

Meijer Support Call Transcript — MEI-22376

Ticket ID:	MEI-22376	Priority:	Low
Created:	2025-01-10 01:45:50	Status:	In progress
Store #:	43	Store:	Tittabawassee Road, Saginaw
Category:	Inventory Management	Type:	Damaged Goods
Coordinates:	43.48233755, -83.98255873620587	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?

Daniel Martinez, Assistant Manager at the Tittabawassee Road store in Saginaw. Hi, how's it going?

Oh, hi Daniel! Nice to talk to you. How's everything up in Saginaw?

It's going alright, just dealing with some issues here. Thanks for answering.

PROBLEM DESCRIPTION

So, we've got a problem with some damaged goods that just came in from Prairie Farms. We've got a bunch of crushed milk cartons and some broken eggs. I'm not sure what happened, but it looks like it might've been a rough delivery.

I see. Can you tell me more about the damage? Is it just the milk and eggs, or are there other products affected?

Well, let me check real quick... (background noise) Okay, yeah, it's just the dairy products from Prairie Farms. We've got about 20 cases of milk and 10 dozen eggs that are unusable.

That doesn't sound good. Did you happen to notice if the delivery driver noted any damage on the bill of lading?

(pausing to check) No, I don't see anything noted here. But like I said, it looks like it might've been a rough delivery. We've had some issues with that driver before.

Okay, got it. And have you already contacted Prairie Farms about this issue?

Not yet, I was gonna call them next, but I figured I'd reach out to you guys first to see what our options are.

TROUBLESHOOTING/RESOLUTION

Okay, Daniel, I'm gonna go ahead and take a look at this. Since the priority is low, we can probably get this resolved within the next 24-48 hours. I'm gonna reference ticket MEI-22376, which I see was already created. In the meantime, I recommend that you go ahead and isolate the damaged products so they don't get mixed in with the rest of the inventory.

That sounds good. What about getting some replacement product in? We're running a bit low on milk and eggs.

I can go ahead and put in a request for an emergency shipment from Prairie Farms. We should be able to get that to you within the next 24 hours. I'll also go ahead and notify our logistics team to get that set up.

Okay, that sounds great. Thanks for your help, Agent Thompson.

CLOSING

Just to summarize, Daniel, we're gonna go ahead and work on getting those damaged products replaced, and I'll follow up with you within the next 24 hours to make sure everything is taken care of. Your ticket number is MEI-22376, just in case you need to reference it. Is there anything else I can help you with today?

No, that's all. Thanks again for your help, Agent Thompson. Appreciate it.

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