

Meijer Support Call Transcript — MEI-12761

Ticket ID:	MEI-12761	Priority:	High
Created:	2024-05-27 14:34:13	Status:	Closed
Store #:	249	Store:	Sunbury Rd., Delaware
Category:	Inventory Management	Type:	Wrong Delivery
Coordinates:	40.29288809015797, -83.03160659227441	Location Type:	Store

Transcript

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

OPENING

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

Amanda Garcia, Department Manager at the Sunbury Rd. store in Delaware. Hi Karen, how's your day going?

Oh, it's going well, thanks for askin'. What can I do for you, Amanda?

We're having a bit of an issue here, so I appreciate your help.

PROBLEM DESCRIPTION

We got a delivery in yesterday, and it's all wrong. We were supposed to get a shipment of Kroger Brand canned goods, but what we got was a whole pallet of pet food instead.

I'm so sorry to hear that, Amanda. Can you tell me more about the delivery? Was it a direct store delivery or a warehouse shipment?

It was a direct store delivery, and the driver just dropped it off without even checkin' to make sure it was right. (background noise) Oh, sorry about that, I've got a customer lookin' for help... anyway, where was I? Oh yeah, so now we've got all this pet food just sittin' here.

That's frustrating. Did you happen to get a copy of the delivery receipt or the invoice?

Yeah, I've got it right here. Let me just... (pause) Okay, yeah. It says Kroger Brand canned goods, but like I said, it's all pet food.

TROUBLESHOOTING/RESOLUTION

Okay, Amanda, I'm gonna go ahead and take a look at this. I'm gonna create a ticket for you, MEI-12761. I'm gonna mark it as high priority since it's a wrong delivery. We'll get this resolved for you ASAP. Can you please hold for just a sec while I check on some things? (pause) Okay, I'm back. I've got the ticket created, and I'm gonna go ahead and reach out to our logistics team to get this corrected. We should be able to get the correct shipment out to you within the next 24 to 48 hours.

That sounds great, Karen. I really appreciate it.

I know how important it is to get the right product on the shelves, especially with sales and promotions comin' up. I'll make sure to follow up with you tomorrow to check on the status.

CLOSING

Just to recap, Amanda, I've created ticket MEI-12761 for the wrong delivery, and we're workin' on gettin' the correct shipment out to you within the next 24 to 48 hours. If you have any other questions or concerns, don't hesitate to reach out. Your ticket number is MEI-12761, and I'll be followin' up with you tomorrow.

Thanks so much, Karen. I appreciate your help.

You're welcome, Amanda. Have a great day, and we'll talk to you soon.