

Meijer Support Call Transcript — MEI-9356

Ticket ID:	MEI-9356	Priority:	Low
Created:	2024-06-07 17:42:19	Status:	Resolved
Store #:	287	Store:	Menards Dr, Evansville
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	38.0003531, -87.49577002319559	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?

James Jones: Hi Agent Thompson, this is James Jones, Team Lead at the Menards Dr store in Evansville. How's your day goin'?

Agent Thompson: Oh, it's goin' well, thanks for askin', James. What can I help you with today?

James Jones: Just need some help with an issue we're havin' in the dairy department.

PROBLEM DESCRIPTION

James Jones: We're experiencin' a vendor shortage with Prairie Farms, and we're runnin' low on some of our key dairy items. I'm talkin' 2% milk, whole milk, that kind of thing.

Agent Thompson: Okay, I see. Can you tell me more about the shortage? When did you first notice it?

James Jones: Well, we got our usual shipment in yesterday, but it was short about 20 cases. And now we're gettin' low on stock. (background noise) Sorry, bear with me for a sec, I'm in the store and it's a bit chaotic.

Agent Thompson: No worries, James. So, just to clarify, you're sayin' Prairie Farms didn't deliver the full amount of product you were expectin'?

James Jones: That's right. And we're startin' to get some customer complaints about it.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, James, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-9356. I'm gonna mark it as a low priority, but I'll make sure to get it looked at ASAP.

James Jones: Sounds good, thanks.

Agent Thompson: In the meantime, I recommend you reach out to Prairie Farms directly and see if they can give you an ETA on when we can expect the rest of the shipment. We can also look into transferin' some product from another store if needed.

James Jones: Okay, that makes sense. How long do you think it'll take to resolve this issue?

Agent Thompson: Well, I'd say we should have an update for you within the next 24 to 48 hours. I'll make sure to follow up with you and keep you posted on the status of the ticket.

CLOSING

Agent Thompson: Just to summarize, James, I've created ticket MEI-9356 for the vendor shortage issue with Prairie Farms. I recommend you reach out to them directly and we'll look into transferin' product from another store if needed.

James Jones: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, James. If you have any other issues or concerns, don't hesitate to reach out. We'll get this resolved for you.

James Jones: Will do, thanks again.

Agent Thompson: You're welcome, have a great day!