

**Quick Reference Guide:  
 TVA Account Portal**

**The purpose of this QRG is to cover the new TVA Account Portal (TAP), how to navigate the system, new features and how to support customers.**

**Tasks**

- a. Sign In
- b. Home Page
- c. TVA Account Portal Tile
- d. Invoices
- e. Paying / Viewing an Invoice
- f. Payments
- g. Payment Advices
- h. Bank Accounts
- i. Message Center
- j. Reporting

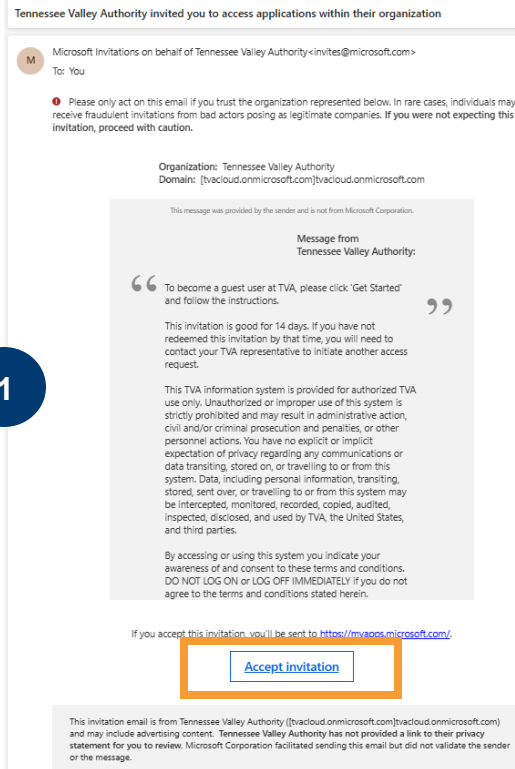
**Key Terms**

<b>TVA Account Portal (TAP)</b>	A new system for customers to pay invoices with new capabilities to develop a customer profile, messaging functionality, save banking information and run reports
<b>eRemittance</b>	Current system used for Power Customers to pay invoices
<b>eCollections</b>	Current system used for Non-Power Customers to pay invoices
<b>Valley Connect</b>	The current system used to view power invoices
<b>Payment Advices</b>	Future dated / scheduled payment that has not yet processed through the bank system
<b>Payment</b>	A new system for customers to pay invoices with new capabilities to develop a customer profile, messaging functionality, save banking information and run reports

**Sign into your account for the first time:** The steps below will help you get signed into your account for the first time.

1

You will receive an **invitation to sign in** to for the first time. This email is to activate your account. You must **accept the Invitation** at the bottom of the email within **14 days**.



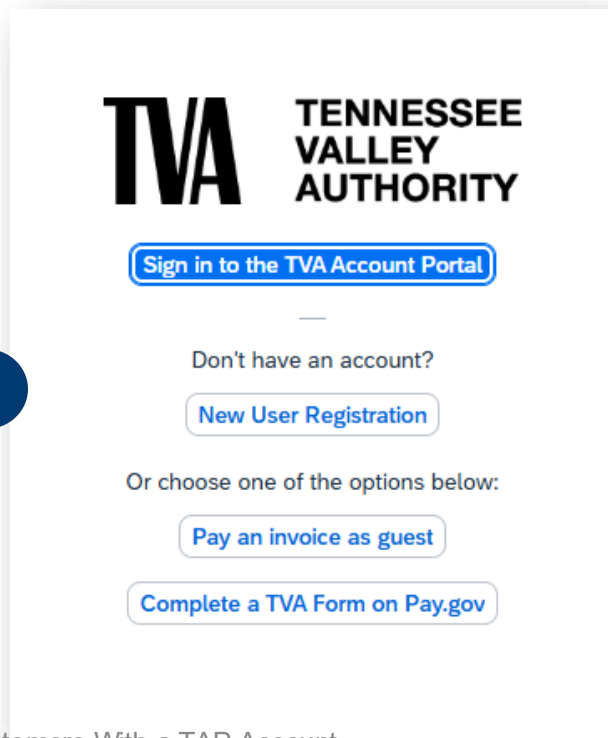
2

Go to **tap.tva.gov** to access the TVA Account Portal.

