

Meijer Support Call Transcript — MEI-12823

Ticket ID:	MEI-12823	Priority:	Low
Created:	2025-03-24 20:25:54	Status:	Resolved
Store #:	67	Store:	N. Telegraph Road, Monroe
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	41.9447945, -83.39955414551389	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?

Sarah Garcia: Hi, Agent Thompson. This is Sarah, Assistant Manager at the N. Telegraph Road store in Monroe.

Agent Thompson: Hi Sarah, nice to talk to you. How's everything going at the store today?

Sarah Garcia: It's going alright, just a little busy with the weekend sales. How about you?

PROBLEM DESCRIPTION

Sarah Garcia: So, I'm calling about a vendor shortage issue we're having with the Meijer Brand products. We're missing a bunch of stock on our shelves and I'm not sure what's going on.

Agent Thompson: Okay, can you tell me more about what's missing? Is it a specific category or just general merchandise?

Sarah Garcia: It's mostly our grocery items, like canned goods and pasta sauce. We're also out of some of our popular Meijer Brand snacks.

Agent Thompson: Alright, that sounds like a pretty significant shortage. Have you checked the inventory levels in our system to see if there's an issue with the orders?

Sarah Garcia: Yeah, I've checked and it looks like the orders were placed, but the stock just never showed up.
(background noise) Oh, sorry about that, I've got a customer waiting... (pause) Anyway, I was wondering if you could help me figure out what's going on.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Sarah, I'm going to go ahead and create a ticket for this issue. It'll be MEI-12823. I'm going to mark it as a low priority since it's not a critical issue, but I'll still get it looked into right away.

Sarah Garcia: Sounds good, thanks.

Agent Thompson: In the meantime, I recommend that you go ahead and manually order the stock that you need to get you through the weekend. I'll also reach out to the Meijer Brand team to see what's going on with the shortage.

Sarah Garcia: Alright, that makes sense. How long do you think it'll take to get this resolved?

Agent Thompson: I'd say we should have an update for you by the end of the day tomorrow. If it's going to take longer than that, I'll make sure to follow up with you.

CLOSING

Agent Thompson: Just to summarize, I've created ticket MEI-12823 for the vendor shortage issue with Meijer Brand products. You're going to go ahead and manually order the stock you need, and I'll follow up with the vendor to get this resolved.

Sarah Garcia: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Sarah. If you have any other issues, don't hesitate to reach out. Have a great day and I'll talk to you soon.

Sarah Garcia: You too, thanks again. Bye.