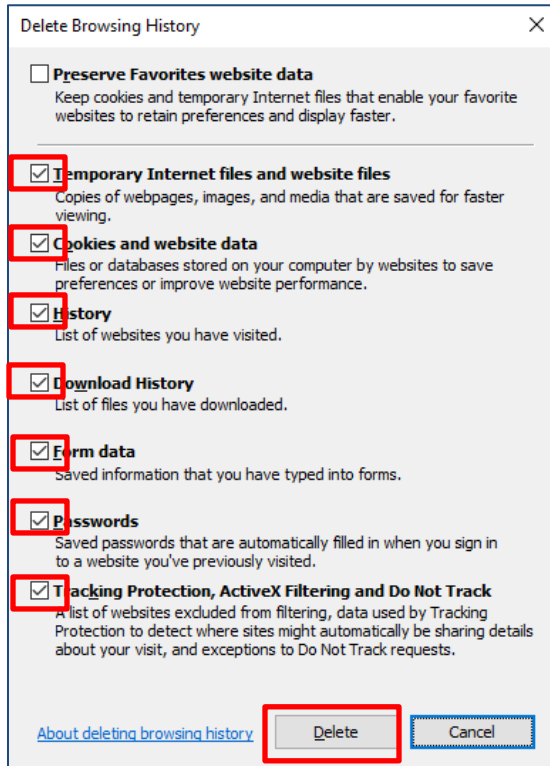
1. Open the Internet Explorer web browser.



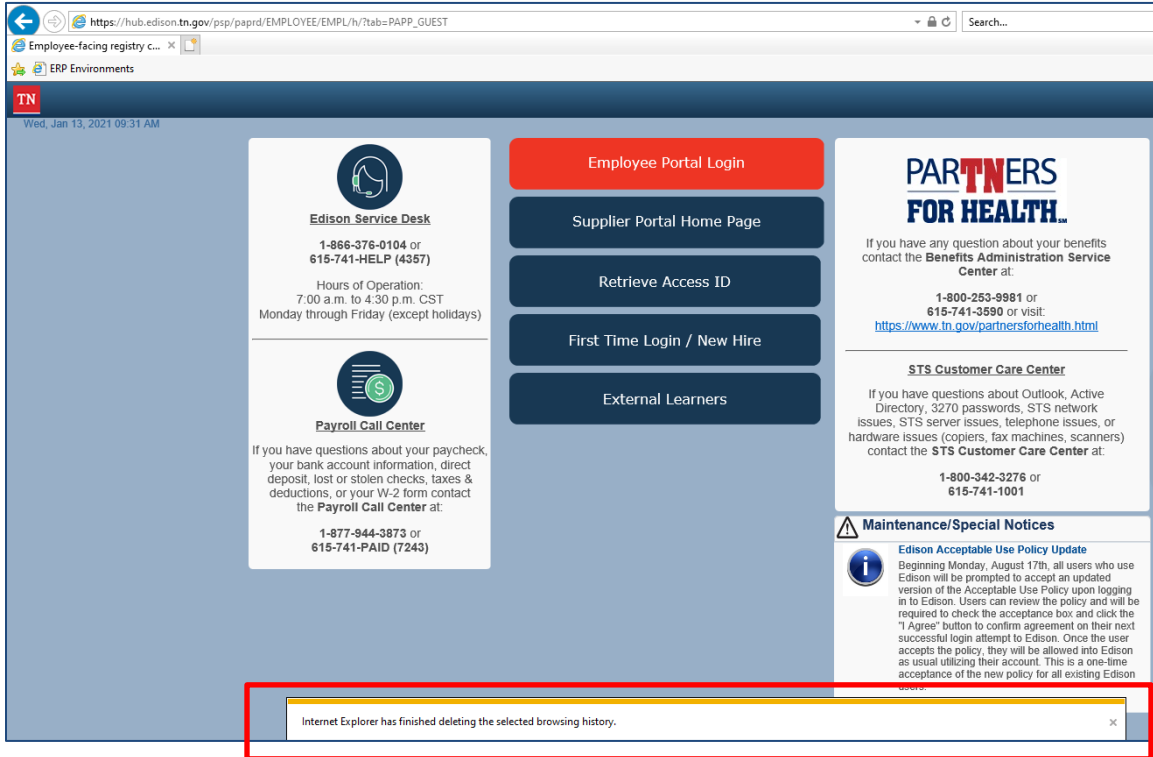
2. Hold down the Shift, Ctrl, Delete buttons on your keyboard at the same time; the following box displays.



