

Meijer Support Call Transcript — MEI-2083

Ticket ID:	MEI-2083	Priority:	Medium
Created:	2025-01-27 21:11:39	Status:	Resolved
Store #:	286	Store:	Grand River Ave, Detroit
Category:	Inventory Management	Type:	Damaged Goods
Coordinates:	42.4120913, -83.25276933338253	Location Type:	Store

Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

OPENING

Merchandising Support, this is Karen. How can I help you today?

Ashley Anderson, Department Manager at the Grand River Ave store in Detroit. Hi Karen, how's it going?

Oh, hi Ashley! I'm doin' alright, thanks for askin'. How 'bout you? How's the store today?

It's been a busy day, but we're hangin' in there.

PROBLEM DESCRIPTION

So, I'm callin' about an issue we're havin' with some damaged goods. We got a shipment of Faygo in yesterday, and when we went to stock it, we noticed a bunch of the cases were crushed and the cans were busted.

Okay, sorry to hear that, Ashley. Can you tell me more about the damage? Was it just the cases or were the individual cans also damaged?

Well, it looks like the cases themselves were crushed, and then the cans inside were dented and some of 'em were even leakin'. We're talkin' about a pretty significant amount of product here.

(in background noise) Oh, sorry 'bout that, Karen. We're gettin' ready for a sale and it's a bit chaotic in the store right now.

No worries, Ashley. I'm here to help. So, just to clarify, you're sayin' that the Faygo shipment that came in yesterday was damaged, and you're lookin' for some assistance with that?

TROUBLESHOOTING/RESOLUTION

Okay, Ashley, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-2083. 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.

Alright, sounds good. What's the next step?

Well, I'm gonna go ahead and reach out to our inventory team to see if we can get a replacement shipment sent out to you. In the meantime, I recommend that you go ahead and isolate the damaged product so it doesn't get mixed in with the rest of your stock.

Okay, that makes sense. How long do you think it'll take to get the replacement shipment?

I'd say we're lookin' at about 3-5 business days, dependin' on our inventory levels and the shipping schedule.

CLOSING

So, just to summarize, Ashley, I've created ticket MEI-2083 for the damaged Faygo shipment, and we're gonna work on gettin' a replacement shipment sent out to you ASAP. You can expect to hear back from us within the next 3-5 business days.

Sounds good, Karen. Thanks for your help!

You're welcome, Ashley. If you have any other questions or concerns, don't hesitate to reach out. Have a great day, and thanks for shoppin' Meijer!