

Meijer Support Call Transcript — MEI-18893

Ticket ID:	MEI-18893	Priority:	Medium
Created:	2025-02-24 12:49:13	Status:	In progress
Store #:	139	Store:	W. McGalliard Road (SR332), Muncie
Category:	Inventory Management	Type:	Stock Out
Coordinates:	40.2209902, -85.4587995	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, Produce Manager at the W. McGalliard Road store in Muncie. Hi, how's your day going?

It's going well, thanks for asking, Michelle. What can I help you with today?

We're having a bit of an issue here, so I appreciate you taking my call.

PROBLEM DESCRIPTION

We're completely out of Faygo products, and I'm getting a little worried. We usually carry a pretty good stock of their pop, but it's just gone. I've checked the warehouse, and we're not getting any shipments in today.

Okay, let me just check on that real quick. Can you tell me what specific Faygo products you're out of? Is it just the soda, or are you also out of their other beverages?

Uh, let me check... (background noise) Okay, yeah, it's all of it. We're out of their cola, root beer, grape... everything. And it's not just us, I've had a few customers calling in looking for it too.

I see. And have you tried contacting the Faygo vendor directly to see if there's an issue on their end?

Well, I was gonna try that next, but I figured I'd reach out to you guys first to see if there's something going on that I'm not aware of. (pause) Oh, sorry, what was that? (to someone in the background) No, I don't need any more of those apples... (back to the call) Sorry about that.

TROUBLESHOOTING/RESOLUTION

Okay, Michelle, I've gone ahead and checked on the status of our Faygo shipments, and it looks like there was an issue with the delivery schedule. I'm going to go ahead and create a ticket for this, which will be MEI-18893. I'll also reach out to the Faygo vendor to see if we can get an emergency shipment in for you.

Okay, that sounds great, thank you. How soon can we expect that shipment to arrive?

I'd say within the next 24 to 48 hours, depending on the vendor's availability. In the meantime, I can offer to transfer some stock from a nearby store if you'd like.

That would be great, thank you. I appreciate your help with this.

CLOSING

Just to summarize, I've created ticket MEI-18893 for the Faygo stock out issue, and I'll be reaching out to the vendor to arrange for an emergency shipment. I'll also look into transferring some stock from a nearby store in the meantime.

Sounds good, thank you so much for your help, Agent Thompson. I appreciate it.

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

You too, thanks again. Bye.