Log in to Ohio Buys. You will see any exceptions that require your review in the My Pending Validations section of your homepage. Click on the Title of the exception under Object to open the exception.

You can also find a specific exception from any page in the Ohio Buys solution by going to the main menu navigation bar, clicking on Suppliers, and selecting Exceptions.

Review the exception’s Details and Origin. When reviewing, you can make edits or updates as required.

a) If the information provided does not warrant the creation of an exception, click Reject to reject the exception. This sends the exception back to the Agency Reviewer.

b) If the information provided does warrant the creation of an exception, click Open Exception.

c) Click Notify via Email to send the Supplier an email with a direct link to the exception.
d) Complete the **Send an e-mail** form by adding the following information:

1) **Supplier Contact(s)** - to whom the email will be sent

2) **Subject** - The subject line for your email to the Supplier

3) **Attachments** - You can attach any supporting documentation that you believe it is important for the Supplier to see with the exception.

4) **Message** - The details of the message that the Supplier will receive. Make sure to include your contact information so that the Supplier can easily reach out to discuss the details of the exception, as well as inform you when mitigating actions have been taken.

5) **Send me a copy** - check this box if you would like a copy of the email sent to the email address associated with your Ohio Buys account

If you have questions or need additional assistance, please contact Ohio Shared Services Contact Center via email ([ohiosharedservices@ohio.gov](mailto:ohiosharedservices@ohio.gov)) or phone (877-644-6771).