

Meijer Support Call Transcript — MEI-12708

Ticket ID:	MEI-12708	Priority:	Low
Created:	2024-05-03 14:48:09	Status:	Closed
Store #:	144	Store:	Columbus Lancaster Rd. NW, Lancaster
Category:	Inventory Management	Type:	Wrong Delivery
Coordinates:	39.75015325, -82.65500785412814	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?

Ashley Thompson, Department Manager at the Columbus Lancaster Rd. NW store in Lancaster. Hi Karen, how's your day going?

Oh, it's going well, thanks for askin'. What can I do for you, Ashley?

Just dealing with a little issue here, but I'm hopin' you can help me out.

PROBLEM DESCRIPTION

So, we got a delivery in yesterday and it's just a big ol' mess. We were supposed to get a shipment of Meijer Brand coffee creamer, but instead we got a whole pallet of ketchup. I mean, we don't even have room for it in our stockroom.

Okay, let me just... (background noise) ...sorry about that, Ashley. Can you tell me more about the delivery? Was it a direct store delivery or did it come through our warehouse?

It was a direct store delivery, and the driver just dropped it off without even checkin' to make sure it was right. Now we're stuck with all this extra ketchup and no coffee creamer.

Did you happen to get a copy of the delivery receipt or the invoice?

Yeah, I've got it right here... (pause) ...let me just find it real quick. (background noise)

TROUBLESHOOTING/RESOLUTION

Okay, Ashley, I think I see what's goin' on here. It sounds like we've got a wrong delivery on our hands. I'm gonna go ahead and create a ticket for this, which will be MEI-12708. I'll make sure to note that it's a priority issue, even though it's not high priority, we'll still get it taken care of for you.

Okay, that sounds great, thanks Karen. What's the next step?

Well, I'm gonna go ahead and contact our logistics team to get the ketchup picked up and the coffee creamer delivered. We should be able to get that taken care of within the next 24 to 48 hours.

That'd be great, thanks. I appreciate your help with this.

CLOSING

Just to summarize, Ashley, I've created ticket MEI-12708 for the wrong delivery. We'll get the ketchup picked up and the coffee creamer delivered as soon as possible. You should see some movement on this within the next 24 to 48 hours.

Sounds good, thanks Karen. I appreciate your help.

You're welcome, Ashley. If you have any other issues or concerns, don't hesitate to reach out. Have a great day!

You too, thanks again. Bye!