

NON-POWER CUSTOMERS

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

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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 .

1 Sign in to the TVA Account Portal

Don't have an account?

2 New User Registration

Or choose one of the options below:

1 Pay an invoice as guest

Complete a TVA Form on Pay.gov

Pay Invoice as Guest

1 General 2 Payment Details

1. General

Specify the customer and invoice number.

Customer Number: *

Enter Customer Number

Invoice Number: *

Enter Invoice Number

2A

TAP (TVA Accounting Portal) New User Form

This form is used to collect the needed information to add TAP access for a new user. When this process is complete new users will receive a welcome email and have 14 days to activate/acknowledge the new TAP user ID/account.

When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself.

* Required

1. What is your First and Last Name? *

Enter your answer

2. Email Address (business/professional email preferred) *

Enter your answer

3. Mailing Address *

Enter your answer

4. Contact Phone Number *

Enter your answer

2B

Tennessee Valley Authority invited you to access applications within their organization

Microsoft Invitations on behalf of Tennessee Valley Authority <invites@microsoft.com>

To: You

Please only act on this email if you trust the organization represented below. In rare cases, individuals may receive fraudulent invitations from bad actors posing as legitimate companies. If you were not expecting this invitation, proceed with caution.

Organization: Tennessee Valley Authority
 Domain: tapaccount@microsoft.com@tapaccount@microsoft.com

This message was generated by the sender and is not from Microsoft Corporation.

Message from Tennessee Valley Authority

“To become a guest user at TVA, please click 'Get Started' and follow the instructions.”

This invitation is good for 14 days. If you have not redeemed this invitation by that time, you will need to contact your TVA representative to initiate another access request.

This TVA information system is provided for authorized TVA use only. Unauthorized or improper use of this system is strictly prohibited and may result in administrative action, civil and/or criminal prosecution and penalties, or other personal actions. You have no explicit or implicit expectation of privacy regarding any communications or data transmitted, stored on, or traveling to or from this system. Data, including personal information, identifying, stored, sent, sent, or traveling to or from this system may be intercepted, monitored, recorded, copied, audited, inspected, disclosed, and used by TVA, the United States, and third parties.

By accessing or using this system you indicate your awareness and consent to these terms and conditions. DO NOT CDS ON or CDS OFF IMMEDIATELY if you do not agree to the terms and conditions related herein.

