

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/ofc.

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

Special Requests ?

Enter information about the non-catalog item you would like to order.

Item Details

*Item Description

*Price

*Quantity

*Category

*Currency

*Unit of Measure

Due Date

Supplier

Supplier ID

Supplier Name

Supplier Item ID

Manufacturer

Mfg ID

Manufacturer

Mfg Item ID

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

Look Up Category

Note: You may either Search or Browse to look up the appropriate category for your special request.

Search Categories

Search By

Browse Categories

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