Meijer Support Call Transcript — MEI-7738

Ticket ID:	MEI-7738	Priority:	Medium
Created:	2024-09-07 15:42:50	Status:	Resolved
Store #:	332	Store:	North Main Street, North Canton
Category:	Inventory Management	Type:	Wrong Delivery
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?

Sarah Martinez: Hi, Agent Thompson. This is Sarah, Team Lead at the North Main Street store in North Canton.

Agent Thompson: Hi Sarah, nice to talk to you. How's your day going so far?

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

PROBLEM DESCRIPTION

Sarah Martinez: So, we received a shipment from Kroger Brand, but it's not what we ordered. We're missing some key items and have a bunch of extra stock we didn't ask for.

Agent Thompson: I see. Can you tell me more about the shipment? What was supposed to be in it and what did you actually get?

Sarah Martinez: (background noise) Okay, let me check... (pause) Alright, it looks like we were supposed to get a pallet of canned goods, but instead we got a bunch of snack foods. And we're still missing those canned goods.

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

Sarah Martinez: It came in yesterday morning. We've been trying to sort it out, but... (interruption) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. Where was I? Oh yeah, so we've been trying to figure out what to do with all this extra stock.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, Sarah, I'm going to go ahead and create a ticket for this issue. That'll be MEI-7738. I'm going to mark it as a medium priority since it's not causing any immediate store disruptions.

Sarah Martinez: Sounds good, thanks.

Agent Thompson: Okay, so for now, let's just set aside the extra stock and I'll work on getting the correct shipment sent out to you. I'll also reach out to Kroger Brand to see what happened on their end.

Sarah Martinez: That sounds great, thank you. How long do you think it'll take to get this resolved?

Agent Thompson: I'd say we should have this sorted out within the next 24 to 48 hours. I'll keep you updated on the progress.

CLOSING

Agent Thompson: Just to recap, Sarah, I've created ticket MEI-7738 for the wrong delivery issue. I'll be in touch with Kroger Brand and we'll get the correct shipment sent out to you ASAP.

Sarah Martinez: Great, thanks so much for your help, Agent Thompson.

Agent Thompson: You're welcome, Sarah. If you have any other issues or concerns, don't hesitate to reach out. Have a great day!

Sarah Martinez: You too, thanks again. Bye!