

Meijer Support Call Transcript — MEI-6008

Ticket ID:	MEI-6008	Priority:	High
Created:	2025-04-25 12:39:28	Status:	Closed
Store #:	257	Store:	Lears Road, Petoskey
Category:	Inventory Management	Type:	Damaged Goods
Coordinates:	45.3467778, -84.96435728253601	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?

Michelle Garcia: Hi, Agent Thompson. This is Michelle from the Lears Road store in Petoskey. How's your day going?

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

Michelle Garcia: Just dealing with a bit of a mess here. We've got a situation with some damaged goods.

PROBLEM DESCRIPTION

Michelle Garcia: So, we received a shipment of Hudsonville Ice Cream yesterday, and when we went to stock it, we found that a bunch of the cartons were crushed and the ice cream was leaking all over the place.

Agent Thompson: I'm so sorry to hear that, Michelle. Can you tell me more about the damage? Was it just the ice cream or were there other products affected?

Michelle Garcia: (background noise) Oh, sorry about that. We've got a lot of activity in the store right now. Anyway, it was just the ice cream, but it's a pretty big deal since it's a popular item. We're talking about at least 20 cartons that are unusable.

Agent Thompson: Okay, got it. And have you contacted Hudsonville Ice Cream about this issue yet?

Michelle Garcia: Not yet, we were hoping to get some guidance from you first.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, Michelle. I'm going to go ahead and create a ticket for this issue. It'll be MEI-6008. I'm going to mark it as high priority since it's affecting your inventory. Can you please hold for just a minute while I check on some options for you?

Michelle Garcia: (hold music plays for 117 seconds) Okay, I'm back. What did you find out?

Agent Thompson: Okay, so I've escalated this issue to our inventory team. They're going to work with Hudsonville Ice Cream to get a replacement shipment out to you as soon as possible. In the meantime, I recommend that you go ahead and dispose of the damaged product and make a note of it in your inventory system.

Michelle Garcia: That sounds good. How soon can we expect the replacement shipment?

Agent Thompson: We're looking at 24 to 48 hours, depending on Hudsonville's availability.

CLOSING

Agent Thompson: So, just to summarize, we've got a ticket open for the damaged Hudsonville Ice Cream, and we're working on getting a replacement shipment out to you ASAP. Your ticket number is MEI-6008. Is there anything else I can help you with today, Michelle?

Michelle Garcia: No, that's all. Thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Michelle. We'll follow up with you tomorrow to check on the status of the replacement shipment. Have a great day!