

Step-by-Step Instructions for Reviewing an Exception (Agency Reviewer)

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 the **Object** column to open the exception.

Process	Action	Object	History
Ohio Exception Workflow	Agency Reviewer	3M2 Inaccurate Invoice	
Supplier Activation	Creation	Columbus Coffee (UNITED STATES)	
Supplier Activation	Creation	Columbus Coffee EOD (UNITED STATES)	
Supplier Activation	Creation	Columbus Coffee 1 (UNITED STATES)	

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a) 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 will send the exception back to the user who initially submitted it.



b) If the information provided does warrant the creation of an exception, complete the **Route To** section under **Details** using the dropdown menu. You can choose to route the exception to:

1) **Contract Analyst:** Routes the exception to the associated DAS Contract Analyst for further action and resolution.

2) **Supplier (handle internally):** Does not route the exception to the associated Contract Analyst. Indicates that you will reach out to the Supplier directly to resolve the issue.

c) After determining the routing path of the exception, click **Submit** to approve.



1) If you have chosen to resolve the issue internally, after clicking **Submit** you should click **Open Exception**.



2) Click **Notify via Email** to create an email with a direct link to send to the Supplier



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c) Complete the **Send an e-mail** form by adding the following information:

The screenshot shows an email composition form with the following fields and callouts:

- 1** Callout to the "Add Supplier Contact(s)" dropdown menu.
- 2** Callout to the "Subject" field containing the text "Exception: test".
- 3** Callout to the "Attachments" section, which includes a "Click or Drag to add a file" button.
- 4** Callout to the "Message" text area containing the text: "The Exception 'test' with supplier '#1 RADON TESTER' has the status 'Pending Resolution'. Main contact : . Resolution date :".
- 5** Callout to the "Send me a copy" checkbox.

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- 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.