

**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

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

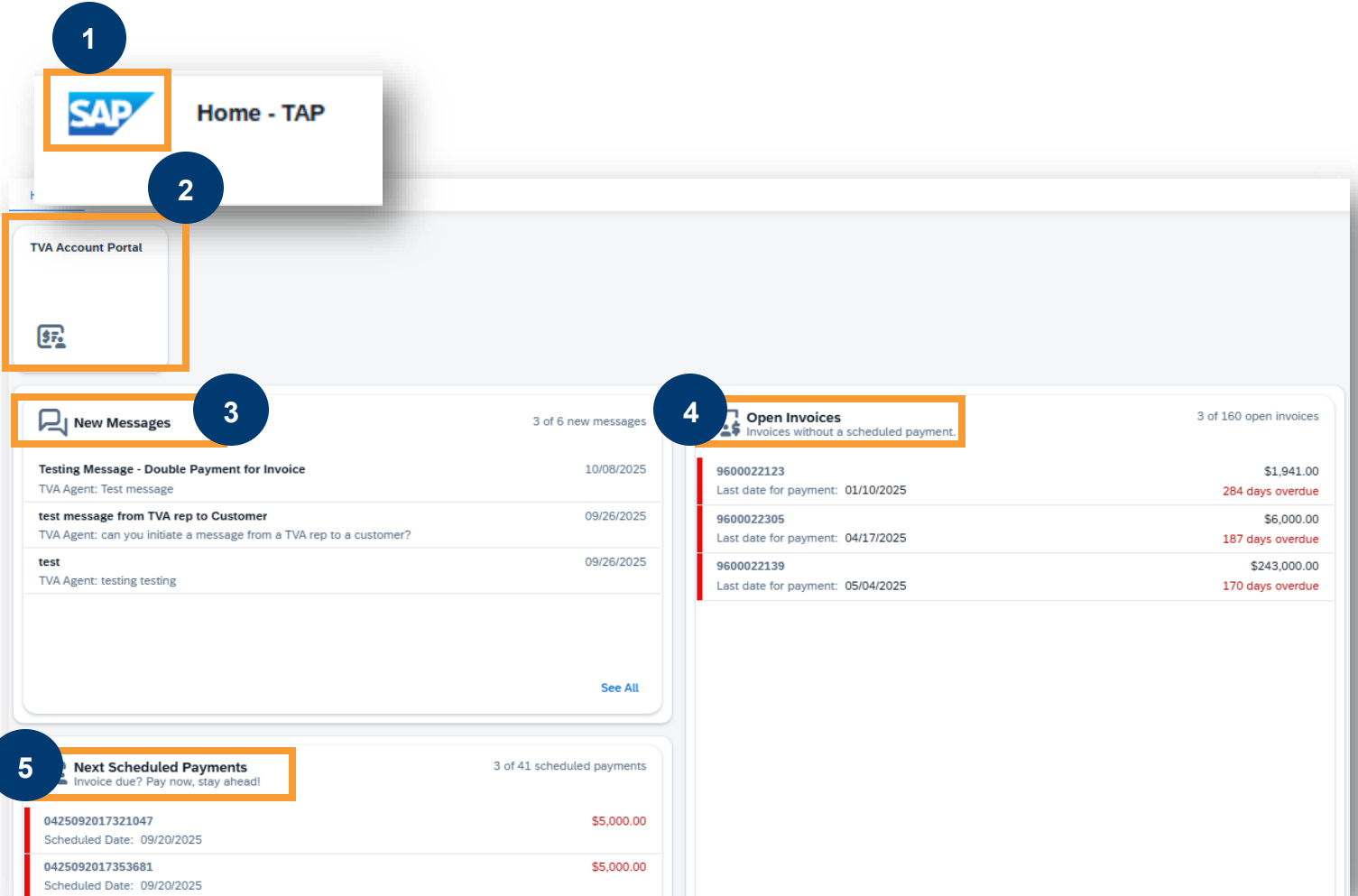
Sign into your account for the first time: The steps below will help you get signed into your account for the first time.

You will have two options to access the TVA Account Portal (TAP).	
1	You can choose Pay an Invoice as Guest .
1A	You will need to enter your Customer Number and Invoice Number .
2	If you choose to then create an account for future payments, you will need to select the New User Registration button.
2A	You will be directed to a Microsoft form to request access.
2B	After receiving access, 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 . Click here for instructions on Microsoft Authenticator .

