Step-by-Step Instructions for Creating an Exception

1. Log in to Ohio Buys. From any page in Ohio Buys, go to the main menu navigation bar, click on **Suppliers**, and then select **Exceptions**.

2. From the Exceptions page, click **Create Exception**.

3. Complete the following required fields under **Exception Details**. Required fields will be marked with a red asterisk:

   - **Title** – A name for the exception
   - **Description** – A detailed description of the exception
   - **Exception Type** – Describes whether the Exception is an issue with: Customer Service (used for both positive and negative exceptions), Delivery, Invoicing, Product, or Revenue Share (only used for negative exceptions, Revenue Share will be active in 2020)
   - **Exception Sub Types** – Varies based on exception type
   - **Severity** – High, Medium, or Low
   - **Creation Date** – By default this will populate with today’s date
Specify the **Origin** of the exception, which describes who the exception is linked to.

a) An exception must be linked to a **Supplier**.

b) Exceptions can be more specifically tied to a **Contract**, **Sourcing Process**, **Order**, **Delivery**, **Invoice**, **Commodities**, and/or **Organizations** as appropriate.

▲ As you fill in certain fields in the **Origin** section of your exception, others may auto-populate. (e.g., after selecting a Contract, the Commodities associated with that Contract will auto-populate)

**5** Click **Save**.

**6** Review that the information contained in your exception is accurate. When you are ready to submit it for approval, click **Submit**.

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*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).*