If you accept this invitation, you'll be sent to <https://myapp.microsoft.com/>

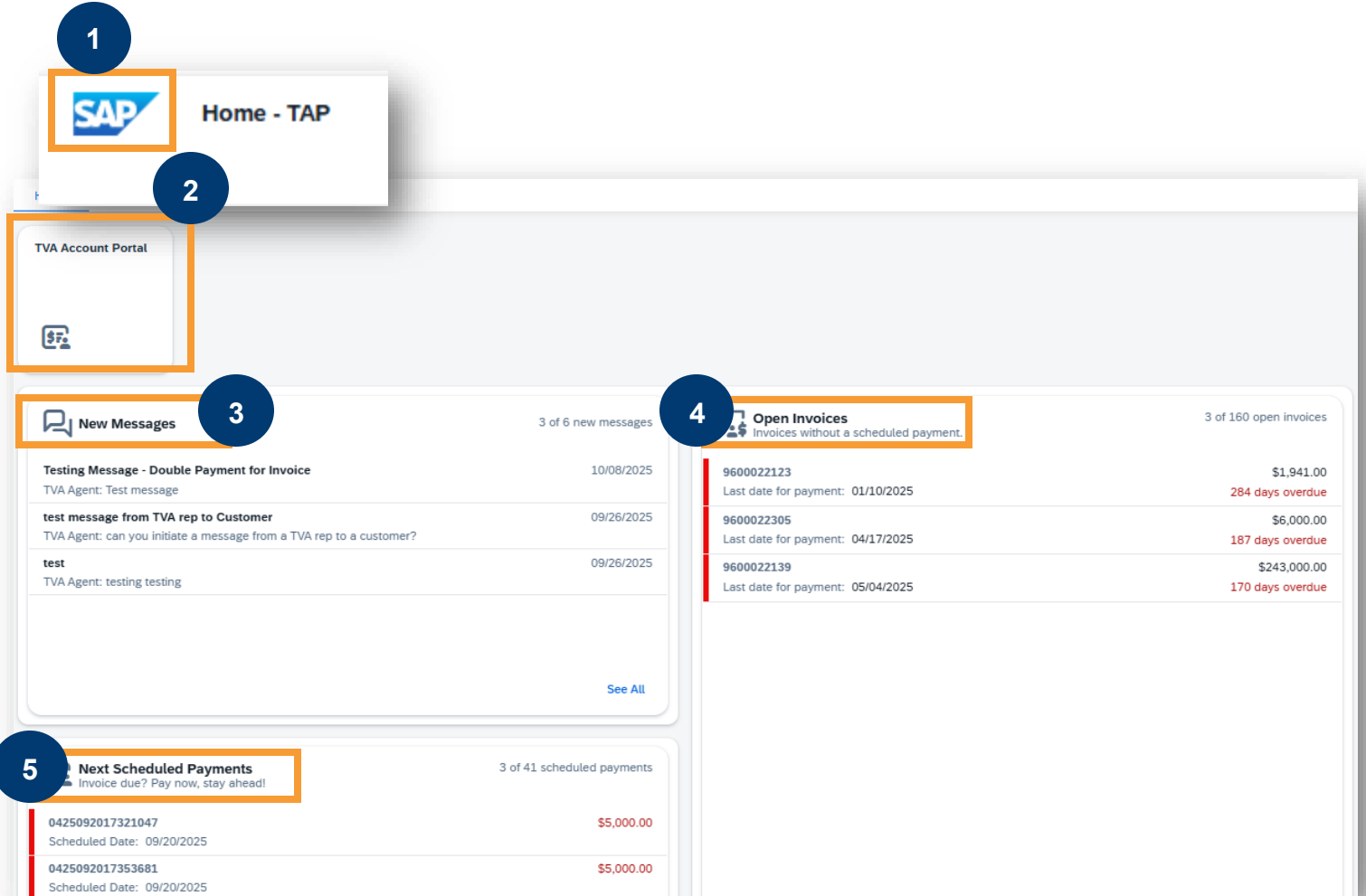
Accept Invitation

This invitation email is from: Tennessee Valley Authority (tapaccount@microsoft.com@tapaccount@microsoft.com) and may include advertising content. Tennessee Valley Authority has not provided a link to their privacy statement for you to review. Microsoft Corporation facilitated sending this email but did not validate the sender or the message.

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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.

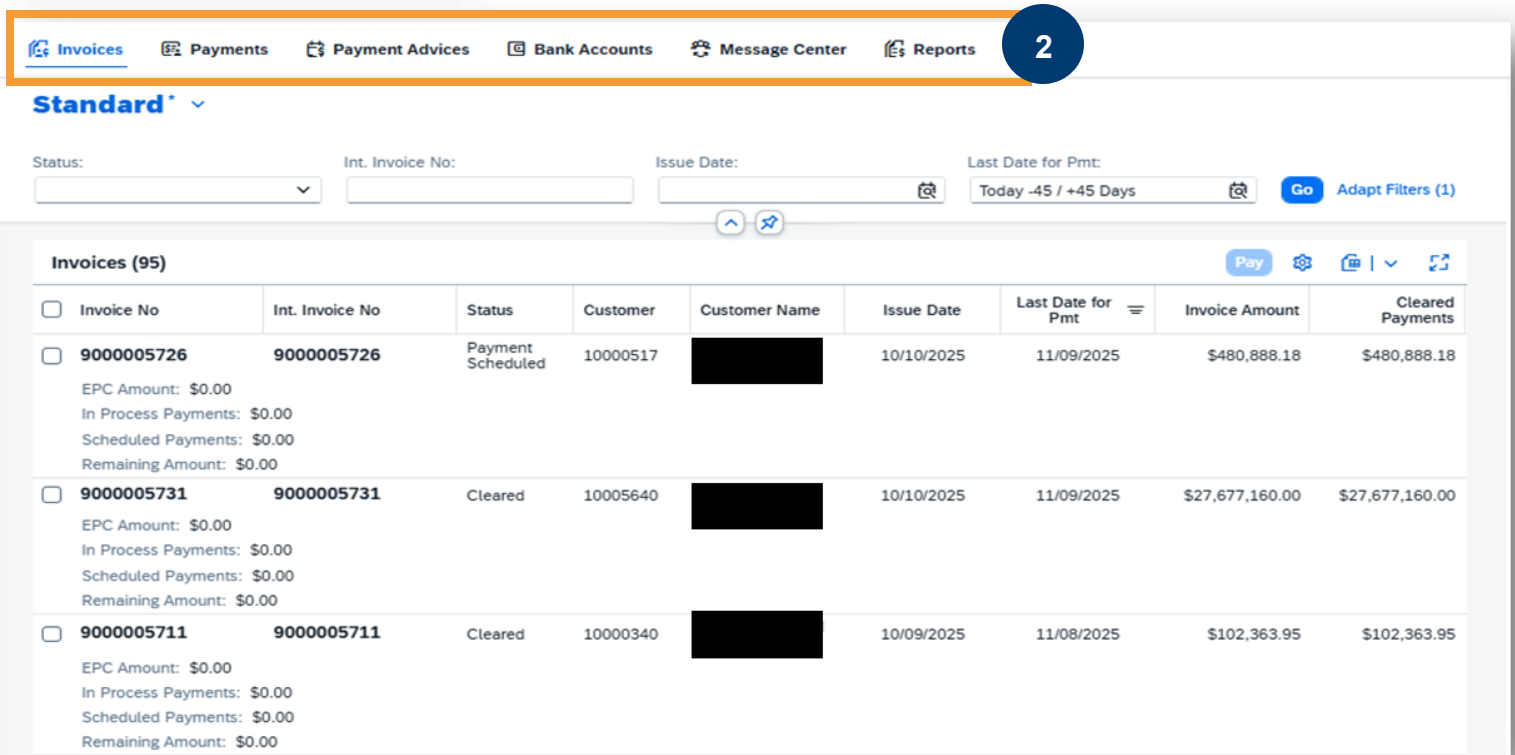
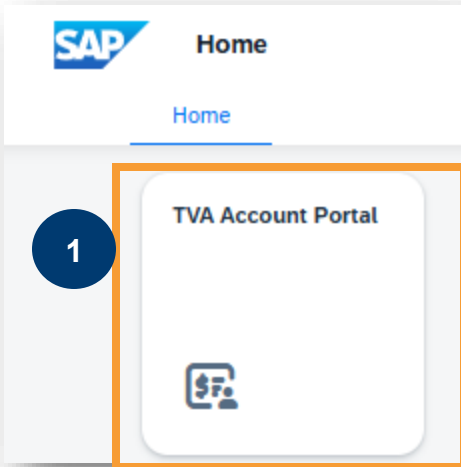
TVA Digital Finance Quick Reference Guide (QRG)

