

Meijer Support Call Transcript — MEI-20301

Ticket ID:	MEI-20301	Priority:	Low
Created:	2024-09-12 12:17:36	Status:	Resolved
Store #:	193	Store:	W. US Hwy 10, Ludington
Category:	Inventory Management	Type:	Damaged Goods
Coordinates:	43.95568047334998, -86.40510999294389	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?

Sarah White: Hi Agent Thompson, this is Sarah White, Team Lead at the W. US Hwy 10 store in Ludington.

Agent Thompson: Hi Sarah, nice to talk to you. How's everything going up in Ludington today?

Sarah White: Oh, you know, just trying to get through the day. We're pretty busy with the summer crowd still coming in.

PROBLEM DESCRIPTION

Sarah White: So, I'm calling about an issue with some damaged goods we received in our last shipment. We've got a bunch of Meijer Brand canned beans that are dented and crushed.

Agent Thompson: Okay, sorry to hear that. Can you tell me more about the damage? Are they leaking or just cosmetic damage?

Sarah White: (background noise of store intercom) Sorry, just a minute... Okay, so they're not leaking, but they're pretty badly dented. I'm worried about selling them to customers.

Agent Thompson: That makes sense. How many cases are we talking about?

Sarah White: Let's see... (pause) I've got about 5 cases of them.

Agent Thompson: Alright, got it. And you said they're Meijer Brand, right?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Sarah, I'm going to go ahead and create a ticket for this issue. That'll be MEI-20301. I'm going to mark it as a low priority since it's not an urgent issue.

Sarah White: Sounds good.

Agent Thompson: In the meantime, I'd recommend just pulling those cases off the shelf and setting them aside until we can get them replaced. I'll go ahead and notify our warehouse team to send out a replacement shipment.

Sarah White: Okay, that sounds like a plan.

Agent Thompson: You should see the replacement shipment within the next 3-5 business days.

CLOSING

Agent Thompson: Just to summarize, I've created ticket MEI-20301 for the damaged Meijer Brand canned beans. We'll get a replacement shipment out to you within the next 3-5 business days.

Sarah White: Great, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Sarah. If you have any other issues, don't hesitate to reach out. Have a great day!

Sarah White: You too, thanks again.