

Meijer Support Call Transcript — MEI-6230

Ticket ID:	MEI-6230	Priority:	Low
Created:	2025-03-31 17:57:34	Status:	Resolved
Store #:	166	Store:	Preston Hwy, Louisville
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	38.11265435, -85.67970635825726	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?

Joseph Rodriguez: Hi Agent Thompson, this is Joseph Rodriguez, Shift Supervisor at the Preston Hwy store in Louisville.

Agent Thompson: Hi Joseph, nice to talk to you. How's your day going so far?

Joseph Rodriguez: It's going alright, just dealing with a few inventory issues. How about you?

****PROBLEM DESCRIPTION****

Joseph Rodriguez: So, we're experiencing a vendor shortage with Kroger Brand products. We're missing a few SKUs, and I'm not sure what's going on.

Agent Thompson: Okay, can you tell me more about the shortage? Which specific products are you missing?

Joseph Rodriguez: Let me check... (background noise) Okay, it looks like we're out of the Kroger Brand 2% milk and whole wheat bread.

Agent Thompson: Alright, got it. And when did you first notice the shortage?

Joseph Rodriguez: (interrupted by a page in the background) Sorry about that, just a minute... (back to the call) Okay, where was I? Ah yes, the shortage. We first noticed it yesterday during our inventory count.

Agent Thompson: Okay, that helps. Have you tried contacting the vendor directly to see if they have any updates on the shipment?

****TROUBLESHOOTING/RESOLUTION****

Agent Thompson: Okay, Joseph, I'm going to go ahead and create a ticket for this issue. It'll be MEI-6230. I'll also reach out to our inventory team to see if we can get an update on the shipment.

Joseph Rodriguez: Sounds good, thanks.

Agent Thompson: In the meantime, I recommend that you try to allocate some of the inventory from other stores in the area to help fill the gap. We should have some product available at our other Louisville locations.

Joseph Rodriguez: That's a good idea, I'll look into that.

Agent Thompson: I'd expect the ticket to be resolved within the next 24-48 hours, depending on the vendor's response.

****CLOSING****

Agent Thompson: Just to summarize, Joseph, I've created ticket MEI-6230 for the vendor shortage issue with Kroger Brand products. You'll try to allocate some inventory from other stores, and we'll follow up with the vendor to get an update on the shipment.

Joseph Rodriguez: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Joseph. If you have any other issues, don't hesitate to reach out. Have a great day!

Joseph Rodriguez: You too, thanks again.