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 **Validations** window on the Ohio Buys homepage shows your most recent tasks that are awaiting your review. Click on the **Object hyperlink** for any tasks that have an Action of **Acknowledgement** to quickly view and take action on any returns.

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 (OMB.SharedServices@OBM.ohio.gov) or phone (877-644-6771).