

## House of Fraser's Stock Movements and Stock Holding Supplier update Frequently Asked Questions

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### Frequently Asked Questions

- Q What time will I receive the new stock movements file and snapshot file?
- A The stock movements file will be created each morning by **<usually 3>** am, and the stock snapshot file will be available by **<usually 3>** am on Sunday morning.
- Q Will I receive a stock movements file every day?
- A No, a file will only be sent when there have been stock transactions in House of Fraser's Web fulfilment warehouse during the past 24 hours.
- Q Will I receive a stock snapshot file every week?
- A Yes, a file will be sent each week, as long as House of Fraser holds any of your stock in its Web fulfilment warehouse.
- Q Who do I contact if I need the files resent
- A Please email the House of Fraser Service Desk – [hhofis@hof.co.uk](mailto:hhofis@hof.co.uk)