

# Meijer Support Call Transcript — MEI-3497

Ticket ID:	MEI-3497	Priority:	High
Created:	2025-05-20 10:04:23	Status:	Closed
Store #:	281	Store:	West Lane Rd, Machesney Park
Category:	Inventory Management	Type:	Overstock
Coordinates:	42.368333, -89.01144597708364	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 Garcia, Team Lead at the West Lane Rd store in Machesney Park. Hi, how's it going?

Oh, hi Chris! I'm doin' alright, thanks for askin'. What can I help you with today?

Not too bad, just dealin' with a bit of an inventory issue.

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

So, we're experiencing an overstock situation with some of our Better Made products. We've got a bunch of extra chips and popcorn that we just can't seem to move. I'm talkin' pallets of the stuff.

I see. Can you tell me more about the products that are overstocked? Are they all from the same shipment or... (background noise of a store intercom) ...sorry, go ahead.

Yeah, it's all from the same shipment. We got a big delivery last week and I think we just got over-ordered. I'm lookin' at the numbers and we're sittin' at about 150% of our normal inventory levels.

Okay, got it. And have you tried movin' any of it to the sales floor or... (caller interrupts)

Actually, we've already done that. We've got displays up and we're runnin' some promotions, but nothin's really movin' it. That's why I'm callin' for some assistance.

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

Alright, Chris, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-3497. I'm gonna mark it as high priority since it's an overstock situation. Can you tell me what you've tried so far to resolve the issue?

Well, like I said, we've got displays up and we're runnin' some promotions. We've also tried movin' some of it to the clearance section, but nothin's really workin'.

Okay, I'm gonna go ahead and escalate this issue to our inventory team. We'll get someone out to take a look at the product and see what we can do to help you move it. I'm thinkin' we can probably get someone out there within the next 24-48 hours.

That'd be great, thanks. I appreciate the urgency on this one.

### \*\*CLOSING\*\*

Just to summarize, I've created ticket MEI-3497 for the overstock issue at your store. We'll have someone from the inventory team reach out to you within the next 24-48 hours to discuss further. Is there anything else I can help you with today, Chris?

No, that's all. Thanks for your help, Agent Thompson. I appreciate it.

You're welcome, Chris. Have a great day and we'll get this issue resolved for ya!