

Meijer Support Call Transcript — MEI-12130

Ticket ID:	MEI-12130	Priority:	Low
Created:	2024-12-02 20:32:09	Status:	Closed
Store #:	165	Store:	W. Lincoln Hwy, Ste. A, Merrillville
Category:	Inventory Management	Type:	Stock Out
Coordinates:	41.47176, -87.382871	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?

Ashley Rodriguez, Produce Manager at the W. Lincoln Hwy store in Merrillville. Hi Karen, how's it going?

Oh, hi Ashley! I'm doin' alright, thanks for askin'. How 'bout you? How's the store doin' today?

We're hangin' in there, just dealin' with a few issues. I appreciate you takin' my call.

PROBLEM DESCRIPTION

So, Karen, I'm callin' about a stock out issue we're havin' with Kroger Brand products. We're completely out, and I'm gettin' a little worried. We can't seem to keep 'em on the shelves.

Okay, Ashley, can you tell me more about what's goin' on? Which specific Kroger Brand products are you out of?

Well, it's pretty much all of 'em. We're talkin' canned goods, snacks, you name it. (background noise) Oh, sorry 'bout that, just a customer askin' a question. Anyway, like I said, we're out of all Kroger Brand products.

That doesn't sound right. Let me check on that for you. (pause) Okay, I'm showin' that we do have some inventory allocated for your store. Can you check your inventory management system to see if there's an issue with the receiving process?

Yeah, I've already checked that. We're not receivin' any shipments, and our inventory is showin' zero. I've even checked with our receiving team, and they're not seein' any pending shipments from Kroger Brand.

TROUBLESHOOTING/RESOLUTION

Okay, Ashley, I'm gonna go ahead and create a ticket for this issue. That'll be ticket number MEI-12130. I'm gonna mark it as a low priority, but I'll make sure to get it looked at ASAP. In the meantime, I can offer to transfer you to our inventory team to see if they can expedite a shipment for you.

That'd be great, thanks Karen. I'd appreciate that.

Okay, let me go ahead and transfer you. (hold music) Okay, Ashley, you should be talkin' to our inventory team now. They'll work with you to get a shipment scheduled. We should be able to get some product to you within the next 3-5 business days.

That sounds good, thanks Karen. I appreciate your help.

CLOSING

Just to summarize, Ashley, I've created ticket MEI-12130 for the stock out issue with Kroger Brand products. You'll be workin' with our inventory team to get a shipment scheduled. If you have any other issues or concerns, don't hesitate to reach out. Your ticket number again is MEI-12130.

Thanks, Karen. I appreciate your help. You have a great day!

You too, Ashley. Take care, and we'll get this issue resolved for you.