

Meijer Support Call Transcript — MEI-16083

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| Ticket ID: | MEI-16083 | Priority: | Low |
| Created: | 2025-06-18 13:07:31 | Status: | Closed |
| Store #: | 245 | Store: | Hartland Rd., Hartland |
| Category: | Inventory Management | Type: | Wrong Delivery |
| Coordinates: | 42.638787949999994, -83.74437974375971 | 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 Martin, Assistant Manager at the Hartland Rd. store in Hartland. Hi, how's it going?

Oh, hi Matthew! I'm doin' alright, thanks for askin'. What brings you to call us today?

Not too bad, just a little frustrated with a delivery issue we're havin' here.

PROBLEM DESCRIPTION

So, we got a delivery from Faygo yesterday, but it looks like they sent us the wrong product. We were supposed to get a pallet of Rock & Rye, but instead we got a bunch of Root Beer. I mean, we can sell the Root Beer, but we really needed that Rock & Rye for our summer promo.

Okay, let me just check on that real quick, Matthew. Can you tell me more about the delivery, like the PO number or the delivery date?

Uh, hold on just a sec... (background noise) Okay, sorry about that. The delivery date was yesterday, and the PO number is... (pause) ...12345.

Alright, got it. And just to confirm, you're sayin' that Faygo sent you the wrong product, and you need help gettin' the right stuff?

That's right. We need to get this resolved ASAP so we can get our shelves stocked for the weekend.

TROUBLESHOOTING/RESOLUTION

Okay, Matthew, I'm gonna go ahead and look into this for you. I'm gonna create a ticket, MEI-16083, and we'll get this resolved as soon as possible. Since the priority is low, we should be able to get this sorted out within the next 24 to 48 hours.

Okay, that sounds good. What can we do in the meantime to get the right product?

Well, I can go ahead and contact Faygo for you, and we can work on gettin' a replacement shipment sent out. In the meantime, you can try to sell the Root Beer, like you mentioned, or we can look into doin' a return if you don't think you can move it.

Alright, sounds like a plan. What's the timeline lookin' like for gettin' the replacement shipment?

I'd say we're lookin' at 2 to 3 days, dependin' on Faygo's schedule and our delivery routes.

****CLOSING****

Alright, Matthew, just to summarize, we're gonna create ticket MEI-16083, and we'll work on gettin' a replacement shipment sent out to you within the next 24 to 48 hours. You should receive an update from us within the next day or so.

Sounds good, thanks for your help, Agent Thompson. I appreciate it.

You're welcome, Matthew. We'll get this taken care of for you. Your ticket number is MEI-16083, and we'll be in touch soon. Have a great day!