

Meijer Support Call Transcript — MEI-11221

Ticket ID:	MEI-11221	Priority:	Low
Created:	2024-09-30 05:28:01	Status:	Closed
Store #:	247	Store:	Philo Road, Urbana
Category:	Inventory Management	Type:	Wrong Delivery
Coordinates:	40.086065149999996, -88.18734685102692	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?

David Martinez: Hi, Agent Thompson. This is David Martinez, Assistant Manager at the Philo Road store in Urbana.

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

David Martinez: It's going alright, just a few issues with our delivery. Nice day in central Illinois, though.

PROBLEM DESCRIPTION

David Martinez: So, we got a delivery from Faygo yesterday, but it looks like they sent us the wrong shipment. We were supposed to get a pallet of cola, but instead, we got a bunch of grape soda.

Agent Thompson: I see. Can you tell me more about the issue? What's the PO number on the delivery?

David Martinez: Let me check... (background noise) Okay, it's PO 12345. And the weird thing is, the invoice says it's the right stuff, but the boxes are all labeled wrong.

Agent Thompson: Okay, got it. So, you're saying the Faygo delivery was incorrect, and you need our help to get it sorted out?

David Martinez: That's right. We can't sell this grape soda, and we need the cola for our sales event this weekend.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, David, I'm going to go ahead and look into this for you. I've created a ticket, MEI-11221, to track the issue. I'm going to reach out to Faygo and see what happened.

David Martinez: Sounds good, thanks.

Agent Thompson: In the meantime, can you please hold onto the incorrect shipment? We'll need to arrange for a pickup or exchange.

David Martinez: Yeah, we can do that. How long do you think it'll take to get this resolved?

Agent Thompson: I'd say we should have this sorted out by the end of the week. I'll make sure to follow up with you by Thursday to confirm.

CLOSING

Agent Thompson: Just to summarize, David, we've created a ticket, MEI-11221, and I'll be working with Faygo to get the correct shipment to you. You'll hold onto the incorrect delivery, and I'll follow up with you by Thursday.

David Martinez: Sounds good, thanks for your help, Agent Thompson.

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

David Martinez: You too, thanks again.