

Meijer Support Call Transcript — MEI-9811

Ticket ID:	MEI-9811	Priority:	High
Created:	2025-05-22 19:52:16	Status:	In progress
Store #:	185	Store:	Brown Rd., Auburn Hills
Category:	Inventory Management	Type:	Damaged Goods
Coordinates:	42.70567825, -83.2871577727847	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 Smith, Shift Supervisor at the Brown Rd. store in Auburn Hills. Hi, how's it going?

Oh, hi Samantha! I'm doin' alright, thanks for askin'. What's goin' on at your store?

Not much, just dealin' with a bit of a mess. We've got a situation with some damaged goods.

PROBLEM DESCRIPTION

So, we received a shipment from Country Fresh, and it looks like a bunch of their products are damaged. I'm talkin' crushed cartons, broken jars... it's a real mess. We're talkin' hundreds of dollars' worth of merchandise here.

I see. Can you tell me more about the damaged products? What specific items are we lookin' at?

Well, let me check... (background noise) Okay, it looks like we've got damaged yogurt, milk, and some of their juice products. (pause) Sorry, can you hold on for just a sec? (brief hold) Okay, I'm back. Sorry about that.

No problem, Samantha. I'm here to help. So, just to clarify, you're sayin' that the damage occurred during shipping, and it's all Country Fresh products?

That's right. And we need to get this resolved ASAP, 'cause we can't sell this stuff.

TROUBLESHOOTING/RESOLUTION

Okay, Samantha, I'm gonna go ahead and take a look at this. I'm gonna create a ticket for you, which will be MEI-9811. I'm gonna mark it as high priority, since you've got a lot of damaged merchandise on your hands. I'm thinkin' we can get a replacement shipment out to you within the next 24 to 48 hours.

That sounds great, thank you. What can we do in the meantime to, you know, mitigate the damage?

Well, I'd recommend you go ahead and isolate the damaged products, so they don't get mixed in with the rest of your inventory. And if you could, please take some photos of the damage, that'd be really helpful for our team.

Okay, got it. We'll get right on that.

CLOSING

Alright, Samantha, just to summarize, I've created ticket MEI-9811, and we're gonna work on gettin' a replacement shipment out to you ASAP. You can expect to hear back from us within the next 24 hours with an update. If you have any other questions or concerns, don't hesitate to reach out.

Sounds good, thank you so much for your help, Agent Thompson. I appreciate it.

You're welcome, Samantha. Have a great day, and we'll talk to you soon.