

# How to Read Our Stock Reports



The stock report, which comes with your delivery, is designed to assist you in managing your stock.

## ESTIMATED ARRIVAL DATE (EAD)

The Estimated Arrival Date for stock, is provided where possible, and is for guidance only. This date is subject to change without notice and is the date that we expect to have that item in our Distribution Centre, based on information provided to us by suppliers.

This estimate is calculated by our inventory team. The estimate takes into account when the supplier believes they will have stock, the time it takes for the supplier to ship it to us and time for us to receive it, check it and put the stock away ready to fill

your order. You will note that these stages are not always predictable so the estimate is for guidance and not to be relied upon.

We will only provide this date if we have an outstanding purchase order with the supplier. We will be unable to provide an EAD if our supplier does not hold our order and has asked us not to order until notified.

Out of stock reason on stock report	What it means	Date shown in EAD?
<b>On back order for you</b>	If we hold back orders for this type of item/order type and it has been placed on back order for you, we will automatically ship the customer this item when it becomes available. A product can be on back order but display 'Manufacturers Cannot Supply' to denote the non supply is not <i>Symbion</i> fault.	Yes - If we have an EAD date from our supplier.
<b>Temp unavailable please reorder</b>	If you do not hold back orders for this order type with us we will not automatically ship this stock when it is available. You will need to reorder it, when it is available.	Yes - If we have an EAD date from our supplier.
<b>Manufacturer cannot supply</b>	Our supplier has not been able to fill our order and may have indicated that the product may not be available for some time.	Yes - If we have an EAD date from our supplier.
<b>Supplied by alternate warehouse</b>	If you place your order with one warehouse and we ship the stock from a different warehouse, it may be because the item isn't stocked or is out of stock with your normal warehouse.	No
<b>Replaced - please reorder</b> <PDE item number>	If the supplier has replaced/superseded this product with another product with a different item number, this new item will need to be ordered. However if the replacement product is available, the new product will be supplied and noted on the Invoice.	No
<b>Item substituted by</b> <PDE item number>	If you order a product by phone and we are out of stock, we may suggest an alternative product. This message will show if we have substituted another item at your request (substitution is not automatic).	No
<b>Discontinued by supplier</b>	The supplier has discontinued this item.	No
<b>Invalid/unknown product</b>	We don't recognise the PDE number for that item. You may have ordered an incorrect Item number.	No
<b>No longer stocked by <i>Symbion</i></b>	<i>Symbion</i> no longer stock this product in any distribution centre.	No
<b>Restricted - not available</b>	You are not eligible to buy this item on this account because the item is restricted (Eg ethical product ordered on OTC account). Please contact us if you believe that the restrictions are incorrect.	No
<b>Not stocked in requested warehouse</b>	This warehouse does not stock this item.	No