

Meijer Support Call Transcript — MEI-21591

Ticket ID:	MEI-21591	Priority:	Low
Created:	2024-08-05 16:06:21	Status:	In progress
Store #:	55	Store:	VanDyke Avenue, Sterling Heights
Category:	Inventory Management	Type:	Stock Out
Coordinates:	42.563608, -83.026717	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?

Lisa Jackson: Hi, Agent Thompson. This is Lisa Jackson, Department Manager at the VanDyke Avenue store in Sterling Heights.

Agent Thompson: Hi, Lisa! Nice to talk to you. How's your day going so far?

Lisa Jackson: It's going, just dealing with some inventory issues. (background noise of store announcements)

PROBLEM DESCRIPTION

Lisa Jackson: So, we're completely out of Faygo products. I mean, we can't even get a single case of Rock & Rye or Root Beer on the shelves.

Agent Thompson: Okay, that's a problem. Can you tell me when you first noticed the stock out?

Lisa Jackson: Let's see... I think it was yesterday afternoon. We had a few customers asking for it, and when I checked the inventory, we were already out.

Agent Thompson: And have you checked with your receiving team to see if there are any pending shipments from Faygo?

Lisa Jackson: (interrupted by a store page) Sorry, what was that? Oh, yeah, we did check, and it looks like the last shipment was a week ago.

Agent Thompson: Okay, got it. So, just to confirm, you're out of all Faygo products, and you're not expecting any new shipments soon?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, Lisa, I'm going to go ahead and take a look at this. I see that we've already got a ticket created for this issue, MEI-21591. I'm going to escalate this to our inventory team to see what's going on with the Faygo shipments.

Lisa Jackson: Okay, that sounds great. We really need to get some product on the shelves ASAP.

Agent Thompson: Absolutely. I'm going to go ahead and request an emergency shipment from Faygo. We should see some product within the next 24 to 48 hours.

Lisa Jackson: That would be amazing, thank you.

CLOSING

Agent Thompson: Just to summarize, Lisa, I've got the ticket updated, and we're working on getting an emergency shipment of Faygo products to your store. Your ticket number is MEI-21591, and I'll make sure to follow up with you tomorrow to check on the status.

Lisa Jackson: Sounds great, thank you so much, Agent Thompson.

Agent Thompson: You're welcome, Lisa. Have a great day, and I'll talk to you soon.

Lisa Jackson: You too, thanks again. (call ends)