

Meijer Support Call Transcript — MEI-18282

Ticket ID:	MEI-18282	Priority:	Medium
Created:	2025-05-07 04:32:10	Status:	Resolved
Store #:	58	Store:	Sawmill Road, Dublin
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	40.0925796, -83.09416527077144	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?

Sarah Moore: Hi, Agent Thompson. This is Sarah, the Produce Manager at the Sawmill Road store in Dublin.

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

Sarah Moore: It's going alright, just dealing with a few issues. How about you?

PROBLEM DESCRIPTION

Sarah Moore: So, I'm calling about a vendor shortage we're experiencing with Dean Foods. We're missing a bunch of dairy products, and I'm not sure what's going on.

Agent Thompson: Okay, sorry to hear that. Can you tell me more about the shortage? What specific products are you missing?

Sarah Moore: (background noise) Oh, sorry about that. We're missing 2% milk, whole milk, and some of the yogurt products. (pause) I've already checked the inventory, and it's not like we're just out of stock or anything.

Agent Thompson: Alright, got it. And when did you first notice the issue?

Sarah Moore: (interrupted by a store page) Sorry, just a minute. (pause) Okay, sorry about that. I think it was yesterday when we started noticing the shortage.

Agent Thompson: Okay, no problem. So, just to confirm, you're saying that Dean Foods didn't deliver the products, or they were short on the delivery?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Sarah, I'm going to go ahead and look into this for you. I'm creating a ticket, MEI-18282, to track the issue. I'll reach out to the Dean Foods team and see what's going on.

Sarah Moore: Okay, sounds good. I just want to get this resolved as soon as possible.

Agent Thompson: Absolutely, I understand. I'll get an update from the vendor and get back to you by the end of the day. In the meantime, I can offer to have some product transferred from another store if needed.

Sarah Moore: That would be great, thank you.

CLOSING

Agent Thompson: Alright, Sarah, just to summarize, I've created ticket MEI-18282, and I'll be following up with Dean Foods to resolve the issue. You should hear back from me by the end of the day.

Sarah Moore: Sounds good, thank you for your help, Agent Thompson.

Agent Thompson: You're welcome, Sarah. If you have any other issues, don't hesitate to reach out. Have a great day, and I'll talk to you soon.

Sarah Moore: You too, thanks again.