Paying as Guest or Creating a New Profile

Before you begin:

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

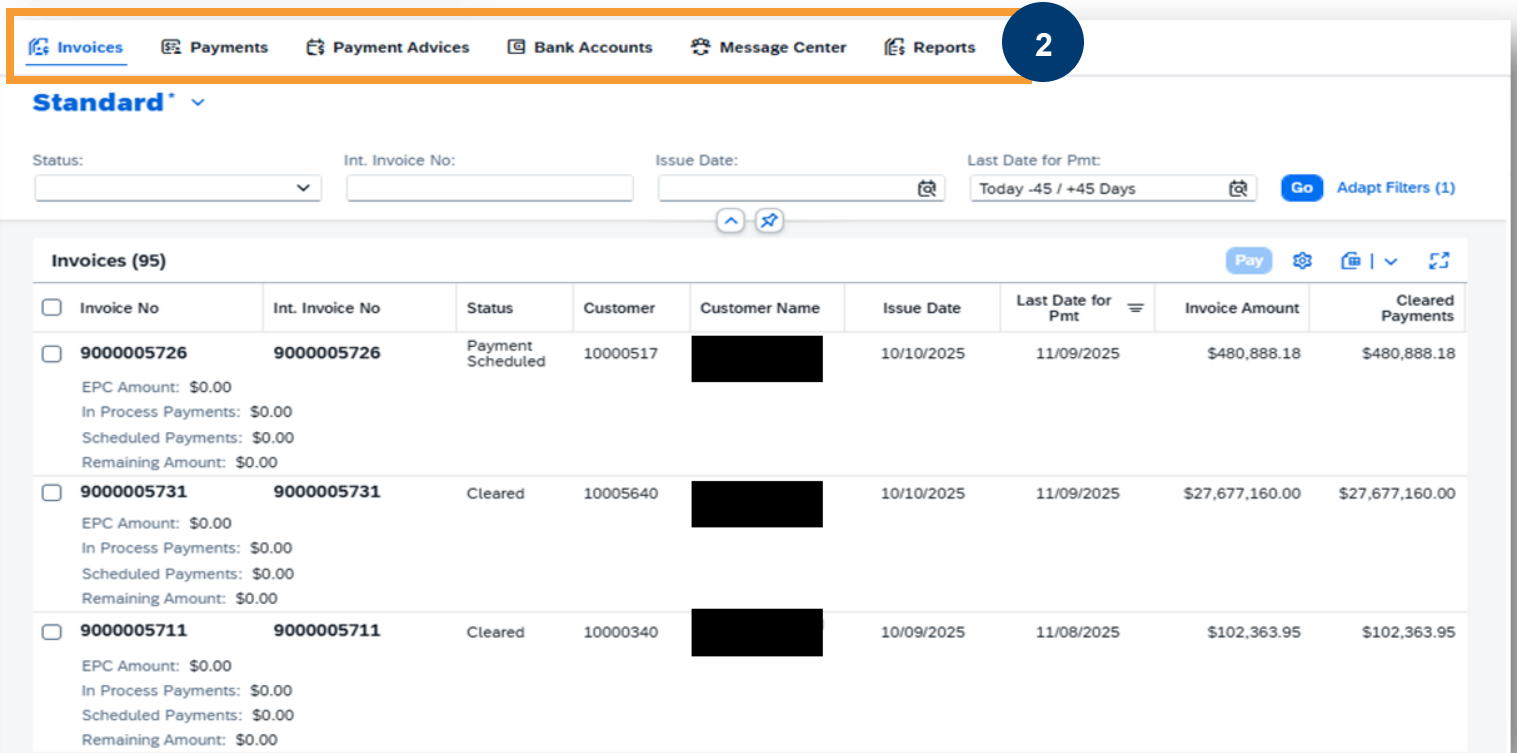
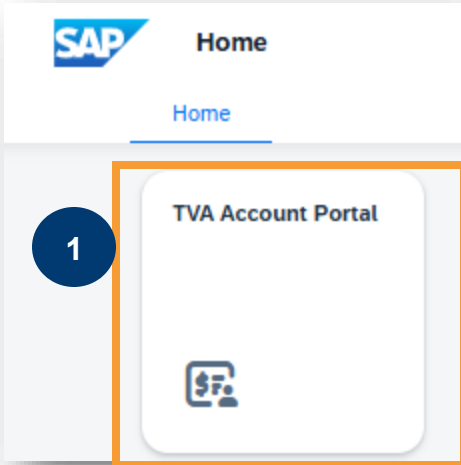


