

Meijer Support Call Transcript — MEI-23402

Ticket ID:	MEI-23402	Priority:	Medium
Created:	2025-05-12 19:57:04	Status:	Resolved
Store #:	336	Store:	Wilson Mills Rd, Richmond Heights
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	41.53909025205675, -81.49469527280364	Location Type:	Store

Transcript

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

OPENING

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

Sarah Martin: Hi, Agent Thompson. This is Sarah, Team Lead at the Wilson Mills Rd store in Richmond Heights. How's your day going?

Agent Thompson: Oh, it's goin' great, thanks for askin', Sarah! How 'bout you? How's everything at the store?

Sarah Martin: It's been a busy day, but we're hangin' in there.

PROBLEM DESCRIPTION

Sarah Martin: So, I'm callin' about a vendor shortage issue we're havin' with Dean Foods. We're missin' a bunch of dairy products, and I'm not sure what's goin' on.

Agent Thompson: Okay, sorry to hear that, Sarah. Can you tell me more about what's missin'? Is it just milk or are there other products affected too?

Sarah Martin: (background noise) Oh, sorry 'bout that. We've got a bunch of employees restockin' shelves. Anyway, it's mostly milk and yogurt. We're out of 2% and whole milk, and our yogurt selection is pretty bare.

Agent Thompson: Alright, got it. And when did you first notice this shortage?

Sarah Martin: We started noticin' it yesterday afternoon, but it's gotten worse today.

Agent Thompson: Okay, I'm gonna go ahead and look into this for you. Can you confirm your store number is 336?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Sarah, I've located the issue. It looks like there was a miscommunication with Dean Foods, and they didn't deliver the products we were expectin'. I'm gonna go ahead and create a ticket for this, MEI-23402.

Sarah Martin: Okay, sounds good. What's the plan to get these products restocked?

Agent Thompson: Well, I'm gonna reach out to Dean Foods and see what we can do to get an emergency shipment in. In the meantime, I can offer to transfer some product from another store if needed.

Sarah Martin: That'd be great, thanks. How soon can we expect the shipment?

Agent Thompson: I'd say within the next 24 to 48 hours, dependin' on Dean Foods' availability.

CLOSING

Agent Thompson: Alright, Sarah, just to recap, I've created ticket MEI-23402 for the vendor shortage issue with Dean Foods. I'll be followin' up with them to get the products restocked as soon as possible.

Sarah Martin: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Sarah. If you have any other issues or concerns, don't hesitate to reach out. Have a great day, and I'll talk to you soon!

Sarah Martin: You too, thanks again!