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. The exception will have an **Action** of **Pending Resolution**.

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.

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

1) **End Date**: The date that the exception was closed.

2) **Resolution Type**: Select the applicable resolution type from the drop-down menu.

3) **Outcome**: Describe in detail how the issue highlighted in the exception was resolved.

   a) If the exception was resolved, click **Close**. The exception is now closed.

   b) If the exception is not resolved, you can click **Reject** to send the exception back to the Agency Contract Analyst step or the DAS Collaboration step for further resolution. You will be required to enter comments whenever an exception is rejected. You will receive an email notification and workflow task after action is taken on the exception.

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