

Meijer Support Call Transcript — MEI-19668

Ticket ID:	MEI-19668	Priority:	Low
Created:	2025-01-20 22:40:38	Status:	In progress
Store #:	130	Store:	West Carmel Drive, Carmel
Category:	Inventory Management	Type:	Wrong Delivery
Coordinates:	39.973588750000005, -86.15266821335494	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?

Joseph Williams: Hi, Agent Thompson. This is Joe from the West Carmel Drive store in Carmel, Indiana. How's your day going?

Agent Thompson: Oh, it's goin' great, thanks for askin', Joe! What can I help you with today?

Joseph Williams: Just a little issue we're havin' with a delivery. Hope you can help us out.

PROBLEM DESCRIPTION

Joseph Williams: So, we got a delivery in yesterday from Kroger Brand, and it looks like they sent us the wrong shipment. We were supposed to get a pallet of canned goods, but instead, we got a bunch of pet food.

Agent Thompson: Okay, sorry to hear that, Joe. Can you tell me more about the delivery? What's the PO number on the shipment?

Joseph Williams: Let me check... (background noise) Okay, it's PO# 12345. And the weird thing is, the delivery guy just dropped it off and didn't even check to make sure it was right.

Agent Thompson: That doesn't sound right. Did you guys sign for the delivery?

Joseph Williams: Yeah, our receiver signed for it, but like I said, it was just dropped off. (interruption) Hold on a sec, Agent Thompson... (to someone in the background) Can you please take care of that stock issue? Sorry about that.

Agent Thompson: No worries, Joe. So, just to clarify, you're sayin' the entire shipment was incorrect?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Joe, I'm gonna go ahead and take a look at this. I'm gonna create a ticket for you, MEI-19668. We'll get this sorted out for you.

Joseph Williams: Appreciate it, Agent Thompson.

Agent Thompson: Now, I know this is a low-priority issue, but I'll make sure to get it resolved as soon as possible. Can you please confirm the store number and the contact info for your receiving team?

Joseph Williams: Yeah, it's store 130, and our receiver's name is Karen. She's the one who signed for the delivery.

Agent Thompson: Alright, got it. I'll make sure to update the ticket with that info. We should have this resolved within the next 24 to 48 hours.

CLOSING

Agent Thompson: So, just to summarize, Joe, we've created ticket MEI-19668 for the wrong delivery from Kroger Brand. I'll make sure to follow up with you within the next 24 to 48 hours to ensure it's resolved.

Joseph Williams: Sounds good, Agent Thompson. Thanks for your help!

Agent Thompson: You're welcome, Joe. If you have any other issues, don't hesitate to reach out. Have a great day, and thanks for shoppin' Meijer!

Joseph Williams: You too, thanks! Bye!