

Meijer Support Call Transcript — MEI-14361

Ticket ID:	MEI-14361	Priority:	Low
Created:	2025-01-25 18:56:50	Status:	Open
Store #:	208	Store:	Dix Highway, Lincoln Park
Category:	Inventory Management	Type:	Stock Out
Coordinates:	42.23198715, -83.19613900495384	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?

Michelle Moore: Hi, Agent Thompson. This is Michelle, Team Lead at the Dix Highway store in Lincoln Park.

Agent Thompson: Hi Michelle, nice to talk to you. How's everything going at the store today?

Michelle Moore: It's going alright, just a little busy. We're having some issues with inventory, so I thought I'd give you a call.

PROBLEM DESCRIPTION

Michelle Moore: We're completely out of Prairie Farms products, and I'm getting a little worried. We can't seem to keep them in stock.

Agent Thompson: Okay, let me take a look. Can you tell me more about what's going on? Are we talking about all Prairie Farms products or just specific items?

Michelle Moore: It's all of them - milk, cheese, yogurt... everything. We've had a few customers asking for them, and I've had to turn them away.

Agent Thompson: I see. And have you checked the inventory levels in our system to see if there are any pending shipments or backorders?

Michelle Moore: (background noise) Yeah, I just checked, and it doesn't look like we have anything coming in soon. (pause) Sorry, what was that? (to someone in the background) Can you please restock the chips? (back to the call) Sorry about that.

Agent Thompson: No worries, Michelle. I'm just trying to get a better understanding of the issue. So, just to confirm, we're out of all Prairie Farms products, and there are no pending shipments or backorders?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, I've created a ticket for this issue - MEI-14361. I'm going to go ahead and reach out to our inventory team to see what's going on with the shipments. In the meantime, I can offer to transfer some product from another store if possible.

Michelle Moore: That would be great, thank you. I'd appreciate it if we could get some product in here as soon as possible.

Agent Thompson: I completely understand. I'm going to prioritize this ticket, and I'll get back to you within the next 24 hours with an update. We should be able to get some product shipped out to you by tomorrow or the next day.

Michelle Moore: Sounds good, thank you.

****CLOSING****

Agent Thompson: Just to summarize, I've created ticket MEI-14361 for the stock out issue with Prairie Farms products at your store. I'll be in touch with an update within the next 24 hours.

Michelle Moore: Great, thank you so much for your help, Agent Thompson.

Agent Thompson: You're welcome, Michelle. If you have any other issues or concerns, don't hesitate to reach out. Have a great day, and I'll talk to you soon.

Michelle Moore: You too, thanks again. Bye.