

Meijer Support Call Transcript — MEI-1059

Ticket ID:	MEI-1059	Priority:	Low
Created:	2025-06-19 15:00:43	Status:	In progress
Store #:	127	Store:	Elkhart Road, Goshen
Category:	Inventory Management	Type:	Damaged Goods
Coordinates:	41.624918, -85.910019	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 Williams: Hi Karen, this is Emily from the Elkhart Road store in Goshen. How's your day going?

Karen: Oh, it's going well, thanks for askin'. We're stayin' busy here. What can I help you with, Emily?

Emily Williams: Just a little issue we're havin' with some damaged goods. Hope you can help us out.

PROBLEM DESCRIPTION

Emily Williams: So, we got a shipment of Meijer Brand canned goods in yesterday, and when we went to stock 'em, we noticed a bunch of 'em were dented and crushed. I'd say about 20 cases are affected.

Karen: Okay, that's no good. Can you tell me more about the damage? Is it just cosmetic or is the product itself compromised?

Emily Williams: (background noise of store intercom) Sorry 'bout that. Yeah, it's mostly cosmetic, but we can't sell 'em like that. And with it bein' Meijer Brand, we wanna make sure we get it right.

Karen: Absolutely. Did you happen to notice if the damage occurred during transit or if it was like that when you received the shipment?

Emily Williams: (pause) Let me check... (pause) Yeah, our receiver said it was like that when they got it. Didn't notice any issues with the truck or nothin'.

TROUBLESHOOTING/RESOLUTION

Karen: Okay, Emily. I'm gonna go ahead and take a look at this. I've created a ticket for you, MEI-1059. We'll get this taken care of for ya. Can you please hold on just a sec while I check on some options? (hold time) Alright, I'm back. It looks like we can get a replacement shipment out to you within the next 3-5 business days.

Emily Williams: That sounds great, thanks Karen. What about the damaged product? Should we just dispose of it?

Karen: Yeah, go ahead and dispose of it. We'll take care of the replacement costs. I'll make sure to note that in the ticket.

CLOSING

Karen: So, just to recap, we've got a ticket in for the damaged Meijer Brand canned goods, and we'll get a replacement shipment out to you within the next 3-5 business days. Your ticket number is MEI-1059. Is there anything else I can help you with today, Emily?

Emily Williams: No, that's all. Thanks for your help, Karen. Appreciate it.

Karen: You're welcome, Emily. Have a great day, and we'll get this taken care of for ya. Bye!