

Meijer Support Call Transcript — MEI-13584

Ticket ID:	MEI-13584	Priority:	Medium
Created:	2025-02-18 16:12:10	Status:	Resolved
Store #:	274	Store:	N. Port Washington Rd, Grafton
Category:	Inventory Management	Type:	Overstock
Coordinates:	43.31419595, -87.9219159	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?

Daniel Jones: Hi Agent Thompson, this is Daniel Jones, Front End Supervisor at store 274, N. Port Washington Rd in Grafton. How's your day going?

Agent Thompson: Oh, it's going well, thanks for askin', Daniel. What can I help you with today?

Daniel Jones: Just need some assistance with an overstock issue we're having.

PROBLEM DESCRIPTION

Daniel Jones: So, we've got a bunch of extra product from Country Fresh, and I'm not sure what to do with it. We're talkin' pallets of yogurt and milk, just sittin' in our stockroom.

Agent Thompson: Okay, let me just grab a pen and paper real quick. Can you tell me more about the overstock? How much are we talkin'?

Daniel Jones: (background noise of store intercom) Sorry about that, just a minute... Okay, so we've got about 20 cases of yogurt and 15 cases of milk. It's just takin' up a lot of space.

Agent Thompson: Alright, got it. And have you tried contactin' Country Fresh directly to see if they can take some of it back?

Daniel Jones: Yeah, I've tried callin' 'em, but haven't heard back yet. That's why I'm callin' you guys for help.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, no problem, Daniel. I'm gonna go ahead and create a ticket for this issue, MEI-13584. I'll get our inventory team to look into it and see what we can do to help you guys out.

Daniel Jones: Sounds great, thanks.

Agent Thompson: In the meantime, can you just make sure to keep the product stored properly and keep an eye on the expiration dates?

Daniel Jones: Absolutely, will do.

Agent Thompson: Alright, I'm gonna go ahead and escalate this to our inventory team. We should be able to get this resolved within the next 24-48 hours.

CLOSING

Agent Thompson: Just to summarize, Daniel, we've got a ticket created, MEI-13584, and our inventory team will be in touch with you soon to help resolve the overstock issue.

Daniel Jones: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: No problem, happy to help. If you have any other issues or concerns, don't hesitate to reach out. Have a great day, Daniel!

Daniel Jones: You too, thanks again!