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

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

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

Your Edison Access ID and Temporary Password have been established:

Name: DI Suppliers

Edison Access ID: TN@DISUPPLIERS
Edison Temporary Password: bVv)ews

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. – 6:30 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](http://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.
4. Click Continue; enter temporary password from the email received and click the Enter button.

5. You will be prompted to reset your password.
6. For the section highlighted above, Current/Temporary Password, enter the temporary password received in the email again.
7. Click the Enter button. The first step now shows Completed and the New Password field is highlighted.
8. Enter the desired password; it must meet the conditions listed at the top of the Reset Your Password page.
9. Click the Enter button. The second step now shows Completed and the Confirm New Password field is highlighted.
10. Re-enter your new password typed in the step above.
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.
12. After a successful password reset, you will need to complete setting up your security profile. Click the Continue button.

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.
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.

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

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

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

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

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

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

14. In the Tag Number field, enter the license plate number of the vehicle.
15. Click the lookup icon next to the Description field (at the bottom of the page) of the Work Order Tasks section.

![Work Order Tasks section](image)

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.
• **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.

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.

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

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).
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.

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

26. Click on the Resource Type drop down; select whether the item is a Labor or Material (Part) charge.
27. In the Planned Quantity field, enter the total quantity of the item to be charged.

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

29. Click on the Estimated Cost tab.
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).

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

32. Click on the Attachments link to attach the invoice for the charges.
33. Click on the paper clip icon.

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.

35. Once the file has been added, click on the Upload button.
36. The description of the file attached displays; this can be edited if desired.

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

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.
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.
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.

6. Select the Work Type of CR (Credit).
7. After selecting the Work Type, you are returned to the Add a New Work Order page with the Work Type field populated.

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 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.

13. On the Work Order page, click in the Description field (at the top of the page) and enter: “Credit memo against invoice #”
14. In the Tag Number field, enter the license plate number of the vehicle.

![Image 1](image1.png)

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

![Image 2](image2.png)

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 that was worked on and is now receiving a credit (i.e. Engine, A/C, etc.).

![Image of System drop down and Look Up button]

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

20. Click on the Requirements tab.

21. Click on the Attachments link to attach both the invoice for the credit and the original invoice.
22. Click on the paper clip icon.

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.

24. Once the file has been added, click on the Upload button.
25. The description of the file attached displays; this can be edited if desired.

<table>
<thead>
<tr>
<th>Description</th>
<th>File Name</th>
<th>Attach</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original_invoice.pdf</td>
<td>Original_invoice.pdf</td>
<td><img src="image.png" alt="Attach" /></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Description</th>
<th>File Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original_invoice.pdf</td>
<td>Original_invoice.pdf</td>
</tr>
<tr>
<td>Credit_invoice.pdf</td>
<td>Credit_invoice.pdf</td>
</tr>
</tbody>
</table>

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.
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.

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.
4. To narrow down the search results by Work Order ID, Tag Number, or Status, enter the specific information needed and click Search.

5. 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.
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.
3. 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.

<table>
<thead>
<tr>
<th>Primary Email Account</th>
<th>Email Type</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business</td>
<td></td>
<td><a href="mailto:DISuppliers@gmail.com">DISuppliers@gmail.com</a></td>
</tr>
<tr>
<td>Home</td>
<td></td>
<td><a href="mailto:john123@gmail.com">john123@gmail.com</a></td>
</tr>
</tbody>
</table>

4. 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.
3. 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’.

4. A User Preferences page will display with your security image; click the Change your password link.
*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.
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 contain "1234567890".
- Password must be at least 8 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 uppercase letter(s).
- Password must contain at least 1 special character(s).
- Password must not be one of 12 previous passwords.
- Password must not contain or match user ID.

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

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.

9. Re-enter your new password typed in the step above.
10. Click the Enter button. All steps now show Completed and the new password is processing.
11. Once the password has saved successfully, you will be logged into the Supplier Portal using the new password.
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.
3. The Review Invoices page displays; enter additional criteria to narrow down the results and click the Search button.
4. Invoices with their voucher number and approval status display. To view specific information about the invoice, click the Invoice Number hyperlink.

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

6. The Review Payments page displays; enter additional criteria to narrow down the results and click the Search button.
7. Payments with their invoice number and payment date display. To view specific information about the payment, click the Reference hyperlink.
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.
6. 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):

![Image of login error message]

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.

   ![Sign In screenshot]

   - Enter your Access ID.
   - You have entered an incorrect Access ID or Password.
   - Access ID: [Enter your Access ID]
   - Continue
   - Where do I enter my password?

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

   ![Supplier Portal screenshot]

   - Employee Portal Login
   - Supplier Portal Home Page
   - Retrieve Access ID
   - First Time Login / New Hire
   - External Learners

3. On the Supplier Portal home page, click on the Sign In link.
4. In the Access ID field, enter your TN@ login; click the Continue button.

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

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:
  o Phone: 615-741-9745
  o Email: Supplier.Maintenance@tn.gov

• For assistance with payment information contact F&A Accounts:
  o Phone: 615-532-5150
  o Email: F_AAccounts@tn.gov

• For assistance with Access ID, password resets, or locked/disabled accounts contact Edison Help Desk:
  o Phone: 615-741-HELP

• For assistance creating work orders contact VAM:
  o Russell Winston
    ▪ Phone: 615-253-4480
    ▪ Email: Russell.Winston@tn.gov
  o Erin Haywood
    ▪ Phone: 615-741-6598
    ▪ Email: Erin.Haywood@tn.gov
  o John Lawrence (*unavailable until May 2021)
    ▪ Phone: 615-532-8923
    ▪ Email: John.Lawrence@tn.gov