

Meijer Support Call Transcript — MEI-16333

Ticket ID:	MEI-16333	Priority:	High
Created:	2024-10-19 12:34:07	Status:	Resolved
Store #:	119	Store:	W. Main Street, Kalamazoo
Category:	Inventory Management	Type:	Stock Out
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 Harris: Hi, Agent Thompson. This is James Harris, Shift Supervisor at the W. Main Street store in Kalamazoo.

Agent Thompson: Hi James, nice to talk to you. How's everything going at the store today?

James Harris: It's going, just dealing with a few issues. Nice day in Kalamazoo, though.

PROBLEM DESCRIPTION

James Harris: So, I'm calling about a stock out issue. We're completely out of all Kroger Brand products. I mean, we're talking about everything - canned goods, dairy, you name it.

Agent Thompson: Okay, James. Can you tell me a little more about what's going on? When did you first notice the stock out?

James Harris: Well, we did our usual inventory check this morning, and that's when we realized we were out. I've got my team checking the warehouse, but so far, nothing's turning up. (background noise) Sorry, bear with me for a sec... (pause) Okay, sorry about that. As I was saying, we're out of everything Kroger Brand.

Agent Thompson: Alright, got it. And just to confirm, you've checked the warehouse and the sales floor, and there's no inventory available?

James Harris: That's right. We're talking about a complete stock out. And it's not just a few items, it's the entire Kroger Brand line.

Agent Thompson: Okay, James. I'm going to go ahead and ask, have you reached out to the Kroger Brand vendor to see if there are any issues on their end?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, James, I've got the issue documented. I'm going to go ahead and create a ticket for this, which will be MEI-16333. I'm going to prioritize this as High, since it's a complete stock out.

James Harris: Sounds good, thanks.

Agent Thompson: I'm going to escalate this to our inventory team to see what's going on. In the meantime, I recommend that you post a sign on the sales floor apologizing for the stock out, and offer a raincheck for any customers who are looking for Kroger Brand products.

James Harris: Alright, that makes sense. What's the timeline looking like for getting this resolved?

Agent Thompson: I'd say we're looking at 24-48 hours to get the inventory replenished. I'll make sure to follow up with you tomorrow to check on the status.

****CLOSING****

Agent Thompson: Just to summarize, James, we've got a ticket created, MEI-16333, and we're going to work on getting the Kroger Brand inventory replenished as soon as possible.

James Harris: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, James. I'll follow up with you tomorrow to check on the status. Have a great day, and thanks for calling Merchandising Support.

James Harris: You too, thanks again.