


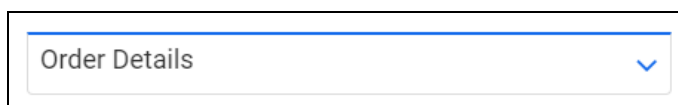
eExcept[®]

To access eExcept, go to **Order Management > eExcept**.

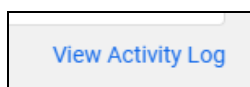
Review and resolve an exception

1. Select **Open** , and select an exception with the Action Required status. The Exception Details dialog box appears on the right side of the page.
2. Review the information.

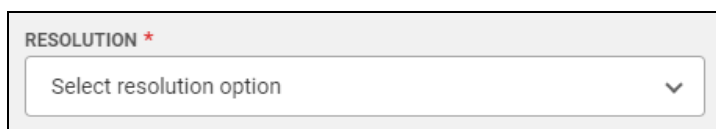
- Select **Order Details** to view detailed order information.

A dropdown menu with the text "Order Details" and a downward arrow icon.

- Under the Chat Log, select **View Activity Log** to view a list of who opened, printed, and responded to the exception and when those actions occurred.

A button with the text "View Activity Log" in blue.

3. Select the **Resolution** drop-down menu to choose a suggested resolution for the exception.

A dropdown menu with the title "RESOLUTION *" and the text "Select resolution option" with a downward arrow icon.

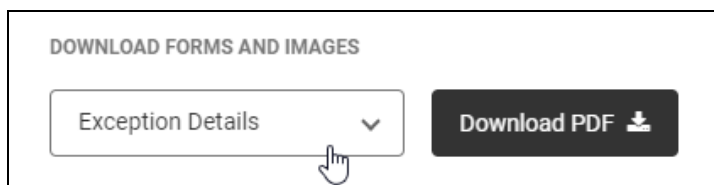
4. Enter a message in the message field (optional). The system automatically adds the date, time, and client user full name when you submit the message.
5. Select **Submit**. A confirmation message appears. ARUP will review your case.

Two buttons: "Cancel" and "Submit".

If you receive messages from ARUP for the exception, the exception will have the status **Action Required**. Continue responding as needed until the issue is resolved. When the status is **Complete**, no further action is required from you.

Download and print forms and images

When you select an exception, the Exception Details dialog box appears. You will see a Download Forms and Images section. In the drop-down menu you will see different form and image options, including the **Resolution Form**.

A section titled "DOWNLOAD FORMS AND IMAGES" containing a dropdown menu with "Exception Details" and a "Download PDF" button with a download icon.

Select an option, and select **Download PDF** to view and print it.

For detailed eExcept instructions, see [eExcept Help](#).