

# Meijer Support Call Transcript — MEI-7438

Ticket ID:	MEI-7438	Priority:	Medium
Created:	2024-08-14 20:39:20	Status:	Resolved
Store #:	332	Store:	North Main Street, North Canton
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	40.894561959183676, -81.40647781632653	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?

Michael Williams, Front End Supervisor at the North Main Street store in North Canton. Hi, how's it going?

Oh, hi Michael! I'm doin' alright, thanks for askin'. What can I help you with today?

Not too bad, just dealin' with a little issue here. We're havin' some problems with a vendor shortage.

### \*\*PROBLEM DESCRIPTION\*\*

So, we're missin' a bunch of Hudsonville Ice Cream products. We got a shipment in yesterday, but it was short about half the cases we were supposed to get. I've already checked the inventory and it's not just a matter of miscountin' or somethin'.

Okay, let me just grab a pen and paper real quick. So, you're sayin' the Hudsonville Ice Cream shipment was short about half the cases? Can you tell me what specific products are missin'?

Hold on just a sec, I've got a customer at the desk... (pause) Okay, sorry about that. So, we're missin' the Cookies and Cream, the Mint Chip, and the Strawberry Cheesecake. Those are all supposed to be in stock.

I see. And have you tried contactin' the vendor directly to see what's goin' on?

Yeah, I've already reached out to 'em, but they said it's gonna be a few days before they can get the rest of the shipment out to us.

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Okay, Michael, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-7438. I'm gonna mark it as a medium priority since it's not a critical issue, but we still want to get it resolved for you ASAP.

In the meantime, I can suggest that you try to allocate some of the other ice cream products to fill the gap. We can also try to get some emergency shipments from other stores if needed.

I'll go ahead and notify the inventory team to keep an eye on this and we'll get it resolved as soon as possible. You should see some movement on this within the next 24 to 48 hours.

Sounds good, thanks for your help, Agent Thompson.

### \*\*CLOSING\*\*

Just to summarize, I've created ticket MEI-7438 for the Hudsonville Ice Cream vendor shortage. We'll get to work on resolvin' this ASAP. You can expect to see some updates within the next 24 to 48 hours.

Alright, sounds good. Thanks again for your help, Agent Thompson. I appreciate it.

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