

## Employee Service Awards 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: 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 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