

Prompt Payment | Frequently Asked Questions (FAQ)

No contracts are showing in my main screen:

Select **Show first 10** or Click in the search bar under the Contract Overview ribbon and press **Enter** on your keyboard.

Payee is not able to verify payment:

Check with the prime contractor (or payee) to ensure they have signed their entry. The ability to Verify Payment will not appear until this is done, even though the estimate will appear in AASHTOWare Project.

Cannot find contractor in AASHTOWare Project (Acronyms):

This problem typically occurs for contract with abbreviated names. Based on the name you are trying to find, check the following cases to see which apply and follow the example for how they are typically entered in AASHTOWare Project:

- The name of the company contains an “and”
 - Example: “J & J MOWERS”
- The name of the company is abbreviated similar to initials
 - Example: “G. R. CONSTRUCTION”
- The name of the company includes “Company” or “Incorporated”
 - Examples: “SMITH PAVING CO.” OR “CONCRETE SUPPLIER, INC.”

Vendor is not available from the Payee Dropdown List:

Contact your regional Business Development representative or email TDOT.ConstructionLaborUsers@tn.gov.