3. Select (check) all boxes except for the first one - "Preserve Favorites website data".
4. Click the Delete button.



5. Once the process is complete, the following message will display on the bottom of your screen.



The screenshot shows the Edison portal homepage. The browser address bar displays the URL: https://hub.edison.tn.gov/psp/paprd/EMPLOYEE/EMPL/h?tab=PAPP_GUEST. The page features several sections:

- Edison Service Desk:** 1-866-376-0104 or 615-741-HELP (4357). Hours of Operation: 7:00 a.m. to 4:30 p.m. CST Monday through Friday (except holidays).
- Payroll Call Center:** If you have questions about your paycheck, your bank account information, direct deposit, lost or stolen checks, taxes & deductions, or your W-2 form contact the Payroll Call Center at: 1-877-944-3873 or 615-741-PAID (7243).
- Employee Portal Login:** A red button.
- Supplier Portal Home Page:** A dark blue button.
- Retrieve Access ID:** A dark blue button.
- First Time Login / New Hire:** A dark blue button.
- External Learners:** A dark blue button.
- PARTNERS FOR HEALTH:** If you have any question about your benefits contact the Benefits Administration Service Center at: 1-800-253-9981 or 615-741-3590 or visit: <https://www.tn.gov/partnersforhealth.html>.
- STS Customer Care Center:** If you have questions about Outlook, Active Directory, 3270 passwords, STS network issues, STS server issues, telephone issues, or hardware issues (copiers, fax machines, scanners) contact the STS Customer Care Center at: 1-800-342-3276 or 615-741-1001.
- Maintenance/Special Notices:** Edison Acceptable Use Policy Update. Beginning Monday, August 17th, all users who use Edison will be prompted to accept an updated version of the Acceptable Use Policy upon logging in to Edison. Users can review the policy and will be required to check the acceptance box and click the "I Agree" button to confirm agreement on their next successful login attempt to Edison. Once the user accepts the policy, they will be allowed into Edison as usual utilizing their account. This is a one-time acceptance of the new policy for all existing Edison users.

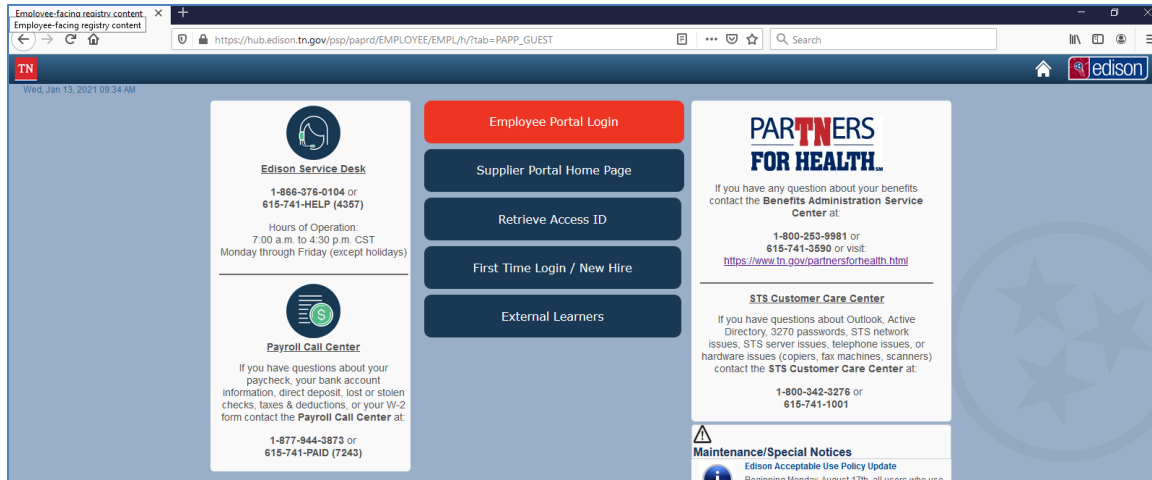
A red box highlights the browser status bar at the bottom, which displays the message: "Internet Explorer has finished deleting the selected browsing history." with a close button (X) on the right.

- Click the X at the top right of the screen to close the browser and then reopen the browser.

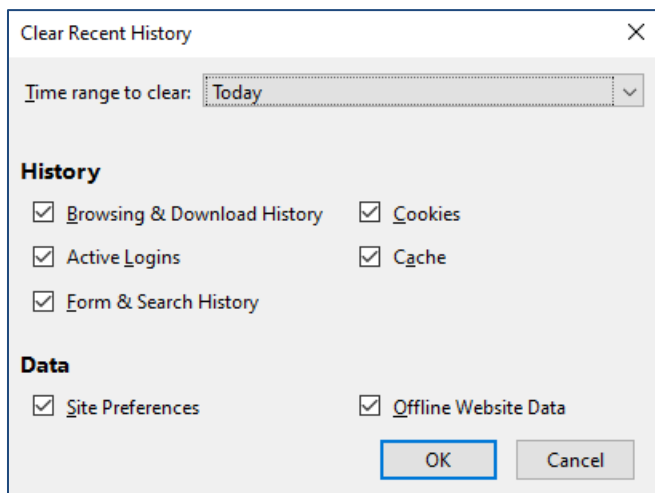
Clearing Browser Cache – Firefox

If you encounter issues with passwords not working, receiving a blue Oracle screen while working, or other issues that are typical to your work within the Supplier Portal, you can try to clear your browser cache to see if this resolves those types of issues.

