

Meijer Support Call Transcript — MEI-18657

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| Ticket ID: | MEI-18657 | Priority: | Low |
| Created: | 2024-10-07 19:18:33 | Status: | Resolved |
| Store #: | 335 | Store: | N Court Street, Medina |
| Category: | Inventory Management | Type: | Overstock |
| Coordinates: | 41.15817245, -81.86632238484043 | 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?

Robert Rodriguez, Produce Manager at the N Court Street store in Medina. Hi, how's it going?

Oh, hi Robert! I'm doin' alright, thanks for askin'. What brings you to call us today?

PROBLEM DESCRIPTION

We're havin' an issue with overstock on our Hudsonville Ice Cream products. We've got a bunch of extra cases just sittin' in the back, takin' up valuable space. I'm talkin' multiple pallets, Agent Thompson.

Okay, Robert, can you tell me a little more about what's goin' on? How did you end up with so much extra stock?

Well, I think it was just a miscommunication with the vendor. We got a big shipment in last week and... (background noise) ...excuse me, sorry about that. Anyway, it looks like we got more than we needed.

That makes sense. So, you're sayin' you've got multiple pallets of Hudsonville Ice Cream just sittin' in the back, and you're not sure what to do with 'em?

That's right. I was hopin' you could help me figure out what to do with all this extra stock. We don't want it to go to waste, but we can't just leave it sittin' there either.

Okay, got it. And can you tell me what kind of product we're talkin' about specifically? Is it all one type of ice cream, or is it a variety pack?

It's a mix, really. We've got some of their best-sellers, like the Creamy Vanilla and the Strawberry Cheesecake, but also some of their limited-edition flavors.

TROUBLESHOOTING/RESOLUTION

Alright, Robert, I think I understand the issue. I'm gonna go ahead and create a ticket for this, which will be MEI-18657. I'll make sure to note that it's a low-priority issue, but we'll still get it taken care of for you.

Okay, sounds good. What's the plan, then?

Well, I'm gonna go ahead and reach out to the Hudsonville Ice Cream vendor, see if we can't get some of this stock returned or credited back to us. In the meantime, I'd recommend you go ahead and try to sell as much of it as you can, maybe put it on sale or somethin' to clear out some of that excess inventory.

That's a great idea. I'll talk to my team about gettin' it marked down and see what we can do.

I'd expect this to be resolved within the next 3-5 business days, Robert. We'll keep you updated on the status of that ticket.

CLOSING

Just to summarize, Robert, we're gonna create a ticket, MEI-18657, and I'll reach out to the vendor to see what we can do about gettin' some of that stock returned or credited. You're gonna try to sell as much of it as you can in the meantime, and we'll keep you updated on the status.

Sounds like a plan, Agent Thompson. Thanks for your help!

No problem at all, Robert. We'll get this taken care of for you. If you have any other questions or concerns, don't hesitate to reach out. Have a great day!