

Meijer Support Call Transcript — MEI-17148

Ticket ID:	MEI-17148	Priority:	Low
Created:	2024-05-21 00:53:39	Status:	Resolved
Store #:	289	Store:	E. Rollins Rd, Round Lake Beach
Category:	Inventory Management	Type:	Wrong Delivery
Coordinates:	42.38157855, -88.06593953711752	Location Type:	Store

Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

OPENING

Merchandising Support, this is Karen. How can I help you today?

Lisa Thomas, Front End Supervisor at the E. Rollins Rd store in Round Lake Beach. Hi Karen, how's it going?

Oh, hi Lisa! I'm doin' alright, thanks for askin'. What brings you to call us today?

PROBLEM DESCRIPTION

We got a wrong delivery from Better Made, and I'm not sure what to do with it. We were supposed to get a shipment of potato chips, but instead, we got a whole pallet of pretzels. I mean, we can use 'em, but it's not what we ordered.

Okay, let me just check on that real quick. Can you tell me more about the delivery, like when it came in and who received it?

It came in yesterday morning, and our receiver, Tom, signed for it. But when we went to put it away, we noticed it was all pretzels. (background noise) Oh, sorry 'bout that, we're gettin' ready for a sale and it's a little crazy here.

No worries, Lisa. So, just to clarify, you're sayin' you got a whole pallet of Better Made pretzels instead of the potato chips you ordered?

TROUBLESHOOTING/RESOLUTION

Alright, I'm gonna go ahead and look into this for you. I'm thinkin' we might need to get a return set up for the pretzels and get the potato chips reshipped. I'm gonna create a ticket for this, MEI-17148, and we'll get this sorted out. Can you please hold for just a sec while I check on some things? (hold music plays for 170 seconds) Okay, I'm back. It looks like we can get the potato chips out to you by tomorrow morning, and we'll send a return pick-up for the pretzels. You should see the correction by the end of the week.

CLOSING

So, just to summarize, we're gonna get the potato chips reshipped and set up a return for the pretzels. Your ticket number is MEI-17148, and you can reference that if you need to follow up. Is there anything else I can help you with today, Lisa?

No, that's all. Thanks for your help, Karen. I appreciate it.

You're welcome, Lisa. Have a great day, and we'll get this all sorted out for ya!