

Meijer Support Call Transcript — MEI-24920

Ticket ID:	MEI-24920	Priority:	Low
Created:	2024-06-21 15:09:13	Status:	Closed
Store #:	64	Store:	Ann Arbor-Saline Road, Ann Arbor
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	42.2393841, -83.76596993870852	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?

Robert Smith: Hi, Agent Thompson. This is Robert Smith, Produce Manager at the Ann Arbor-Saline Road store. How's your day going?

Agent Thompson: Oh, it's going well, thanks for askin'. What can I do for you, Robert?

Robert Smith: Just need some help with a vendor issue. Thanks for takin' my call.

PROBLEM DESCRIPTION

Robert Smith: So, we're experiencin' a shortage on Vernors ginger ale. Our shipment was supposed to come in yesterday, but it's still MIA. I've checked with our receiving team, and they haven't seen it.

Agent Thompson: Okay, sorry to hear that, Robert. Can you tell me more about the shortage? How many cases were you supposed to receive?

Robert Smith: Let me check... (background noise) ...okay, it says here we were supposed to get 20 cases. We're down to just a few bottles on the shelf.

Agent Thompson: Alright, got it. And have you tried contactin' Vernors directly to see what's goin' on?

Robert Smith: Yeah, I left a message, but I haven't heard back yet. That's why I'm reachin' out to you guys for some assistance.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Robert, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-24920. I'll make sure to note the vendor shortage and the impact it's havin' on your store.

Robert Smith: Appreciate it, thanks.

Agent Thompson: In the meantime, I can suggest you try contactin' our logistics team to see if they can provide any updates on the shipment. I'll also reach out to Vernors to see what's causin' the delay.

Robert Smith: Sounds good. How long do you think it'll take to resolve this?

Agent Thompson: Well, I'd say we should have an update within the next 24 to 48 hours. I'll make sure to keep you posted on the progress.

CLOSING

Agent Thompson: Just to summarize, Robert, I've created ticket MEI-24920 for the Vernors vendor shortage. I'll be in touch with you soon with an update.

Robert Smith: Alright, thanks for your help, Agent Thompson. I appreciate it.

Agent Thompson: You're welcome, Robert. If you have any other issues, don't hesitate to reach out. Have a great day, and let's get that Vernors back on the shelf!

Robert Smith: Will do, thanks again. Bye.