All Users of TVA Account Portal

TVA Account Portal Tile



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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

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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 Invoices tab 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 'Go' button and an 'Adapt Filters (1)' button are also visible, with the latter highlighted by a blue circle labeled '2'. The main area displays a list of invoices. The first invoice, with ID E25090377, is selected and highlighted with a blue circle labeled '3'. Below the list, there is a detailed view of the selected invoice, including Invoice Details, Payments, and Payment Advices. The 'Adapt Filters' panel is open on the right side, showing a list of search fields with checkboxes, with a blue circle labeled '4' pointing to the 'Adapt Filters' button area.

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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.

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 for Invoices, Payments, Payment Advices, Bank Accounts, Message Center, and Reports. The 'Invoices' tab is selected and highlighted with a blue circle '1'. Below the navigation bar, the invoice details for 'CNC78L (1800000144)' are displayed. A summary section shows 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' (blue), 'PDF' (orange), and a message icon (blue). The 'Pay' button is highlighted with a blue circle '2', the 'PDF' button with a blue circle '5', and the message icon with a blue circle '3'. The 'Invoice Details' section shows Customer: 10000000 - Donald Duck, Last Date for Pmt: 11/12/2025, Customer Group: Non-Power, EPC Amount: \$0.00, Remittance Type: Monthly Program, Modified By: -, and Issue Date: 10/13/2025. Below this is a 'Payments' table with columns: Payment, Creation Date, Clearing Date, Payment Amount, Status, and Payment Method. The table 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 a title 'Create Payment for Invoice CNC78L'. Under 'Payment method*', there are four radio button options: Direct Debit, ACH Credit (selected), Wire transfer, and Pay.gov. Under 'Effective payment date*', there is a date field with '10/21/2025' and a calendar icon. Under 'Payment amount*', there are two radio button options: Remaining Amount: \$6,289.17 (selected) and Other amount: [input field]. Below these options, there is a checkbox: '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.*'. Below the checkbox, there is a text field: 'Please include the following description with the payment: INVOICE CNC78L'. At the bottom right, there are two buttons: 'Pay' (blue) and 'Cancel' (white).

