

# Meijer Support Call Transcript — MEI-18010

Ticket ID:	MEI-18010	Priority:	Medium
Created:	2024-06-19 18:04:44	Status:	Open
Store #:	130	Store:	West Carmel Drive, Carmel
Category:	Inventory Management	Type:	Stock Out
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?

Michael Anderson, Front End Supervisor at the West Carmel Drive store in Carmel. Hi, how's it going?

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

Not much, just a beautiful day in Indiana, but we're havin' some issues with our inventory.

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

So, we're completely out of Better Made products, and I'm gettin' a little worried. We can't seem to keep 'em in stock, and our customers are startin' to notice. We're talkin' chips, popcorn, the whole nine yards. I've checked our warehouse, and we're just not gettin' the shipments we need from the vendor.

I see. Can you tell me more about when you first noticed the issue, Michael? Was it sudden or has it been goin' on for a while?

Well, let me check... (background noise) ...okay, yeah, it looks like our last shipment was about two weeks ago, and we've just been sellin' out ever since. I've tried to order more, but it's just not comin' in. (pause) Sorry, what was that? (to someone in the background) Not now, I'm on the phone.

No worries, Michael. I'm here to help. So, just to confirm, you're sayin' you're out of all Better Made products, and you've tried to order more, but the vendor's not deliverin'?

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

Okay, I've got it. I'm gonna go ahead and take a look at our system. (pause) Alright, I see the issue. It looks like there might've been a miscommunication with the vendor. I'm gonna go ahead and create a ticket for this, which will be MEI-18010. I'll make sure to escalate it to our inventory team, and we'll get this resolved ASAP. In the meantime, I can offer to have some product transferred from another store if possible.

That'd be great, thank you. How long do you think it'll take to get the product in?

Well, I'd say within the next 24 to 48 hours, we should be able to get some product shipped out to you. I'll make sure to follow up with you tomorrow to check on the status.

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

So, just to summarize, I've created ticket MEI-18010 for the stock out issue with Better Made products at your store. We'll work on gettin' some product transferred or shipped out ASAP. Your ticket number is MEI-18010, and I'll be

followin' up with you tomorrow. Is there anything else I can help you with today, Michael?

No, that's all. Thanks for your help, Agent Thompson. I appreciate it.

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