

Meijer Support Call Transcript — MEI-16142

Ticket ID:	MEI-16142	Priority:	Low
Created:	2025-03-29 20:14:40	Status:	In progress
Store #:	134	Store:	E. Southport Road, Indianapolis
Category:	Inventory Management	Type:	Wrong Delivery
Coordinates:	39.663419000000005, -86.07743920003804	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?

Andrew Anderson, Department Manager at the E. Southport Road store in Indianapolis. Hi Karen, how's your day going?

It's going well, thanks for asking, Andrew. What can I help you with today?

We've got a bit of a situation here, so I appreciate you taking my call.

PROBLEM DESCRIPTION

We received a wrong delivery from Hudsonville Ice Cream this morning. Instead of the usual shipment of ice cream, we got a pallet of frozen pizzas. I mean, we can use 'em, but it's not what we ordered.

I see. Can you tell me more about the delivery, Andrew? Was it a full pallet or just a few cases?

It was a full pallet, Karen. And the weird thing is, the delivery driver didn't even notice it was the wrong stuff.
(background noise) Oh, sorry about that, we've got a lot of activity in the store right now.

No worries, Andrew. So, just to clarify, you're saying you received a full pallet of frozen pizzas from Hudsonville Ice Cream instead of the ice cream you ordered?

That's right. And we need to get this sorted out ASAP, 'cause we're running low on ice cream for the weekend.

TROUBLESHOOTING/RESOLUTION

Okay, Andrew, I'm gonna go ahead and take a look at this. I've created a ticket for you, MEI-16142. I'm thinking we might need to get a replacement shipment out to you right away. Can you confirm your store's receiving hours for me?

We're open to receive shipments from 8 to 4, Monday through Friday. (pause) Oh, and Karen, can you also look into getting the frozen pizzas picked up? We don't have room for 'em in our freezer.

I've got that noted, Andrew. I'll go ahead and reach out to Hudsonville Ice Cream to get this sorted out. You should see a replacement shipment of ice cream within the next 24 to 48 hours.

CLOSING

Just to summarize, Andrew, I've created ticket MEI-16142 for the wrong delivery, and I'll be working with Hudsonville Ice Cream to get a replacement shipment out to you ASAP. You can expect to see the new shipment within the next 24 to 48 hours.

Sounds good, Karen. Thanks for your help. I appreciate it.

You're welcome, Andrew. If you have any further issues, don't hesitate to reach out. Your ticket number is MEI-16142, and I'll be following up with you to ensure everything gets resolved. Have a great day!