

# Meijer Support Call Transcript — MEI-25309

Ticket ID:	MEI-25309	Priority:	Low
Created:	2024-08-14 16:01:38	Status:	In progress
Store #:	226	Store:	10 Mile Rd., N.E., Rockford
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	43.119123, -85.601705	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?

Michael Jones: Hi, Agent Thompson. This is Michael Jones, Shift Supervisor at the 10 Mile Rd., N.E., Rockford store. How's your day going?

Agent Thompson: Oh, it's going well, thanks for askin'. What can I do for you, Michael?

Michael Jones: Just need some help with an issue we're having. Nice day up there in... wherever you are, I hope.

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

Michael Jones: So, we're experiencing a vendor shortage with Dean Foods. We're missing a bunch of their dairy products, and I'm not sure what's goin' on. We've got customers askin' for 'em, and we can't seem to get 'em in stock.

Agent Thompson: Okay, sorry to hear that, Michael. Can you tell me more about what's missin'? Is it just milk, or are we talkin' about other products like yogurt or cheese?

Michael Jones: (background noise) Hold on just a sec... (pause) Okay, sorry about that. Yeah, it's mostly milk and some of the yogurt products. We've got a few customers complainin' about it, so I wanted to get it figured out ASAP.

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

Michael Jones: (interrupted by a page in the background) Oh, sorry about that... (pause) Okay, so we first noticed it yesterday morning when we were doin' our inventory checks.

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

Agent Thompson: Okay, Michael, I'm gonna go ahead and take a look at this. I've created a ticket for you, MEI-25309. I'm thinkin' we might need to reach out to Dean Foods and see what's goin' on with their shipments.

Michael Jones: That sounds good. Do you think we can get some kind of emergency shipment or somethin'?

Agent Thompson: I'm not sure yet, but I'll definitely look into it. I'll also check on the status of our current orders with Dean Foods. We should have an update for you within the next 24 to 48 hours.

Michael Jones: Alright, that sounds good. What's the next step, then?

### \*\*CLOSING\*\*

Agent Thompson: Okay, Michael, so I'll go ahead and update the ticket with the information we discussed. You should receive an email with the ticket number, MEI-25309, and we'll follow up with you within the next couple of days.

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

Agent Thompson: You're welcome, Michael. We appreciate your patience, and we'll get this figured out for you. Have a great day, and we'll talk to you soon.

Michael Jones: You too, thanks again. Bye.