

Meijer Support Call Transcript — MEI-15840

Ticket ID:	MEI-15840	Priority:	Low
Created:	2024-12-07 19:08:02	Status:	Closed
Store #:	182	Store:	S. Randall Rd., St. Charles
Category:	Inventory Management	Type:	Damaged Goods
Coordinates:	41.9008115, -88.34367285794374	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?

Daniel White: Hi Agent Thompson, this is Daniel White, Shift Supervisor at the S. Randall Rd. store in St. Charles. How's it going?

Agent Thompson: Oh, hi Daniel! Doing well, thanks. How about you? How's the store today?

Daniel White: It's busy, but we're managing. Just dealing with a little issue here.

PROBLEM DESCRIPTION

Daniel White: So, we've got a problem with some damaged goods on the sales floor. We've got a bunch of Faygo soda cases that came in yesterday's delivery, and they're all crushed and leaking everywhere.

Agent Thompson: Okay, sorry to hear that. Can you tell me more about the damage? Are the cases themselves damaged or is it just the product inside?

Daniel White: (background noise) Hold on a sec, let me just... (pause) Okay, sorry about that. Yeah, it's the cases themselves. They're all dented and crushed, and the soda is leaking out all over the place.

Agent Thompson: Alright, got it. And how many cases are we talking about?

Daniel White: (interrupted by a page over the store intercom) Sorry, what was that? Oh, about 20 cases or so.

Agent Thompson: Okay, that's a significant amount. Have you contacted Faygo about this yet?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Daniel, I'm going to go ahead and create a ticket for this issue. That'll be MEI-15840. I'm going to mark it as a low priority since it's not affecting store operations, but we'll still get it taken care of for you.

Daniel White: Sounds good, thanks.

Agent Thompson: In the meantime, can you please just isolate the damaged product and keep it separate from the rest of the inventory? We'll get a replacement shipment sent out to you as soon as possible.

Daniel White: Will do. How long do you think that'll take?

Agent Thompson: We're looking at probably 3-5 business days, depending on Faygo's schedule.

CLOSING

Agent Thompson: Alright, Daniel, just to summarize, we've got a ticket created for the damaged Faygo product, and we'll get a replacement shipment sent out to you within the next 3-5 business days.

Daniel White: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Daniel. Your ticket number is MEI-15840, just in case you need to reference it later. We'll follow up with you if there are any issues.

Daniel White: Appreciate it. Have a good day!