

Meijer Support Call Transcript — MEI-25752

Ticket ID:	MEI-25752	Priority:	Medium
Created:	2025-07-11 19:56:01	Status:	Resolved
Store #:	119	Store:	W. Main Street, Kalamazoo
Category:	Inventory Management	Type:	Damaged Goods
Coordinates:	42.29869185, -85.67941206524739	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?

James Brown, Department Manager at the W. Main Street store in Kalamazoo. Hi, how's it going?

Oh, hi James! I'm doin' alright, thanks for askin'. What can I help you with at the W. Main Street store?

PROBLEM DESCRIPTION

We've got an issue with some damaged goods that just came in from Better Made. We received a shipment of chips and it looks like some of the bags are torn or crushed. I'd say about 20% of the shipment is affected.

Okay, James, can you tell me more about the damage? Are the bags just torn or is the product itself compromised?

Well, it's a mix. Some bags are just torn, but others are crushed, so the chips are probably stale by now. (background noise) Sorry, bear with me for a sec, I've got a customer askin' me a question... (pause) Okay, sorry about that. Where was I? Ah yeah, the damage.

That's alright, James. So, just to clarify, you've got about 20% of the Better Made chip shipment damaged, and it's a mix of torn and crushed bags. Have you contacted Better Made about this issue yet?

Not yet, I wanted to reach out to you guys first to see what the protocol is for handlein' damaged goods from a vendor.

TROUBLESHOOTING/RESOLUTION

Okay, James, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-25752. I'll make sure to note that it's a medium priority issue. In the meantime, I recommend you go ahead and isolate the damaged product so it doesn't get sold to customers. We'll work on gettin' a replacement shipment from Better Made ASAP.

Sounds good. How long do you think it'll take to get the replacement shipment?

I'd say within the next 3-5 business days, dependin' on Better Made's inventory and shipping schedule. I'll make sure to follow up with you on the status of the ticket and let you know as soon as the replacement shipment is on its way.

CLOSING

Alright, James, just to summarize, we've got a ticket created for the damaged Better Made chips, and we'll work on gettin' a replacement shipment out to you within the next 3-5 business days. Your ticket number is MEI-25752, and I'll be followin' up with you to ensure everything gets resolved. Is there anything else I can help you with today?

No, that's all. Thanks for your help, Agent Thompson!

You're welcome, James. Have a great day, and I'll talk to you soon!