1	SAP	The SAP icon allows you to quickly return to your Home page.
2	TVA Account Portal	Select the TVA Account Portal to access full functionality and navigate to the Invoices Tab
3	New Messages	View your messages by clicking the messages widget.
4	Open Invoices	Open invoices by clicking the Open Invoices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



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

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 displays the TVA Account Portal interface. At the top, a navigation bar includes 'Invoices', 'Payments', 'Payment Advices', 'Bank Accounts', 'Message Center', and 'Reports'. The 'Invoices' tab is active, showing a search area with fields for Customer, Customer Group, Status, Int. Invoice No, Issue Date, Last Date for Pmt, and Remittance Type. A 'Go Adapt Filters (1)' button is visible. Below the search area is a table of invoices. The first invoice, E25090377 (8000023811), is selected and highlighted. Its details are shown below the table, including cleared payments of \$997,756.44, EPC amount of \$4,899.37, and in-process payments of \$1,496,758.67. The second invoice, 9000001631 (9000001631), is also visible with a remaining amount of \$49,103.27. A 'Field' filter menu is open on the right, showing options like Customer, Status, Issue Date, etc. At the bottom, a detailed view of the selected invoice E25090377 (8000023811) is shown, including invoice details, a table of payments (one payment of \$997,756.44 is listed), and a section for payment advices (no data available).

1 Use the **Invoices Tab** to also view and pay an Invoice

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 the **PDF button**.

6 Your **full Invoice** will open in a new window.

The screenshot shows the TVA Account Portal interface. At the top, there is a navigation bar with tabs: Invoices (highlighted with a blue circle 1), Payments, Payment Advices, Bank Accounts, Message Center, and Reports. Below the navigation bar, there is a summary section for invoice CNC78L (1800000144) with an 'Open' button. The summary includes: Invoice Amount: \$6,289.17, Cleared Payments: \$0.00, In Process Payments: \$0.00, Scheduled Payments: \$0.00, and Remaining: \$6,289.17. Below this, there are three buttons: 'Pay' (highlighted with a blue circle 2), 'PDF' (highlighted with a blue circle 5), and a message icon (highlighted with a blue circle 3). The main content area is titled 'Invoice Details' and includes fields for Customer (10000000 - Donald Duck), Customer Group (Non-Power), Remittance Type (Monthly Program), Issue Date (10/13/2025), Last Date for Pmt (11/12/2025), EPC Amount (\$0.00), and Modified By (-). Below the details, there is a 'Payments' section with a table that currently shows 'No data available'. At the bottom, there is a 'Payment Advices' section.

The screenshot shows the 'Create Payment for Invoice CNC78L' form. It has the following sections:

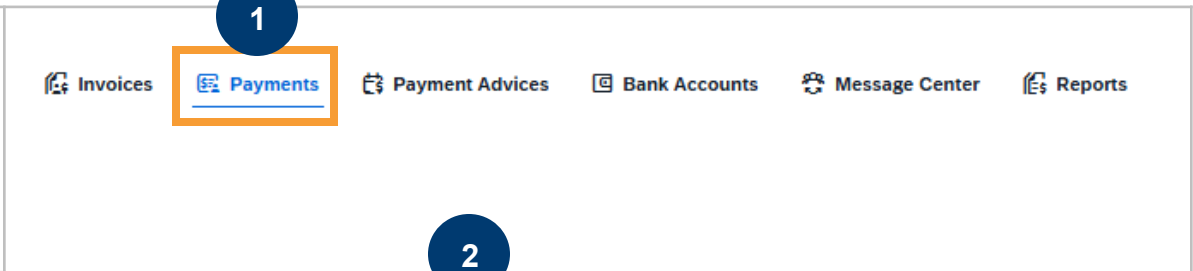
- Payment method***: Radio buttons for Direct Debit, ACH Credit, Wire transfer, and Pay.gov.
- Effective payment date***: A date picker set to 10/21/2025.
- Payment amount***: Radio buttons for 'Remaining Amount: \$6,289.17' and 'Other amount:' (with an input field).
- A checkbox for 'By choosing to pay with ACH Credit or Wire Transfer, you hereby confirm that you will initiate the payment transaction with your bank accordingly in a later step.*'.
- A note: 'Please include the following description with the payment: INVOICE CNC78L'.
- Buttons for 'Pay' and 'Cancel'.

