

Meijer Support Call Transcript — MEI-7130

Ticket ID:	MEI-7130	Priority:	High
Created:	2024-05-14 00:13:29	Status:	In progress
Store #:	103	Store:	Springboro Pike, Dayton
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	39.67201795240324, -84.22188740880524	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?
Amanda Smith, Produce Manager at the Springboro Pike store in Dayton. Hi, how's it going?
Oh, hi Amanda! I'm doin' alright, thanks for askin'. What brings you to call us today?

****PROBLEM DESCRIPTION****

We're havin' an issue with a vendor shortage on Hudsonville Ice Cream. We were supposed to get a shipment in yesterday, but it never showed up. I've tried callin' the vendor, but they're not returnin' my calls.
Can you tell me more about the shortage, Amanda? How many cases were you supposed to receive?
We were supposed to get 20 cases, but like I said, nothin' arrived. And now we're runnin' low on stock. (background noise) Oh, sorry 'bout that, just a customer askin' a question. Anyway, I'm gettin' a little worried we're gonna be out of stock for the weekend.
Okay, got it. So, you've tried contactin' Hudsonville directly, but they're not gettin' back to you? Have you checked the invoice to see if there were any issues with the order?

****TROUBLESHOOTING/RESOLUTION****

Alright, Amanda, I'm gonna go ahead and take a look at this. Since this is a high-priority issue, I'm gonna escalate it and see what we can do to get this resolved ASAP. I've created ticket MEI-7130 for this issue. In the meantime, I recommend you try to allocate some stock from a nearby store if possible. I'll also reach out to our logistics team to see if we can get an emergency shipment sent out to you. We should be able to get this resolved within the next 24 to 48 hours.
Okay, that sounds good. I appreciate the urgency on this. We can't afford to be out of stock on a popular item like Hudsonville Ice Cream, especially on a weekend.
I completely understand, Amanda. I'll make sure to keep you updated on the status of the ticket and let you know as soon as we have a resolution.

****CLOSING****

Just to summarize, I've created ticket MEI-7130 for the vendor shortage issue with Hudsonville Ice Cream. I'll be workin' on gettin' an emergency shipment sent out to you, and I'll keep you updated on the status. Your ticket number is MEI-7130, and you can reference that if you need to follow up with us. Is there anything else I can help you with today, Amanda?

No, that's all. Thanks for your help, Agent Thompson. I appreciate it.

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