

Meijer Support Call Transcript — MEI-5233

Ticket ID:	MEI-5233	Priority:	High
Created:	2025-03-21 17:39:48	Status:	Closed
Store #:	22	Store:	S. Westnedge Avenue, Portage
Category:	Inventory Management	Type:	Damaged Goods
Coordinates:	42.2425529, -85.58723432788244	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?

Emily Anderson: Hi, Agent Thompson. This is Emily from the S. Westnedge Avenue store in Portage. How's your day going?

Agent Thompson: It's going well, thanks for asking, Emily. What can I help you with today?

Emily Anderson: Just dealing with some issues here at the store, but I appreciate your help.

PROBLEM DESCRIPTION

Emily Anderson: So, we've got a problem with some damaged goods that just came in from Dean Foods. We've got a bunch of crushed cartons of milk and some broken eggs. I'm not sure what happened in transit, but it's a pretty big mess.

Agent Thompson: Okay, sorry to hear that, Emily. Can you tell me more about the shipment? Was it a direct store delivery or did it come through our warehouse?

Emily Anderson: It was a direct store delivery. And, sorry, can you hold on just a sec? (background noise) Okay, sorry about that. Where was I? Oh yeah, so it was a direct store delivery and the driver just dropped it off this morning.

Agent Thompson: Alright, got it. And how many cases of milk and eggs are we talking about?

Emily Anderson: Let's see... (pause) I've got about 20 cases of milk and 10 cases of eggs that are damaged.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Emily, I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-5233. I'm going to mark it as high priority since it's a pretty urgent situation.

Emily Anderson: Great, thank you. I appreciate it.

Agent Thompson: So, in the meantime, I recommend that you go ahead and isolate the damaged products so they don't get mixed in with the rest of the inventory. I'll also reach out to Dean Foods and see what we can do about getting some replacement product sent out to you ASAP.

Emily Anderson: Sounds good. How long do you think it'll take to get the replacement product?

Agent Thompson: I'd say within the next 24 to 48 hours, depending on Dean Foods' availability. I'll make sure to follow up with you tomorrow to check on the status.

****CLOSING****

Agent Thompson: Just to summarize, Emily, I've created ticket MEI-5233 for the damaged goods issue. I've marked it as high priority and I'll be following up with Dean Foods to get some replacement product sent out to you.

Emily Anderson: Great, thank you so much for your help, Agent Thompson.

Agent Thompson: You're welcome, Emily. If you have any other issues or concerns, don't hesitate to reach out. Have a great day and I'll talk to you soon.

Emily Anderson: You too, thanks again. Bye.