The screenshot shows the full TVA Invoice for CNC78L. It includes the TVA logo and the following information:

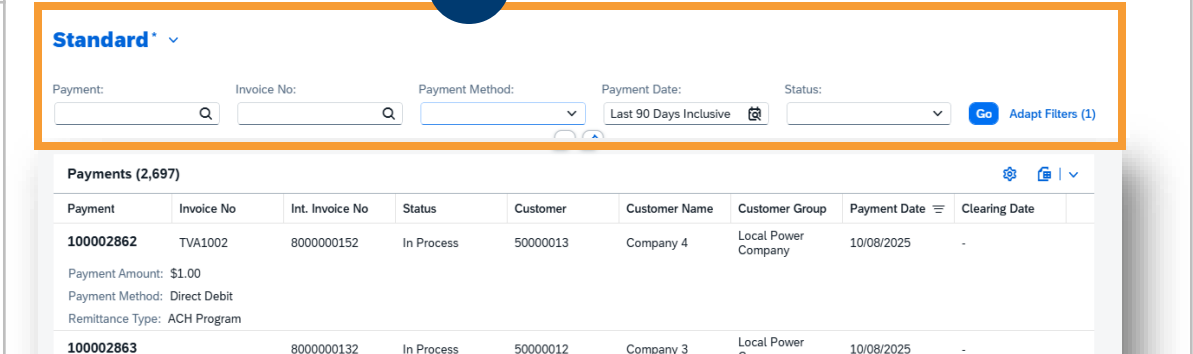
- Invoice Details**: Invoice Date, Invoice No., Customer No., Contract No., PO No., Project No.
- Forward payment to**: Tennessee Valley Authority, Attn: Treasury Management, WT&C, 400 West Summit Hill DR, Knoxville, TN 37902.
- Electronic Payment Methods**: ACH Credit - ABA 051030705 - ACCT# 349000 - FFC, TVA; FEDWIRE - ABA 021030004 - ACCT# 00004912 Bank Name: TREAS NYC - FFC, TVA. Please include addenda record showing invoice numbers.
- Direct electronic payment inquiries to**: treasmgmt@tva.gov
- PAYMENT TERMS**: Payment is due to TVA within 30 days of invoice date unless otherwise specified by contract. Payments received after that date will be subject to a late payment penalty. Late payment interest shall be payable on any overdue amount in accordance with the prompt payment terms of the referenced agreement.
- Table**:

DESCRIPTION	AMOUNT
TVA LABOR	\$196.56
INVOICE TOTAL:	\$196.56
BALANCE DUE:	\$196.56

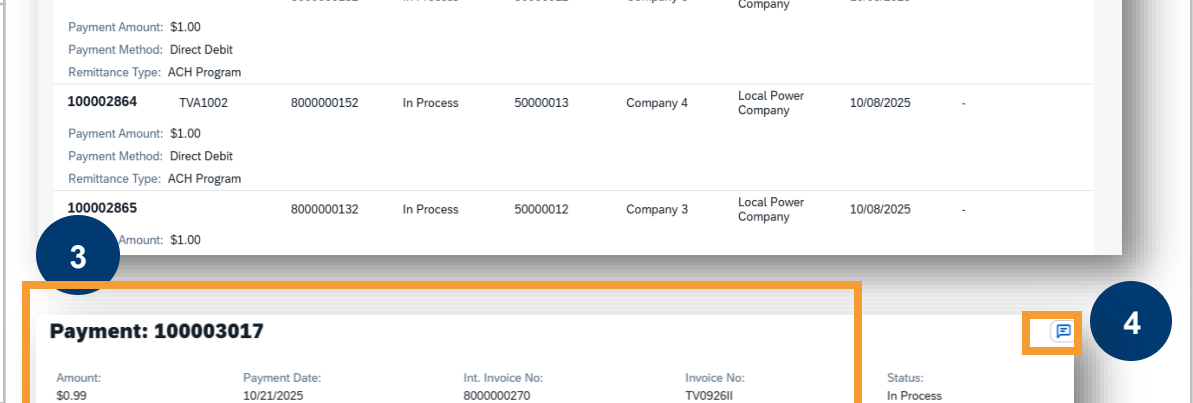
1 Use the **Payments Tab** to see all previous payments made.



