CFAES Electronic Exception Form/DocuSign

A policy violation has occurred for a transaction that has been submitted for processing. To meet University requirements, CFAES has implemented an electronic (paperless) workflow process to review and approve exceptions. The process utilizes DocuSign and does not require additional training. The Electronic Exception Request is a 2-step process.

**STEP 1: Complete the PowerForm**
- Use the following link to directly access the Electronic Exception PowerForm. No logins required.
- Complete the PowerForm with full name and OSU email addresses.
- After entering all recipient names and email addresses, hit "Begin Signing" to access the Exception Form - First-time users may need to check the “Agreement” box in upper left hand corner - Hit “Continue” in upper right hand corner.
- If the initiator and violator are the same, log out to go back into DocuSign to add your signature.

**STEP 2: Complete the Exception Form**
- Complete all requested fields. Some fields are drop-down boxes with pre-populated options.
- Populate the following fields
  - Individual who committed the policy infraction
  - Name of Unit/Department of individual listed above
  - Transaction reference number (T#, PR#, etc.)
  - Who required the Exception process be completed (dropdown)
- Select the violation. Multiple violations can be selected on one form.
- Explain circumstances of how/why the policy infraction(s) occurred.
- What actions will be taken to prevent the same infraction(s) from occurring in the future.
- Workflow comments or explanation for decline of approval.
- Click the

Once the form has completed the approval workflow process a copy must be attached in eTravel or eRequest. Failure to complete this step may delay final transaction processing.

If an exception is requested by the Service Center, notify the SC representative directly once the form is attached to the record.

Non-OSU Employee Policy Exception:
If the policy exception is on behalf of a non-employee (guest, student, vendor), then the University employee who hosted the non-employee must initiate the request and take ownership of the exception.
**DocuSign**

[Image of DocuSign dashboard]

**Dashboard:**
This displays the status of exception forms. The dashboard is a great feature to check the status of the form and who is next to sign. Each email/person entered will generate an email notification to the next signer with a reminder to click the link and sign.

**Other Actions:**
The drop down menu allows users to assign the exception form to someone else. This feature would be necessary in the event the wrong user was entered on the PowerForm. Other options are to finish the form at another time or declining to sign. Rather than decline to sign, assign to the appropriate party or add a comment explaining the decline.

**Example of the new Exception form:**
- Better defined workflow roles
- Clarified policy infractions
- Allows multiple violations on one form

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**The Ohio State University**

[Image of the Ohio State University logo and URL]

**Operations**

extension.osu.edu

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