

Oct 18, 2024

Subject: Inventory Status

At Nestlé Health Science, we know and appreciate that you put your trust in us to provide high quality products. Our mission is to empower healthier lives. The availability of our products is a key tenet of that mission and is always our top priority.

Due to increased demand associated with formula shortages and supply chain challenges in the enteral space, we regret to inform you that we may be in intermittent supply or potentially out of stock on the products listed below.

Every effort is being made to produce and release more product as quickly as possible. Our internal teams are proactively working to minimize any disruptions and provide as much advance notice as possible regarding future product availability.

Please work with the patients' healthcare providers to determine the best alternative product and transition plan. For additional product information visit the Nestlé Medical Hub at www.nestlemedicalhub.com.

If you order through a Distributor

- Please contact your distributor to understand current inventory levels of impacted products.
- Please proactively communicate your anticipated substitute product choice and case usage to your distributor. Ask that additional volume be brought in to service the need short-term.
- Intermittent, as indicated on the "Estimated Recovery Date" or "Improved Availability" date, could result in orders being cut or limited supply through your preferred distributor.

If you are a Distributor and/or order Direct from Nestlé

- Please check your order notifications for the most up to date information. You may call Customer Service with any questions at 877-463-7853 or email them at nhncustomerservice@us.nestle.com. Reference the PO number with the backordered line item.
 - The notifications will provide an email confirming order creation, cut & shipping notifications.
- Customer manual POs can be submitted directly to:
 - US: Nestle Solon BSCNHSc Esker Manual POs NestleSolonBSCNHScEskerManualPOs@us.nestle.com

We sincerely apologize for any impact this might have on your patients and business. We are working hard to produce more formula as quickly as possible, and we are committed to keeping you up to date on when more will be available.

Sincerely,



Felicia Belle

Vice President, Head of Sales

LOW INVENTORY & OUT OF STOCKS

OUT OF STOCK				
Product			Suggested Substitution	
HCN Product Code	Description	Improved Availability*	HCN Product Code	Description
4390056041	COMPLEAT® PEDIATRIC STANDARD 1.0 Cal, Vanilla 24 x 250 mL carton	23-Oct	14240000	COMPLEAT® PEDIATRIC ORIGINAL 1.0 Unflavored 24 x 250 mL carton
4390013135	COMPLEAT PEDIATRIC PEPTIDE 1.5 Cal, Unflavored 24 x 250mL carton	Intermittent	4390092050	COMPLEAT® Pediatric Peptide 1.0 Cal, Vegetable & Fruit Medley 24 x 250mL carton

UltraPak: UltraPak® production has resumed as planned. Product availability will be based on release dates and customer demand. We appreciate your patience and flexibility as we work to improve our inventory position.

We're happy to share that all Peptamen 1000 mL UltraPaks are back in stock and available to order.

LOW INVENTORY, MAY EXPERIENCE REGIONAL CUTS				
Product			Suggested Substitution	
HCN Product Code	Description	Improved Availability*	HCN Product Code	Description
4390090658	BOOST® VHC Chocolate, 24 x 8 fl oz carton	Intermittent	4390081186	BOOST PLUS®, Very Vanilla 24 x 8 fl oz carton
4390066145	BOOST® VHC, Strawberry, 24 x 8 fl oz carton	Intermittent	4390081186	BOOST PLUS®, Very Vanilla 24 x 8 fl oz carton
4390089434	BOOST® VHC, Very Vanilla 24 x 8 fl oz carton	Intermittent	4390081186	BOOST PLUS®, Very Vanilla 24 x 8 fl oz carton
4390036583	DIABETISOURCE® AC, SpikeRight® PLUS 4 x 1500 mL UltraPak® bags	Intermittent	36508100	DIABETISOURCE® AC, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags

****Please allow 2-3 weeks for product to transit to distributor warehouses. The dates represent when we expect to have an improved inventory position. Please work with your distributor representative to support stocking requests and monitor inventory status.***

IMPACT PEPTIDE 1.5 - LOW INVENTORY, MAY EXPERIENCE REGIONAL CUTS				
Product			Suggested Substitution †	
HCN Product Code	Description	Improved Availability*	HCN Product Code	Description
4390097400	IMPACT® PEPTIDE 1.5, Unflavored 24 x 250 mL carton	Intermittent	9871666370	PEPTAMEN AF®, Unflavored 24 x 250 mL carton
			9871618192	PEPTAMEN® 1.5, Unflavored 24 x 250 mL carton
			9871618190	PEPTAMEN® 1.5, Vanilla 24 x 250 mL carton
			4390043271	PEPTAMEN® INTENSE VHP, Unflavored 24 x 250 mL carton
4390097371	IMPACT® PEPTIDE 1.5, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags	Intermittent	9871676390	PEPTAMEN AF®, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags
			9871628194	PEPTAMEN® 1.5, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags
			4390049322	PEPTAMEN® INTENSE VHP, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags

† In addition, clinicians may want to consider use of Arginaid® via bolus for patients with wounds being provided one of the Peptamen® options.

VIVONEX PEDIATRIC - LOW INVENTORY, MAY EXPERIENCE REGIONAL CUTS				
Product			Suggested Substitution	
HCN Product Code	Description	Improved Availability*	HCN Product Code	Description
07131000	VIVONEX® PEDIATRIC, Unflavored 6 (6 x 1.7 oz) packets	Intermittent	> 1 Year Old	
			1303478796	ALFAMINO™ JUNIOR, Unflavored Powder 6 x 400 g canisters
			1328710607	ALFAMINO™ JUNIOR, Vanilla Powder, 6 x 400 g canisters
			9871677360	PEPTAMEN JUNIOR®, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags
			9871616253	PEPTAMEN JUNIOR®, Unflavored 24 x 250 mL carton
			9871616252	PEPTAMEN JUNIOR®, Vanilla 24 x 250 mL carton
			9871660130	PEPTAMEN JUNIOR®, Strawberry 24 x 250 mL carton

Vivonex Pediatric: We are working diligently to bring Vivonex® Pediatric back to market. A change in the production facility is necessary to ensure long term supply, which extends the current out of stock situation. Anticipated availability in December 2024.

DISCONTINUED PRODUCTS

Please refer to Customer Communication Letters from August 1st and October 1st.
The estimated last availability date may vary based on supply through our distributor partners.

DISCONTINUED				
Product			Suggested Substitution	
HCN Product Code	Description	Estimated Last Availability	HCN Product Code	Description
9871616056	NUTREN® 1.0 FIBER, Unflavored 24 x 250 mL carton	November 2024	18550000	FIBERSOURCE® HN, Unflavored 24 x 250 mL carton
9871677400	NUTREN JUNIOR® FIBER, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags	November 2024	9871616063	NUTREN JUNIOR® FIBER, Vanilla 24 x 250 mL carton
22510000	THICKENUP®, Unflavored 12 x 8 oz canisters	December 2024	12498403	THICKENUP® CLEAR, 12 x 4.4 oz canister
22540000	THICKENUP®, Unflavored 75 x 6.4 g packets	December 2024	4390015193	THICKENUP® CLEAR, 288 x 1.4 g packets

*The inventory depletion date is estimated and subject to change dependent upon Nestlé's and your Distributor's current inventory level.

All formula substitutions must be based on clinical judgement of the patient's healthcare professional. Alternatives may not be nutritionally comparable or equivalent in all respects. The ingredient statement on the product label should be carefully reviewed for any patient with food allergies. For assistance with or questions about Nestlé Health Science products, please call Nestlé Health Science at 1-800-422-ASK2 or go to www.nestlemedicalhub.com/products.

This letter does not reflect the status of our retail products.