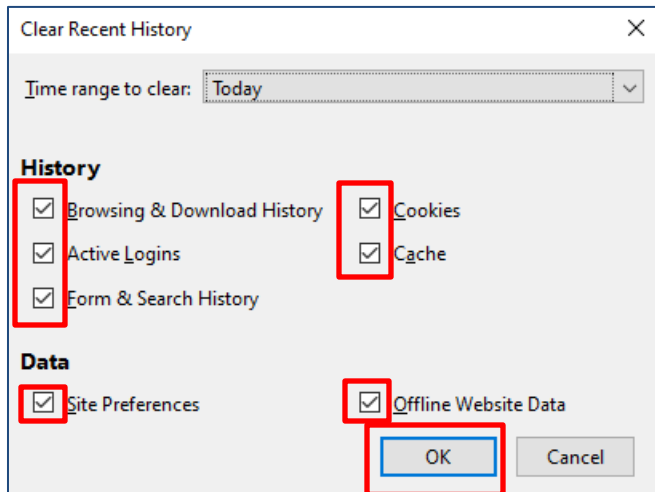
1. Open the Firefox web browser.



2. Hold down the Shift, Ctrl, Delete buttons on your keyboard at the same time; the following box displays.



3. Select (check) all boxes.
4. Click the OK button.

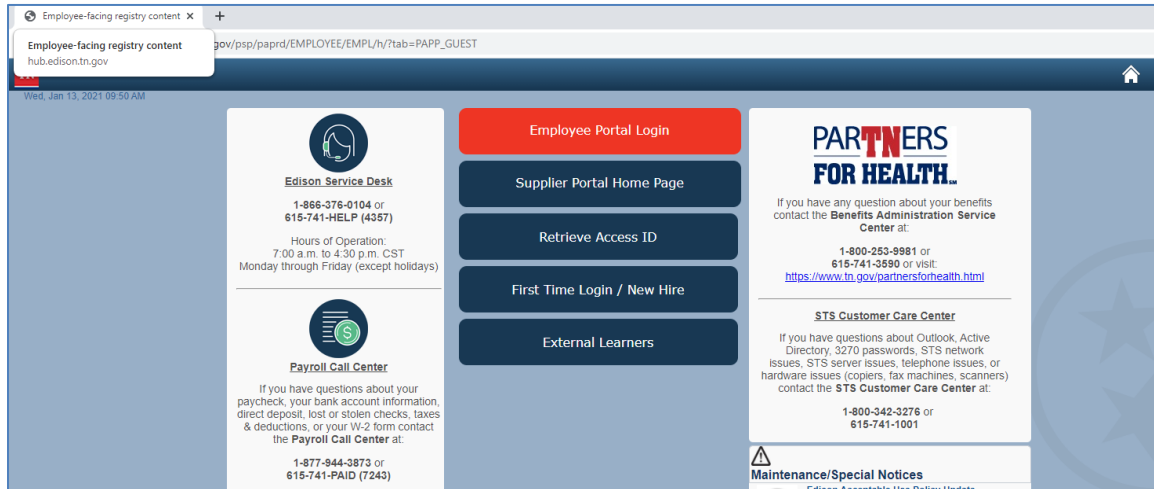


5. Click the X at the top right of the screen to close the browser and then reopen the browser.

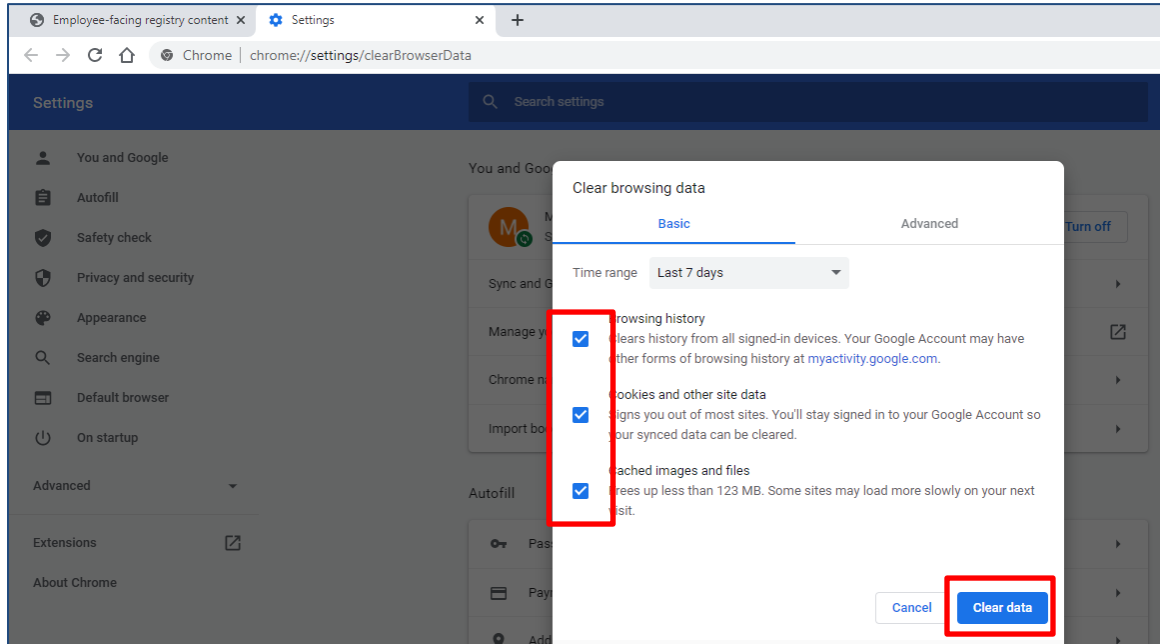
Clearing Browser Cache – Chrome

If you encounter issues with passwords not working, receiving a blue Oracle screen while working, or other issues that are typical to your work within the Supplier Portal, you can try to clear your browser cache to see if this resolves those types of issues.

