

# Meijer Support Call Transcript — MEI-21187

Ticket ID:	MEI-21187	Priority:	Low
Created:	2025-07-07 08:58:18	Status:	In progress
Store #:	119	Store:	W. Main Street, Kalamazoo
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	42.29869185, -85.67941206524739	Location Type:	Store

## Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

### \*\*OPENING\*\*

Merchandising Support, this is Agent Johnson. How can I help you today?

Sarah Thomas: Hi, Agent Johnson. This is Sarah from the W. Main Street store in Kalamazoo. How's your day going so far?

Agent Johnson: Oh, it's going well, thanks for askin'. We're stayin' busy as usual. What can I help you with today, Sarah?

Sarah Thomas: Just dealing with the usual chaos on a Monday morning, but I appreciate your help.

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

Sarah Thomas: So, I'm calling about a vendor shortage issue we're having with Vernors. We're supposed to have a shipment of their ginger ale come in today, but it's not showin' up. I've already checked with our receiving team and they haven't seen it.

Agent Johnson: Okay, sorry to hear that. Can you tell me more about the shortage? How many cases were you supposed to get?

Sarah Thomas: Let me check real quick... (background noise) Okay, yeah. We were supposed to get 20 cases, but like I said, it's not here.

Agent Johnson: Alright, got it. And have you tried contactin' Vernors directly to see what's goin' on?

Sarah Thomas: Not yet, I was hopin' you guys could help me out with that.

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

Agent Johnson: Okay, no problem. I'm gonna go ahead and take a look at this. (pause) Alright, I've located the issue. It looks like there was a miscommunication with the shipment. I'm gonna go ahead and create a ticket for this, which will be MEI-21187.

Sarah Thomas: Okay, sounds good.

Agent Johnson: I'm gonna reach out to Vernors and see what's goin' on with the shipment. In the meantime, I can offer to have some product transferred from another store if you need it ASAP.

Sarah Thomas: That would be great, thank you.

### \*\*CLOSING\*\*

Agent Johnson: Alright, so just to summarize, I'm gonna reach out to Vernors and get an update on the shipment. I'll also look into gettin' some product transferred from another store. Your ticket number is MEI-21187, and I'll make sure to follow up with you by the end of the day.

Sarah Thomas: Sounds great, thank you so much for your help, Agent Johnson.

Agent Johnson: You're welcome, Sarah. Have a great day, and we'll talk soon.