

Meijer Support Call Transcript — MEI-17423

Ticket ID:	MEI-17423	Priority:	Low
Created:	2024-05-20 16:19:09	Status:	Resolved
Store #:	307	Store:	Kent Road, Stow
Category:	Inventory Management	Type:	Vendor Shortage
Coordinates:	41.159284850000006, -81.40480998014544	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?

David Martinez: Hi, Agent Thompson. This is David Martinez, Team Lead at the Kent Road store in Stow.

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

David Martinez: It's going alright, just dealing with a few issues. How about you?

****PROBLEM DESCRIPTION****

David Martinez: So, I'm calling about a vendor shortage we're experiencing with Vernors. We're supposed to have a shipment of their ginger ale, but it's not showing up in our inventory.

Agent Thompson: Okay, sorry to hear that. Can you tell me more about the shortage? How many cases were you expecting?

David Martinez: Let me check... (background noise) ...okay, yeah, we were supposed to get 20 cases, but our inventory is only showing 5.

Agent Thompson: Alright, got it. And when did you first notice the discrepancy?

David Martinez: (interrupted by a coworker in the background) ...sorry, what was that, Bob? (pause) Oh, sorry about that. As I was saying, we noticed it this morning during our inventory check.

Agent Thompson: No worries, David. So, just to confirm, you're missing 15 cases of Vernors ginger ale?

****TROUBLESHOOTING/RESOLUTION****

Agent Thompson: Okay, I'm going to go ahead and create a ticket for this issue. That'll be MEI-17423. I'll also reach out to our vendor management team to see what's going on with the shipment.

David Martinez: Sounds good, thanks.

Agent Thompson: In the meantime, I can offer to have our team expedite a new shipment to you. We should be able to get it to you within the next 24 to 48 hours.

David Martinez: That'd be great, thanks. We're getting low on stock and I don't want to disappoint our customers.

****CLOSING****

Agent Thompson: Alright, David, just to summarize, I've created ticket MEI-17423 for the vendor shortage issue with Vernors. We'll work on getting a new shipment to you ASAP.

David Martinez: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, David. If you have any further issues, don't hesitate to reach out. We'll follow up with you on the status of that ticket.

David Martinez: Will do, thanks again.