

Meijer Support Call Transcript — MEI-17088

Ticket ID:	MEI-17088	Priority:	High
Created:	2024-12-19 21:51:32	Status:	Closed
Store #:	243	Store:	S. Groesbeck Hwy., Clinton Twp.
Category:	Inventory Management	Type:	Wrong Delivery
Coordinates:	42.59659495, -82.9037800853896	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?

Andrew Moore, Shift Supervisor at store 243, S. Groesbeck Hwy., Clinton Twp. Hi, how's it going?

Oh, hi Andrew! I'm doin' alright, thanks for askin'. What brings you to call us today?

PROBLEM DESCRIPTION

We got a wrong delivery from Better Made, and I'm not sure what to do with it. We were supposed to get a shipment of potato chips, but instead, we got a whole truckload of pretzels. I mean, we can use some pretzels, but not this many.

Okay, Andrew, can you tell me more about the delivery? What was the PO number on the shipment?

Uh, let me check... (background noise) ...okay, it's PO 12345. And the delivery was supposed to be yesterday, but it showed up this morning.

Did you confirm with the driver that this was the correct shipment? (pause) Sorry, Andrew, can you hold on for just a sec? (hold music plays for 33 seconds)

Okay, I'm back. Sorry about that. So, you were sayin' the driver just dropped it off without checkin'?

TROUBLESHOOTING/RESOLUTION

Alright, Andrew, I'm gonna go ahead and create a ticket for this issue. This is gonna be ticket MEI-17088. I'm gonna mark it as high priority since it's a wrong delivery. I'm gonna need you to hold on to the shipment for now, and I'll get our logistics team to work on gettin' it corrected. We should be able to get the correct shipment to you by tomorrow morning.

Okay, that sounds good. What about the pretzels? Can we just return 'em?

Yeah, we can definitely work on gettin' those returned. I'll make a note of it on the ticket. We'll get this sorted out for you ASAP, Andrew.

CLOSING

Just to summarize, Andrew, we're gonna get the correct shipment of potato chips to you by tomorrow morning, and we'll work on returnin' the pretzels. Your ticket number is MEI-17088. If you have any other issues, don't hesitate to reach out. We'll follow up with you tomorrow to make sure everything's taken care of.

Sounds good, thanks for your help, Agent Thompson. Appreciate it!