

Meijer Support Call Transcript — MEI-12613

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| Ticket ID: | MEI-12613 | Priority: | Medium |
| Created: | 2024-05-18 20:47:36 | Status: | Resolved |
| Store #: | 298 | Store: | Shawano Ave, Green Bay |
| Category: | Inventory Management | Type: | Vendor Shortage |
| Coordinates: | 44.53474345, -88.07723699036296 | Location Type: | Store |

Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

OPENING

Merchandising Support, this is Karen. How can I help you today?

Ashley White, Grocery Manager at the Shawano Ave store in Green Bay. Hi Karen, how's it going?

Oh, hi Ashley! I'm doin' well, thanks for askin'. How 'bout you? What can I help you with today?

PROBLEM DESCRIPTION

We're havin' some issues with a vendor shortage, Karen. Specifically with Vernors. We're supposed to have a shipment of their ginger ale come in, but it's not showin' up. I've checked the inventory and we're gettin' low. (background noise) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. As I was sayin', we need some help gettin' this shipment sorted out.

Okay, Ashley, can you tell me more about the shipment that's missin'? What's the PO number on that?

Uh, let me check... (pause) Okay, it's PO 12345. And it was supposed to come in yesterday.

Did you confirm with the vendor that it was shipped out? (background noise) Sorry, Ashley, can you speak up a bit?

Yeah, I talked to the Vernors rep and they said it was shipped out, but we haven't seen it yet.

TROUBLESHOOTING/RESOLUTION

Okay, Ashley, I'm gonna go ahead and create a ticket for this issue. That'll be ticket MEI-12613. I'm gonna mark it as a medium priority. I'll reach out to the vendor and see what's goin' on with that shipment. In the meantime, I can offer to have some product transferred from another store if you need it ASAP.

That would be great, Karen. We're gettin' pretty low on stock.

Okay, I'll go ahead and set that up. You should see some product come in within the next 24 hours. I'll also follow up with the vendor to see what happened to the original shipment.

CLOSING

Just to summarize, Ashley, I've created ticket MEI-12613 for the vendor shortage issue with Vernors. I'll be reachin' out to the vendor to resolve the issue and I'll also arrange for some product to be transferred from another store. Your ticket number is MEI-12613, and I'll be followin' up with you tomorrow to make sure everything's resolved. Sound good?

Sounds great, Karen. Thanks for your help!

You're welcome, Ashley. Have a great day!