

Meijer Support Call Transcript — MEI-8118

Ticket ID:	MEI-8118	Priority:	Low
Created:	2024-09-11 11:39:07	Status:	Resolved
Store #:	65	Store:	Hall Road, Shelby Twp.
Category:	Operational Issues	Type:	Supply Request
Coordinates:	42.6295651, -82.9763973	Location Type:	Store

Transcript

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

OPENING

Agent: Thank you for calling Store Operations, my name is Karen. How can I help you today?

Ashley Lee: Hi Karen, this is Ashley Lee, Front End Supervisor at the Hall Road store in Shelby Township. How's your day going so far?

Karen: It's going well, thanks for asking. What can I help you with today, Ashley?

Ashley Lee: Just a quick issue I'm hoping you can help me with.

PROBLEM DESCRIPTION

Ashley Lee: We're running low on some essential supplies, like shopping bags and receipt paper. I've tried ordering them through our usual channels, but it's not going through.

Karen: Okay, can you tell me more about the issue you're experiencing with the ordering process?

Ashley Lee: (background noise of a store) Sorry about this, we're just getting busy with lunchtime shoppers... Anyway, when I try to place the order, it says "request denied" and doesn't give me any further information.

Karen: I see. And have you tried contacting any vendors directly, or is this all going through our internal system?

Ashley Lee: No vendors are involved, it's just our internal supply request. I've tried restarting the system, but nothing seems to be working.

Karen: Alright, let me just check on a few things. (pause) Can you confirm your store number and the specific supplies you're trying to order?

TROUBLESHOOTING/RESOLUTION

Karen: Okay, I've located the issue. It looks like there was a glitch in our system that's preventing your store from placing supply orders. I'm going to go ahead and create a ticket for this, MEI-8118, and we'll get our team on it right away.

Ashley Lee: Great, thank you so much. How long do you think it'll take to resolve?

Karen: We should be able to get this fixed within the next 24 hours. In the meantime, I can offer you a workaround to get the supplies you need. We can have them delivered from our distribution center or you can try ordering from a different store.

Ashley Lee: That sounds good, thank you. The sooner the better, of course.

****CLOSING****

Karen: Alright, just to summarize, I've created ticket MEI-8118 for your supply request issue and we'll have our team work on resolving it as soon as possible. You can expect an update within the next 24 hours.

Ashley Lee: Great, thank you so much for your help, Karen.

Karen: You're welcome, Ashley. If you have any further issues or concerns, don't hesitate to reach out. Have a great day and thanks for shopping Meijer!

Ashley Lee: You too, thanks again!