

Meijer Support Call Transcript — MEI-1964

Ticket ID:	MEI-1964	Priority:	Low
Created:	2024-07-29 07:39:47	Status:	Resolved
Store #:	192	Store:	McFarland Rd, Rockford
Category:	Inventory Management	Type:	Overstock
Coordinates:	42.29274635, -88.9761256883312	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?

Ashley Moore, Team Lead at the McFarland Rd store in Rockford. Hi Karen, how's your day going?

It's going well, thanks for asking, Ashley. What brings you to call us today?

Just dealing with a bit of a inventory issue, so I thought I'd reach out for some help.

****PROBLEM DESCRIPTION****

We've got a pretty significant overstock situation on our hands, specifically with the Meijer Brand products. I'd say we're looking at about 20% more stock than we normally carry. (background noise of store announcements) Sorry, bear with me for a sec... Okay, so like I was saying, it's mostly the canned goods and baking supplies that are overstocked. We've tried to move some of it to the sales floor, but we just can't seem to get rid of it all.

Can you tell me more about what you've tried so far, Ashley? Have you checked the inventory reports to see if there's a discrepancy?

Yeah, we've checked the reports, and everything looks right on paper, but when we do the physical count, that's when we realize we've got too much. (pause) Oh, sorry, I've got a customer waiting... (briefly puts caller on hold) Okay, I'm back. Sorry about that.

No worries, Ashley. So, just to clarify, you're saying that the Meijer Brand products are the ones that are overstocked, and you've tried to move them to the sales floor, but it's not working?

****TROUBLESHOOTING/RESOLUTION****

Okay, Ashley, I think I understand the issue. I'm going to go ahead and create a ticket for this, which will be MEI-1964. I'll also go ahead and notify our inventory team to take a look at this and see what we can do to help you get this stock moved. In the meantime, can you try to consolidate the overstocked items into a smaller area, just to free up some space on the sales floor?

That sounds like a plan, Karen. How soon can we expect someone to get back to us on this?

I'd say within the next 24 to 48 hours, someone from our team will be in touch to discuss further. We'll work with you to get this resolved as quickly as possible.

****CLOSING****

Just to summarize, Ashley, we've created ticket MEI-1964 for the overstock issue at your store, and we'll have someone follow up with you within the next 24 to 48 hours. Is there anything else I can help you with today?

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

You're welcome, Ashley. We appreciate your patience, and we'll get this resolved for you. Have a great day, and thanks for shopping Meijer!