

Meijer Support Call Transcript — MEI-7263

Ticket ID:	MEI-7263	Priority:	Low
Created:	2024-11-18 17:51:44	Status:	Closed
Store #:	176	Store:	Conestoga Drive, Springfield
Category:	Inventory Management	Type:	Damaged Goods
Coordinates:	39.7376081, -89.7023353	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?
Andrew Garcia, Store Manager at Conestoga Drive in Springfield. Hi Karen, how's your day goin'?
It's goin' well, thanks for askin', Andrew. What can I help you with today?
Not too bad here, just dealin' with some inventory issues. Nice day in Springfield, though.

****PROBLEM DESCRIPTION****

So, we got a problem with some damaged goods on the Vernors soda shipment that came in yesterday. Looks like a bunch of cases got crushed in transit. I'm talkin' hundreds of dollars' worth of product.
Okay, sorry to hear that, Andrew. Can you tell me more about the damage? Is it just the cases or is the product itself damaged too?
Well, let me check real quick... (background noise) Okay, yeah, it's both. The cases are all smashed up and the cans are dented, some of 'em are even leakin'. We can't sell 'em like that.
That doesn't sound good. Did you notice any issues with the delivery or the packaging when it arrived?
Not really, no. The driver just dropped it off like normal. We didn't notice anything till we started unpackin' it. (pause) Oh, sorry, Karen, I got a customer comin' up to the service desk. (brief pause) Okay, sorry about that. Where were we?
No worries, Andrew. So, just to confirm, you've got damaged Vernors product and you're lookin' for some assistance with that?

****TROUBLESHOOTING/RESOLUTION****

Okay, Andrew, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-7263. I'll get our team to reach out to Vernors and see what we can do about gettin' some replacement product sent out to you.
Sounds good, thanks Karen. How long do you think that'll take?
Well, since this is a low-priority issue, I'd say we're lookin' at a few days to a week before we can get the replacement product shipped out. In the meantime, you can go ahead and remove the damaged product from the sales floor and set it aside for pickup.
Okay, that sounds like a plan. What about the cost of the damaged product? Will we be able to get reimbursed for that?
We'll work with Vernors to get that taken care of, Andrew. I'll make sure to note that in the ticket.

****CLOSING****

Alright, Andrew, just to summarize, I've created ticket MEI-7263 for the damaged Vernors product. We'll work with the vendor to get some replacement product sent out to you and we'll also look into reimbursin' you for the damaged goods.

Sounds good, Karen. Thanks for your help today.

You're welcome, Andrew. If you have any other issues or concerns, don't hesitate to reach out. Your ticket number again is MEI-7263. Have a great day and thanks for shoppin' Meijer!