1. Open the Google Chrome web browser.

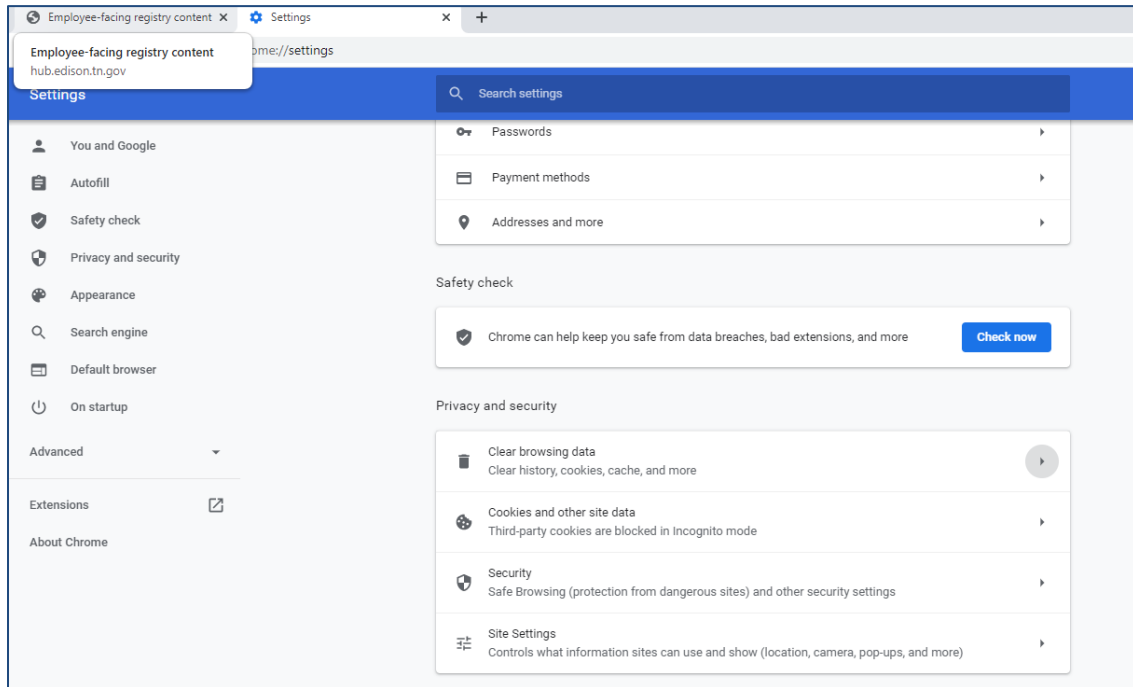


2. Hold down the Shift, Ctrl, Delete buttons on your keyboard at the same time; a separate tab opens displaying the following box.



