

Meijer Support Call Transcript — MEI-10244

Ticket ID:	MEI-10244	Priority:	Low
Created:	2024-06-10 17:34:14	Status:	In progress
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 Agent Thompson. How can I help you today?

Christopher Jackson: Hi, Agent Thompson. This is Chris Jackson, Department Manager at the Clyde Park Avenue SW store in Wyoming.

Agent Thompson: Hi, Chris! Nice to talk to you. How's everything going at the store today?

Christopher Jackson: Oh, you know, just trying to keep up with the summer rush. We're getting slammed with customers looking for ice cream and BBQ supplies.

PROBLEM DESCRIPTION

Christopher Jackson: So, I'm calling about a vendor shortage issue we're having with Hudsonville Ice Cream. We're supposed to get a shipment of their new summer flavors, but it's not showing up in our inventory.

Agent Thompson: Okay, sorry to hear that, Chris. Can you tell me more about the shortage? How many cases were you expecting, and when was the delivery supposed to happen?

Christopher Jackson: Let me check... (background noise of keyboard typing) Okay, yeah... we were supposed to get 20 cases of the new flavors, and it was supposed to be delivered yesterday.

Agent Thompson: Alright, got it. And have you tried contacting Hudsonville directly to see what's going on with the shipment?

Christopher Jackson: (interrupted by a coworker in the background) Yeah, I've tried calling them, but I haven't been able to get through to anyone yet.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, no problem. I'm going to go ahead and take a look at this issue. I see that we've already got a ticket created for this, MEI-10244. I'm going to escalate this to our inventory team to see what's going on with the shipment.

Christopher Jackson: Great, thanks for your help, Agent Thompson. We really need to get this resolved ASAP so we can get the product on the shelves.

Agent Thompson: Absolutely, Chris. I understand the urgency. I'm going to go ahead and send a notification to our inventory team to investigate this further. We should have an update for you within the next 24 hours.

CLOSING

Agent Thompson: Just to summarize, Chris, we're going to investigate the vendor shortage issue with Hudsonville Ice Cream, and we'll follow up with you within the next 24 hours with an update. Your ticket number is MEI-10244, just in case you need to reference it.

Christopher Jackson: Sounds good, thanks for your help, Agent Thompson. I appreciate it.

Agent Thompson: You're welcome, Chris. Have a great day, and we'll talk to you soon!