

Meijer Support Call Transcript — MEI-24781

Ticket ID:	MEI-24781	Priority:	Low
Created:	2025-03-24 16:00:19	Status:	In progress
Store #:	330	Store:	Burbank Rd, Wooster
Category:	Inventory Management	Type:	Overstock
Coordinates:	40.8591961, -81.94896036057068	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 Thompson, Shift Supervisor at the Burbank Rd store in Wooster. Hi Karen, how's your day going?

It's going well, thanks for asking, Ashley. What can I help you with today?

We're having a bit of an issue here, so I appreciate your help.

PROBLEM DESCRIPTION

We've got an overstock situation on our hands, and I'm not sure how to proceed. We've got a bunch of Kroger Brand products that are just piling up, and I'm worried we're gonna run out of space on the shelves. (background noise of store announcements) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. As I was saying, it's mostly canned goods and pasta sauces. We've tried to move them to the sales floor, but we just can't seem to get rid of 'em.

Can you tell me more about the products, Ashley? What's the exact issue with the overstock?

Well, we've got about 20 cases of Kroger Brand canned beans that are just sitting in the stockroom. We've already filled the shelves to capacity, and I don't know what to do with the rest.

Have you checked the inventory levels in our system to see if there's a discrepancy?

Yeah, I've checked, and it says we're supposed to have a lot less than what we actually have. (phone rings in the background) Oh, sorry, I think my team is trying to get a hold of me.

TROUBLESHOOTING/RESOLUTION

Okay, Ashley, I think I understand the issue. I'm going to go ahead and take a look at the ticket I'm creating for you, MEI-24781. Can you confirm that you've already tried to move the products to the sales floor and that you've checked the inventory levels?

That's right, Karen. We've tried everything we can think of.

Alright, I'm going to go ahead and escalate this issue to our inventory team. They'll take a look at the discrepancy and see what we can do to get the overstock cleared out. In the meantime, I recommend that you go ahead and set up a display for the Kroger Brand products to try to move them out. We should be able to get someone out to help you within the next 3-5 business days.

Okay, that sounds like a plan. What's the next step, then?

CLOSING

Just to summarize, Ashley, I've created ticket MEI-24781 for the overstock issue at your store. I've also recommended that you set up a display for the Kroger Brand products to try to move them out. We'll have someone from the inventory team follow up with you within the next 3-5 business days to help resolve the issue. Is that correct?

That's right, Karen. Thanks for your help.

You're welcome, Ashley. If you have any other issues or concerns, don't hesitate to reach out. Your ticket number is MEI-24781, and we'll be in touch soon. Have a great day!