3. Select (check) all boxes.
4. Click the Clear data button.

5. Once the process is complete, the Clear browsing data box will close.

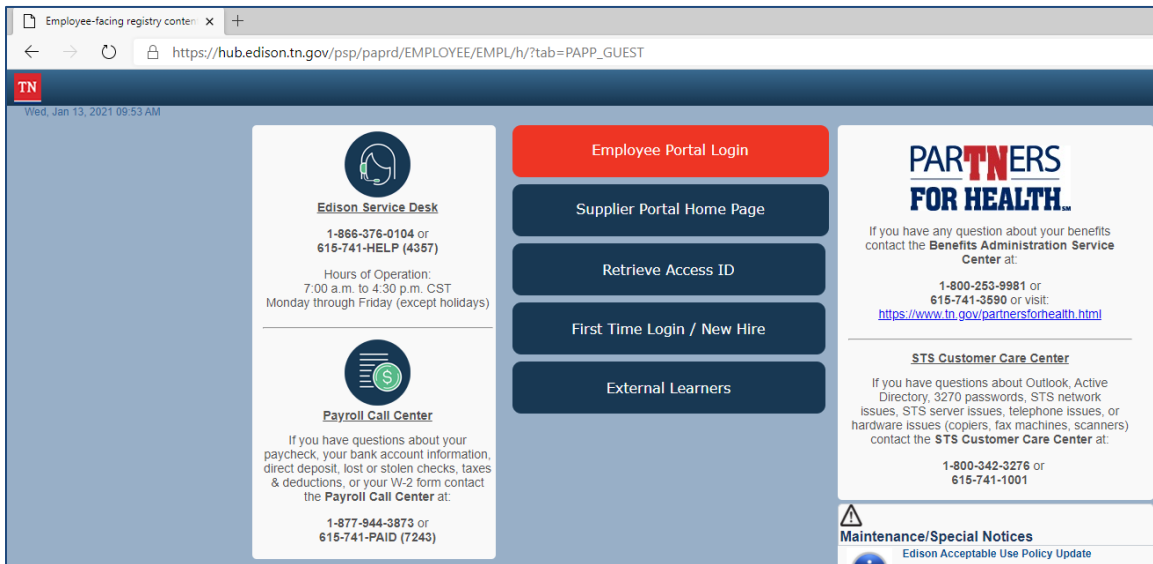


6. Click the X at the top right of the screen to close the browser and then reopen the browser.

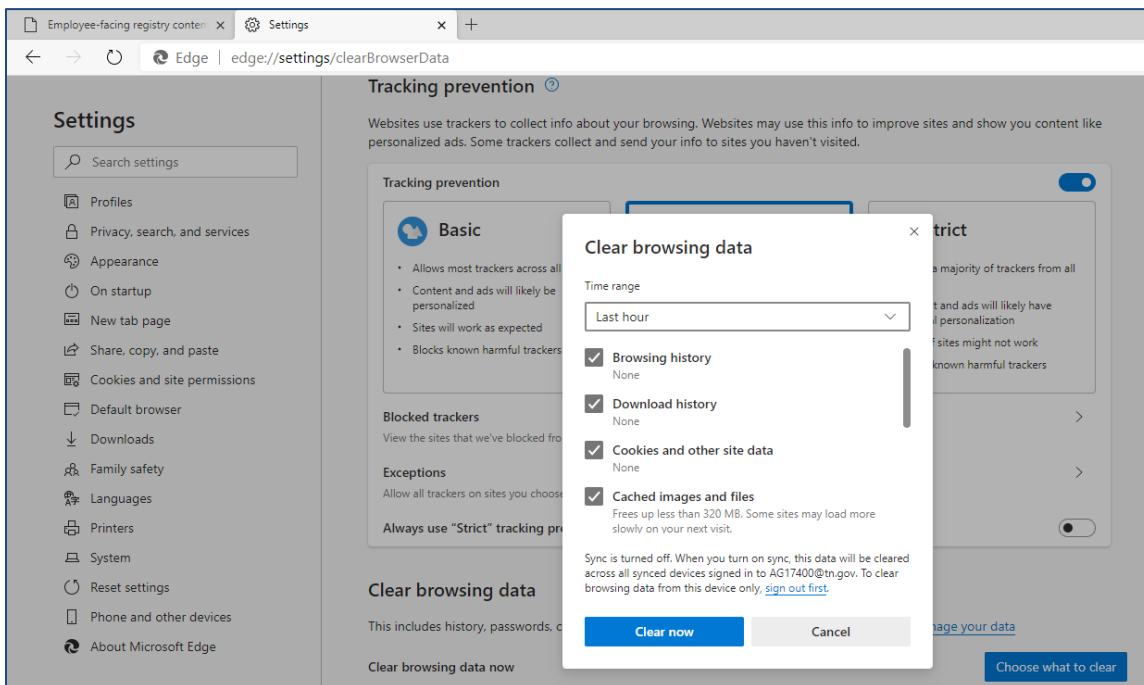
Clearing Browser Cache – Edge

If you encounter issues with passwords not working, receiving a blue Oracle screen while working, or other issues that are typical to your work within the Supplier Portal, you can try to clear your browser cache to see if this resolves those types of issues.

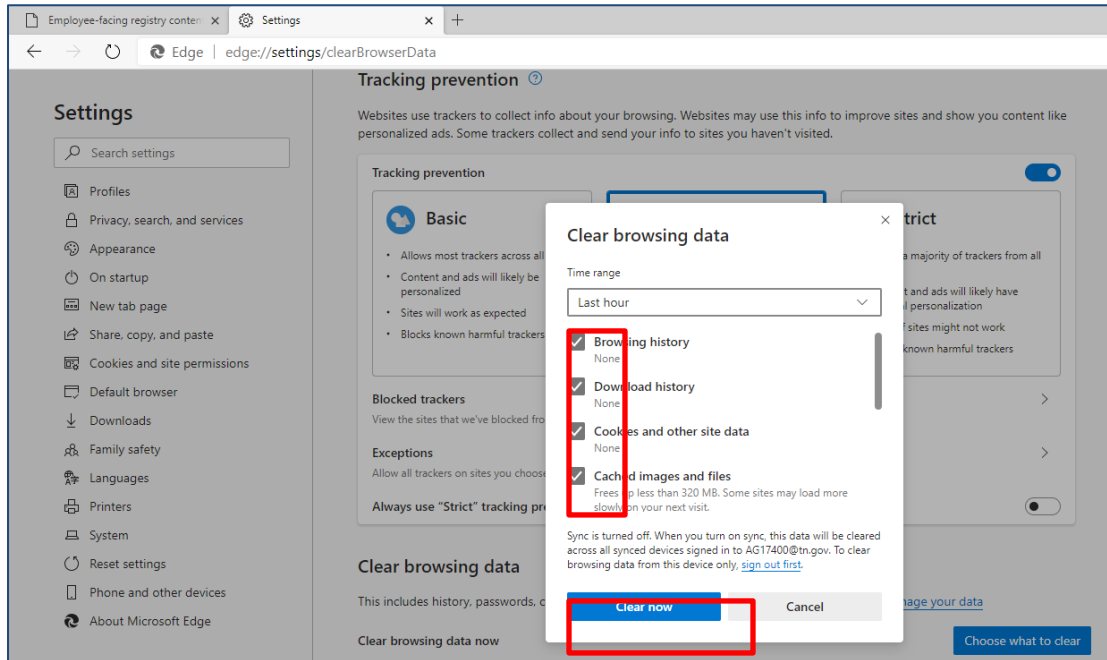
1. Open the Microsoft Edge web browser.



