

Meijer Support Call Transcript — MEI-19198

Ticket ID:	MEI-19198	Priority:	High
Created:	2024-11-27 22:05:39	Status:	Resolved
Store #:	178	Store:	N. Route 59, Aurora
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	41.767875, -88.209443	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?

Christopher Harris: Hi, Agent Thompson. This is Chris Harris, Assistant Manager at the N. Route 59 store in Aurora.

Agent Thompson: Hi, Chris! Nice to talk to you. How's everything going at the store today?

Christopher Harris: Oh, you know, just trying to get through the holiday rush. We're slammed with customers.

PROBLEM DESCRIPTION

Christopher Harris: So, I'm calling about a vendor shortage issue we're having with Hudsonville Ice Cream. We're supposed to get a shipment in today, but it's not showing up on the delivery schedule.

Agent Thompson: Okay, let me check on that for you. Can you tell me more about the shortage? How many cases are we talking about?

Christopher Harris: (background noise) Sorry, bear with me for a sec... (pause) Okay, so we're short about 20 cases of their seasonal flavors.

Agent Thompson: Alright, got it. And have you tried contacting the vendor directly to see what's going on?

Christopher Harris: Yeah, I've tried calling them, but I haven't heard back yet. That's why I'm reaching out to you guys for some help.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Chris, I'm going to go ahead and create a ticket for this issue. It'll be MEI-19198. I'm going to mark it as high priority since it's a vendor shortage.

Christopher Harris: Appreciate it, thanks.

Agent Thompson: In the meantime, I can offer to reach out to the vendor on your behalf to see what's causing the delay. We can also look into getting some emergency shipments from another warehouse if needed.

Christopher Harris: That would be great, thanks. We need to get this resolved ASAP so we don't run out of stock.

Agent Thompson: Absolutely, I understand. I'm going to escalate this issue to our logistics team to see what we can do. You should hear back from us within the next 24 hours with an update.

CLOSING

Agent Thompson: Just to summarize, Chris, we're going to reach out to Hudsonville Ice Cream and see what's causing the delay. We'll also look into getting some emergency shipments if needed. Your ticket number is MEI-19198.

Christopher Harris: Got it, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Chris. We'll be in touch soon. Have a great day and happy holidays!

Christopher Harris: You too, thanks again!