

EMPLOYEE SERVICE AWARD PROGRAM

Service Award Coordinator Frequently Asked Questions

How long does the current service award contract last?

The contract is effective from August 19, 2020 – August 31, 2021. After that time period, the contract may be extended up to three years.

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

Whether an employee is eligible or not eligible for a service award, employees cannot purchase items on contract. All service award items must be purchased through their respective department/division representative.

Can an agency purchase items from the service award contract for recognition that isn't related to the service award program?

Items that are service awards cannot be used for other recognition. However, since the service award contract has additional items that are not used for service awards they may be purchased for other recognition, i.e. plaques and certificate frames.

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

Items not on the current contract that have been discontinued or replaced are no longer considered service award items. Therefore, if purchased, the participating agency would still submit a request for an award from the current contract for the employee's service milestone. To view the current items available, visit the website at <https://www.tn.gov/hr/employees1/service-awards.html>.

How do I receive the certificate program?

The service awards program for printing employees' certificates is provided to all agencies upon request. Please send an email to Prachi.N.Patel@tn.gov to obtain a copy of the program with detailed instructions for downloading and using the program. You may order the certificate paper for creating all service award certificates through the Department of General Services' Warehousing and Distribution Division using the Edison Item Number 1000080580.

Are certificates mandatory with each service award?

Yes. Every eligible employee, regardless of milestone will receive a certificate. Every service award certificate must be created using the certificate program.

Does my agency have to purchase certificate frames?

No. Certificate frames are purchased at the budgetary discretion of the agency. The recommended certificate frame is shown on the DOHR Service Awards website at <https://www.tn.gov/content/dam/tn/hr/documents/PlaqueandFrame.pdf>

Can employees receive service awards from milestone years earlier than their current milestone?

Yes. *Example:* If an employee is eligible for a 25 year milestone, the employee can chose 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.

Do all service awards have the years of service on them?

No. We wanted employees to not only have the ability to choose service awards not only in their respective year of service, but also have greater selection availability from prior years. If the service award items had milestone year on them, employees would not have this ability.

Do employees have the ability to personalize items?

Items that can be personalized will be indicated on the brochure or website. If the service award's description does not state how the item can be personalized, then it cannot be. Most items will display the state seal.

What happens if an employee loses or breaks their award?

Replacing a service award that is broken or lost is at the discretion of the agency. The agency can make that decision based upon budgetary limitations.

What's different with the Service Award Program?

1. There's a bigger selection of available items for employees.
2. Lifestyle items have been added to the selection.
3. New certificate frame (one per employee for service lifetime).
4. New cherry wood plaque for employees with 30 years and above milestones.
5. Improved selection structure.
6. Printable service award brochures for each service milestone.

How to place orders for service awards?

1. Run Edison query TN_HR15_SERVICE_AWARDS to generate a list of all employees eligible for service awards in your agency.
2. Contact all eligible employees to inform them of their service milestone and how to view awards for selection.
3. Once employees have chosen awards, compile the information and complete the order on a Purchase Requisition Form.
4. Send the form to the procurement officer in your agency to place the order.

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

To obtain a list of employees eligible for service awards in your agency, please run query TN_HR15_SERVICE_AWARDS. This query prompts for an effective date, which can be entered for the current month or any previous month, to retrieve an employee's months of service and eligibility for an award as of the date entered.

You may run this query at any time but you should always enter the first day of a month (e.g. 10/01/2015, 11/01/2015) in the prompt field to obtain consistency in service months. This query projects the employees who will be eligible to receive service awards within a 15-month time span, based upon the effective date selected on the prompt. Remember, employee records in your department or institution will need to be reviewed due to transfers, reappointments, etc., to determine employee eligibility in some situations.