

Meijer Support Call Transcript — MEI-12278

Ticket ID:	MEI-12278	Priority:	High
Created:	2025-06-18 13:24:46	Status:	Resolved
Store #:	155	Store:	Chester Boulevard, Richmond
Category:	Inventory Management	Type:	Damaged Goods
Coordinates:	39.868241, -84.88534007633976	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?

Jessica Anderson: Hi, Agent Thompson. I'm the Store Manager at the Chester Boulevard Meijer in Richmond. Nice to talk to you.

Agent Thompson: Nice to talk to you too, Jessica. How's everything going at the store today?

Jessica Anderson: It's been a busy morning, but we're managing. Thanks for asking.

PROBLEM DESCRIPTION

Jessica Anderson: I'm calling about an issue with some damaged goods we received in our last Meijer Brand shipment. We've got a bunch of crushed cereal boxes and some dented cans that are unusable.

Agent Thompson: I'm sorry to hear that, Jessica. Can you tell me more about the shipment? What's the approximate value of the damaged goods?

Jessica Anderson: Let me check... (background noise) Okay, it looks like we've got about \$500 worth of damaged product. And it's all Meijer Brand, so I'm hoping we can get some assistance with that.

Agent Thompson: Okay, got it. And have you noticed any other issues with the shipment, like any missing items or overstock?

Jessica Anderson: (interrupted by a store page) Sorry, just a minute... (back to the call) No, everything else looks good. Just the damaged goods are the problem.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, Jessica. I'm going to go ahead and create a ticket for this issue. That'll be MEI-12278. Given the priority of this issue, I'm going to escalate it to our inventory team to get it resolved as quickly as possible.

Jessica Anderson: That sounds great, thank you. What's the timeline looking like for resolution?

Agent Thompson: We should be able to get a replacement shipment out to you within the next 3-5 business days. In the meantime, I can offer you a credit for the damaged goods so you can get those removed from your inventory.

Jessica Anderson: That sounds like a plan. What do I need to do next?

CLOSING

Agent Thompson: Just keep an eye out for the replacement shipment and let us know if you have any other issues. Your ticket number is MEI-12278, and we'll be in touch soon to follow up.

Jessica Anderson: Great, thank you so much for your help, Agent Thompson. I appreciate it.

Agent Thompson: You're welcome, Jessica. Have a great day, and we'll talk to you soon.

Jessica Anderson: You too, thanks again. Bye.