Select **Sign in** to the TVA Account Portal. You will be prompted to enter your log-in credentials – **Business email**.

If you sign in using the portal, you will have to use **Microsoft Authenticator**. For more information click [here](#).

2



**Before you begin:**

Your My Home page serves as the central hub for accessing all actions and applications within the TVA Account Portal.

The screenshot shows the TVA Account Portal Home page. It features a top navigation bar with the SAP logo and the text 'Home - TAP'. Below this is a large 'TVA Account Portal' widget. The main content area is divided into several sections: 'New Messages' (3 of 6 new messages), 'Open Invoices' (3 of 160 open invoices), and 'Next Scheduled Payments' (3 of 41 scheduled payments). Each section contains a list of items with details like dates, amounts, and overdue status.

1	<b>SAP</b>	The SAP icon allows you to quickly return to your Home page.
2	<b>TVA Account Portal</b>	Select the TVA Account Portal to access full functionality and navigate to the Invoices Tab
3	<b>New Messages</b>	View your messages by clicking the messages widget.
4	<b>Open Invoices</b>	Open invoices by clicking the Open Invoices widget.
5	<b>Next Scheduled Payments</b>	View your Next Scheduled Payments by clicking the messages widget.

# TVA Digital Finance Quick Reference Guide (QRG)

All Users of TVA Account Portal

TVA Account Portal Tile



Home

Home

1

TVA Account Portal



[Invoices](#) [Payments](#) [Payment Advices](#) [Bank Accounts](#) [Message Center](#) [Reports](#)

2

Standard

Status:  Int. Invoice No:  Issue Date:  Last Date for Pmt: Today -45 / +45 Days   [Adapt Filters \(1\)](#)

Invoices (95)

<input type="checkbox"/>	Invoice No	Int. Invoice No	Status	Customer	Customer Name	Issue Date	Last Date for Pmt	Invoice Amount	Cleared Payments
<input type="checkbox"/>	9000005726	9000005726	Payment Scheduled	10000517	[REDACTED]	10/10/2025	11/09/2025	\$480,888.18	\$480,888.18
EPC Amount: \$0.00 In Process Payments: \$0.00 Scheduled Payments: \$0.00 Remaining Amount: \$0.00									
<input type="checkbox"/>	9000005731	9000005731	Cleared	10005640	[REDACTED]	10/10/2025	11/09/2025	\$27,677,160.00	\$27,677,160.00
EPC Amount: \$0.00 In Process Payments: \$0.00 Scheduled Payments: \$0.00 Remaining Amount: \$0.00									
<input type="checkbox"/>	9000005711	9000005711	Cleared	10000340	[REDACTED]	10/09/2025	11/08/2025	\$102,363.95	\$102,363.95
EPC Amount: \$0.00 In Process Payments: \$0.00 Scheduled Payments: \$0.00 Remaining Amount: \$0.00									

1 From your My Home page, **select the TVA Account Portal tile** where you can access full functionality of the portal.

2 Once you have selected the TAP tile you can view **Invoices, Payments, Payment Advices, Bank Accounts, Message Center, and Reports**