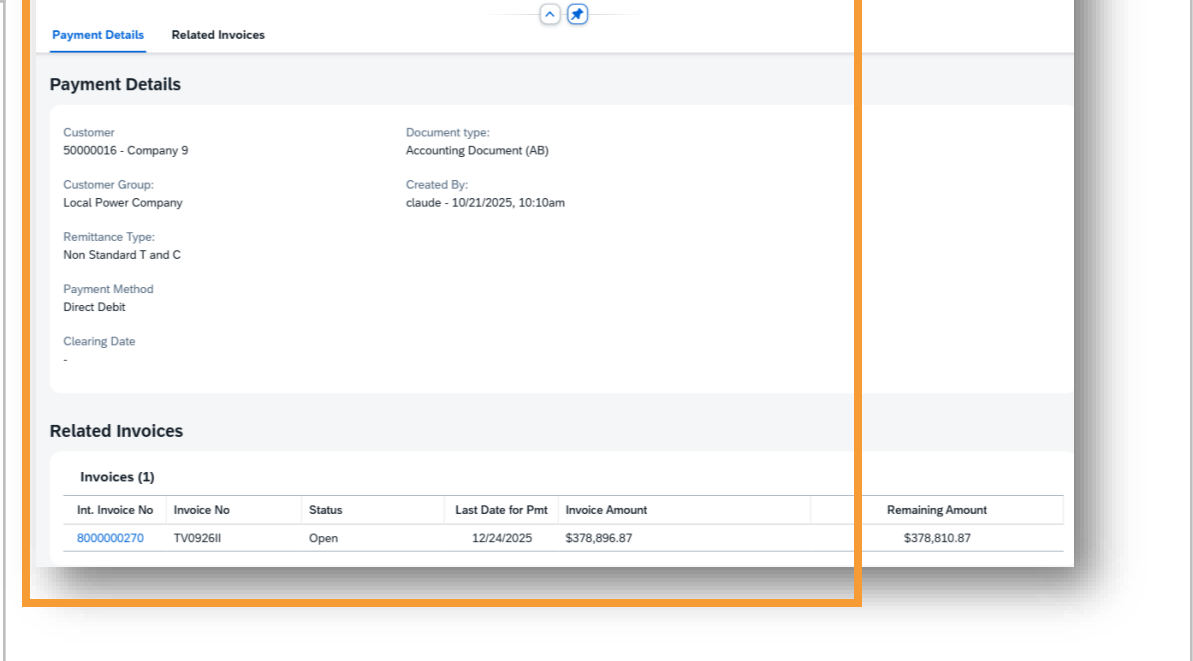
2 You can **search** for payments and select a specific payment for more details.



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.



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.

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

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

The screenshot shows the 'Payment Advices' tab in the TVA Account Portal. Callout 1 points to the 'Payment Advices' tab in the top navigation bar. Callout 2 points to the search filters at the top of the list, including fields for 'Payment Advice No.', 'Payment Method', 'Status', and 'Scheduled Date'. Callout 3 points to the 'Edit' and 'Delete' buttons for a specific payment advice. Callout 4 points to the 'General Information' section of the detailed view for a payment advice.

Payment Advices (1,176)

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							

Payment Advice: 0425081406294673

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

General Information

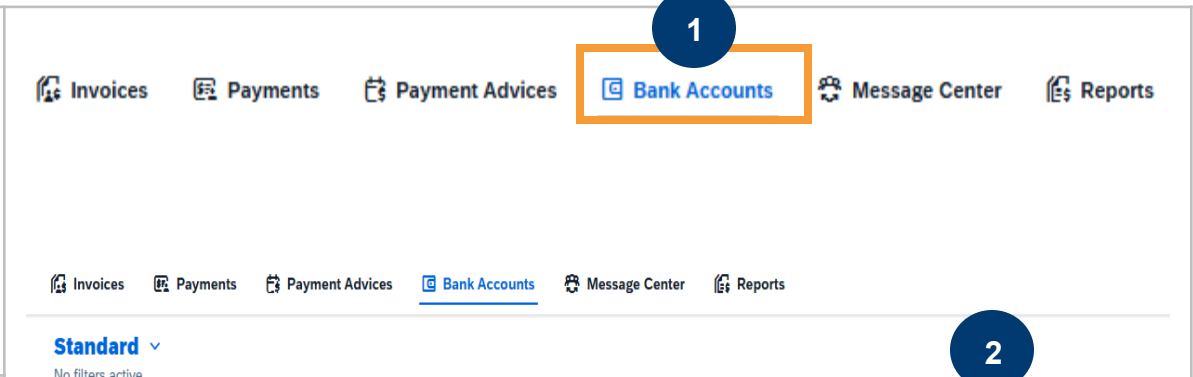
Customer: 10000000 - Donald Duck | EPC Amount: \$0.00
 Customer Group: Non-Power | Created By: -
 Remittance Type: Monthly Program | Modified By: -
 Payment Method: ACH Credit

