

Meijer Support Call Transcript — MEI-6410

Ticket ID:	MEI-6410	Priority:	Low
Created:	2024-12-14 19:59:12	Status:	Resolved
Store #:	275	Store:	W 24953 Lisbon, Pewaukee
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	43.1102341, -88.2428911258394	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 Taylor, Front End Supervisor at store 275 in Pewaukee, Wisconsin. Hi, how's it going?

Oh, hi Christopher! Nice to talk to you. How's the store doing today?

It's been a busy Saturday, but we're hangin' in there.

PROBLEM DESCRIPTION

So, I'm callin' about a vendor shortage issue we're havin' with Faygo. We're supposed to have a shipment of their pop come in, but it's not showin' up. We've got a bunch of empty shelves and customers are startin' to get a little upset.

Can you tell me more about the shipment that's missin', Christopher? What's the PO number on that?

Uh, let me check... (background noise) Okay, it's PO 12345. We were supposed to get 20 cases of Faygo Root Beer and 15 cases of Faygo Cola.

I see. And when did you first notice the shortage?

This mornin', when we were restockin' the shelves. We've been tryin' to reach out to Faygo, but nobody's gettin' back to us.

Have you checked the inventory levels in our system to see if there's any discrepancies?

Yeah, I checked, and it says we're supposed to have all that product in stock. (pause) Oh, sorry, I've got a customer askin' me a question... (brief interruption)

TROUBLESHOOTING/RESOLUTION

Okay, Christopher, I think I see what's goin' on here. It looks like Faygo might've missed the shipment. I'm gonna go ahead and create a ticket for this, MEI-6410. I'll get our inventory team to look into it and see what we can do to get that product to you ASAP.

How soon can we expect the shipment to arrive?

Well, I'd say within the next 24 to 48 hours, dependin' on Faygo's schedule. I'll make sure to follow up with 'em and get an update.

Is there anything we can do in the meantime to, uh, fill the gap?

Yeah, you can try reachin' out to our distribution center and see if they've got any extra product they can send your way. I'll also go ahead and put in a request for an emergency shipment.

CLOSING

Alright, Christopher, just to recap, I've created ticket MEI-6410 for the vendor shortage issue with Faygo. We'll get our inventory team to look into it and get that product to you as soon as possible. You should see some movement on this within the next 24 to 48 hours.

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

You're welcome, Christopher. If you have any other questions or concerns, don't hesitate to reach out. Have a great day, and thanks for shoppin' Meijer!