

Meijer Support Call Transcript — MEI-18535

Ticket ID:	MEI-18535	Priority:	Medium
Created:	2024-09-12 11:39:46	Status:	Resolved
Store #:	66	Store:	Hillcrest Avenue, Springfield
Category:	Inventory Management	Type:	Damaged Goods
Coordinates:	39.942816050000005, -83.83020169657294	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?

Robert Williams: Hi, Agent Thompson. This is Robert Williams, Front End Supervisor at the Hillcrest Avenue store in Springfield.

Agent Thompson: Hi, Robert! Nice to talk to you. How's everything going at the store today?

Robert Williams: Oh, you know, just trying to get through the morning rush. We've got a bit of a situation with some damaged goods, though.

****PROBLEM DESCRIPTION****

Robert Williams: So, we received a shipment of Better Made chips yesterday, and when we went to stock them, we noticed that a bunch of the bags were torn or crushed. We're talking about a pretty significant amount of product here.

Agent Thompson: I see. Can you tell me more about the damage? Is it just the bags themselves or is the product inside also affected?

Robert Williams: (background noise of store announcements) Sorry about that. Yeah, it's mostly just the bags, but some of the chips inside are broken or stale. We can't sell 'em like that.

Agent Thompson: Okay, got it. And did you notice any issues with the packaging or the pallets when they arrived?

Robert Williams: (pause) Now that you mention it, the pallets did look a bit rough. Maybe they got jostled around during transit or something.

****TROUBLESHOOTING/RESOLUTION****

Agent Thompson: Alright, Robert. I'm going to go ahead and create a ticket for this issue. That'll be MEI-18535. I'll also reach out to our inventory team to see about getting some replacement product sent out to you.

Robert Williams: Sounds good. How soon can we expect those replacements?

Agent Thompson: We should be able to get those out to you within the next 3-5 business days. In the meantime, you can go ahead and remove the damaged product from the shelves and set it aside for return.

Robert Williams: Okay, that works. What about the vendor? Should we be contacting Better Made directly?

Agent Thompson: No, we'll handle that end of things. We'll work with them to get the replacements sent out and to prevent this from happening again in the future.

****CLOSING****

Agent Thompson: Just to summarize, Robert, we've created ticket MEI-18535 for the damaged Better Made chips. We'll get replacements sent out to you within the next 3-5 business days. If you have any further issues, don't hesitate to reach out.

Robert Williams: Sounds good. Thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Robert. Have a great day, and we'll talk to you soon.

Robert Williams: You too. Bye.