Related Invoices

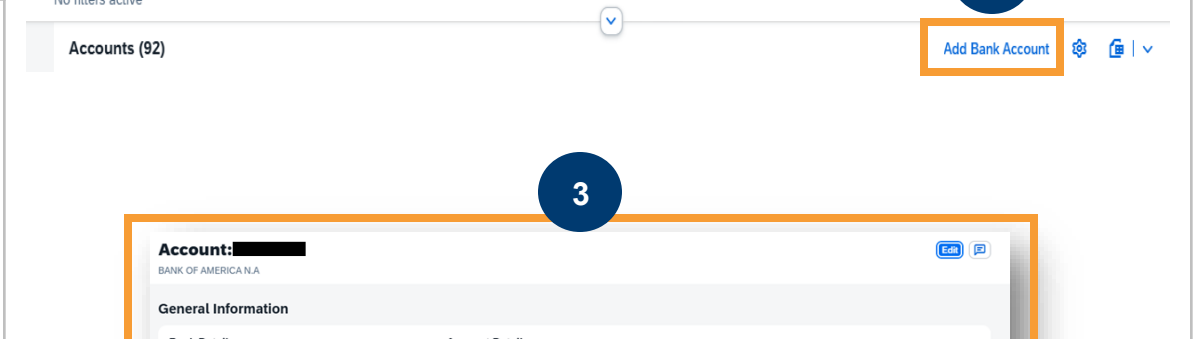
Invoices (1)

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

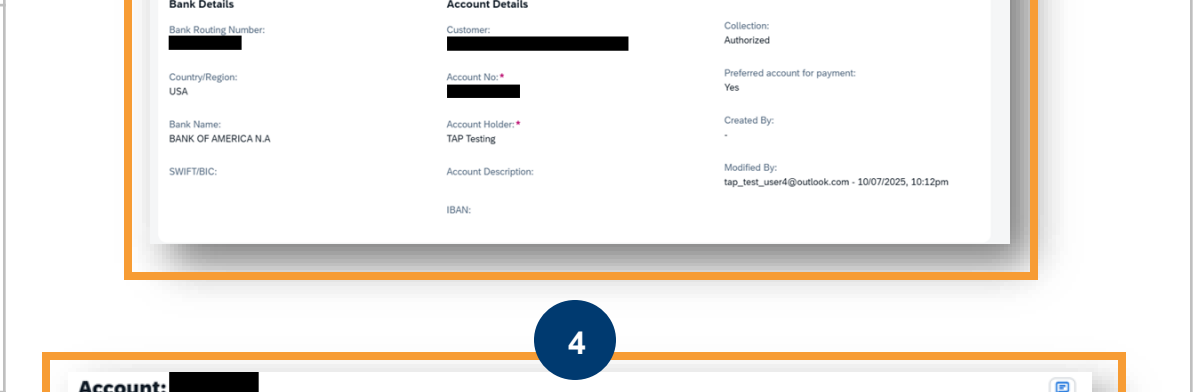
1 The **Bank Accounts Tab** allows you to add bank accounts for payment or make any changes to existing bank account information.



