

Meijer Support Call Transcript — MEI-13367

Ticket ID:	MEI-13367	Priority:	Medium
Created:	2025-02-26 14:38:44	Status:	In progress
Store #:	184	Store:	Meijer Way, Suite 100, Lexington
Category:	Inventory Management	Type:	Wrong Delivery
Coordinates:	37.9960688, -84.5315479	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?

Matthew Martinez, Produce Manager at Meijer store 184 in Lexington. Hi, how's it going?

Oh, hi Matthew! I'm doin' alright, thanks for askin'. How 'bout you? How's the store today?

It's been a busy morning, but we're hangin' in there.

PROBLEM DESCRIPTION

So, I'm callin' about a wrong delivery we got in from Dean Foods. We were supposed to get a shipment of 2% milk, but instead we got a bunch of almond milk. I mean, we don't even carry that much almond milk in our store.

Okay, let me just grab a pen and paper real quick. So, you're sayin' you got a wrong delivery from Dean Foods, and it was supposed to be 2% milk but you got almond milk instead? Can you tell me more about the shipment, like the PO number or the delivery time?

Hold on just a sec, let me check... (background noise) Okay, sorry about that. The PO number is... (pause) ...and it was delivered around 8 am this morning.

That's helpful, Matthew. And just to confirm, you've already checked the invoice and the packing slip to make sure it was indeed a wrong delivery?

Yeah, I've checked everything. It's definitely a mistake on their end. We're talkin' about a pretty big shipment here, too.

TROUBLESHOOTING/RESOLUTION

Okay, Matthew, I'm gonna go ahead and take a look at this. I'm gonna create a ticket for you, which will be MEI-13367. I'm gonna mark it as a medium priority, since it's not a critical issue, but we still want to get it resolved for you ASAP.

In the meantime, I'd recommend you go ahead and contact Dean Foods directly to see if they can send out a replacement shipment of 2% milk. We can also try to work with our logistics team to see if we can get it swapped out at the warehouse level.

I'd say we're lookin' at a timeline of about 24 to 48 hours to get this resolved, dependin' on how quickly Dean Foods can get the replacement shipment out to you.

Okay, that sounds good. I'll go ahead and reach out to Dean Foods right away.

CLOSING

Just to summarize, Matthew, I've created ticket MEI-13367 for the wrong delivery issue with Dean Foods. You're gonna reach out to them directly to see about gettin' a replacement shipment, and we'll follow up with our logistics team to see if we can get it swapped out at the warehouse level.

If you have any other questions or concerns, don't hesitate to give us a call back. Your ticket number again is MEI-13367.

Thanks for your patience, Matthew, and I hope we can get this resolved for you quickly. Have a great day!

You too, thanks for your help!