

Step-by-Step Instructions for Reviewing and Updating an Exception

1

Navigate to <https://supplier-emarketplace.ohio.gov/> and log in to Ohio Buys. From any page in Ohio Buys, go to the main menu navigation bar, click on **Performance**, and select **Manage Exceptions**.

▲ If you received an email regarding an exception, you can access the exception directly by clicking the link contained in the email.

2

From the Exceptions page, you can search for existing exceptions by **Keyword, Severity, Contact, Order, Delivery, or Invoice** in the search bar at the top of the page. Once you have found the exception that you are looking for, click on the **Title** or the **Pencil** (✎) icon to open it.

3

Review the information contained in the 1) **Origin** and 2) **Definition** sections of the exception. You can also view any 3) **Associated Improvement Plans** tied to this exception.

4

After you have taken any necessary mitigating actions to resolve the issue highlighted in the exception, scroll down to the **Supplier Proposed Resolution** section. Use the comment section to detail your mitigating actions, and attach any supporting documents as necessary.

5

Click **Save** to update the exception. Reach out to the State via email using the contact information in the notification email you received to notify them that you have taken mitigating action and updated the exception. This is required because an automatic notification is not generated in Ohio Buys.



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).