The screenshot shows the full invoice PDF for 'Tennessee Valley Authority INVOICE'. The invoice number is CNC78L. It includes fields for INVOICE DATE, INVOICE NO., CUSTOMER NO., CONTRACT NO., PO NO., and PROJECT NO. There are sections for 'Direct billing inquiries to:', 'Electronic Payment Methods:', and 'Forward payment to:'. The 'Forward payment to:' section includes the address: Tennessee Valley Authority, Attn: Treasury Management, WT&C, 400 West Summit Hill DR, Knoxville, TN 37902. Below this, there is a 'PAYMENT TERMS' section. At the bottom, there is a table with columns 'DESCRIPTION' and 'AMOUNT'. The table shows 'TVA LABOR' with an amount of \$196.56. Below the table, there is a summary section: 'INVOICE TOTAL: \$196.56' and 'BALANCE DUE: \$196.56'. The PDF is highlighted with a blue circle '6'.

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1	<p>Use the Payments Tab to see all previous payments made.</p>	
2	<p>You can search for payments and select a specific payment for more details.</p>	
3	<p>When selecting a payment, you can see additional details and the related invoice that it is tied to.</p>	
4	<p>Select the messages button to ask a question.</p>	

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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**.

1

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

2

Standard* v

Payment Advice No: Payment Method: Status: Scheduled Date: Today -45 / +45 Days Go Adapt Filters (1)

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							

3

Payment Advice: 0425081406294673

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

4

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

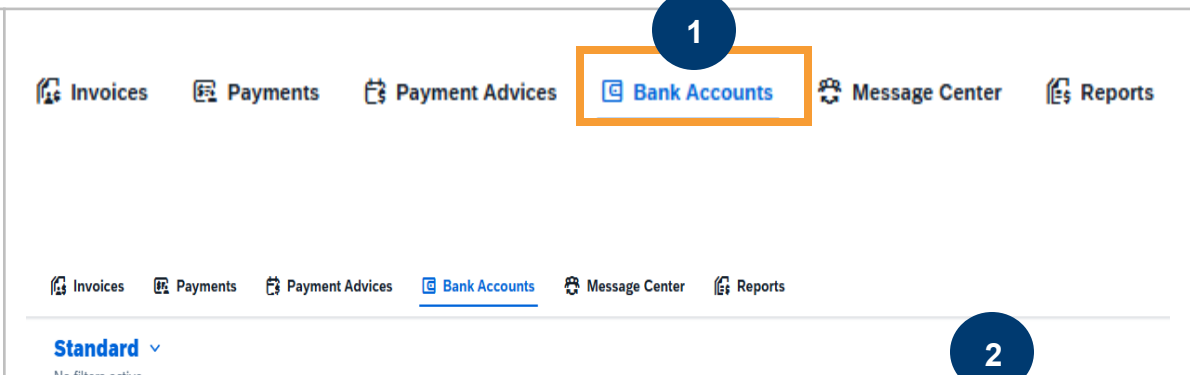
Related Invoices

Invoices (1)

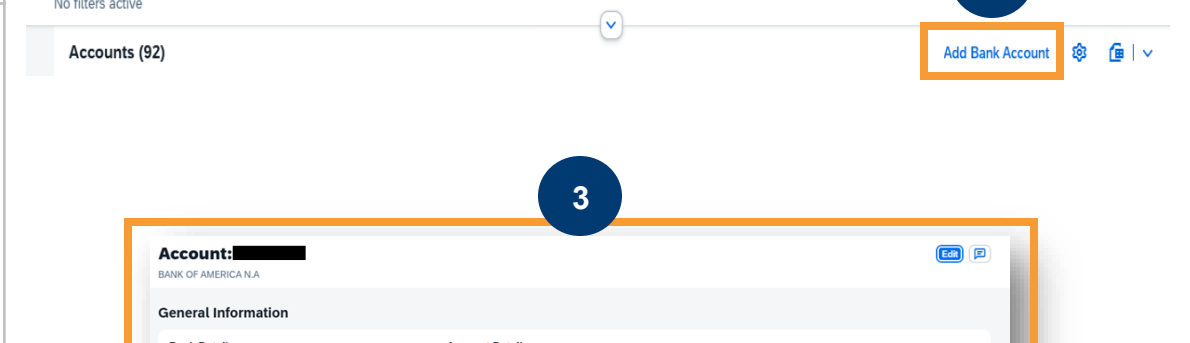
Int. Invoice No	Invoice No	Status	Last Date for Pmt	Invoice Amount	Remaining Amount
1800000075	KDH1	Open	07/01/2025	\$1,000.00	\$9.00

