

Meijer Support Call Transcript — MEI-10989

Ticket ID:	MEI-10989	Priority:	Low
Created:	2025-06-20 15:34:50	Status:	In progress
Store #:	315	Store:	Pigeon Rd, Bad Axe
Category:	Inventory Management	Type:	Overstock
Coordinates:	43.8259855, -83.00500495004522	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?

Samantha Jackson, Produce Manager at the Pigeon Rd store in Bad Axe. Hi, how's your day going?

It's going well, thanks for asking, Samantha. What can I help you with at the store today?

We're having a bit of an issue with overstock, and I was hoping you could lend a hand.

PROBLEM DESCRIPTION

So, we've got a bunch of extra Better Made chips that came in on the last truck, and our stockroom is gettin' a little tight. I'm talkin' cases and cases of 'em. We can't seem to move 'em fast enough, and I'm worried we're gonna end up with a bunch of expired product.

Okay, let me just check on that real quick. Can you tell me more about the shipment? Was it a direct store delivery or a warehouse shipment?

Uh, let me check... (background noise) Okay, yeah, it was a direct store delivery. We got it in last Thursday.

And have you tried runnin' any promotions or discounts to move the product?

Well, we've had 'em on sale for a week now, but like I said, we just can't seem to move 'em. (pause) Oh, sorry, what was that? (to someone in the background) No, I'm on the phone with Merchandising Support. (back to the call) Sorry about that.

TROUBLESHOOTING/RESOLUTION

Okay, Samantha, I think I see the issue. I'm gonna go ahead and take a look at your inventory levels. (pause) Alright, I've got it. It looks like we do have a bit of an overstock situation on our hands. I'm gonna go ahead and create a ticket for this, which will be MEI-10989. I'll get our inventory team to take a look and see what we can do to help you move this product.

In the meantime, can you try runnin' a special promotion, maybe a buy-one-get-one-free deal or somethin' like that?

Yeah, that's a great idea. I can get that set up for this weekend.

I'll also go ahead and reach out to Better Made to see if they can take any of the product back. We should have a resolution within the next 3-5 business days.

CLOSING

Just to summarize, Samantha, we're gonna work on gettin' the overstock issue resolved, and I'll have our team follow up with you within the next few days. Your ticket number is MEI-10989, so if you need to reference it, you can. Is there anything else I can help you with today?

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

You're welcome, Samantha. Have a great day, and we'll talk to you soon.