

Service Awards Coordinator FAQ's

Q: Can employees who are not eligible for a service award purchase the items on contract?

A: No. Employees, regardless of eligibility, cannot purchase items directly from the contract. All service award items must be purchased through the appropriate department or division representative.

Q: Are certificates mandatory with each service award?

A: Yes. Certificates are a required part of Tennessee's statewide service award program to ensure a consistent and uniform employee recognition process across all agencies, as administered by the Department of Human Resources (DOHR). While agencies may choose whether to provide frames based on budget, all eligible employees must receive a DOHR-approved certificate for their service milestone.

Q: Can employees personalize their service award items?

A: Only items specifically marked as customizable in the brochure or on the website can be personalized. If personalization is not mentioned in the item description, it is not available. Most items include the state seal.

Q: What happens if an employee loses or breaks their award?

A: Replacement of lost or damaged awards is at the agency's discretion and may depend on budget considerations.

Q: What's new or different about the Service Award Program?

A:

- Expanded selection of available items
- Addition of lifestyle items
- New certificate frame (one per employee per service lifetime)
- New cherry wood plaque for employees with 30+ years of service
- Improved selection structure
- Printable service award brochures for each milestone

Q: Do all service awards display years of service?

A: No. Many items do not include years of service so employees can choose from a wider range of options across multiple milestone levels.

Q: Can an agency purchase items from the service award contract for recognition unrelated to the service award program?

A: Service award items cannot be used for other types of recognition. However, items on the contract that are not designated as service awards (such as plaques or certificate frames) may be used for other recognition purposes.

Q: Can items no longer on the service awards contract be purchased by an agency as a service award?

A: No. Items that have been discontinued or removed from the current contract are no longer considered service award items. Agencies must still submit a request for an award from the current contract for the employee's service milestone.

To view current items, visit: <https://www.tn.gov/hr/employees1/service-awards.html>.

Q: How do I obtain the certificate program?

A: Certificates can be created through Edison or by using a Word template.

To obtain a copy with detailed Edison instructions, or the template email

Kristy.E.Hillesheim@tn.gov.

Certificate paper can be ordered through the Department of General Services' Warehousing and Distribution Division using Edison Item Number 1000080580.

Q: Does my agency have to purchase certificate frames?

A: No. Certificate frames are optional and may be purchased at the agency's discretion, based on budget. Frames and plaques can be found at this link: [Frames and Plaques](#)

Q: Can employees choose awards from earlier milestone years?

A: Yes. Example: If an employee is eligible for a 25 year milestone, the employee can choose an award from milestones 5-25. It should be noted that many service awards do not have the years of service on them so that employees have the opportunity to choose from a larger selection.

Q: How do I place an orders for service awards?

A:

1. Run the Edison query **TN_HR15_SERVICE_AWARDS** to identify eligible employees.
2. Notify eligible employees of their milestone and provide instructions for selecting an award.
3. Collect selections and complete a Purchase Requisition Form.

4. Submit the form to your agency's procurement officer to place the order.

Q: How do I obtain a list of eligible employees for my agency?

A: Run the Edison query **TN_HR15_SERVICE_AWARDS**. You will be prompted to enter an effective date.

- Use the first day of a month (e.g., 10/01/20XX) for consistency.
- The query provides employee service months and identifies those eligible within a 15-month period based on the selected date.

This query can be run at any time. However, agencies should review employee records (e.g., transfers or reappointments) to confirm eligibility in certain cases.