

Meijer Support Call Transcript — MEI-21752

Ticket ID:	MEI-21752	Priority:	Low
Created:	2024-09-16 12:55:40	Status:	Closed
Store #:	108	Store:	Eastman Avenue, Midland
Category:	Inventory Management	Type:	Wrong Delivery
Coordinates:	43.663221, -84.243209	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?

Jennifer Miller, Grocery Manager at the Eastman Avenue store in Midland. Hi Karen, how's your day going?

Oh, it's going well, thanks for asking, Jennifer. What can I help you with today?

Not too bad here, just dealing with a delivery issue.

PROBLEM DESCRIPTION

So, we got a delivery from Better Made, but it's all wrong. We were supposed to get a shipment of chips and popcorn, but instead, we got a whole truckload of pretzels. I mean, we don't even have room for all these pretzels.

I see. Can you tell me more about the delivery, Jennifer? What was the PO number on the shipment?

Let me check... (background noise) Okay, it was PO 12345. And the driver just dropped it off and left, didn't even check to make sure it was right.

That doesn't sound right. Did you notice if the shipment was marked as "Better Made" on the outside of the boxes or the pallets?

Yeah, it was all labeled correctly, but like I said, it's just all pretzels. We can't even sell that many pretzels in a week.

Okay, got it. And when did you receive this shipment?

It came in yesterday afternoon.

TROUBLESHOOTING/RESOLUTION

Okay, Jennifer, I'm going to go ahead and look into this for you. I'm creating a ticket, MEI-21752, to track this issue. I'm going to reach out to Better Made and see what happened with the shipment.

In the meantime, can you please hold onto the shipment and not send it back just yet? We'll need to verify the contents and get it sorted out with the vendor.

Okay, that sounds good. How long do you think it'll take to get this resolved?

I'd say within the next 24 to 48 hours, we should have a resolution. I'll make sure to follow up with you and keep you updated on the status.

CLOSING

Just to summarize, Jennifer, I've created ticket MEI-21752 to track the issue with the wrong delivery from Better Made. I'll be in touch with the vendor and we'll work on getting it resolved as soon as possible.

Okay, sounds good. Thanks for your help, Karen.

You're welcome, Jennifer. Your ticket number is MEI-21752, and I'll be in touch soon. Have a great day and thanks for calling Merchandising Support!