

Meijer Support Call Transcript — MEI-22884

Ticket ID:	MEI-22884	Priority:	Medium
Created:	2024-07-27 00:10:52	Status:	In progress
Store #:	227	Store:	Highland Rd., White Lake
Category:	Inventory Management	Type:	Overstock
Coordinates:	42.651742299999995, -83.53157792911416	Location Type:	Store

Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

****OPENING****

Merchandising Support, this is Karen. How can I help you today?

Sarah Thomas: Hi Karen, this is Sarah from the Highland Rd. store in White Lake. How's your day going so far?

Karen: Oh, it's goin' great, thanks for askin'! We're just gettin' through the morning rush. What can I do for you, Sarah?

Sarah Thomas: Not too bad here, just trying to get some help with an overstock issue.

****PROBLEM DESCRIPTION****

Sarah Thomas: So, we've got a bunch of extra product from Country Fresh that we just can't seem to move. It's takin' up a lot of space in our stockroom and I'm worried it's gonna go bad if we don't get it cleared out.

Karen: Okay, let me just grab a pen and paper real quick. Can you tell me more about the product? What's the item number and how much of it do you have?

Sarah Thomas: (background noise) Oh, sorry about that, we've got a delivery comin' in. Okay, so it's... (pause) ...item number 12345, and we've got about 50 cases of it.

Karen: Alright, got it. And you're sayin' it's just not sellin' through? Have you tried any promotions or discounts to move it?

Sarah Thomas: Yeah, we've tried a few things, but nothin's seemin' to work. We've even tried clearin' it out with some of our weekly ads.

****TROUBLESHOOTING/RESOLUTION****

Karen: Okay, Sarah, I'm gonna go ahead and take a look at this. I see we've already got a ticket open for this, MEI-22884. I'm gonna go ahead and escalate this to our inventory team to see what we can do to help you get this cleared out.

Sarah Thomas: That'd be great, thanks!

Karen: In the meantime, I'd recommend you go ahead and try to return as much of it as you can to Country Fresh. We can also look into doin' a store transfer to another location that might be able to use it.

Sarah Thomas: Alright, that sounds like a plan.

****CLOSING****

Karen: Alright, Sarah, just to summarize, we're gonna go ahead and work on gettin' this overstock cleared out for you. I've got ticket MEI-22884 open and we'll be in touch soon with some next steps. You should hear from us within the next 24 hours.

Sarah Thomas: Sounds great, thanks for your help, Karen!

Karen: No problem, happy to help! Have a great day, and we'll talk to you soon!