

# Meijer Support Call Transcript — MEI-9074

Ticket ID:	MEI-9074	Priority:	High
Created:	2025-07-14 19:10:50	Status:	Closed
Store #:	56	Store:	E. Michigan Avenue, Jackson
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	42.25469445, -84.35959002257727	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?

Daniel Jones: Hi, Agent Thompson. This is Daniel Jones, Team Lead at the E. Michigan Avenue store in Jackson. How's your day goin'?

Agent Thompson: Oh, it's goin' alright, thanks for askin', Daniel. What can I help you with today?

Daniel Jones: Just need some help with a vendor issue, thanks for takin' my call.

\*\*PROBLEM DESCRIPTION\*\*

Daniel Jones: So, we're experiencin' a shortage with Vernors, our ginger ale vendor. We're supposed to have a shipment in today, but it's not showin' up. I've already checked with our receiving team, and they haven't seen it.

Agent Thompson: Okay, sorry to hear that, Daniel. Can you tell me more about the shortage? How many cases are you short?

Daniel Jones: Let me check real quick... (background noise) Okay, it looks like we're short about 20 cases. We're gettin' killed on sales, and I'm worried we're gonna run out by the end of the day.

Agent Thompson: Alright, I understand. Have you tried contactin' Vernors directly to see what's goin' on with the shipment?

Daniel Jones: Yeah, I've tried callin' 'em, but I haven't heard back yet. (interrupted by background noise) Sorry, what was that? (pause) Anyway, I was hopin' you could help me get this resolved.

\*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Thompson: Okay, Daniel, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-9074. I'm gonna mark it as high priority since it's affectin' your sales. Can you tell me what you've done so far to try to mitigate the issue?

Daniel Jones: Well, we've tried to allocate some stock from other stores, but it's not lookin' like that's gonna be enough.

Agent Thompson: Alright, I'm gonna reach out to our vendor management team and see what we can do to get this shipment expedited. In the meantime, I recommend you try to allocate some stock from other stores, like you mentioned. I'll also see if we can get some emergency shipments sent out to you today.

Daniel Jones: That sounds great, thanks. How long do you think it'll take to get this resolved?

Agent Thompson: I'd say we should have an update for you within the next 24 hours. I'll make sure to follow up with you personally to keep you informed.

**\*\*CLOSING\*\***

Agent Thompson: Just to summarize, Daniel, I've created ticket MEI-9074 for the Vernors vendor shortage. I'll be workin' with our vendor management team to get this resolved as soon as possible. You can expect an update from me within the next 24 hours.

Daniel Jones: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Daniel. I'll talk to you soon. Have a great day, and thanks for shoppin' Meijer!