

Meijer Support Call Transcript — MEI-25847

Ticket ID:	MEI-25847	Priority:	High
Created:	2025-07-14 17:16:40	Status:	Resolved
Store #:	166	Store:	Preston Hwy, Louisville
Category:	Inventory Management	Type:	Wrong Delivery
Coordinates:	38.11265435, -85.67970635825726	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?

Jennifer Brown: Hi, Agent Thompson. This is Jennifer, the Grocery Manager at the Preston Hwy store in Louisville.

Agent Thompson: Hi Jennifer, nice to talk to you. How's everything going at the store today?

Jennifer Brown: It's going, just dealing with a little issue. We've got a wrong delivery that's causing some problems.

PROBLEM DESCRIPTION

Jennifer Brown: So, we got a shipment in from Meijer Brand, and it looks like they sent us the wrong product. We were supposed to get a pallet of canned beans, but instead, we got a pallet of pasta sauce.

Agent Thompson: I see. Can you tell me more about the shipment? What's the PO number on that?

Jennifer Brown: Let me check... (background noise) Okay, it's PO 12345. And it's not just that we got the wrong product, we're also short on stock of the beans, so we're getting killed on sales.

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

Jennifer Brown: It came in yesterday morning. (interruption) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. Where was I? Oh yeah, yesterday morning.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, Jennifer, I'm going to go ahead and create a ticket for this issue. It's going to be MEI-25847. I'm going to mark it as high priority since it's affecting your sales.

Jennifer Brown: Okay, sounds good. What's the plan to get this fixed?

Agent Thompson: Well, I'm going to reach out to the Meijer Brand team and see what happened with the shipment. In the meantime, I can offer to expedite a new shipment of the canned beans to you. We can get it to you within 24 hours.

Jennifer Brown: That would be great, thank you. What about the pasta sauce? Can we just return it?

Agent Thompson: Yes, we can definitely arrange for a return. I'll make a note of that on the ticket.

CLOSING

Agent Thompson: Alright, Jennifer, just to summarize, we're going to expedite a new shipment of canned beans to you, and we'll arrange for the return of the pasta sauce. Your ticket number is MEI-25847.

Jennifer Brown: Okay, got it. Thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Jennifer. We'll get this resolved for you as soon as possible. If you have any other issues, don't hesitate to reach out. Have a great day!