Customers With a TAP Account

1 Use the **Invoices Tab** to search for invoices using status invoice details and date information.

2 Select **Adapt Filters** to change your search field options.

3 On the Invoices tab you can see all invoices and the high-level detail about each one.

4 When selecting an invoice, you can see **additional detail** including payment history.

The screenshot shows the TVA Account Portal interface. At the top, there is a navigation bar with icons for Invoices, Payments, Payment Advices, Bank Accounts, Message Center, and Reports. The 'Invoices' tab is selected and highlighted with a blue circle labeled '1'. Below the navigation bar, there is a search area with fields for Customer, Customer Group, Status, Int. Invoice No., Issue Date, Last Date for Pmt, and Remittance Type. A blue circle labeled '2' points to the 'Go Adapt Filters (1)' button. A dropdown menu is open, showing a list of search fields with checkboxes, including Customer, Customer Group, Status, Int. Invoice No., Issue Date, Last Date for Pmt, Remittance Type, Invoice No., Last Date for EPC, Modified At, and Modified By. A blue circle labeled '3' points to this dropdown menu. Below the search area, there is a table of invoices. The first row is selected and highlighted with a blue circle labeled '3'. The invoice details for E25090377 (8000023811) are shown below the table. A blue circle labeled '4' points to the detailed view of this invoice, which includes sections for Invoice Details, Payments, and Payment Advices.

# TVA Digital Finance Quick Reference Guide (QRG)

## All Users of TVA Account Portal

### Paying / Viewing an Invoice



1 Select an invoice to view details and make a payment

2 Select the blue **Pay** button to pay an Invoice.

3 Select the **message icon** if you have a question about an Invoice and a TVA representative will contact you.

4 When selecting your **Payment Method**, select the effective date, enter the payment amount and select Pay.  
**Select Direct Debit If you want TVA to pull funds from your account.**

5 Select **PDF** on the Invoice and you will be redirected to Valley Connect to view the full invoice.

6 Before clicking the login button, you will need to right click and select **Open in InPrivate / Incognito window**. Then enter your Valley Connect (TVA.com) login as you do today.

1 Use the **Payments Tab** to see all previous and in process payments made.

2 You can **search** for payments and select a specific payment for more details.

3 When **selecting a payment**, you can see additional details and the related invoice that it is tied to.

4 Select the **messages** button to ask a question.

The screenshot shows the TVA Account Portal interface. At the top, there is a navigation bar with icons for Invoices, Payments, Payment Advices, Bank Accounts, Message Center, and Reports. The 'Payments' tab is highlighted with a blue circle and a box labeled '1'. Below the navigation bar, there is a search and filter section labeled 'Standard' with a dropdown arrow. This section contains input fields for Payment, Invoice No, Payment Method, Payment Date, and Status, along with a 'Go' button and 'Adapt Filters (1)' link. A box labeled '2' highlights this entire section. Below the search section is a table titled 'Payments (2,697)'. The table has columns for Payment, Invoice No, Int. Invoice No, Status, Customer, Customer Name, Customer Group, Payment Date, and Clearing Date. Several rows are visible, each with a 'Payment Amount: \$1.00' and 'Remittance Type: ACH Program'. A box labeled '3' highlights the first row of the table. Below the table, there is a detailed view for a specific payment, 'Payment: 100003017'. This view includes fields for Amount (\$0.99), Payment Date (10/21/2025), Int. Invoice No (8000000270), Invoice No (TV0926II), and Status (In Process). Below these fields are two tabs: 'Payment Details' and 'Related Invoices'. The 'Payment Details' tab is active and shows information such as Customer (50000016 - Company 9), Customer Group (Local Power Company), Remittance Type (Non Standard T and C), Payment Method (Direct Debit), and Clearing Date (-). Below the 'Payment Details' is the 'Related Invoices' section, which contains a table titled 'Invoices (1)'. This table has columns for Int. Invoice No, Invoice No, Status, Last Date for Pmt, Invoice Amount, and Remaining Amount. One row is visible with Int. Invoice No 8000000270, Invoice No TV0926II, Status Open, Last Date for Pmt 12/24/2025, Invoice Amount \$378,896.87, and Remaining Amount \$378,810.87. A box labeled '4' highlights the 'Messages' button in the top right corner of the detailed payment view.

1

The **Payment Advices** tab allows you to see future or schedule payments that are in progress.

