

Meijer Support Call Transcript — MEI-5091

Ticket ID:	MEI-5091	Priority:	Low
Created:	2025-05-03 23:31:03	Status:	In progress
Store #:	134	Store:	E. Southport Road, Indianapolis
Category:	Inventory Management	Type:	Damaged Goods
Coordinates:	39.663419000000005, -86.07743920003804	Location Type:	Store

Transcript

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

OPENING

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

James Davis, Assistant Manager at the E. Southport Road store in Indianapolis. Hi Karen, how's it going?

Oh, hi James! I'm doin' alright, thanks for askin'. What can I help you with today?

PROBLEM DESCRIPTION

We've got a bit of a situation here. We received a shipment of Meijer Brand canned goods, and unfortunately, a lot of 'em are damaged. I'm talkin' dented, crushed, you name it. We're lookin' at probably around 20 cases that are unusable.

Okay, James, sorry to hear that. Can you tell me more about the damage? Is it just cosmetic or is the product itself compromised?

Well, some of it's just dented, but other cases have actual holes in 'em. I'm worried about the quality of the product, ya know? (background noise of store announcements) Oh, sorry 'bout that, Karen. We're gettin' ready for a sale this weekend.

No worries, James. I'm here to help. So, just to clarify, this is all Meijer Brand product, correct? And you've already inspected the shipment and confirmed the damage?

TROUBLESHOOTING/RESOLUTION

Alright, James, I'm gonna go ahead and take a look at this. I've created a ticket for you, MEI-5091. I'm thinkin' we might need to get a replacement shipment out to you ASAP. Can you tell me when you need this product by?

We're lookin' at this weekend, like I said. We're runnin' a big sale on canned goods, and I don't want to be out of stock.

Okay, got it. I'm gonna go ahead and prioritize this ticket. I'll get with our logistics team and see what we can do to get a replacement shipment out to you by Friday at the latest. You should hear back from us within the next 24 hours with an update.

CLOSING

Just to recap, James, I've created ticket MEI-5091 for the damaged Meijer Brand canned goods. We're gonna work on gettin' a replacement shipment out to you by this weekend. You'll hear back from us soon with an update. Is there anything else I can help you with today?

No, that's all, Karen. Thanks for your help!

You're welcome, James. Have a great day, and we'll talk to you soon. Bye!