

Meijer Support Call Transcript — MEI-25123

Ticket ID:	MEI-25123	Priority:	Low
Created:	2024-06-03 06:35:52	Status:	Closed
Store #:	310	Store:	South Green Ave, Freemont
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	43.47027605, -85.98141610295752	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?

Daniel Anderson, Front End Supervisor at the South Green Ave store in Freemont. Hi, how's it going?

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

It's been a busy morning so far, but we're hangin' in there.

PROBLEM DESCRIPTION

So, I'm callin' about a vendor shortage we're experiencin' with Prairie Farms. We're missin' a bunch of their dairy products, and I'm not sure what's goin' on.

Can you tell me more about the shortage, Daniel? What specific products are you missin'?

We're out of their 2% milk, whole milk, and some of the yogurt varieties. I've checked the inventory, and it's showin' that we should have 'em in stock, but they're just not here.

(in background noise) Sorry, hold on a sec... (pause) Okay, sorry about that. As I was sayin', I've checked the inventory, and it's showin' that we should have 'em in stock...

I understand, Daniel. Can you confirm the last time you received a shipment from Prairie Farms?

Let me check... (pause) Yeah, it was last Thursday. We got a shipment in, but it was shorted on some of the items.

TROUBLESHOOTING/RESOLUTION

Okay, Daniel, I'm gonna go ahead and take a look at this. It's possible that there was an issue with the shipment or the vendor just didn't send us the product. I'm gonna create a ticket for this, MEI-25123, and we'll get this looked into.

I'll go ahead and reach out to Prairie Farms to see what's goin' on. In the meantime, I recommend you go ahead and adjust your inventory levels to reflect what you actually have in stock.

We'll get this resolved as soon as possible, Daniel. I'd say we're lookin' at a timeline of about 24 to 48 hours to get this sorted out.

Okay, that sounds good. I appreciate your help with this, Agent Thompson.

CLOSING

Just to summarize, Daniel, I've created ticket MEI-25123 for the vendor shortage with Prairie Farms. I'll be reachin' out to them to get this resolved, and we'll keep you updated on the status.

You should receive an email with the ticket details. If you have any further questions or concerns, don't hesitate to reach out.

Thanks again for your help, Agent Thompson. I appreciate it.

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