

# Meijer Support Call Transcript — MEI-12602

Ticket ID:	MEI-12602	Priority:	Low
Created:	2024-05-21 00:17:51	Status:	In progress
Store #:	333	Store:	West Carleton Road, Hillsdale
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	41.9505831, -84.6624225277665	Location Type:	Store

## Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

### \*\*OPENING\*\*

Merchandising Support, this is Karen. How can I help you today?

Amanda Williams, Department Manager at the West Carleton Road store in Hillsdale. Hi Karen, how's your day going?

Oh, it's going well, thanks for askin'. What can I do for you, Amanda?

Just dealing with a little issue here, but I'm hopin' you can help me out.

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

We're experiencing a vendor shortage with Country Fresh, and I'm not sure what's goin' on. We're supposed to have a shipment of their yogurt come in yesterday, but it never showed up.

Okay, let me see what I can find out. Can you tell me more about the shortage? How many cases were you expectin' to receive?

Uh, let me check... (background noise) ...okay, yeah, we were supposed to get 20 cases. (pause) Sorry, what was that? (to someone in the background) Not now, Bob, I'm on the phone.

No worries, Amanda. So, just to clarify, you're sayin' that Country Fresh never delivered the 20 cases of yogurt that you were expectin'?

That's right. And I've already checked with our receiving team, and they didn't get nothin' from 'em yesterday.

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

Okay, I'm gonna go ahead and look into this for you. I've already pulled up the ticket, MEI-12602. It looks like this is a pretty low-priority issue, but I still want to get it resolved for you as soon as possible. Can you tell me if you've reached out to Country Fresh directly to see what's goin' on?

Not yet, I was hopin' you guys could help me out with that. We're gettin' a little slammed in the dairy department without that yogurt.

Alright, I'm gonna go ahead and give 'em a call. In the meantime, I can offer you some emergency inventory from our warehouse, if you'd like. We can get that shipped out to you today.

That'd be great, thanks Karen. How long do you think it'll take to get that resolved?

I'd say we're lookin' at about 24 to 48 hours, dependin' on how quickly Country Fresh can get back to us.

### \*\*CLOSING\*\*

So, just to summarize, I'm gonna go ahead and reach out to Country Fresh, and we'll get that emergency inventory shipped out to you today. Your ticket number is MEI-12602, and I'll make sure to follow up with you tomorrow to see how everything's goin'.

Sounds good, thanks Karen. I appreciate your help.

You're welcome, Amanda. Have a great day, and I'll talk to you soon.