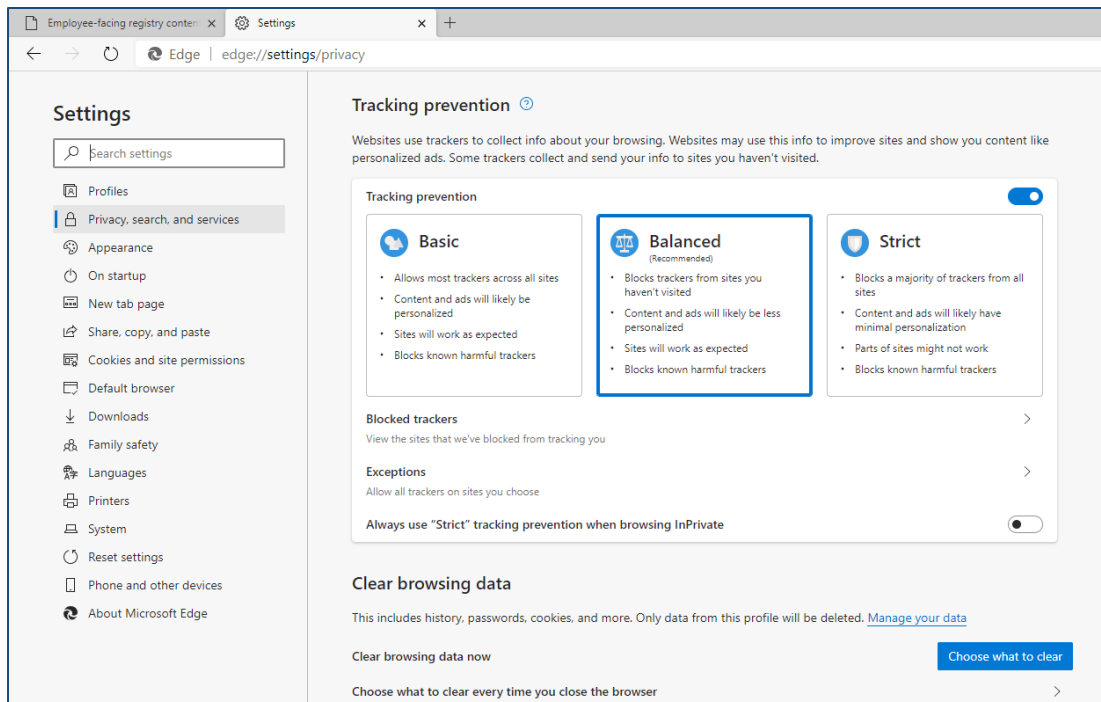
2. Hold down the Shift, Ctrl, Delete buttons on your keyboard at the same time; a separate tab opens displaying the following box.



3. Select (check) all boxes.
4. Click the Clear now button.



5. Once the process is complete, the Clear browsing data box will close.



6. Click the X at the top right of the screen to close the browser and then reopen the browser.

Forgot Access ID

If you have forgotten your access ID, you can either reference the original emails that were sent with your TN@ login user, or you will need to contact the Edison Help Desk.

If you have received the following message when trying to log into the Supplier Portal because you have forgotten your Access ID (TN@ login):



Sign In:

Enter your Access ID.

■ You have entered an incorrect Access ID or Password.

Access ID:

[Where do I enter my password?](#)

To retrieve your TN@ login, you will need to contact the Edison Help Desk (615-741-4357). You will need to have your TIN number and the primary email address for the account to give to the Edison Help Desk staff in order to be given your TN@ (this is a security precaution).

Forgot Password

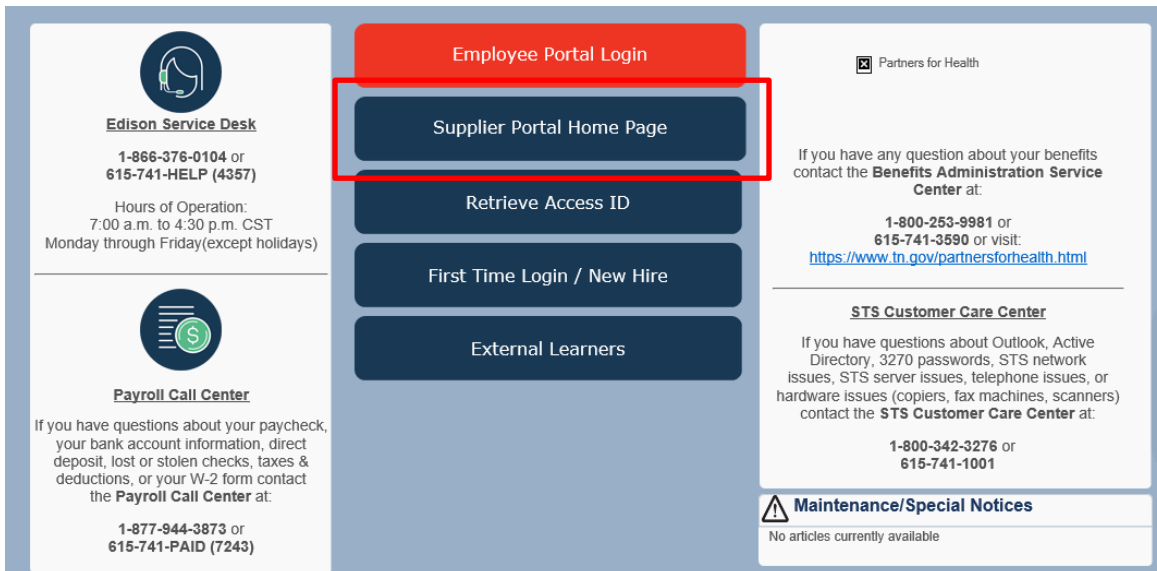
If you have forgotten your password, you have the ability to reset it on your own using the Forgot Password link. *NOTE: This should only be used if you have already completed the initial login process and have your security profile setup.

