

# Meijer Support Call Transcript — MEI-20325

Ticket ID:	MEI-20325	Priority:	Medium
Created:	2024-11-04 04:45:32	Status:	In progress
Store #:	290	Store:	N, Keystone Ave, Indianapolis
Category:	Inventory Management	Type:	Damaged Goods
Coordinates:	39.85348755, -86.12425503318497	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?

Jennifer Williams: Hi, Agent Thompson. This is Jennifer, the Grocery Manager at store 290 on Keystone Ave in Indianapolis. How's your day going so far?

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

Jennifer Williams: Just dealing with the usual chaos of a Monday morning, but I'm hoping you can help me with an issue we're having.

**\*\*PROBLEM DESCRIPTION\*\***

Jennifer Williams: We've got a problem with some damaged goods that just came in from Kroger Brand. It looks like a whole pallet of canned goods got crushed in transit. I'm talking dented cans, broken seals... the whole nine yards.

Agent Thompson: I see. Can you tell me more about the shipment? Was it a direct store delivery or did it come through our warehouse?

Jennifer Williams: It was a direct store delivery. The driver just dropped it off this morning. (background noise of store announcements) Oh, sorry about that. Anyway, I've already notified our receiving team, but I'm not sure what to do next.

Agent Thompson: Okay, no problem. So, just to clarify, you've got a pallet of damaged Kroger Brand canned goods. Have you checked the rest of the shipment to see if there's any other damage?

Jennifer Williams: Yeah, we've checked the rest of it, and it's just this one pallet that's affected.

**\*\*TROUBLESHOOTING/RESOLUTION\*\***

Agent Thompson: Alright, Jennifer. I'm going to go ahead and take a look at this. I've created a ticket for you, MEI-20325. I'm going to mark it as a medium priority since it's not a critical issue, but we still want to get it resolved for you.

Jennifer Williams: Sounds good. What's the next step?

Agent Thompson: I'm going to reach out to our inventory team and 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 goods so they don't get mixed in with the rest of your inventory.

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

Agent Thompson: I'd say within the next 3-5 business days, depending on our warehouse availability. I'll make sure to follow up with you by the end of the week to check on the status.

**\*\*CLOSING\*\***

Agent Thompson: Just to summarize, Jennifer, I've created ticket MEI-20325 for the damaged Kroger Brand goods. We'll work on getting a replacement shipment sent out to you within the next 3-5 business days.

Jennifer Williams: Sounds good. Thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Jennifer. If you have any other issues or concerns, don't hesitate to reach out. Your ticket number is MEI-20325, and I'll be in touch soon.

Jennifer Williams: Appreciate it. Have a great day!