

Meijer Support Call Transcript — MEI-11607

Ticket ID:	MEI-11607	Priority:	Medium
Created:	2024-10-16 17:20:03	Status:	Resolved
Store #:	276	Store:	E Sunset Drive, Waukesha
Category:	Inventory Management	Type:	Overstock
Coordinates:	42.98608765, -88.21948500346954	Location Type:	Store

Transcript

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

OPENING

Merchandising Support, this is Agent Karen. How can I help you today?

Lisa Lee: Hi Karen, this is Lisa from the E Sunset Drive store in Waukesha. How's your day going?

Agent Karen: Oh, it's going well, thanks for askin'. What can I do for you, Lisa?

Lisa Lee: Just dealing with a bit of a inventory issue here, so I appreciate your help.

PROBLEM DESCRIPTION

Lisa Lee: We've got an overstock situation on our hands, and I'm not sure how to proceed. We've got a bunch of Prairie Farms dairy products that are just piling up.

Agent Karen: Okay, can you tell me more about that? What kind of quantities are we talkin' about?

Lisa Lee: (background noise of store announcements) Sorry about that, Karen. We've got about 50 cases of milk and 20 cases of yogurt that are just sittin' in our stockroom.

Agent Karen: That does sound like a lot. Have you tried reachin' out to Prairie Farms to see if they can take some of it back?

Lisa Lee: Yeah, I've tried callin' 'em, but I haven't heard back yet. (pause) Oh, sorry, I've got a customer askin' me a question. (brief pause) Okay, I'm back.

TROUBLESHOOTING/RESOLUTION

Agent Karen: Alright, no worries. So, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-11607. I'll make sure to note that it's a medium priority.

Lisa Lee: Sounds good, thanks.

Agent Karen: In the meantime, can you try to make some space in your stockroom for these extra products? Maybe we can work on gettin' some of 'em out on the sales floor or somethin'.

Lisa Lee: Yeah, that's a good idea. We can try to do a special promotion or somethin' to move 'em out.

Agent Karen: Exactly. I'll also reach out to our inventory team to see if we can get some guidance on how to proceed. You should hear back from us within the next 24 hours.

CLOSING

Agent Karen: So, just to summarize, we've got a ticket created for your overstock issue, and we'll be in touch soon to follow up. Your ticket number is MEI-11607, okay?

Lisa Lee: Got it, thanks Karen. I appreciate your help.

Agent Karen: No problem, happy to help. We'll be in touch soon, Lisa. Have a great day!

Lisa Lee: You too, thanks again. Bye!