

Meijer Support Call Transcript — MEI-1114

Ticket ID:	MEI-1114	Priority:	Low
Created:	2024-08-22 10:52:10	Status:	In progress
Store #:	206	Store:	S. Randall Rd., Algonquin
Category:	Inventory Management	Type:	Damaged Goods
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?

Jessica Martinez: Hi, Agent Thompson. This is Jessica, Assistant Manager at the S. Randall Rd. store in Algonquin.

Agent Thompson: Hi, Jessica! Nice to talk to you. How's everything going up in Algonquin today?

Jessica Martinez: Oh, you know, just trying to get through the morning rush. We've got a bit of an issue I need some help with.

PROBLEM DESCRIPTION

Jessica Martinez: So, we've got a pallet of Faygo soda that came in yesterday, and when we went to stock it, we noticed that a bunch of the cases were damaged. I'm talking crushed cans, broken bottles... it's a mess.

Agent Thompson: I'm sorry to hear that, Jessica. Can you tell me more about the damage? Was it just the Faygo or were there other products affected?

Jessica Martinez: Just the Faygo, thankfully. But it's a pretty big deal since we're heading into a holiday weekend and we know soda's gonna be a big seller.

Agent Thompson: Okay, got it. And did you notice any issues with the pallet itself, like maybe it was mishandled during delivery?

Jessica Martinez: (background noise) Hold on just a sec, Agent Thompson... (pause) Sorry about that. Yeah, the pallet looked like it had been dropped at some point. There were scratches on the sides and the shrink wrap was all torn up.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, Jessica, I'm gonna go ahead and take a look at this. I've created a ticket for you, MEI-1114. I'm thinking we might need to get a replacement shipment out to you ASAP.

Jessica Martinez: That would be great, thank you. We're running low on some of those Faygo flavors already.

Agent Thompson: Okay, I'm gonna go ahead and reach out to the vendor, see what we can do. I'll also talk to our logistics team about getting a new shipment out to you within the next 24 to 48 hours.

Jessica Martinez: Sounds good. What's the next step for us?

Agent Thompson: Just keep an eye on your inventory levels and let me know if you need any further assistance. I'll keep you updated on the status of that replacement shipment.

CLOSING

Agent Thompson: Alright, Jessica, just to recap, I've got a ticket open for you, MEI-1114, and we're working on getting a replacement shipment of Faygo out to you ASAP.

Jessica Martinez: Great, thank you so much, Agent Thompson. I appreciate your help.

Agent Thompson: No problem at all, Jessica. You have a great day and don't hesitate to reach out if you need anything else. We'll get this taken care of for you.

Jessica Martinez: Will do, thanks again!