How To
Fix Item Unavailable/Add to Cart Error

If you receive an error when adding an item to your cart for a Special Request, it is likely due to KSU Accounting Codes being used instead of Category (NIGP) Codes. Please follow these steps to potentially clear the error. If you have any questions, please submit a service request via service.kennesaw.edu/ofs.

1. On the Special Requests requisition creation page, click on the **magnifying glass** next to the **Category** field.

2. In the popup, change the **Search By** field to **Description** and search for the item. Choose the corresponding code.

3. A list of Category (NIGP) codes can also be found on the job aids page on the Office of Fiscal Services' procurement website.