

Meijer Support Call Transcript — MEI-11940

Ticket ID:	MEI-11940	Priority:	Medium
Created:	2025-06-17 20:28:44	Status:	Resolved
Store #:	219	Store:	S. Bell Rd., Homer Glen
Category:	Inventory Management	Type:	Damaged Goods
Coordinates:	41.6311246, -87.92774087631788	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?

Daniel Anderson, Grocery Manager at the S. Bell Rd. store in Homer Glen. Hi Karen, how's it going?

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

PROBLEM DESCRIPTION

We've got a bit of a situation here. We received a shipment of Meijer Brand canned goods, and unfortunately, a lot of 'em are damaged. I'm talkin' dented cans, crushed boxes... it's a mess. We're talkin' hundreds of dollars worth of product.

Okay, sorry to hear that, Daniel. Can you tell me more about the shipment? Was it a direct store delivery or did it come through our warehouse?

Uh, let me check... (background noise) ...okay, yeah, it was a direct store delivery. And it was supposed to be checked before it left the warehouse, but I guess that didn't happen.

That's frustrating. Did you notice any issues with the packaging or the pallets themselves?

Well, now that you mention it, the pallets did look a bit rough. I'm gonna go check the paperwork real quick... (pause) Yeah, it says here that the driver noted some damage to the pallets when he arrived.

TROUBLESHOOTING/RESOLUTION

Okay, Daniel, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-11940. I'm gonna mark it as a medium priority, since it's not a critical issue, but we still want to get it resolved for you ASAP.

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

Well, I'm gonna go ahead and notify our logistics team to get a replacement shipment sent out to you. In the meantime, can you please set aside the damaged product and make sure it's not sold to any customers?

Yeah, we've already done that. We've got it quarantined in the back room.

Great. I'm expectin' the replacement shipment to arrive within the next 3-5 business days. I'll make sure to follow up with you to confirm.

CLOSING

Just to recap, Daniel, we've got a ticket open for the damaged Meijer Brand canned goods, and we're workin' on gettin' a replacement shipment sent out to you. Your ticket number is MEI-11940. Is there anything else I can help you with today?

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

You're welcome, Daniel. Have a great day, and we'll talk to you soon!