2

You can **search** for future or schedule payment advices.

Customer	Customer Name	Customer Group	Payment Advice No	Payment Amount	Status	Payment Method	Scheduled Date
10000000	Donald Duck	Non-Power	0425081406294673	\$1.00	Complete	ACH Credit	08/25/2025
Creation Date: 08/14/2025 Remittance Type: Monthly Program							
10000000	Donald Duck	Non-Power	0425082514035432	\$20,000.00	Complete	Pay.Gov	08/25/2025
Creation Date: 08/25/2025 Remittance Type: Monthly Program							
50000000	Mickey Mouse	Direct Serve	0425081916010677	\$1.00	Complete	ACH Credit	08/25/2025
Creation Date: 08/19/2025 Remittance Type: Prepayment Program							
50000017	Company 10	Local Power Company	0425081406222960	\$5.00	Complete	Wire Transfer	08/25/2025
Creation Date: 08/14/2025 Remittance Type: Standard T and C							

3

Select a **Payment Advice** for additional details and related invoices.

**Payment Advice: 0425081406294673**

Payment Amount: \$1.00      Status: Complete      Scheduled Date: 08/25/2025

[General Information](#)    [Related Invoices](#)

**General Information**

Customer: 10000000 - Donald Duck	EPC Amount: \$0.00
Customer Group: Non-Power	Created By: -
Remittance Type: Monthly Program	Modified By: -
Payment Method: ACH Credit	

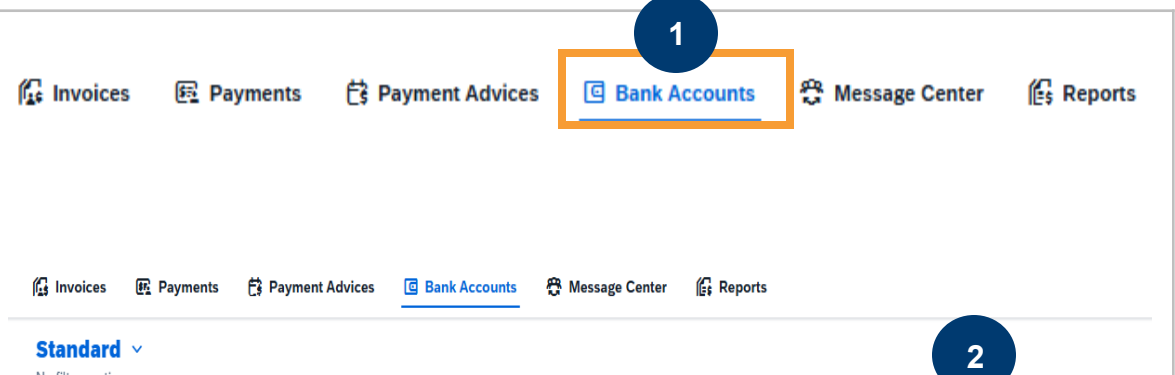
**Related Invoices**

Invoices (1)						
Int. Invoice No	Invoice No	Status	Last Date for Pmt	Invoice Amount	Remaining Amount	
1800000075	KDH1	Open	07/01/2025	\$1,000.00	\$9.00	

