

Meijer Support Call Transcript — MEI-6519

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| Ticket ID: | MEI-6519 | Priority: | Low |
| Created: | 2025-03-08 14:10:31 | Status: | Resolved |
| Store #: | 331 | Store: | West State Street, Alliance |
| Category: | Inventory Management | Type: | Damaged Goods |
| Coordinates: | 40.8989951, -81.15562586124082 | 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?

Joshua White, Assistant Manager at the West State Street store in Alliance. Hi, how's it going?

Oh, hi Joshua! I'm doin' well, thanks for askin'. How 'bout you? How's the store today?

It's been a busy morning, but we're hangin' in there.

PROBLEM DESCRIPTION

So, I'm callin' about an issue we're havin' with some damaged goods. We got a shipment of Hudsonville Ice Cream in yesterday, and when we went to put it out on the floor, we noticed a bunch of the containers were dented and leakin'.

I see. Can you tell me more about the damage? How many cases are affected?

Well, let me check real quick... (background noise) Okay, it looks like we've got about 10 cases that are damaged. And it's not just the containers, some of the ice cream itself is freezer-burned too.

That doesn't sound good. Did you happen to notice if the damage occurred during transit or if it was like that when you received the shipment?

Hold on just a sec, let me check with our receiver... (pause) Okay, yeah, they said it was like that when they unloaded the truck.

TROUBLESHOOTING/RESOLUTION

Okay, Joshua, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-6519. I'm gonna mark it as a low priority since it's not a critical issue, but we'll still get it taken care of for you.

In the meantime, I recommend you go ahead and pull the damaged product from the floor so we don't sell any of it to customers. We can work with Hudsonville to get a replacement shipment sent out to you.

How soon can we expect the replacement shipment to arrive? We're runnin' a promo on Hudsonville this week, so we wanna make sure we've got enough stock.

I'd say you can expect the replacement shipment within the next 3-5 business days. I'll make sure to note that you need it ASAP so we can expedite the process if possible.

CLOSING

Just to recap, Joshua, I've created ticket MEI-6519 for the damaged Hudsonville Ice Cream. You're gonna pull the damaged product from the floor, and we'll work on gettin' a replacement shipment sent out to you within the next 3-5 business days.

Sounds good, thanks for your help, Agent Thompson. I appreciate it.

You're welcome, Joshua. If you have any other issues or concerns, don't hesitate to reach out. Have a great day, and I'll talk to you soon!