

Meijer Support Call Transcript — MEI-2897

Ticket ID:	MEI-2897	Priority:	Medium
Created:	2025-02-15 21:42:06	Status:	In progress
Store #:	189	Store:	Elliott Rd., Defiance
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	41.310194, -84.358439	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?

David Williams: Hi, Agent Thompson. This is David Williams, Grocery Manager at the Elliott Rd. store in Defiance.

Agent Thompson: Hi, David! Nice to talk to you. How's everything going at the store today?

David Williams: Oh, you know, just trying to keep up with the usual chaos. We're getting ready for the weekend rush.

****PROBLEM DESCRIPTION****

David Williams: So, I'm calling about a vendor shortage issue we're having with Kroger Brand. We're missing a bunch of their products, and I'm not sure what's going on.

Agent Thompson: Okay, can you tell me more about the shortage? What specific products are you missing?

David Williams: Let's see... we're out of their natural peanut butter, whole wheat bread, and a few other items. (background noise) Sorry, can you hold on for just a sec? (pause) Okay, I'm back. As I was saying, it's just those few items, but it's affecting our sales.

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

David Williams: I think it was yesterday morning when we were doing our inventory checks.

Agent Thompson: Okay, that helps. Have you tried contacting the vendor directly to see what's going on?

****TROUBLESHOOTING/RESOLUTION****

Agent Thompson: Okay, David, I'm going to go ahead and take a look at this. It sounds like we might have a communication breakdown with the vendor. I'm going to create a ticket for this issue, which will be MEI-2897.

David Williams: Sounds good, thanks.

Agent Thompson: In the meantime, I recommend that you try to find some alternative products to fill the gaps on your shelves. We can also try to expedite a shipment from the vendor, but that might take a few days.

David Williams: Alright, that makes sense. What's the timeline looking like for getting this resolved?

Agent Thompson: I'd say we're looking at 3-5 business days to get the issue resolved, depending on the vendor's response.

****CLOSING****

Agent Thompson: Just to summarize, David, we're going to work on getting the vendor shortage issue resolved as soon as possible. I've created ticket MEI-2897, and we'll keep you updated on the progress.

David Williams: Sounds good, thanks for your help, Agent Thompson.

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

David Williams: You too, thanks again. Bye.