Follow the steps below to reset your password. If you need additional assistance, you can watch a YouTube tutorial [here](#).

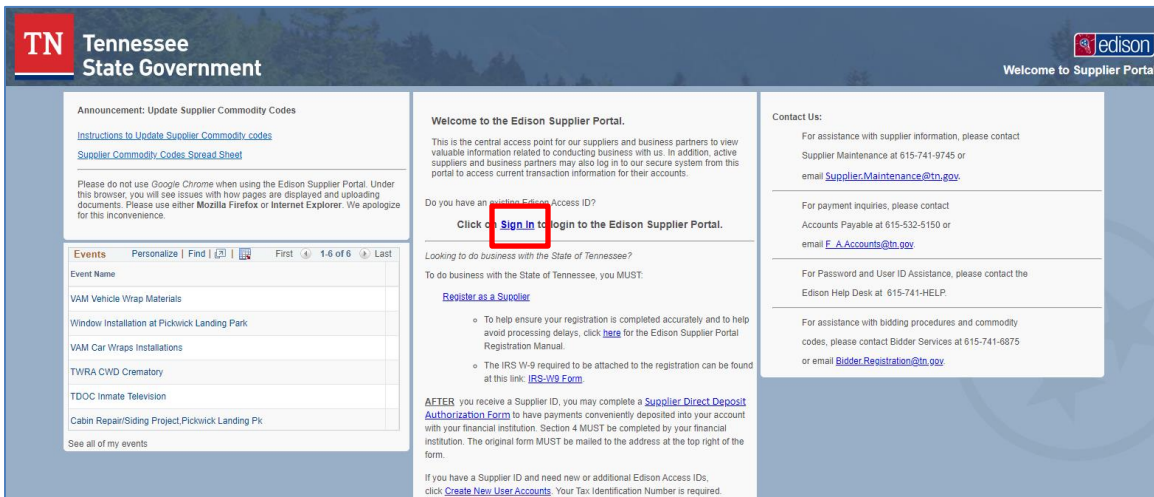
1. If you have received this message when trying to log into the Supplier Portal, follow the steps below to reset your password.



2. Log into the Supplier Portal by navigating to www.edison.tn.gov and clicking on the Supplier Portal Home Page.



3. On the Supplier Portal home page, click on the Sign In link.



TN Tennessee State Government

Welcome to Supplier Portal

Announcement: Update Supplier Commodity Codes
[Instructions to Update Supplier Commodity Codes](#)
[Supplier Commodity Codes Spread Sheet](#)

Please do not use Google Chrome when using the Edison Supplier Portal. Under this browser, you will see issues with how pages are displayed and uploading documents. Please use either Mozilla Firefox or Internet Explorer. We apologize for this inconvenience.

Events	Personalize	Find	First	1 of 6	Last
VAM Vehicle Wrap Materials					
Window Installation at Pickwick Landing Park					
VAM Car Wraps Installations					
TWRA CWD Crematory					
TDOC Inmate Television					
Cabin Repair/Siding Project Pickwick Landing Pk					

See all of my events

Welcome to the Edison Supplier Portal.
 This is the central access point for our suppliers and business partners to view valuable information related to conducting business with us. In addition, active suppliers and business partners may also log in to our secure system from this portal to access current transaction information for their accounts.

Do you have an Edison Edison Access ID?
 Click on **Sign In** to login to the Edison Supplier Portal.

Looking to do business with the State of Tennessee?
 To do business with the State of Tennessee, you MUST:
[Register as a Supplier](#)

- To help ensure your registration is completed accurately and to help avoid processing delays, click [here](#) for the Edison Supplier Portal Registration Manual.
- The IRS W-9 required to be attached to the registration can be found at this link: [IRS-W9 Form](#)

AFTER you receive a Supplier ID, you may complete a [Supplier Direct Deposit Authorization Form](#) to have payments conveniently deposited into your account with your financial institution. Section 4 MUST be completed by your financial institution. The original form MUST be mailed to the address at the top right of the form.

If you have a Supplier ID and need new or additional Edison Access IDs, click [Create New User Accounts](#). Your Tax Identification Number is required.

