

# Meijer Support Call Transcript — MEI-18879

Ticket ID:	MEI-18879	Priority:	Medium
Created:	2025-05-30 09:50:55	Status:	Resolved
Store #:	152	Store:	Whitestown Parkway, Zionsville
Category:	Inventory Management	Type:	Stock Out
Coordinates:	39.951503, -86.3423803	Location Type:	Store

## Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

### \*\*OPENING\*\*

Merchandising Support, this is Karen. How can I help you today?

Andrew Rodriguez, Shift Supervisor at the Whitestown Parkway store in Zionsville. Hi Karen, how's your day going?

Oh, it's going well, thanks for asking, Andrew. What can I help you with today?

Just dealing with a bit of a stock issue here, so I appreciate your help.

### \*\*PROBLEM DESCRIPTION\*\*

We're completely out of Prairie Farms products, Karen. I mean, we've got no milk, no ice cream, no nothing. It's like they just vanished.

I see. Can you tell me more about what's going on? When did you first notice the stock was low?

Well, let me check... (background noise) ...okay, yeah, we did a inventory check yesterday and we were already running low. But now we're just flat out. (pause) I've got a customer asking about it right now, actually.

I understand. So, just to confirm, you're out of all Prairie Farms products, correct? And have you tried contacting the vendor directly?

No, not yet. I figured I'd reach out to you folks first. We work with Prairie Farms pretty regularly, so I'm hoping we can get this resolved quickly.

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Okay, Andrew, I'm going to go ahead and create a ticket for this issue. That'll be MEI-18879. I'm going to mark it as a medium priority, since it's a stock out. Can you tell me a little bit more about your store's sales volume for Prairie Farms products?

Uh, let me check... (pause) ...okay, yeah, we do a pretty decent volume. We're a busy store, especially on weekends.

Alright, got it. Well, I'm going to go ahead and reach out to our inventory team to see what's going on with the shipment. In the meantime, I can offer to transfer some product from a nearby store if needed. Would that work for you?

That'd be great, thanks. We'd definitely appreciate that.

I'll go ahead and make that happen. You should see some product arrive within the next 24 to 48 hours.

### \*\*CLOSING\*\*

Just to summarize, Andrew, I've created ticket MEI-18879 for the stock out issue with Prairie Farms products. I'll be following up with our inventory team to get that resolved, and we'll also look into transferring some product from a nearby store. Your ticket number is MEI-18879, just in case you need to reference it. Is there anything else I can help you with today?

No, that's all, Karen. Thanks for your help.

You're welcome, Andrew. Have a great day, and we'll get that issue resolved for you.