

Meijer Support Call Transcript — MEI-2889

Ticket ID:	MEI-2889	Priority:	Low
Created:	2024-10-28 16:49:31	Status:	Closed
Store #:	123	Store:	Fort Street, Southgate
Category:	Inventory Management	Type:	Overstock
Coordinates:	42.19131975000005, -83.18472202534213	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?

Samantha Johnson, Grocery Manager at the Fort Street store in Southgate. Hi, how's it going?

Oh, hi Samantha! I'm doin' well, thanks for callin'. How 'bout you? How's the store today?

It's been busy, but we're managin'. I'm callin' about an issue we're havin' with overstock.

PROBLEM DESCRIPTION

We've got a bunch of extra product from Country Fresh, and I'm not sure what to do with it. We've already filled our shelves, and our stockroom is gettin' a little crowded. I was wonderin' if we could get some help with that.

Can you tell me more about the product, Samantha? What kind of items are we talkin' about?

It's mostly their pre-cut veggies and some dips. We've got a lot of 'em, and I don't want 'em to go to waste. (background noise of store announcements) Oh, sorry about that. Anyway, I was thinkin' maybe we could return some of it or somethin'?

Okay, got it. And how much are we talkin' about, roughly? Is it a full pallet or just a few cases?

Uh, let me check... (pause) Yeah, it's about half a pallet. We've already sold a bunch, but we just can't seem to move the rest of it.

TROUBLESHOOTING/RESOLUTION

Alright, Samantha, I think I understand the issue. I'm gonna go ahead and create a ticket for this, MEI-2889. We'll get our inventory team to take a look and see what we can do about gettin' that product moved. In the meantime, can you please make sure it's all properly stored and labeled?

Yeah, will do. How long do you think it'll take to get this resolved?

We should be able to get someone out to you within the next 3-5 business days to help with the overstock. I'll make sure to note that it's a priority, even though it's not high priority, we'll still get it taken care of for you.

CLOSING

Just to recap, Samantha, we're gonna get our inventory team to take a look at the overstock from Country Fresh, and we'll get someone out to you within the next 3-5 business days. Your ticket number is MEI-2889, just in case you need to reference it. Is there anything else I can help you with today?

No, that's all. Thanks for your help, Agent Thompson!

You're welcome, Samantha. Have a great day, and we'll get that overstock taken care of for you!