

Meijer Support Call Transcript — MEI-5345

Ticket ID:	MEI-5345	Priority:	Medium
Created:	2024-12-20 16:05:37	Status:	Closed
Store #:	136	Store:	Scatterfield Road, Anderson
Category:	Inventory Management	Type:	Wrong Delivery
Coordinates:	40.048942100000005, -85.6486258452526	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?

Emily Jackson: Hi Agent Thompson, this is Emily Jackson, Grocery Manager at the Scatterfield Road store in Anderson.

Agent Thompson: Hi Emily, nice to talk to you. How's your day going so far?

Emily Jackson: It's going alright, just dealing with a little issue here. How about you?

PROBLEM DESCRIPTION

Emily Jackson: So, we got a delivery from Faygo yesterday and it's all wrong. We were supposed to get a pallet of cola, but instead we got a whole truckload of root beer.

Agent Thompson: I'm sorry to hear that, Emily. Can you tell me more about the issue? What's the PO number on the delivery?

Emily Jackson: Let me check... (background noise) Okay, it's PO 12345. And we also got some extra cases of ginger ale that we didn't order.

Agent Thompson: Okay, got it. So, just to clarify, you're saying that the entire delivery was incorrect, and you got a bunch of extra product that you didn't order?

Emily Jackson: That's right. And it's taking up a lot of space in our warehouse. (interrupted by a page in the background)
Sorry about that, just a minute... (back to the call) Sorry about the interruption.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, no problem. So, I'm going to go ahead and create a ticket for this issue. It'll be MEI-5345. I'm going to mark it as a medium priority since it's not a critical issue, but we still need to get it resolved.

Emily Jackson: Sounds good, thank you.

Agent Thompson: Okay, so I'm going to reach out to Faygo and see what happened with the delivery. In the meantime, can you please hold onto the incorrect product and not send it back to the vendor just yet?

Emily Jackson: Yeah, that's fine. We can hold onto it for now.

Agent Thompson: Great. I'm going to escalate this issue to our logistics team and see if we can get a corrected delivery sent out to you by the end of the week.

CLOSING

Agent Thompson: So, just to summarize, I've created ticket MEI-5345 for the incorrect delivery from Faygo. We'll work on getting a corrected delivery sent out to you by the end of the week. If you have any further issues, please don't hesitate to reach out.

Emily Jackson: Sounds good, thank you for your help, Agent Thompson.

Agent Thompson: You're welcome, Emily. Have a great day and we'll be in touch soon.

Emily Jackson: You too, thanks again.