NON-POWER CUSTOMERS

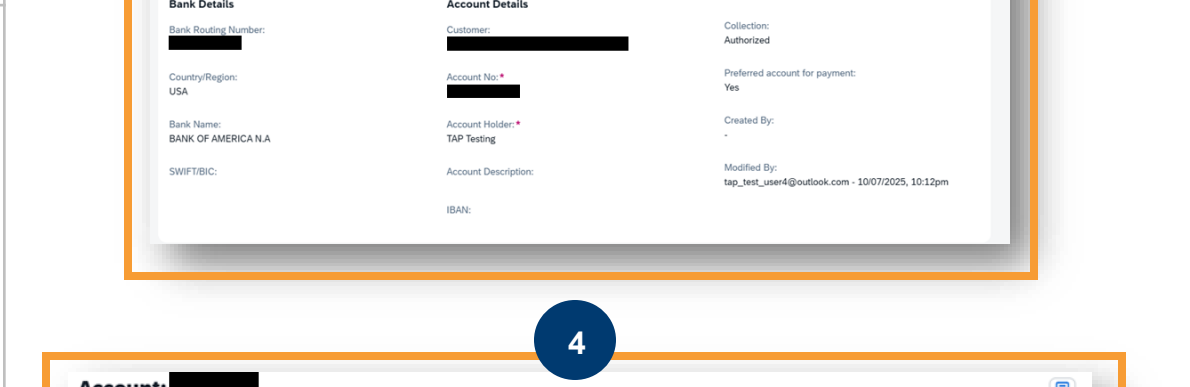
1 The **Bank Accounts Tab** allows you to add bank accounts for payment or make any changes to existing bank account information.



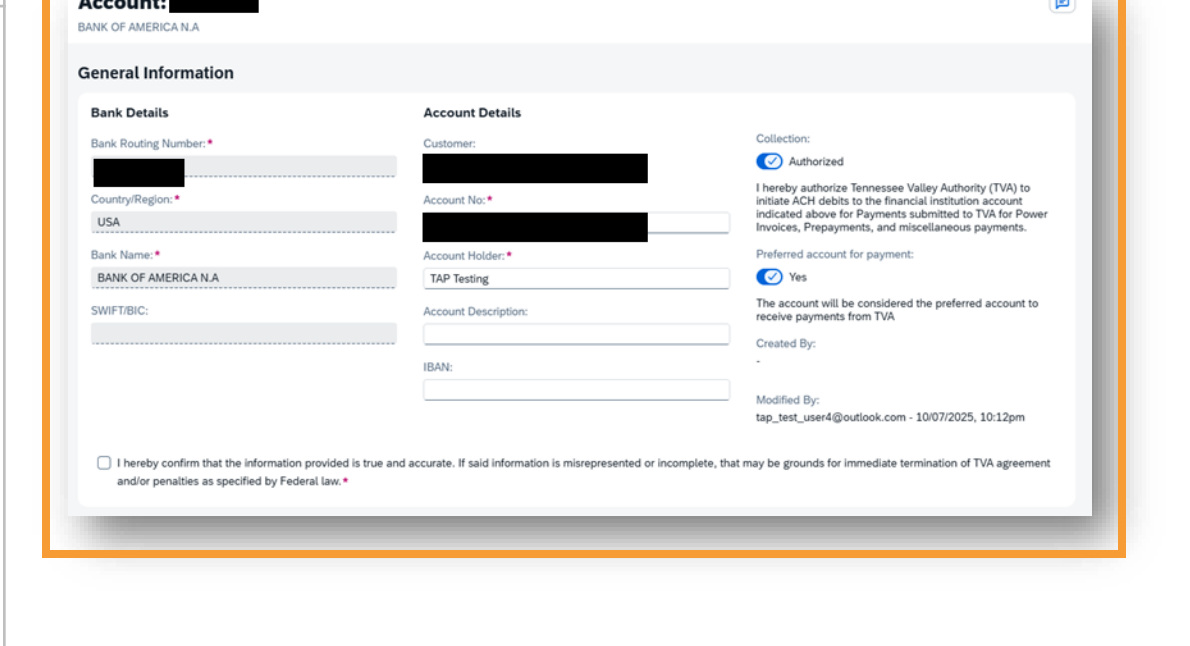
2 Select Add Bank Account, complete the required fields, and then select Add.



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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1

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

2

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

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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

TVA BUSINESS INTERNAL

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