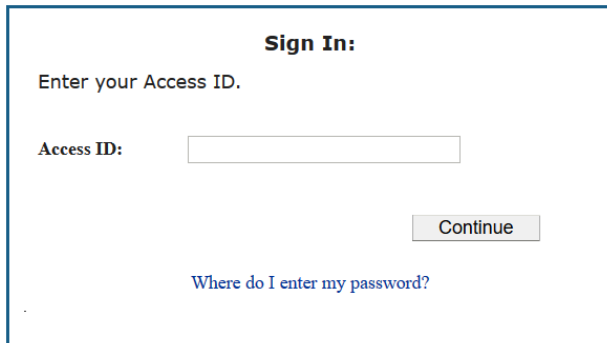
Contact Us:
 For assistance with supplier information, please contact
 Supplier Maintenance at 615-741-9745 or
 email Supplier.Maintenance@tn.gov

For payment inquiries, please contact
 Accounts Payable at 615-532-5150 or
 email F.A.Accounts@tn.gov

For Password and User ID Assistance, please contact the
 Edison Help Desk at 615-741-HELP

For assistance with bidding procedures and commodity codes, please contact Bidder Services at 615-741-6875 or email Bidder.Registration@tn.gov

4. In the Access ID field, enter your TN@ login; click the Continue button.



Sign In:

Enter your Access ID.

Access ID:

[Where do I enter my password?](#)

5. On the Sign In page where you would enter your password, click the Forgot Your Password link.



Sign In:

Please enter your password

Password:

1/7/2020 10:21 (CST)

robust Pride

Why do you have a security image?
 Not your image and phone?

[Forgot your password?](#)

6. Once you click the Forgot your password link, you will be taken to a new page that you will need to leave open. This is the page that you will enter the temporary one-time password that will be sent to your email.
 - **NOTE: Your one-time password email address is the email that was setup on the final stages of the initial account setup process. This email could potentially be different than your email address for your Supplier Portal account (these are setup on 2 different screens during the registration process). The one-time PIN password should be sent in a few minutes; if it does not, check all email accounts prior to calling the Edison Help Desk for further assistance.*

An email was sent to you with a one-time password. Please retrieve the password from the email account that you set up for one-time passwords and enter it on your personalized security image below.

You will need to keep this page open while you retrieve your temporary password from your e-mail and then enter it here.

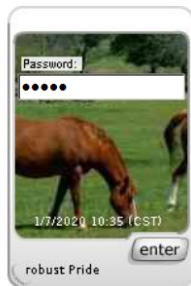


[Click this link to learn about the importance of your security image.](#)
[Why do you have a security image?](#)
[Did not receive One-Time Password? Click again to resend.](#)

7. Enter the 5-digit PIN received in the email into this password field; click the Enter button.
 - **NOTE: If you closed this page prior to receiving the PIN, you will need to click the Forgot Your Password link again to generate a new PIN.*

An email was sent to you with a one-time password. Please retrieve the password from the email account that you set up for one-time passwords and enter it on your personalized security image below.

You will need to keep this page open while you retrieve your temporary password from your e-mail and then enter it here.



[Click this link to learn about the importance of your security image.](#)

[Why do you have a security image?](#)

[Did not receive One-Time Password? Click again to resend.](#)

8. You will then be prompted to enter a new password; enter it and click the Enter button. The New Password field displays as Completed if the password requirements were met.

Reset Your Password

Please enter your new password twice on the TextPad.

A valid password must meet all of the following conditions:

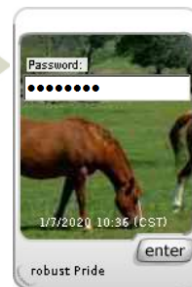
- Password must not contain the following character(s): & , < > " % ' ~ " " @ .
- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must not be longer than 32 character(s).
- Password must contain at least 2 alphabetic character(s).
- Password must be at least 8 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 special character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must not be one of 12 previous passwords.
- Password must not match or contain user ID.

New Password

Completed

Confirm New Password

click to enter



After confirming your new password, please ONLY HIT ENTER ONCE as there is a slight delay while processing your new password.

9. You will then be prompted to confirm the new password; enter it and click the Enter button. The New Password field displays as Completed and then you will be successfully logged into the Supplier Portal with your new password.

Locked Account

If you receive a message after entering your Access ID and password that your account is locked or disabled, you will need to contact the Edison Help Desk for further assistance.

If you have received the message that your account is locked or disabled after entering your Access ID and password, you will need to contact the Edison Help Desk (615-741-4357). You will need to have your TN@ login (or TIN number) and the primary email address for the account to give to the Edison Help Desk staff in order to have your account unlocked.

List of Contacts for Additional Issues

- For assistance with supplier information (i.e. tax information, bank information, etc.) contact Supplier Maintenance:
 - Phone: 615-741-9745
 - Email: Supplier.Maintenance@tn.gov
- For assistance with payment information contact F&A Accounts:
 - Phone: 615-532-5150
 - Email: F_AAccounts@tn.gov
- For assistance with Access ID, password resets, or locked/disabled accounts contact Edison Help Desk:
 - Phone: 615-741-HELP
- For assistance creating work orders contact VAM:
 - Russell Winston
 - Phone: 615-253-4480
 - Email: Russell.Winston@tn.gov
 - Erin Haywood
 - Phone: 615-741-6598
 - Email: Erin.Haywood@tn.gov
 - John Lawrence (*unavailable until May 2021)
 - Phone: 615-532-8923
 - Email: John.Lawrence@tn.gov