

April 5, 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
4390012801	BOOST BREEZE®, Orange 24 x 8 fl oz carton	Intermittent	4390042878	BOOST BREEZE®, 2-Variety Case 24 x 8 fl oz carton (Wildberry and Orange)
4390061715	COMPLEAT® PEPTIDE 1.5 Cal, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags	Intermittent	4390076283	COMPLEAT® PEPTIDE 1.5 Cal, Vegetable & Fruit Medley 24 x 250mL carton
14180100	COMPLEAT® ORIGINAL 1.0, Spike Right® PLUS 6 x 1000 mL UltraPak® bags	Intermittent	14010000	COMPLEAT® ORIGINAL 1.0, Unflavored 24 x 250 mL carton
18580100	FIBERSOURCE® HN, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags	Intermittent	18550000	FIBERSOURCE® HN, Unflavored 24 x 250 mL carton
4390028182	ISOSOURCE® 1.5 CAL, SpikeRight® PLUS 4 x 1500 mL UltraPak® bags	Intermittent	18150000	ISOSOURCE® 1.5 CAL, Unflavored 24 x 250 mL carton
18180100	ISOSOURCE® 1.5 CAL, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags	Intermittent	18150000	ISOSOURCE® 1.5 CAL, Unflavored 24 x 250 mL carton

LOW INVENTORY, MAY EXPERIENCE REGIONAL CUTS				
Product			Suggested Substitution	
HCN Product Code	Description	Improved Availability*	HCN Product Code	Description
4390066110	BOOST GLUCOSE CONTROL®, Very Vanilla 24 x 8 fl oz carton	Intermittent	4390011642	BOOST GLUCOSE CONTROL®, Rich Chocolate 24 x 8 fl oz carton
4390091359	BOOST® KID ESSENTIALS™, Chocolate Craze 24 x 8 fl oz carton	19-Apr	4390088934	BOOST® KID ESSENTIALS™, Vanilla Vortex 24 x 8 fl oz carton
4390081186	BOOST PLUS®, Very Vanilla 24 x 8 fl oz carton	12-Apr	4390066145	BOOST® VHC, Strawberry, 24 x 8 fl oz carton
4390076946	BOOST® SOOTHE, Strawberry-Kiwi 24 x 237 mL carton	Intermittent	4390042878	BOOST BREEZE®, 2-Variety Case 24 x 8 fl oz carton (Wildberry and Orange)
4390036583	DIABETISOURCE® AC, SpikeRight® PLUS 4 x 1500 mL UltraPak® bags	Intermittent	36500000	DIABETISOURCE® AC, Unflavored 24 x 250 mL carton
4390018583	FIBERSOURCE® HN, SpikeRight® PLUS 4 x 1500 mL UltraPak® bags	Intermittent	18550000	FIBERSOURCE® HN, Unflavored 24 x 250 mL carton
4390094311	IMPACT ADVANCED RECOVERY® Vanilla, 10 x 250 mL carton	15-Apr		Please consult your local Nestlé representative for alternatives
4390018544	NOVASOURCE® RENAL, Café Mocha 24 x 8 fl oz carton	Intermittent	4390030609	NOVASOURCE® RENAL, Vanilla 24 x 8 fl oz carton
4390036922	NOVASOURCE® RENAL Strawberry 24 x 8 fl oz carton	9-Apr	4390030609	NOVASOURCE® RENAL, Vanilla 24 x 8 fl oz carton
4390049322	PEPTAMEN® INTENSE VHP, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags	Intermittent	4390043271	PEPTAMEN® INTENSE VHP, Unflavored 24 x 250 mL carton
9871616269	PEPTAMEN®, Unflavored 24 x 250 mL carton	Intermittent	9871618185	PEPTAMEN® with PREBIO™, Vanilla 24 x 250 mL carton
22540000	THICKENUP®, Unflavored 75 x 6.4 g packets	1-Apr	22510000	THICKENUP®, Unflavored 12 x 8 oz canisters
07131000	VIVONEX® PEDIATRIC, Unflavored 6 (6 x 1.7 oz) packets	Intermittent	< 1 Year Old ◇	
			1303478822	ALFAMINO™ INFANT, Unflavored Powder 6 x 400 g canisters
			> 1 Year Old	
			1303478796	ALFAMINO™ JUNIOR, Unflavored Powder 6 x 400 g canisters
			1328710607	ALFAMINO™ JUNIOR, Vanilla Powder, 6 x 400 g canisters
			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

◇ ALFAMINO™ INFANT is intended for infant 0-12 months of age; Vivonex® Pediatric Powder is intended for children ages 1-13 years.

****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.***

EXTENDED OUT OF STOCKS

The items listed below will have extended out of stock periods due to increased demand on other high volume SKUs. Please reference the table below for alternative products. 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.

EXTENDED LONG-TERM OUT OF STOCK						
Product				Suggested Substitution		
HCN Product Code	HCPCS Code	Description	Improved Availability*	HCN Product Code	HCPCS Code	Description
4390064583	B4150	BOOST® HIGH PROTEIN, Very Vanilla 24 x 8 fl oz carton	TBD	4390011642	B4154	BOOST GLUCOSE CONTROL®, Rich Chocolate 24 x 8 fl oz carton
4390065142	B4152	BOOST PLUS®, Rich Chocolate 24 x 8 fl oz carton	TBD	4390066145	B4152	BOOST® VHC, Strawberry, 24 x 8 fl oz carton