

Meijer Support Call Transcript — MEI-17200

Ticket ID:	MEI-17200	Priority:	Low
Created:	2024-10-16 15:18:16	Status:	In progress
Store #:	19	Store:	W. Norton Avenue, Muskegon
Category:	Inventory Management	Type:	Wrong Delivery
Coordinates:	43.193014000000005, -86.26130151207423	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?

Jessica Rodriguez: Hi, Agent Thompson. This is Jessica, the Grocery Manager at the W. Norton Avenue store in Muskegon.

Agent Thompson: Hi, Jessica! Nice to talk to you. How's everything going at the store today?

Jessica Rodriguez: Oh, you know, just trying to get through the day. We've got a bit of a situation with a wrong delivery.

PROBLEM DESCRIPTION

Jessica Rodriguez: So, we received a shipment of Meijer Brand products, but it looks like they sent us the wrong stuff. We were supposed to get a pallet of canned goods, but instead, we got a bunch of baking supplies.

Agent Thompson: I see. Can you tell me more about the shipment? What's the PO number on the delivery?

Jessica Rodriguez: Let me check... (background noise) Okay, it's PO number 12345. And it's got our store number on it, so I know it was meant for us.

Agent Thompson: Alright, got it. And how many cases of baking supplies did you receive?

Jessica Rodriguez: (interrupted by a coworker in the background) Sorry, what was that? Oh, we got about 20 cases of flour and sugar.

Agent Thompson: Okay, that's helpful to know. And have you contacted the vendor, Meijer Brand, about this issue?

Jessica Rodriguez: Not yet, I was hoping you guys could help me sort it out.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Jessica, I'm going to go ahead and take a look at this. I've got your ticket number, MEI-17200, and I'll make sure to get this resolved for you. Can you please confirm that you've got the incorrect shipment on hand and that it's not damaged in any way?

Jessica Rodriguez: Yeah, that's right. It's all still in the boxes, untouched.

Agent Thompson: Alright, great. I'm going to go ahead and reach out to our logistics team to get this corrected. We'll get the right shipment sent out to you ASAP. You should see the corrected delivery within the next 24 to 48 hours.

Jessica Rodriguez: That sounds great, thank you so much!

CLOSING

Agent Thompson: Just to summarize, Jessica, we're going to get the correct shipment sent out to you, and I'll make sure to follow up on ticket MEI-17200 to ensure everything gets resolved. You should receive an update from us within the next 24 hours.

Jessica Rodriguez: Sounds good, thank you again for your help, Agent Thompson.

Agent Thompson: You're welcome, Jessica. Have a great day, and we'll talk to you soon. Your ticket number is MEI-17200, just in case you need to reference it.

Jessica Rodriguez: Got it, thanks! Bye!