

Meijer Support Call Transcript — MEI-5967

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| Ticket ID: | MEI-5967 | Priority: | Low |
| Created: | 2025-06-09 15:34:59 | Status: | Closed |
| Store #: | 333 | Store: | West Carleton Road, Hillsdale |
| Category: | Inventory Management | Type: | Wrong Delivery |
| Coordinates: | 41.9505831, -84.6624225277665 | 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?

Jennifer Brown: Hi, Agent Thompson. This is Jennifer from the West Carleton Road store in Hillsdale. How's your day going so far?

Agent Thompson: Oh, it's going well, thanks for askin'. What can I help you with, Jennifer?

Jennifer Brown: Just a little issue we're having with a delivery. Nice day here in Hillsdale, by the way.

****PROBLEM DESCRIPTION****

Jennifer Brown: So, we got a delivery from Hudsonville Ice Cream, but it looks like they sent us the wrong product. We were supposed to get a shipment of their new summer flavors, but instead, we got a bunch of their regular flavors.

Agent Thompson: Okay, I see. Can you tell me more about the delivery? What's the PO number on the shipment?

Jennifer Brown: Let me check... (background noise) Okay, it's PO number 12345. And the weird thing is, the delivery driver said everything was correct when he dropped it off.

Agent Thompson: Alright, that's helpful to know. Did you notice any damage to the products or the packaging?

Jennifer Brown: (interrupted by a coworker in the background) Sorry, what was that, Bob? (back to the call) No, everything looks fine, just the wrong product.

****TROUBLESHOOTING/RESOLUTION****

Agent Thompson: Okay, Jennifer, I'm going to go ahead and create a ticket for this issue. That'll be ticket number MEI-5967. I'll also reach out to Hudsonville Ice Cream to see what happened.

Jennifer Brown: Sounds good, thanks. What's the timeline looking like for getting this resolved?

Agent Thompson: Well, I'll get in touch with the vendor today and see what we can do. Hopefully, we can get the correct shipment out to you by the end of the week.

Jennifer Brown: That'd be great, thanks. We're running a promo on those summer flavors, so we need to get them in stock ASAP.

****CLOSING****

Agent Thompson: Alright, Jennifer, just to summarize, I've created ticket MEI-5967 for the wrong delivery from Hudsonville Ice Cream. I'll be in touch with the vendor today and we'll work on getting the correct shipment out to you by

the end of the week.

Jennifer Brown: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Jennifer. If you have any other issues, don't hesitate to reach out. Have a great day!

Jennifer Brown: You too, thanks again. Bye!