

# Meijer Support Call Transcript — MEI-8671

Ticket ID:	MEI-8671	Priority:	Low
Created:	2025-01-27 12:29:33	Status:	Closed
Store #:	36	Store:	Clyde Park Avenue SW, Wyoming
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	42.863694699999996, -85.68068230819995	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?

Emily Johnson: Hi Karen, this is Emily, Store Manager at the Clyde Park Avenue SW store in Wyoming.

Karen: Hi Emily, nice to talk to you. How's your day going so far?

Emily Johnson: It's going alright, just dealing with a few issues. How about you?

### \*\*PROBLEM DESCRIPTION\*\*

Emily Johnson: So, I'm calling about a vendor shortage we're experiencing with Prairie Farms. We're missing a bunch of their dairy products, and I'm not sure what's going on.

Karen: Okay, sorry to hear that. Can you tell me more about what's missing specifically? Is it just milk or are there other products affected too?

Emily Johnson: (background noise) Oh, sorry about that. We've got a customer at the desk. (pause) Okay, so it's mostly their gallon milk and some of the yogurt products.

Karen: Alright, got it. And when did you first notice the shortage?

Emily Johnson: (interrupted by a coworker in the background) Sorry, just a minute. (pause) Okay, so we noticed it yesterday during our inventory check.

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Karen: Okay, Emily. I'm going to go ahead and take a look at this. It's possible that there was an issue with the shipment from Prairie Farms. I'm going to create a ticket for this, MEI-8671, and we'll get someone to look into it.

Emily Johnson: Okay, that sounds great. How long do you think it'll take to resolve?

Karen: We should be able to get someone to investigate and get back to you within the next 24 to 48 hours. In the meantime, you might want to consider reaching out to Prairie Farms directly to see if they can provide any insight into what's going on.

Emily Johnson: Alright, that makes sense.

### \*\*CLOSING\*\*

Karen: Just to summarize, I've created ticket MEI-8671 for the vendor shortage with Prairie Farms. We'll get someone to look into it and get back to you within the next 24 to 48 hours.

Emily Johnson: Great, thank you Karen. I appreciate your help.

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

Emily Johnson: You too, thanks again.