How to Confirm or Reject a Return

Step-by-Step Instructions for Confirming or Rejecting a Return

1. You will receive an email notification when the State creates a return for you to confirm or reject in Ohio Buys.
   
   Log in to Ohio Buys. The My Pending Validations window on the Ohio Buys homepage shows your most recent tasks that are awaiting your review. If desired, you can click on the **Object hyperlink** for any tasks that have an Action of **Acknowledgement** to quickly view and take action on any returns. Once you have found the task you would like to open, click the **Pencil (📝)** icon next to the task.

2. a) On the returns page, scroll down to the line item(s) associated with the return.
   
   b) Click the **Pencil (📝)** icon next to each line item to review the accuracy of its information (e.g., name, quantity, associated purchase order).

3. a) In the Edit Delivery Item box, ensure the pre-populated **Quantity Received** field is accurate and update as necessary.
   
   b) Click **Save & Close**.

4. You can either reject or confirm the return:
   
   a) If you want to reject the return for your selected item(s), click **Reject Return**.
      
      If you click Reject Return, a pop-up appears where you must indicate your reason. The associated Requester will receive a notification regarding your rejection, including your reason.

   a) If you want to confirm the return for your selected item(s), click **Confirm Receipt**.
      
      The associated Requester will receive a notification regarding your confirmation.

*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).*