

Meijer Support Call Transcript — MEI-12766

Ticket ID:	MEI-12766	Priority:	Medium
Created:	2024-11-16 22:19:10	Status:	In progress
Store #:	27	Store:	Carpenter Road, Ypsilanti
Category:	Inventory Management	Type:	Stock Out
Coordinates:	42.233522199999996, -83.6764560436406	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?

James Martinez, Produce Manager at the Carpenter Road store in Ypsilanti. Hi, how's it going?

Oh, hi James! I'm doin' alright, thanks for askin'. What's goin' on at your store?

PROBLEM DESCRIPTION

We're completely out of Dean Foods products, and I'm gettin' killed on the sales floor. We can't keep any of their milk, cheese, or yogurt in stock. I've checked the inventory, and it's showin' zero on hand. I've even checked with the receiving team, and they said the last shipment was weeks ago.

Okay, James, let me just check on that real quick. (pause) Can you tell me more about what you've tried so far to resolve the issue? Have you talked to the vendor, Dean Foods, at all?

Well, I was gonna call 'em, but I figured I'd reach out to you guys first. (background noise) Oh, sorry 'bout that, just a customer askin' about the apples. Anyway, like I said, we're out of all their products, and it's startin' to affect our sales.

Okay, got it. So, just to clarify, you're out of all Dean Foods products, including milk, cheese, and yogurt. And you've checked with receiving, and they said the last shipment was weeks ago?

TROUBLESHOOTING/RESOLUTION

Alright, James, I'm gonna go ahead and take a look at this. It sounds like we might have a stockout issue on our hands. I'm gonna create a ticket for this, which will be MEI-12766. I'll go ahead and prioritize it as medium, since it's affectin' your sales. I'd recommend checkin' with your inventory team to see if there's any pending orders or shipments that might be comin' in soon. In the meantime, I can try to reach out to Dean Foods to see what's goin' on with their shipments. We should be able to get some product in within the next 3-5 business days.

Okay, that sounds good. I'll go ahead and check with my team, and I'll also follow up with the receiving team to see if they've got any updates.

I'll also make sure to follow up with you, James, to keep you updated on the status of the ticket. We'll get this resolved as soon as possible.

CLOSING

Just to summarize, James, I've created ticket MEI-12766 for the stockout issue with Dean Foods products. I'll be followin' up with the vendor, and I'll also keep you updated on the status. If you have any other questions or concerns, don't hesitate to reach out. Your ticket number again is MEI-12766. Thanks for reachin' out, James, and I'll talk to you

soon!