**This KM explains what to do if an NFES item is not available when creating a new request.**

**End User Solution**

The NFES item(s) will need to be set as 'publish to ROSS' in ICBS. Contact the Interagency Helpdesk at 866.224.7677 for further assistance.

**Helpdesk Solution**

If a user calls in reporting an NFES item is not available when creating a request, document the ticket with the NFES item code(s) and escalate the ticket to the Jeri Billiard.

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