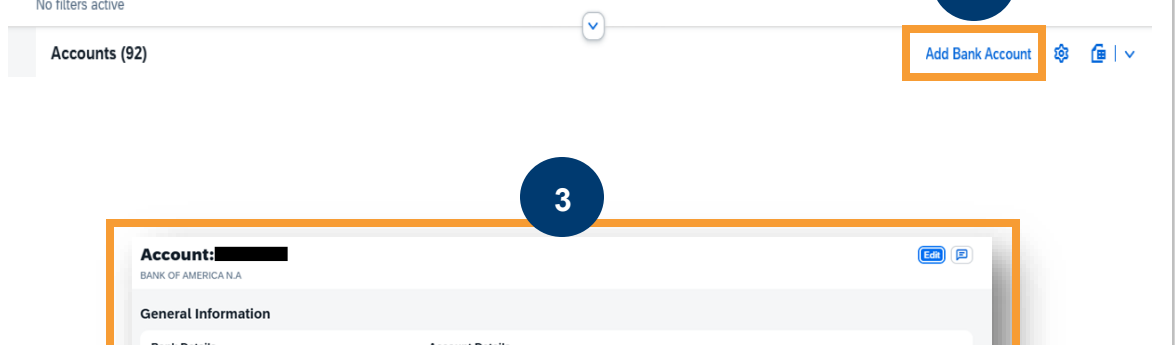
4

If you would like to make a change to a future payment you can select Edit or Delete.

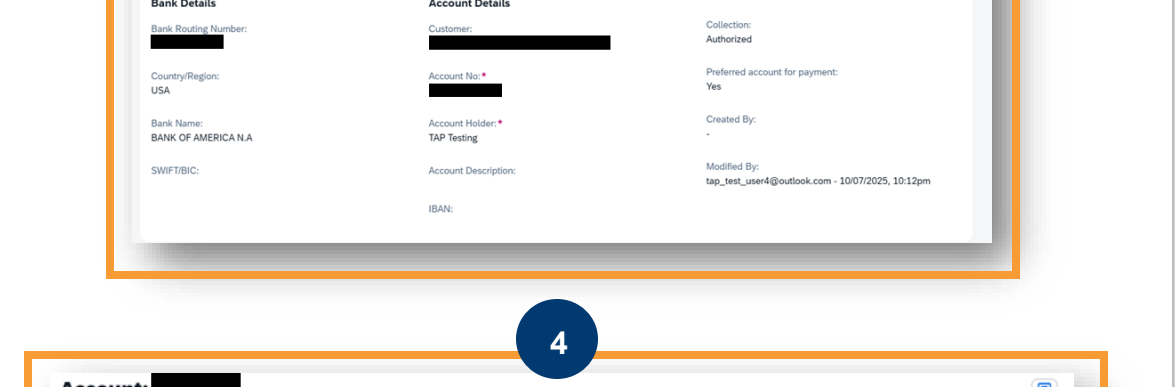
1 The **Bank Accounts Tab** allows you to add bank accounts for payment or make any changes to existing bank account information.



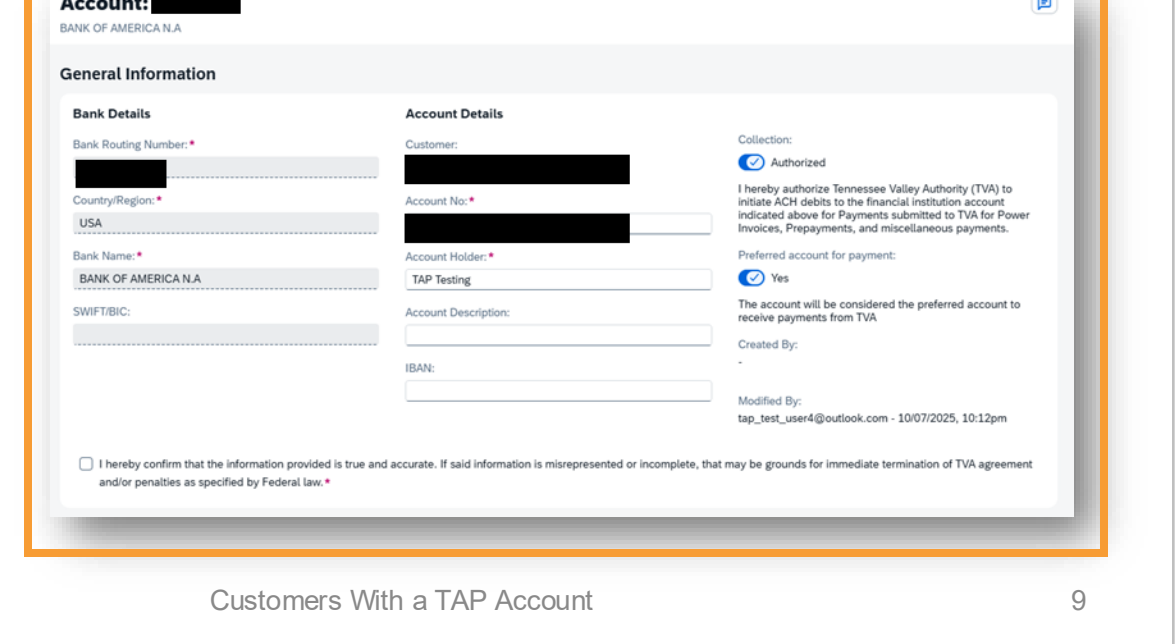
2 Select **Add Bank Account**, complete the required fields, and then select Add.



