

Meijer Support Call Transcript — MEI-5513

Ticket ID:	MEI-5513	Priority:	Low
Created:	2025-02-14 20:32:52	Status:	In progress
Store #:	220	Store:	Charlestown Rd., New Albany
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	38.3494259, -85.79296888471718	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?

Andrew Moore, Team Lead at the Charlestown Rd. store in New Albany. Hi, how's it going?

Oh, hi Andrew! I'm doin' alright, thanks for askin'. What can I help you with at store 220?

PROBLEM DESCRIPTION

We're havin' some issues with a vendor shortage, specifically with Prairie Farms. We're missin' a bunch of their dairy products, and I'm not sure what's goin' on. (background noise) Sorry, bear with me for a sec, I'm in the back room... Okay, so we've got a bunch of empty shelves, and our customers are startin' to notice.

Can you tell me more about the shortage, Andrew? What products are we talkin' about, exactly?

It's mostly their milk and yogurt. We've got some eggs, too, but those are the main ones. (pause) I've already talked to our receiving team, and they said the shipment just didn't show up.

Have you tried contactin' Prairie Farms directly to see what's goin' on?

Yeah, I've left a message, but I haven't heard back yet. That's why I'm reachin' out to you guys for some help.

TROUBLESHOOTING/RESOLUTION

Okay, Andrew, I'm gonna go ahead and take a look at this. I've created a ticket for you, MEI-5513. I'm thinkin' we might need to get in touch with Prairie Farms' customer service to see what's causin' the delay. In the meantime, I can offer to send some product from another store to help fill the gap.

How soon can we get that product in? We're gettin' slammed with customers lookin' for those items.

I'd say we can get it to you within the next 24 to 48 hours, dependin' on the availability. I'll go ahead and put in the request, and we'll get it shipped out ASAP.

Okay, that sounds good. What's the next step, then?

I'll keep an eye on the ticket and make sure everything gets taken care of. If there's any update, I'll give you a call.

CLOSING

Just to recap, Andrew, I've created ticket MEI-5513 for the vendor shortage issue with Prairie Farms. We're gonna try to get some product sent over from another store, and I'll follow up with you within the next 24 hours to see how everything's goin'.

Sounds good, thanks for your help, Agent Thompson. I appreciate it.

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