

# Meijer Support Call Transcript — MEI-16636

Ticket ID:	MEI-16636	Priority:	High
Created:	2024-09-02 11:02:14	Status:	Resolved
Store #:	309	Store:	Mentor Ave, Mentor
Category:	Inventory Management	Type:	Damaged Goods
Coordinates:	41.6751794, -81.3089473	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?

Michelle White: Hi, Agent Thompson. This is Michelle, Front End Supervisor at the Mentor Ave store in Mentor, Ohio.

Agent Thompson: Hi Michelle, nice to talk to you. How's your day going so far?

Michelle White: It's going alright, just dealing with some inventory issues. How about you?

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

Michelle White: So, we've got a problem with some damaged goods from Country Fresh. We received a shipment of their pre-washed salads and a bunch of them are crushed and leaking all over the place.

Agent Thompson: I'm sorry to hear that, Michelle. Can you tell me more about the damage? How many cases are affected?

Michelle White: Let me check... (background noise) Okay, it looks like we've got about 10 cases that are damaged. And it's not just the salads, some of the fruit cups are also damaged.

Agent Thompson: Okay, got it. And have you contacted Country Fresh about this issue yet?

Michelle White: Not yet, we were hoping to get some guidance from you guys first. (pause) Sorry, can you hold on for just a sec? (brief hold) Okay, sorry about that. Where were we?

Agent Thompson: We were discussing the damaged goods from Country Fresh. Can you tell me what you've done so far to mitigate the issue?

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

Agent Thompson: Okay, Michelle, I'm going to go ahead and create a ticket for this issue. This will be ticket number MEI-16636. I'm going to mark it as high priority since it's affecting your inventory.

Michelle White: Great, thank you. What's the next step?

Agent Thompson: I'm going to escalate this issue to our inventory team and we'll get in touch with Country Fresh to get a replacement shipment sent out ASAP. In the meantime, can you please set aside the damaged goods and make sure they're not sold to customers?

Michelle White: Absolutely, we'll get that taken care of right away.

Agent Thompson: Great. I expect this issue to be resolved within the next 24-48 hours. We'll keep you updated on the status of the replacement shipment.

\*\*CLOSING\*\*

Agent Thompson: Just to summarize, we've created ticket MEI-16636 for the damaged goods from Country Fresh. We'll be in touch with the vendor to get a replacement shipment sent out and we'll keep you updated on the status.

Michelle White: Sounds good, thank you for your help, Agent Thompson.

Agent Thompson: You're welcome, Michelle. If you have any further issues, don't hesitate to reach out. Have a great day and thanks for shopping Meijer!

Michelle White: You too, thanks again!