

Meijer Support Call Transcript — MEI-2708

| | | | |
|--------------|-----------------------|----------------|-----------------------|
| Ticket ID: | MEI-2708 | Priority: | Low |
| Created: | 2025-01-06 21:19:05 | Status: | Open |
| Store #: | 189 | Store: | Elliott Rd., Defiance |
| Category: | Inventory Management | Type: | Wrong Delivery |
| Coordinates: | 41.310194, -84.358439 | Location Type: | Store |

Transcript

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

OPENING

Merchandising Support, this is Agent Karen. How can I help you today?

Joshua Thompson, Shift Supervisor at the Elliott Rd. store in Defiance. Hi, Karen.

Hi, Joshua! How's it going at the store today?

It's goin' alright, just dealin' with a little issue here. We got a wrong delivery and I'm hopin' you can help me out.

PROBLEM DESCRIPTION

So, we got a delivery from Prairie Farms yesterday, but it looks like they sent us the wrong shipment. We were supposed to get a bunch of 2% milk, but instead we got a bunch of almond milk. And let me tell you, we don't sell a whole lot of that stuff.

I see. Can you tell me more about the delivery, Joshua? What was the PO number on the shipment?

Uh, let me check... (background noise) Okay, it was PO 12345. And like I said, it was supposed to be 2% milk, but we got almond milk instead.

That's frustrating. Did you happen to notice if the shipment was marked correctly? Was it labeled as almond milk or was it mislabeled?

It was labeled as 2% milk, that's the weird thing. (pause) Sorry, Karen, can you hold on for just a sec? (brief hold) Okay, sorry about that. Where were we?

No problem, Joshua. So, just to confirm, you're sayin' that the shipment was labeled as 2% milk, but it was actually almond milk?

TROUBLESHOOTING/RESOLUTION

Okay, Joshua, I'm gonna go ahead and take a look at this. I'm gonna create a ticket for you, which will be MEI-2708. I'm thinkin' we can probably get this resolved by the end of the day. Can you please confirm that you've already contacted Prairie Farms about the issue?

Yeah, I talked to 'em this mornin', but they just told me to call you guys. They said you'd be able to help me out.

Alright, got it. Well, I'm gonna go ahead and reach out to our logistics team and see what we can do to get this corrected. In the meantime, you can go ahead and put the almond milk on sale or try to return it to Prairie Farms. We'll get this sorted out for you.

I appreciate it, Karen. How long do you think it'll take to get this resolved?

I'd say by the end of the day, we should have a resolution. If not, we'll definitely have an update for you by tomorrow mornin'.

****CLOSING****

Just to summarize, Joshua, I've created ticket MEI-2708 for the wrong delivery from Prairie Farms. We'll work on gettin' this resolved by the end of the day. If you have any other questions or concerns, don't hesitate to reach out. Your ticket number is MEI-2708, and we'll be in touch soon.

Sounds good, Karen. Thanks for your help!

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