

# Meijer Support Call Transcript — MEI-4845

Ticket ID:	MEI-4845	Priority:	High
Created:	2024-10-11 14:46:16	Status:	In progress
Store #:	309	Store:	Mentor Ave, Mentor
Category:	Inventory Management	Type:	Stock Out
Coordinates:	41.6751794, -81.3089473	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?

David Johnson: Hi, Agent Thompson. This is David Johnson, Shift Supervisor at the Mentor Ave store in Mentor, Ohio.

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

David Johnson: It's goin' alright, just dealin' with a few issues. Nice day in Northeast Ohio, though.

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

David Johnson: So, I'm callin' about a stock out issue. We're completely out of Prairie Farms products - milk, cheese, yogurt, everything.

Agent Thompson: Okay, sorry to hear that. Can you tell me when you first noticed the stock out?

David Johnson: (background noise) Oh, excuse me... (pause) We noticed it this mornin' during our inventory check. We're talkin' all SKUs, all flavors... (interrupted by a page in the background) Sorry, just a sec... (pause) Anyway, it's like we never got our shipment.

Agent Thompson: Alright, got it. And just to confirm, you're workin' with Prairie Farms as the vendor on this, correct?

David Johnson: That's right. We've been tryin' to get ahold of 'em, but no luck so far.

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

Agent Thompson: Okay, David, I'm gonna go ahead and take a look at this. (pause) I see we've already got a ticket created for this issue - MEI-4845. I'm gonna escalate this to our inventory team to see what's goin' on with that shipment.

David Johnson: Appreciate it. We need to get this resolved ASAP.

Agent Thompson: Absolutely, I understand. I'm gonna go ahead and mark this as high priority. We should be able to get a replacement shipment out to you within the next 24 to 48 hours.

David Johnson: That sounds good. What can we do in the meantime to, you know, fill the gap?

Agent Thompson: Well, I can offer to transfer some product from a nearby store if possible. Let me check on that.

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

Agent Thompson: Alright, David, just to summarize - we're gonna work on gettin' a replacement shipment out to you ASAP, and I'll also look into transferin' some product from another store. Your ticket number is MEI-4845.

David Johnson: Got it, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, David. We'll be in touch soon to follow up on the status. Have a great day!

David Johnson: You too, thanks again.