

Meijer Support Call Transcript — MEI-1325

Ticket ID:	MEI-1325	Priority:	Low
Created:	2025-06-09 13:44:58	Status:	Resolved
Store #:	51	Store:	Tiffin Avenue, Findlay
Category:	Inventory Management	Type:	Overstock
Coordinates:	41.05713865, -83.59988240315027	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?

Jennifer Johnson: Hi, Agent Thompson. This is Jennifer, Shift Supervisor at the Tiffin Avenue store in Findlay.

Agent Thompson: Hi Jennifer, nice to talk to you. How's your day going so far?

Jennifer Johnson: It's going alright, just dealing with some inventory issues. How about you?

PROBLEM DESCRIPTION

Jennifer Johnson: So, we're having an issue with overstock on some of our Country Fresh products. We've got pallets of excess merchandise just sitting in our stockroom, and I'm not sure what to do with it all.

Agent Thompson: Okay, can you tell me more about the products that are overstocked? Are they all from the same shipment or...?

Jennifer Johnson: (background noise) Oh, sorry about that. Yeah, it's mostly their dairy products - milk, yogurt, that kind of thing. (pause) We've had some issues with our inventory management system, and I think it's caused us to overorder.

Agent Thompson: Alright, got it. And have you tried to return any of the excess merchandise to Country Fresh or...?

Jennifer Johnson: Not yet, no. I was hoping you could help me with that process.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Jennifer. I'm going to go ahead and create a ticket for this issue - that'll be MEI-1325. I'll also reach out to our inventory team to see what we can do about getting some of that excess merchandise returned or redistributed.

Jennifer Johnson: Sounds great, thank you.

Agent Thompson: In the meantime, can you please make sure that all of the excess merchandise is properly stored and labeled in your stockroom? We'll get someone out to take a look at it and figure out the best course of action.

Jennifer Johnson: Absolutely, will do.

CLOSING

Agent Thompson: Alright, Jennifer, just to summarize - I've created ticket MEI-1325 for your overstock issue, and we'll have someone follow up with you within the next 24-48 hours to discuss further. You should receive an email with the

ticket details shortly.

Jennifer Johnson: Great, thank you so much for your help, Agent Thompson.

Agent Thompson: You're welcome, Jennifer. Have a great day, and we'll talk to you soon.

Jennifer Johnson: You too, thanks again. Bye.