

Service Awards Program Coordinator Guide

1. Run the Service Award Query in Edison

This report identifies employees eligible for service awards.

- Navigate to:
Main Menu > HCM Reporting Tools > HCM Schedule Query
- In *Run Control ID*, enter “Service Awards” and click Search
- Enter Query Name: **TN_HR15_SERVICE_AWARDS_YEARLY**
- Update parameters:
 - Enter 5-digit budget code (Business Unit)
 - Enter the 1st day of the month
- Click OK, then “Run”
- Change format to XLS, click OK
- Click “Process Monitor” and refresh until:
 - Run Status = *Success*
 - Distribution Status = *Posted*
- Click Details > View/Log Trace
- Select the query name and click Open to download the Excel file
(*Ignore any background dialog box*)

2. Save and print the report

Create a folder labeled “Service Awards 20XX” and retain a copy for reference.

3. Notify eligible employees

Email all recipients using the report. Include:

<https://www.tn.gov/hr/employees1/service-awards.html>

- Group emails by milestone year (e.g., 5, 10, 15 years)
- Send notifications a few months before your agency’s ceremony to allow time for selections, backorders, or changes

4. Sample email message

Congratulations! You are eligible to receive a Service Award for your years of service to Tennessee State Government.

Please visit the Service Awards webpage at [Southern Trophy Brochure](#) to make your selection. Open the Service Awards Brochure and scroll to your service milestone.

Submit your selection by **[insert date]**. Also include how you would like your name to appear on your certificate and/or plaque (employees with 30+ years of service receive a plaque).

Thank you.

5. Collect selections and place orders

Once responses are received, begin ordering awards.

6. Prepare certificates

Use the Service Awards Certificate Program to print all certificates.

7. Track order details

The Service Awards system tracks employee award selections and order status automatically. Coordinators can pull the query **TN_HR15_SERVICE_AWD_ITEM_SELEC** to review and track award form status and related order details as needed.

The query includes information such as:

- Employee name
- Award selection
- Business unit
- Division
- Engraving details
- Award form status

Be sure to verify the correct spelling of employee names and engraving details before final processing.

8. Submit requisition for approval

Provide the order requisition to your Director for approval and signature.

Keep a copy for your records.

9. Inspect orders upon delivery

Check all items immediately for damage or errors. Report issues to your Procurement Officer.

Per contract terms:

If defects are identified, the contractor must replace items at no cost. Items are considered

accepted if no issues are reported within 30 days of delivery. Review current contract for more details.

Note: Ordering procedures may vary by agency. Contact your Procurement Officer for specific guidance.

Service Award Certificate Program

For assistance and instructions, contact: Employee.Experience@tn.gov