

Meijer Support Call Transcript — MEI-12467

Ticket ID:	MEI-12467	Priority:	Medium
Created:	2025-07-14 20:02:29	Status:	Open
Store #:	143	Store:	Columbus Pike, Lewis Center
Category:	Inventory Management	Type:	Overstock
Coordinates:	40.16099295, -83.02279093218928	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?

Matthew White, Front End Supervisor at the Columbus Pike store in Lewis Center. Hi, how's it going?

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

It's been a busy day, but we're managin' alright. Just got a issue I need some help with.

PROBLEM DESCRIPTION

So, we're experiencin' an overstock situation with Hudsonville Ice Cream. We've got pallets of the stuff just sittin' in the back room, and I'm not sure what to do with 'em. We've already filled the shelves to capacity, and I don't want 'em to go to waste.

Okay, Matthew, can you tell me a little more about the overstock? How many pallets are we talkin' about?

Uh, let me check real quick... (background noise) Okay, I've got about 5 pallets of assorted Hudsonville flavors. We've got a lot of Cookies and Cream, Mint Chocolate Chip... (interrupted by a page over the store intercom) Sorry about that, just a minute... (back to the call) Anyway, like I was sayin', we've got a lot of product and not enough space to put it.

Have you checked the inventory levels in our system to see if there's a discrepancy?

Yeah, I've checked, and it looks like we've just got a surplus. I'm thinkin' maybe we can return some of it to the vendor or somethin'?

TROUBLESHOOTING/RESOLUTION

Okay, Matthew, I'm gonna go ahead and take a look at this. I'm gonna create a ticket for this issue, which will be MEI-12467. I'm thinkin' we can probably work with Hudsonville to take back some of the overstock or maybe even do a store transfer to another location that's runnin' low. Can you hold for just a sec while I check on that?

(some hold time) Alright, Matthew, I'm back. I've checked with our inventory team, and we can definitely work on gettin' some of that product transferred to another store. I'm thinkin' we can get that done within the next 3-5 business days.

CLOSING

So, just to summarize, we're gonna go ahead and create a plan to transfer some of that overstock to another store, and I'll keep an eye on the ticket to make sure it gets done. Your ticket number is MEI-12467, and I'll make sure to follow up with you by the end of the week to check on the status. Sound good to you, Matthew?

Sounds great, thanks for your help, Agent Thompson! I appreciate it.

You're welcome, Matthew! Have a great day, and we'll talk soon!