

# Meijer Support Call Transcript — MEI-6837

Ticket ID:	MEI-6837	Priority:	Medium
Created:	2025-06-28 18:57:16	Status:	Open
Store #:	141	Store:	E. Markland Avenue, Kokomo
Category:	Inventory Management	Type:	Stock Out
Coordinates:	40.47416595, -86.10090164463404	Location Type:	Store

## Transcript

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

### \*\*OPENING\*\*

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

Daniel Thompson, Shift Supervisor at the E. Markland Avenue store in Kokomo. Hi, Karen.

Hi, Daniel! Nice to talk to you. How's your day going so far?

It's been busy, but I'm managing. We've got a bit of an issue I wanted to touch base with you about.

### \*\*PROBLEM DESCRIPTION\*\*

We're completely out of Meijer Brand products, Karen. I mean, we're talking everything - canned goods, baking supplies, you name it. Our shelves are bare. I've checked the inventory, and it's showing we should have stock, but it's just not here. I've even checked with our receiving team, and they're saying they haven't gotten any shipments in a while.

Okay, let me just check on that real quick, Daniel. (pause) Can you tell me more about what you've tried so far to resolve this issue? (background noise of a store in the background) Oh, sorry about that, Daniel. Go ahead.

Well, like I said, I've checked the inventory, and I've also checked with our team to see if anyone's misplaced the stock or if it's been damaged. But nothing's turning up. And it's not just one or two items, it's the entire Meijer Brand line.

That does sound like a problem. And just to confirm, you're saying that the vendor, Meijer Brand, is the one that's affected, correct?

That's right. It's all our store brand products.

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Okay, Daniel, I'm going to go ahead and take a look at this. It's possible that there was an issue with the shipment or that our inventory numbers are off. I'm going to create a ticket for this, which will be MEI-6837. I'll also go ahead and notify our inventory team to look into this and get a shipment out to you as soon as possible. In the meantime, I can offer to have our team provide some additional support to help you manage the stock outs.

How soon can we expect a shipment, Karen?

I'd say within the next 24 to 48 hours, depending on the availability of the products. I'll make sure to follow up with you tomorrow to check on the status.

Okay, that sounds good. I appreciate your help, Karen.

### \*\*CLOSING\*\*

Just to summarize, Daniel, I've created ticket MEI-6837 for the stock out issue with Meijer Brand products at your store. I'll have our team look into this and get a shipment out to you as soon as possible. If you have any further issues or concerns, don't hesitate to reach out. Your ticket number is MEI-6837, and I'll be following up with you tomorrow to check on the status. Thanks for reaching out to us, Daniel, and have a great day!

Thanks, Karen. Appreciate it.