

Meijer Support Call Transcript — MEI-22921

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| Ticket ID: | MEI-22921 | Priority: | High |
| Created: | 2024-09-09 19:51:47 | Status: | In progress |
| Store #: | 219 | Store: | S. Bell Rd., Homer Glen |
| Category: | Inventory Management | Type: | Overstock |
| Coordinates: | 41.6311246, -87.92774087631788 | 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?

James Martin, Department Manager at the S. Bell Rd. store in Homer Glen. Hi, how's it going?

Oh, hi James! Nice to talk to you. How's everything at the store today?

It's been a busy day, but we're managing. Just dealing with a bit of an overstock issue.

PROBLEM DESCRIPTION

So, we've got a bunch of Meijer Brand products that are just piling up in our stockroom. I'm talking about canned goods, pasta sauce, that kind of thing. We're running out of space and I'm not sure what to do with it all.

Okay, James, can you tell me a little more about what's going on? How much overstock are we talking about?

Well, let me check real quick... (background noise) Okay, it looks like we've got about 500 cases of excess product. And it's all Meijer Brand, like I said.

That's a significant amount. Have you tried reaching out to the vendor to see if they can take any of it back?

Actually, I was just on the phone with them, but they said it's not their problem. (pause) Sorry, can you hold on just a sec? (brief hold) Okay, sorry about that. Where were we?

No problem, James. So, just to clarify, the vendor is not willing to take back the excess product?

TROUBLESHOOTING/RESOLUTION

Okay, James, I'm going to go ahead and take a look at this issue. I see that you've already got a ticket open, MEI-22921. I'm going to escalate this to our inventory team and see what we can do to get this resolved ASAP. In the meantime, can you please make sure that the product is stored in a safe and secure area to prevent any damage or loss?

Yeah, we've already got it stored away, but like I said, we're running out of space. Can you give me a timeline on when we might see some resolution?

I'd say we're looking at 24 to 48 hours, James. I'm going to get our team on it right away and we'll work on getting the excess product transferred to another store or taken back by the vendor. I'll make sure to keep you updated on the progress.

CLOSING

Just to summarize, James, we're going to escalate this issue and work on getting the excess product transferred or taken back as soon as possible. Your ticket number is MEI-22921, and I'll make sure to follow up with you within the next 24 hours to check on the status. Is there anything else I can help you with today?

No, that's all. Thanks for your help, Agent Thompson. I appreciate it.

You're welcome, James. Have a great day and we'll talk soon.