

Meijer Support Call Transcript — MEI-7773

Ticket ID:	MEI-7773	Priority:	Low
Created:	2024-12-25 20:40:26	Status:	Resolved
Store #:	239	Store:	Route 34, Oswego
Category:	Inventory Management	Type:	Damaged Goods
Coordinates:	41.699449, -88.31067	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?
Samantha Anderson, Team Lead at the Route 34, Oswego store. Hi, how's your day going?
Oh, it's going alright, thanks for askin'. We're just dealin' with a little issue here. How 'bout you?
Not bad, just tryin' to get through the holiday rush. What can I help you with, Samantha?

****PROBLEM DESCRIPTION****

We've got a problem with some damaged goods that just came in from Better Made. We got a shipment of chips and it looks like they got crushed in transit or somethin'.
I see. Can you tell me more about the damage? Is it just the packaging or is the product itself damaged?
Well, let me check... (background noise) Okay, yeah, it's both. The boxes are all crushed and the bags of chips are torn open. We can't sell 'em like that.
That doesn't sound good. How many cases are we talkin' about?
Uh, let me count... (pause) Okay, it's about 10 cases. We were plannin' on puttin' 'em out on the floor today, but now I don't know what to do with 'em.
Did you notice any other damage to the shipment, like any water damage or anything?
No, just the crushin' and tearin'. (background noise) Oh, sorry about that, we're just gettin' ready for a sale and it's chaos in here.

****TROUBLESHOOTING/RESOLUTION****

Okay, Samantha, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-7773. I'm gonna mark it as a low priority since it's not a critical issue, but we'll still get it taken care of for you.
Okay, sounds good. What's the plan, then?
Well, I'm gonna go ahead and contact Better Made and see if we can get a replacement shipment sent out. In the meantime, you can go ahead and isolate the damaged product so it doesn't get mixed in with the rest of the inventory.
How long do you think it'll take to get the replacement shipment?
It should take about 3-5 business days, dependin' on Better Made's schedule. I'll make sure to follow up with you and keep you updated on the status.
Okay, that sounds good. Thanks for your help, Agent Thompson.

****CLOSING****

Just to summarize, I've created ticket MEI-7773 for the damaged goods issue with Better Made. We'll get a replacement shipment sent out as soon as possible, and I'll follow up with you to keep you updated. Is there anything else I can help you with today, Samantha?

No, that's all. Thanks again for your help, Agent Thompson. You have a good day, okay?

You too, Samantha. Take care, and happy holidays!