

Meijer Support Call Transcript — MEI-22278

Ticket ID:	MEI-22278	Priority:	Medium
Created:	2024-09-25 15:07:26	Status:	In progress
Store #:	116	Store:	S. Wheeling Street, Oregon
Category:	Inventory Management	Type:	Overstock
Coordinates:	41.618999650000006, -83.48242979145618	Location Type:	Store

Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

****OPENING****

Merchandising Support, this is Karen. How can I help you today?
Amanda Davis, Team Lead at the S. Wheeling Street store in Oregon. Hi Karen, how's your day going?
Oh, it's going well, thanks for askin'. What can I do for you, Amanda?
We're doin' alright here, just got a little issue I need some help with.

****PROBLEM DESCRIPTION****

So, we've got an overstock situation on our hands with Faygo products. We've got cases and cases of their soda just piled up in the stockroom. I'm talkin' 20, 30 cases easy. (background noise of store announcements) Sorry, what was that? Oh, just our weekly ad promo announcin' our sales. Anyway, like I was sayin', we need some assistance gettin' this inventory moved.
Can you tell me more about the overstock, Amanda? How long has it been sittin' there?
Well, let me check... (pause) Okay, it looks like it's been about two weeks now. We've tried to move it out to the sales floor, but we just don't have the space.
Have you tried contactin' Faygo directly to see if they can take some of it back?
Yeah, we've reached out to 'em, but they're sayin' it's our responsibility to move the product.

****TROUBLESHOOTING/RESOLUTION****

Okay, Amanda, I'm gonna go ahead and take a look at this. I've got your ticket number here, MEI-22278. I'm gonna see what we can do to get this resolved for you. Can you tell me what you've tried so far to move the inventory?
We've tried runnin' some promotions, but nothin's really seemed to work. We're gettin' a little desperate here.
Alright, I understand. I'm gonna go ahead and escalate this to our inventory team. We'll get someone out to your store to help you move this product. I'm thinkin' we can get someone out there within the next 48 hours.
That'd be great, thanks Karen. We really appreciate it.

****CLOSING****

Just to summarize, Amanda, I've got your ticket number here, MEI-22278, and we're gonna get someone out to your store within the next 48 hours to help you move that Faygo overstock. You should hear from someone by tomorrow afternoon at the latest.

Sounds good, thanks Karen. I appreciate your help.

You're welcome, Amanda. We'll get this taken care of for you. Have a great day!