

# Meijer Support Call Transcript — MEI-3669

|              |                                 |                |                           |
|--------------|---------------------------------|----------------|---------------------------|
| Ticket ID:   | MEI-3669                        | Priority:      | Low                       |
| Created:     | 2024-09-09 18:28:46             | Status:        | In progress               |
| Store #:     | 256                             | Store:         | Dan Jones Rd., Plainfield |
| Category:    | Inventory Management            | Type:          | Overstock                 |
| Coordinates: | 39.71277125, -86.38369424999999 | 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?

Christopher Davis: Hi, Agent Thompson. This is Chris Davis, Front End Supervisor at the Dan Jones Rd. store in Plainfield.

Agent Thompson: Hi Chris, nice to talk to you. How's everything going at the store today?

Christopher Davis: It's goin' alright, just a little busy with the back-to-school rush. How 'bout you?

### \*\*PROBLEM DESCRIPTION\*\*

Christopher Davis: So, I'm callin' about an overstock issue we're havin' with Vernors. We've got a bunch of extra cases of ginger ale just sittin' in the stockroom, and I'm not sure what to do with 'em.

Agent Thompson: Okay, let me just check on that real quick. Can you tell me approximately how many cases you're talkin' about?

Christopher Davis: Uh, let me check... (background noise) Okay, yeah, we've got about 20 cases just takin' up space.

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

Christopher Davis: I think it was after the last truck delivery... (interrupted by background noise) Oh, sorry about that, just a customer askin' a question. Anyway, I think it was last Thursday.

Agent Thompson: No worries, Chris. So, just to confirm, you've got 20 cases of Vernors ginger ale that you're lookin' to get rid of, and you're not sure why they were over-shipped?

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Thompson: Okay, Chris, I'm gonna go ahead and take a look at this. It's possible that there was just a miscommunication with the vendor. I'm gonna create a ticket for this, which will be MEI-3669.

Christopher Davis: Sounds good, thanks.

Agent Thompson: Now, in the meantime, I'd recommend just holdin' onto those cases until we can get this sorted out. I'll go ahead and reach out to Vernors and see what we can do about gettin' 'em picked up or credited back to the store.

Christopher Davis: Alright, that sounds like a plan.

Agent Thompson: You should hear back from me within the next 24 to 48 hours with an update. And if anything changes in the meantime, just give me a call back.

\*\*CLOSING\*\*

Agent Thompson: So, just to recap, Chris, we've got a ticket open for the overstock issue with Vernors, and I'll be in touch soon with an update.

Christopher Davis: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: No problem at all, Chris. Your ticket number is MEI-3669, and I'll make sure to follow up with you soon. Have a great day, and thanks for callin' Merchandising Support!

Christopher Davis: You too, thanks!