3 Select the **Bank Account** you have set up to view details.



4 Select **Edit** to make any changes to existing Bank Account Information.



# TVA Digital Finance Quick Reference Guide (QRG)

## All Users of TVA Account Portal

### Message Center



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1 [Message Center](#)
[Reports](#)

#### 2 Messages

Standard Hide Filter Bar Filters

Message ID:

Subject:

Status:

2025-26 - TEST JLM Emails 10/16/2025

TVA Agent: final closure

Active

2025-24 - TESTING EMAILS 10/09/2025

TVA Agent: resolving message. Thanks!

Resolved

2025-23 - Testing Message ... 10/08/2025

TVA Agent: Test message

Informational

2025-18 - test message fro... 09/26/2025

TVA Agent: can you initiate a message from a TVA rep to a ...

Informational

2025-17 - test 09/26/2025

TVA Agent: testing testing

Informational

#### 2025-26 - TEST JLM Emails

Active

Filter

10/16/2025

external responding to email. thanks for the help. can close this message

TVA Agent 10/16/2025

TA

setting to resolved

TVA Agent 10/16/2025

TA

reactivated message

10/16/2025

all good now. can fully close this message

TVA Agent 10/16/2025

TA

final closure

B *i* U

Enter a message...



1	The <b>Message Center</b> allows you to communicate directly with TVA representatives and get answers quickly. You will receive an email when a new message is received.
2	Quickly <b>search</b> for a message by subject category or status.
3	Search for a message by subject, category, or status.
4	Links can be embedded in messages to aid in your communications

1 On the **Reports Tab** standard reporting is available.

2 You can **select** the individual report you would like to run.

3 Select a **date range** and **Customer Information** for the report.

4 View the selected **report details**.

The screenshot shows the TVA Account Portal interface. At the top, there is a navigation menu with icons for Invoices, Payments, Payment Advices, Bank Accounts, Message Center, and Reports. The Reports tab is highlighted with a blue circle labeled '1'. Below the navigation menu, a 'Reports' modal window is displayed, highlighted with a blue circle labeled '2'. This modal contains a 'Select Report' dropdown menu with 'Payment Summary' selected, a date range input field, and a 'Customer' dropdown menu. A 'Create' button is located at the bottom right of the modal, highlighted with a blue circle labeled '3'. Below the modal, a 'Payment Summary' report is displayed, highlighted with a blue circle labeled '4'. The report includes a table with columns for Customer ID, Document No, Last Dt for Pmt, Effective Pmt Dt, Prepayment Amt, Invoice Charge, Early Pmt Credit, Total Remit Amt, and Submitted By. The table contains 10 rows of data for Mickey Mouse customers, all with a Total Remit Amt of \$10.00. The report is titled 'Customer Payment Summary Sep 1, 2025 - Sep 30, 2025' and includes the TVA logo and 'TVA BUSINESS INTERNAL' header.