

Meijer Support Call Transcript — MEI-4663

Ticket ID:	MEI-4663	Priority:	Low
Created:	2025-06-23 02:28:18	Status:	Closed
Store #:	41	Store:	Pipestone Road, Benton Harbor
Category:	Inventory Management	Type:	Overstock
Coordinates:	42.08201635, -86.42205035316356	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?

Robert Johnson, Front End Supervisor at the Pipestone Road store in Benton Harbor. Hi, how's it going?

Oh, hi Robert! Nice to talk to you. How's everything going at the store today?

It's goin' alright, just a little busy with the summer sales and all.

PROBLEM DESCRIPTION

So, I'm callin' about an overstock issue we're havin' with Prairie Farms dairy products. We've got a bunch of extra milk and yogurt that's takin' up too much space on our shelves.

Okay, Robert, can you tell me a little more about that? How much overstock are we talkin' about?

Well, let me check real quick... (background noise) Okay, so we've got about 20 cases of 2% milk and 15 cases of yogurt that are just sittin' there. We can't seem to move 'em.

That's a pretty significant amount. Have you tried rearrangin' the shelves or puttin' up any special promotions to clear out the excess inventory?

Yeah, we've tried a few things, but nothin's seemin' to work. We're gettin' a little worried about the product goin' bad before we can sell it.

I understand your concern, Robert. Can you hold for just a sec while I check on a few things? (hold time: 10 seconds)

TROUBLESHOOTING/RESOLUTION

Alright, Robert, I'm back. I've gone ahead and created a ticket for this issue, MEI-4663. I think we can work with Prairie Farms to get some of this product picked up or swapped out for some fresher stock.

That sounds great, thanks! How long do you think that'll take?

I'd say we're lookin' at about 3-5 business days for the vendor to come pick up the overstock. In the meantime, I recommend you go ahead and set up a special display or promotion to try and clear out as much of the product as you can.

Okay, that makes sense. We can do that.

I'll also go ahead and send you an email with some more detailed instructions and a copy of the ticket, just in case.

CLOSING

So, just to summarize, we've got a ticket open for the overstock issue with Prairie Farms, and we're workin' on gettin' some of that product picked up or swapped out. Your ticket number is MEI-4663, and I'll be followin' up with you in a few days to make sure everything's gettin' taken care of.

Sounds good, thanks for your help, Agent Thompson!

You're welcome, Robert. Have a great day, and don't hesitate to reach out if you need any more assistance!