

Meijer Support Call Transcript — MEI-19812

Ticket ID:	MEI-19812	Priority:	Low
Created:	2025-04-14 12:06:51	Status:	Open
Store #:	206	Store:	S. Randall Rd., Algonquin
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	42.1705521, -88.3381136	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?

Michael Anderson, Produce Manager at the S. Randall Rd. store in Algonquin. Hi, how's it going?

Oh, hi Michael! I'm doin' alright, thanks for askin'. What brings you to call us today?

PROBLEM DESCRIPTION

We're havin' some issues with a vendor shortage from Prairie Farms. We're missin' a bunch of dairy products, and I'm not sure what's goin' on. (background noise) Sorry, bear with me for a sec... (pause) Okay, so we're talkin' about a pretty significant shortage here. We're out of 2% milk, whole milk, and some of the yogurt products.

Can you tell me more about when you first noticed the issue, Michael?

Well, it was yesterday morning when we were receivin' our shipment. We just didn't get the product we were expectin'. (interrupted by a page in the background) Sorry, just a minute... (pause) Okay, where was I? Oh yeah, so we're still waitin' to hear back from Prairie Farms on what's goin' on.

Have you tried contactin' the vendor directly to see what's causin' the delay?

Yeah, we've reached out to 'em, but we haven't heard back yet. That's why I'm callin' you guys for some assistance.

TROUBLESHOOTING/RESOLUTION

Okay, Michael, I'm gonna go ahead and take a look at this for you. I've created a ticket, MEI-19812, to track this issue. I'm thinkin' we might need to look into gettin' some emergency shipments from another vendor or see if we can get Prairie Farms to expedite the missing product.

In the meantime, can you guys try to allocate some of the other dairy products to cover the gap?

Yeah, we can definitely do that. But I'd like to get this resolved ASAP, 'cause we're gonna start gettin' some customer complaints if we don't get this product on the shelves.

I completely understand, Michael. I'm gonna go ahead and escalate this to our logistics team to see what we can do. We should have a resolution within the next 24 to 48 hours.

CLOSING

Just to summarize, Michael, we're gonna work on gettin' an emergency shipment or findin' an alternative solution to get the dairy products on your shelves. Your ticket number is MEI-19812, and I'll make sure to follow up with you tomorrow to check on the status.

Sounds good, thanks for your help, Agent Thompson. I appreciate it.

You're welcome, Michael. We'll get this taken care of for you. Have a great day, and we'll talk to you soon!