

# Meijer Support Call Transcript — MEI-18816

Ticket ID:	MEI-18816	Priority:	Medium
Created:	2025-03-06 04:43:05	Status:	In progress
Store #:	220	Store:	Charlestown Rd., New Albany
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	38.3494259, -85.79296888471718	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?

Michelle Taylor: Hi, Agent Thompson. This is Michelle Taylor, Grocery Manager at the Charlestown Rd. store in New Albany.

Agent Thompson: Hi Michelle, nice to talk to you. How's everything going at the store today?

Michelle Taylor: It's going alright, just a little busy. We're getting ready for the weekend rush.

### \*\*PROBLEM DESCRIPTION\*\*

Michelle Taylor: So, I'm calling about a vendor shortage issue we're having with Meijer Brand products. We're missing a few SKUs, and I'm not sure what's going on.

Agent Thompson: Okay, can you tell me more about the specific products that are missing? Are they all in the same category?

Michelle Taylor: Yeah, it's mostly our natural foods section. We're out of the Meijer Brand organic granola and almond milk. (background noise) Sorry, can you hold on for just a sec? (pause) Okay, sorry about that. Where was I? Oh yeah, so we're also missing some of our Meijer Brand canned goods.

Agent Thompson: Alright, got it. And when did you first notice this shortage?

Michelle Taylor: It was yesterday afternoon. We were doing our inventory checks, and that's when we realized we were missing those products.

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Thompson: Okay, Michelle. I'm going to go ahead and take a look at this. It's possible that there was an issue with the shipment. I'm going to create a ticket for this, which will be MEI-18816. I'll also go ahead and reach out to our logistics team to see what's going on.

Michelle Taylor: Okay, that sounds great. How long do you think it'll take to get this resolved?

Agent Thompson: Well, since this is a medium-priority issue, I'd say we're looking at a resolution within the next 24 to 48 hours. I'll make sure to follow up with you tomorrow to check on the status.

Michelle Taylor: Alright, that sounds good. What can we do in the meantime to mitigate the issue?

Agent Thompson: You can go ahead and reach out to your customers, let them know that we're working on getting the products restocked. We can also offer some alternative products in the meantime.

**\*\*CLOSING\*\***

Agent Thompson: So, just to summarize, I've created ticket MEI-18816 for the vendor shortage issue. I'll follow up with you tomorrow to check on the status. Is there anything else I can help you with today, Michelle?

Michelle Taylor: No, that's all. Thanks for your help, Agent Thompson.

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

Michelle Taylor: You too, thanks. Bye.