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Success Stories / Spotlight

We will now be running either a feature with an agency using Ohio|Buys OR great stories from agencies gaining momentum and leveraging key functionality in the solution.

DEPARTMENT OF REHABILITATION AND CORRECTION

_This week DRC was able to process three POs using Commissary Funds (Not State Funds) using the “DO NOT Encumber” functionality to issue POs to GBEX. The process and end results were a success. The PO was sent and acknowledged through Ohio Buys by GBEX. It works!_

Agency Update

**PLANNED OUTAGE THIS WEEKEND**

Ohio|Buys will have a planned maintenance outage beginning 7AM EST on Saturday, April 10th through 5PM EST Sunday, April 11th to coincide with the OAKS System Maintenance outage.

**PREPPING FOR FISCAL YEAR**

As you are working to prep for new fiscal year purchases, please do not set up POs that will need to reference a FY 22 blanket release and permit in Ohio|Buys at this time. We are working to establish blanket release and permits for FY 22 and resolving an issue associated to this and will notify agencies when it is resolved.

**PHASE 1.5 FUNCTIONALITY**

We are releasing the following Phase 1.5 functionality to new agencies, so the updated documentation links are below for your reference. As of May, all agencies will be able to submit a DAS Request to Purchase as well as Exceptions in Ohio|Buys!

| Existing System | Ohio|Buys Functionality |
|-----------------|---------------------|
### USER FORM AVAILABLE
If you have a new user in your organization, you can have their manager complete this form and submit to your agency admin so they can be added to Ohio|Buys. In addition, the same form can be used to offboard someone from the system. Since contractors’ records are not maintained in OAKS HCM, they will need to be manually added to Ohio|Buys by the State Admins. Agency admins will need to complete the user form and submit a help desk ticket in order for these users to be added.

### Supplier Updates

#### HELPING SUPPLIERS TO ONBOARD
Agency Admins do have the ability to help suppliers onboard as new users. As a refresher, please see Job Aid 11.04 Manage Supplier Contacts.

#### PRICE LISTS POSTED
DAS is working to post price lists and/or catalogs to any current contract posted missing these items. This work continues with an additional 14 price lists/catalogs posted this week with an additional 20 in process. Please email ohiobuys@das.ohio.gov with any questions.

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Training Tips

OFFICE HOURS NOW AVAILABLE

The Ohio|Buys project team has arranged for Office Hours to be available daily for several weeks to assist users with shopping, requisitions, quick quotes, solicitations, contracts, and building solicitation or contract templates. You will receive direct help on a specific transaction as you are working through it!

Office hours are available for your training-related questions (i.e., how to do something in Ohio|Buys). If your question(s) is regarding policy or system issues (e.g., why a purchase order is In Progress) then users should submit a helpdesk ticket. In addition, anything that substantially involves R&Ps, OAKS, or OneSpan Sign will need to go to the helpdesk as well.

Remember, if it’s a question of "how" then office hours are the way to go. If it’s a question of "why" it needs a helpdesk ticket.

To sign up for these 1-hour office hour sessions:

1 – Determine which item you need to shop for, which requisition you are working on, your active quick quote, solicitation, or contract, or template you would like help with and have that ready to share at the appointment.

2 – There are two links – if the date and time you are looking for are booked at one link, try the other link: Office Hours 1 | Office Hours 2

Register for a time slot: either 1pm, 2pm, or 3pm daily. There are 2 appointments available for every hour time slot. Appointments are first come first serve by registration only at the Ohio|Buys information website.
In the box titled “Please share anything that will help prepare for our meeting” include the topic of your office hour session (e.g.: solicitation, quick quote, etc.).

3 – Receive an Outlook/Teams confirmation appointment. Invite anyone from your team you would like to have involved in this session.

4 – **At your appointment:** Be logged into Ohio|Buys so you can proceed with your activity. Trainers will advise you on how to complete your transaction, but they will not be driving.

NOTE: Office Hours are not a substitute for opening a helpdesk ticket when there is a technical issue. Trainers can direct you to the help desk if your questions warrant opening a ticket.

These links and instructions are also available on the Ohio|Buys website.

**REQUISITION UPDATE DUE TO CONTRACT AMENDMENT**

If there are updates made to a contract and there are in-flight purchase requisitions associated with that contract, each in progress purchase requisition will encounter the following blocking alert:

“Action Required: The contract associated with this item has been terminated, suspended, or cancelled by amendment. Please select another item.”

To resolve the alert, the purchase requisition must be cancelled and resubmitted with the valid line items from the updated contract.

**Key Term(s)**

**ORDER FEATURES**
This allows Requisitioners to express their need in greater detail by selecting values for the desired features. These features are not associated with a price – selecting them does not change the purchase amount (e.g., skill levels for a service). Features originating from a characteristic group are either attached to the commodity or are manually assigned to the product.

For More Information

In addition, please refer to:

- New Hints and FAQs
- Ohio|Buys Fact Sheet
- Key Terms
- Ohio|Buys Live Catalogs

Support

For log in or system issues please contact OBM Shared Services Center 614-338-4781 or 1-877-644-6771 OR ohiosharedservices@Ohio.gov Remember to put “OhioBuys” in the subject line!

In order to ensure that we can make this process as easy and efficient as possible, please send non-system/support questions to: ohiobuys@das.ohio.gov

To provide feedback that would benefit the program or to share success stories please visit the Ohio|Buys Feedback survey.

Thank you for your partnership and willingness to help build a solution that will not only benefit your agencies, but Ohio as a whole.