

# Meijer Support Call Transcript — MEI-25120

Ticket ID:	MEI-25120	Priority:	Low
Created:	2024-07-26 05:04:49	Status:	Closed
Store #:	139	Store:	W. McGalliard Road (SR332), Muncie
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	40.2209902, -85.4587995	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?

Matthew Garcia, Front End Supervisor at the W. McGalliard Road store in Muncie. Hi, how's it going?

Oh, hi Matthew! I'm doin' alright, thanks for askin'. What brings you to call us today?

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

We're havin' an issue with a vendor shortage on Vernors. We're supposed to have a shipment in, but it's not showin' up. I've checked the inventory management system, and it's sayin' we're out of stock, but I know we had some on order.

Okay, let me see what's goin' on here... (pause) Can you tell me more about the shipment that's missin'? Was it supposed to be a direct store delivery or a warehouse shipment?

It was supposed to be a direct store delivery. We've been gettin' 'em in every week, but this week it just didn't show up. (background noise) Oh, sorry 'bout that, just a customer askin' a question... (back to the call) Anyway, I've tried callin' the vendor, but they're not answerin' their phone.

Did you try contactin' the Vernors rep? Sometimes they can give us a better idea of what's goin' on with their shipments.

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

Okay, Matthew, I'm gonna go ahead and take a look at this. It sounds like we might have a communication breakdown between the vendor and our warehouse. I'm gonna create a ticket for this, MEI-25120, and we'll get someone to look into it right away. In the meantime, can you try contactin' the Vernors rep again and see if you can get an update on the shipment?

Yeah, I can do that. What's the timeline lookin' like for gettin' this resolved?

We should be able to get an update from the vendor within the next 24 hours. If we don't hear back from 'em, we'll escalate the issue and see what we can do to get the shipment expedited.

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

Alright, Matthew, just to summarize, we're gonna create a ticket for the vendor shortage, and we'll follow up with the Vernors rep to get an update on the shipment. Your ticket number is MEI-25120. If you have any other questions or concerns, don't hesitate to reach out. We'll be in touch soon to let you know the status of the issue.

Thanks for your help, Agent Thompson. I appreciate it.

You're welcome, Matthew. Have a great day, and we'll talk to you soon!