

Meijer Support Call Transcript — MEI-14540

Ticket ID:	MEI-14540	Priority:	Low
Created:	2025-03-13 15:19:36	Status:	Closed
Store #:	153	Store:	S. Western Ave., Marion
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	40.5215342, -85.6771937565413	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?

Michael Rodriguez, Store Manager at the S. Western Ave. store in Marion. Hi, how's it going?

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

Not too bad, just dealing with some inventory issues. Nice day in Marion, though.

PROBLEM DESCRIPTION

So, we're experiencing a vendor shortage with Country Fresh, and I was hopin' you could help us out. We're missin' a bunch of their dairy products, and it's causin' some gaps on our shelves.

Can you tell me more about the shortage, Michael? What specific products are you missin'?

Well, let's see... (background noise of store announcements) ...we're out of their 2% milk, half-and-half, and some of the yogurt products. (pause) Sorry, what was that? (to someone in the background) Not now, I'm on a call.

No worries, Michael. I'm here to help. So, you're sayin' Country Fresh is the vendor, and you're missin' those specific dairy products. Have you tried contactin' them directly to see what's goin' on?

Yeah, we've reached out, but they're sayin' it's a supply chain issue, and they can't give us a timeline for when we'll get the products.

TROUBLESHOOTING/RESOLUTION

Okay, I understand. I'm gonna go ahead and take a look at this. (pause) Alright, I've created a ticket for you, MEI-14540. I'm gonna mark it as a low priority, since it's not a critical issue, but we'll still get it resolved for you. In the meantime, have you considered reachin' out to other vendors to see if they can fill the gaps on your shelves?

That's a good idea. We might be able to get some product from Dean's or Prairie Farms. (background noise of a customer asking a question) Sorry, just a sec... (to someone in the background) I'll be right there.

No rush, Michael. Take your time. So, just to confirm, I'll have our team look into this and see what we can do to help resolve the issue with Country Fresh. We should have an update for you within the next 24 to 48 hours.

CLOSING

Alright, Michael, just to summarize, we've got a ticket open for the vendor shortage with Country Fresh, and we'll be lookin' into it. Your ticket number is MEI-14540. I'll make sure to follow up with you tomorrow to see if there are any updates.

Sounds good, thanks for your help, Agent Thompson. I appreciate it.

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