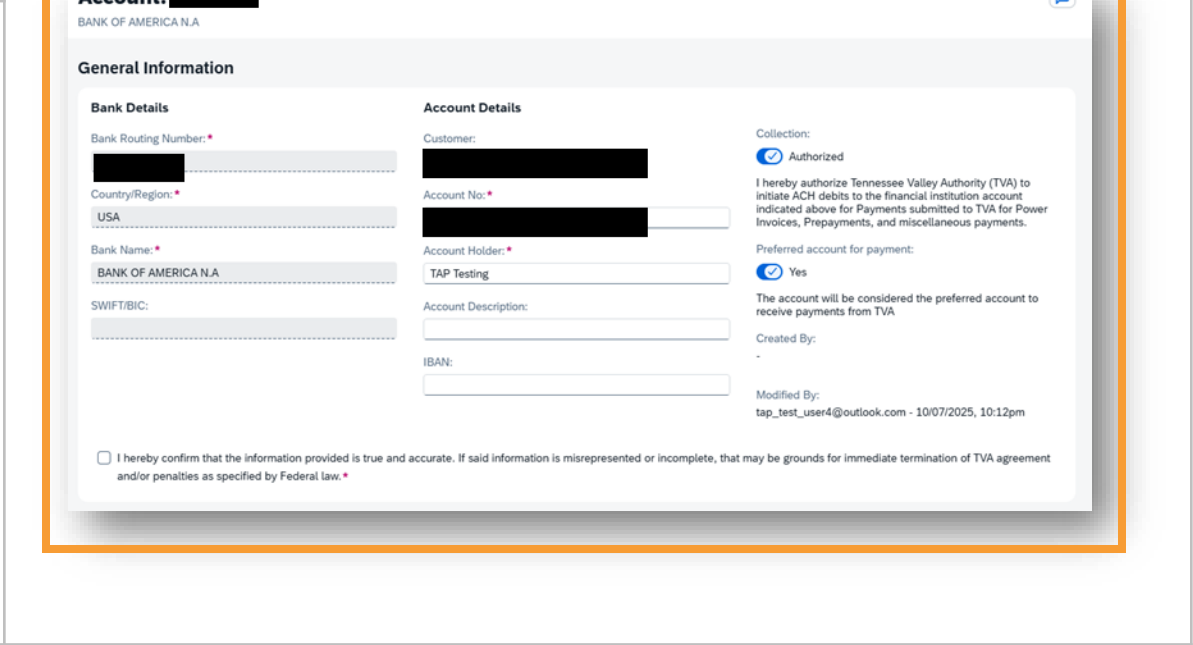
2 Select Add Bank Account, complete the required fields, and then select Add.



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



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



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Message Center



- Invoices
- Payments
- Payment Advices
- Bank Accounts
- Message Center**
- Reports

1

2

Messages New Refresh Share

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 Edit Share

Active

Q

external responding to email. thanks for the help. can close this message 10/16/2025

TVA Agent 10/16/2025
TA setting to resolved

TVA Agent 10/16/2025
TA reactivated message

all good now. can fully close this message 10/16/2025

TVA Agent 10/16/2025
TA final closure

Rich Text Editor:
B i U Link Table Align Color Background Color Image Video Code Undo Redo

Enter a message...

3

4

1	The Message Center 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 search 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**.

Payment Summary

Customer Payment Summary
 Sep 1, 2025 - Sep 30, 2025
 Customers: All
 Remittance Type: All

Customer ID Customer Name	Document No	Last Dt for Pmt	Effective Pmt Dt	Prepayment Amt	Invoice Charge	Early Pmt Credit	Total Remit Amt	Submitted By Submitted Date Current Status
50000000 Mickey Mouse	425090112060873	08/03/25	09/01/25	\$0.00	\$218,903.00	\$0.00	\$10.00	anonymous 09/01/25 In Process
50000000 Mickey Mouse	425090112303085	08/03/25	09/01/25	\$0.00	\$218,903.00	\$0.00	\$10.00	anonymous 09/01/25 In Process
50000000 Mickey Mouse	425090113062647	08/03/25	09/01/25	\$0.00	\$218,903.00	\$0.00	\$10.00	anonymous 09/01/25 In Process
50000000 Mickey Mouse	425090113233247	08/03/25	09/01/25	\$0.00	\$218,903.00	\$0.00	\$10.00	anatole_ea_cc@outlook.com 09/01/25 In Process
50000000 Mickey Mouse	425090207203404	08/03/25	09/02/25	\$0.00	\$276,090.09	\$0.00	\$10.00	anonymous 09/02/25 In Process
50000000 Mickey Mouse	425090208064416	08/03/25	09/02/25	\$0.00	\$276,090.09	\$0.00	\$10.00	anonymous 09/02/25 In Process
50000000 Mickey Mouse	425090208123772	08/03/25	09/02/25	\$0.00	\$276,090.09	\$0.00	\$10.00	anonymous 09/02/25 In Process
50000000 Mickey Mouse	425090208543338	08/03/25	09/02/25	\$0.00	\$276,090.09	\$0.00	\$10.00	anonymous 09/02/25 In Process