

Meijer Support Call Transcript — MEI-3468

Ticket ID:	MEI-3468	Priority:	Medium
Created:	2025-05-24 18:46:56	Status:	Resolved
Store #:	316	Store:	Columbia Avenue West, Battle Creek
Category:	Inventory Management	Type:	Wrong Delivery
Coordinates:	42.294591249999996, -85.23590064290441	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, Store Manager at the Columbia Avenue West store in Battle Creek.

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

David Johnson: Oh, you know, just trying to get through the day. We've got a bit of a situation with a delivery.

****PROBLEM DESCRIPTION****

David Johnson: So, we received a delivery from Kroger Brand, but it's all wrong. We were supposed to get a shipment of canned goods, but instead, we got a whole truckload of paper products.

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

David Johnson: Let me check... (background noise) Okay, it's PO number 12345. And the weird thing is, the driver just dropped it off and left without even checking with us.

Agent Thompson: Okay, got it. And have you tried contacting Kroger Brand directly to see what happened?

David Johnson: Yeah, we've tried calling them, but nobody's answering. That's why I'm calling you guys for help.

****TROUBLESHOOTING/RESOLUTION****

Agent Thompson: Alright, David, I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-3468. I'm going to mark it as a medium priority since it's not a critical issue, but we still need to get it resolved ASAP.

David Johnson: Sounds good, thanks.

Agent Thompson: Okay, so I'm going to reach out to our logistics team to see what we can do to get the correct shipment to you. In the meantime, can you please verify that the incorrect shipment is still at the store and that it's not been sent back to the vendor?

David Johnson: Yeah, it's still here. We've got it stored in the back room.

Agent Thompson: Great. I'm going to go ahead and request a return pickup for the incorrect shipment. We should be able to get the correct shipment to you within the next 24 to 48 hours.

****CLOSING****

Agent Thompson: Just to summarize, David, we've created ticket MEI-3468 for the wrong delivery issue. We'll be working on getting the correct shipment to you as soon as possible. You should receive an update on the status of the ticket within the next 24 hours.

David Johnson: Sounds good, thanks for your help, Agent Thompson.

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

David Johnson: You too, thanks again.