How to Order a Generic Product

Step-by-Step Instructions for Ordering a Generic Product

Important: Generic products are catalog items that do not require a price. An unpriced, generic product allows Requesters and Requisitioners to submit a request for a good or service that will be completed with more specific information later on by another performer in the procurement process.

To order a generic product, search the Browse Items page for the item you would like to order and add it to your shopping cart. Generic products will have a price of 0.000. Once you add the generic product to your cart, complete the checkout process based on your purchasing needs.

Generic products are later updated with specific information by choosing a priced item in the catalog or by completing a solicitation. Please note you can only update your purchase requisition when it is in your queue as a pending validation. If you are a Requisitioner or Procurement Agency Approver who is reviewing a Requester submitted purchase requisition, you should update any generic product line items you see with the correct details. Please reference the steps below to update a generic product.

Update a generic product with a catalog item:

1. From the checkout page, click on the Pencil (✏️) icon next to the associated generic product.
2. Click on the More Item Information header.
3. In the Product field, click the Selector (🔍) icon and then click See All at the bottom of the drop-down menu to search for and select the catalog item you would like to update the generic product with.
4. In the Browse Items pop-up box, enter your search terms to search for a comparable good or service and click Search.
5. From the list of search results, scroll through the available results until you find your comparable good or service. Once you find the good or service you plan to replace the current freeform line item with, click the Checkbox icon next to it.
6. Once you have validated this is the item you want, click Save & Close to finish updating the item. In the Items box, the generic product information updates to the new catalog item.
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Update a generic product with pricing information:

a) From the checkout page, click on the Pencil (✏️) icon next to the associated generic product.

b) In the Pricing section, enter the Price for the item as well as the Supplier Quote ID.

c) Click Save & Close.

d) Add a justification document to the purchase requisition that documents the solicitation process or process in which you received a quote.

Submit or approve the purchase requisition to route it to the next required approver.

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