

Meijer Support Call Transcript — MEI-2552

Ticket ID:	MEI-2552	Priority:	Low
Created:	2024-09-09 19:52:51	Status:	Closed
Store #:	218	Store:	N. Richmond Rd., McHenry
Category:	Inventory Management	Type:	Overstock
Coordinates:	42.359932, -88.270884	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 Harris, Produce Manager at the N. Richmond Rd. store in McHenry. Hi, how's it going?

Oh, hi Daniel! I'm doin' alright, thanks for askin'. How 'bout you? How's the store doin' today?

We're hangin' in there, just dealin' with a little issue I wanted to touch base with you about.

PROBLEM DESCRIPTION

So, we've got a bit of an overstock situation on our hands, specifically with Better Made products. We've got more chips and snacks than we know what to do with.

Okay, Daniel, can you tell me more about that? How much overstock are we talkin' about, roughly?

Well, let me check real quick... (background noise) Okay, I'm lookin' at the numbers here... we've got about 300 cases of excess product. (pause) Sorry, what was that? (to someone in the background) Not now, Bob, I'm on the phone.

No worries, Daniel. So, just to clarify, you've got 300 cases of Better Made products that you need help with. Is that correct?

That's right. We're talkin' chips, popcorn, the whole nine yards. We just can't seem to move 'em fast enough.

Have you tried runnin' any promotions or discounts to clear out the inventory?

Yeah, we've tried that, but nothin's seemin' to work. We're gettin' to the point where we're worried about the product goin' stale.

TROUBLESHOOTING/RESOLUTION

Okay, Daniel, I think I understand the issue. I'm gonna go ahead and create a ticket for this, which will be MEI-2552. I'll make sure to note that it's a low-priority issue, but we'll still get someone out to help you ASAP.

In the meantime, I'd recommend tryin' to return some of the product to the vendor, if possible. Have you reached out to Better Made about this yet?

Not yet, no. I was hopin' you guys could help facilitate that process.

Okay, no problem. I'll make sure to include that in the ticket. We should be able to get someone out to help you within the next 3-5 business days.

Sounds good, thanks for your help, Agent Thompson.

****CLOSING****

Just to recap, Daniel, I've created ticket MEI-2552 for your overstock issue with Better Made products. We'll get someone out to help you as soon as possible, likely within the next 3-5 business days.

Great, thanks again for your help. I appreciate it.

You're welcome, Daniel. If you have any other questions or concerns, don't hesitate to reach out. Have a great day, and we'll get this sorted out for ya!

Thanks, you too! Bye!