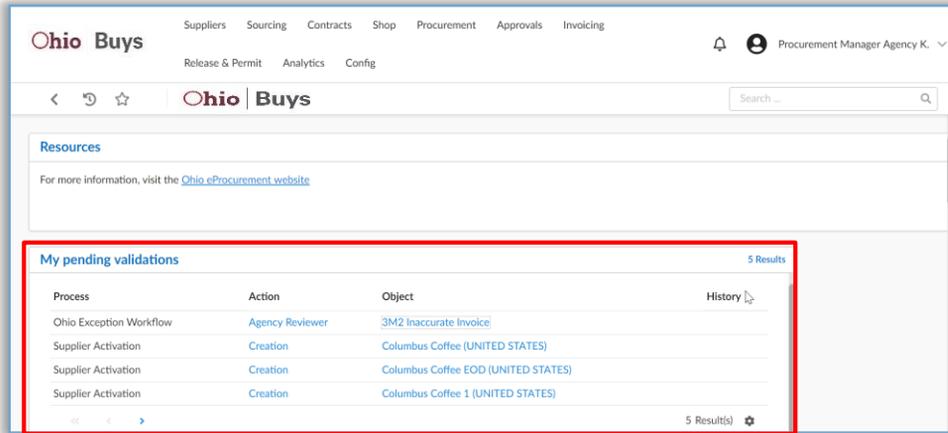


Step-by-Step Instructions for Closing an Exception

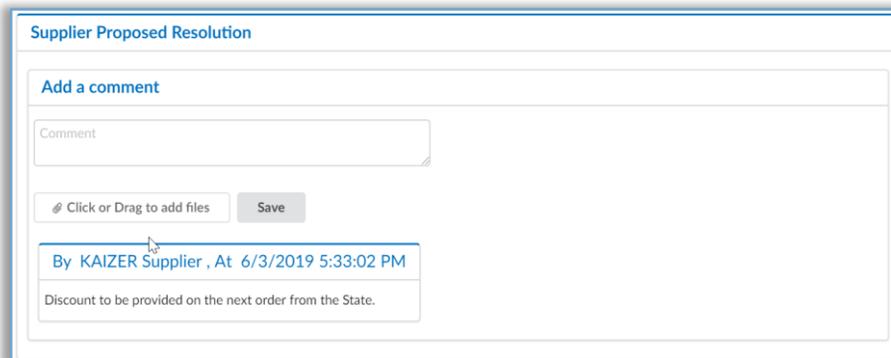
Log in to Ohio Buys. You will see any exceptions that require your review in the **My Pending Validations** section of your homepage. Click on the Title of the exception under the **Object** hyperlink to open the exception.



1

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

Navigate to the bottom of the page and review the **Supplier Proposed Resolution**. The Supplier's comments on how to resolve the issue in the exception will appear here. The Supplier may have also chosen to upload attachments to support their proposed resolution.



2

After reviewing the information, if the Supplier's proposed resolution is satisfactory, you should close the exception. If the proposed resolution is not satisfactory, you should reach out to the Supplier directly to resolve the issue.

Step-by-Step Instructions for Closing an Exception

Navigate to the **Outcome** section of the exception and complete the following fields:

Outcome

Status
Pending Resolution

End Date *

Resolution Type *

Outcome *

- 1) **End Date:** The date that the exception was closed.
- 2) **Resolution Type:** Select the applicable resolution type from the dropdown menu.
- 3) **Outcome:** Describe in detail how the issue highlighted in the exception was resolved.

- a) If the exception was resolved internally by the Agency Reviewer, click **Close**. The exception is now closed.

Close

- b) If the exception was resolved by the DAS Contract Owner and DAS Compliance Specialist, click **Submit Resolution**. The exception is routed to the Procurement Manager who will review and can close the exception.

Submit Resolution

- c) If you are the DAS Procurement Manager, confirm that the outcome of the exception is satisfactory and click **Close** to close the exception. If it is not satisfactory, you can click **Reject** to send the exception back to the DAS Contract Owner for further resolution with the Supplier.

Close