

Meijer Support Call Transcript — MEI-15255

Ticket ID:	MEI-15255	Priority:	Low
Created:	2025-03-12 12:21:53	Status:	In progress
Store #:	141	Store:	E. Markland Avenue, Kokomo
Category:	Inventory Management	Type:	Overstock
Coordinates:	40.47416595, -86.10090164463404	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 Miller: Hi, Agent Thompson. This is Sarah, the Grocery Manager at the E. Markland Avenue store in Kokomo. How's your day going so far?

Agent Thompson: It's going well, thanks for asking, Sarah. What can I help you with today?

Sarah Miller: Just dealing with some inventory issues, but I'm hoping you can help me out.

PROBLEM DESCRIPTION

Sarah Miller: So, we've got a bit of an overstock situation on our hands with Vernors soda. We've got cases and cases of it just taking up space in our stockroom.

Agent Thompson: Okay, can you tell me more about that? How many cases are we talking about?

Sarah Miller: Let me check real quick... (background noise) Okay, I've got about 20 cases of Vernors diet and 15 cases of regular. We just can't seem to move it.

Agent Thompson: Alright, got it. And when did you first notice this overstock?

Sarah Miller: (interrupted by a store page) Sorry about that, just a minute... (back to the call) Okay, where was I? Oh yeah, I'd say about two weeks ago. We've tried running some promotions, but nothing seems to be working.

Agent Thompson: Okay, that helps. Have you checked the inventory levels in our system to make sure it's accurate?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Sarah, I'm going to go ahead and take a look at this. I've got your ticket number here, MEI-15255. I'm going to see what we can do to help you get this overstock cleared out.

Sarah Miller: Great, thank you. I'd really appreciate it.

Agent Thompson: Okay, so it looks like we can go ahead and do a return to vendor for the Vernors soda. I'll go ahead and process that for you. You should see the credit within the next 3-5 business days.

Sarah Miller: That sounds great, thank you. What's the next step for me?

Agent Thompson: Just keep an eye on your email for the return confirmation. We'll take care of the rest from here.

CLOSING

Agent Thompson: Alright, Sarah, just to summarize, we're going to go ahead and process the return to vendor for the Vernors soda. Your ticket number is MEI-15255. If you have any other questions or concerns, don't hesitate to reach out.

Sarah Miller: Sounds good, thank you so much for your help, Agent Thompson.

Agent Thompson: You're welcome, Sarah. Have a great day and we'll talk to you soon.

Sarah Miller: You too, thanks again. Bye.

Agent Thompson: Bye, Sarah.