

# Meijer Support Call Transcript — MEI-8881

Ticket ID:	MEI-8881	Priority:	Low
Created:	2024-08-03 16:41:35	Status:	Resolved
Store #:	320	Store:	Boardman Canfield Rd, Boardman
Category:	Inventory Management	Type:	Overstock
Coordinates:	41.0264655, -80.70802769342981	Location Type:	Store

## Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

### \*\*OPENING\*\*

Merchandising Support, this is Karen. How can I help you today?

Jennifer Johnson, Produce Manager at the Boardman Canfield Rd store. Hi Karen, how's your day going?

Oh, it's going well, thanks for askin'. What can I do for you, Jennifer?

Just dealing with a bit of a situation here in produce, so I appreciate your help.

### \*\*PROBLEM DESCRIPTION\*\*

We've got an overstock issue on our hands, and I'm not sure how to proceed. We've got a bunch of Vernors soda that's just piled up, and I'm worried it's gonna go bad if we don't move it soon.

Okay, let me just grab a pen real quick. So, how much Vernors are we talkin' about, exactly?

Um, let me check... (background noise) ...okay, it looks like we've got about 20 cases too many. And it's all just sittin' there, takin' up valuable shelf space.

That does sound like a problem. Can you tell me when you first noticed the overstock, Jennifer?

I think it was yesterday morning when we were doin' our inventory check. We just got a big shipment in, and I guess we didn't adjust our orders right.

Did you try to contact Vernors directly to see if they can take some of it back?

Not yet, I was hopin' you guys could help me figure out the best course of action.

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Okay, well, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-8881. I'm gonna mark it as a low priority, since it's not an urgent situation.

Okay, sounds good.

So, in the meantime, I would recommend tryin' to move as much of that Vernors as you can to a clearance section or somethin', just to get it off the shelves. We can also look into doin' a promotional sale or somethin' to help clear out the inventory.

That's a great idea, Karen. How long do you think it'll take to get this resolved?

Well, I'd say within the next 3-5 business days, we should be able to get everything sorted out. I'll make sure to follow up with you and keep you updated on the status of the ticket.

**\*\*CLOSING\*\***

Alright, so just to recap, we're gonna try to move as much of the Vernors as we can, and I'll keep an eye on the ticket to make sure everything gets resolved. Your ticket number is MEI-8881, just in case you need to reference it.

Sounds good, Karen. Thanks for your help, I appreciate it.

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