

Meijer Support Call Transcript — MEI-10181

Ticket ID:	MEI-10181	Priority:	Medium
Created:	2025-05-12 16:19:49	Status:	In progress
Store #:	268	Store:	W. Eight Mile Rd., Detroit
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	42.44606105, -83.12703536006282	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?

Joseph Smith: Hi Agent Thompson, this is Joe Smith, Store Manager at the W. Eight Mile Rd. store in Detroit. How's your day going?

Agent Thompson: Oh, it's going well, thanks for askin', Joe. What can I help you with today?

Joseph Smith: Just dealing with the usual chaos, you know how it is. (background noise of store announcements) Anyway, I got a issue with a vendor shortage.

PROBLEM DESCRIPTION

Joseph Smith: So, we're having some trouble with Faygo, our soda vendor. They're shorting us on our weekly shipment and it's causing some stock issues on the floor.

Agent Thompson: Okay, sorry to hear that, Joe. Can you tell me more about the shortage? What specific products are we talkin' about?

Joseph Smith: (interrupted by a store page) Sorry about that, just a sec... (back to the call) Okay, so it's mainly the Rock & Rye and the Root Beer. We're supposed to get 20 cases of each, but we're only gettin' 10.

Agent Thompson: Alright, got it. And when did you first notice this issue?

Joseph Smith: (background noise of customers chatting) Let's see... I think it was last week's delivery. We've been tryin' to work with the vendor, but no luck so far.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Joe, I'm gonna go ahead and take a look at this. I see we already have a ticket open for this issue, MEI-10181. I'm gonna escalate this to our inventory team and see what we can do to get this resolved ASAP.

Joseph Smith: Appreciate it, Agent Thompson. We need to get this fixed pronto, or we'll be out of stock on some of our best-sellin' items.

Agent Thompson: Absolutely, Joe. I'm gonna go ahead and reach out to Faygo and see what's goin' on. In the meantime, I recommend you guys try to allocate some stock from other stores in the area, if possible.

Joseph Smith: That's a good idea. How long do you think it'll take to get this resolved?

Agent Thompson: I'd say we're lookin' at 24 to 48 hours, dependin' on the vendor's response. I'll make sure to keep you updated on the progress.

****CLOSING****

Agent Thompson: Alright, Joe, just to recap, we're gonna work on gettin' this vendor shortage resolved with Faygo, and I'll keep you updated on the progress. Your ticket number is MEI-10181, just in case you need to reference it.

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

Agent Thompson: No problem, Joe. We'll get this taken care of. If you have any other issues, don't hesitate to reach out. Have a great day!

Joseph Smith: You too, thanks again!