

# Meijer Support Call Transcript — MEI-9555

Ticket ID:	MEI-9555	Priority:	Medium
Created:	2025-03-03 14:31:13	Status:	Resolved
Store #:	53	Store:	Highland Road, Waterford
Category:	Inventory Management	Type:	Overstock
Coordinates:	42.65306835, -83.36831873718901	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?

Emily Rodriguez, Front End Supervisor at the Highland Road store in Waterford. Hi, how's your day going?

Oh, it's going alright, thanks for askin'. We're just dealin' with a bit of an issue here. How 'bout you?

Not too bad, just tryin' to get through the afternoon. What seems to be the problem at your store?

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

We've got a bit of an overstock situation on our hands. We've got too much Meijer Brand product takin' up space on our shelves. I'm talkin' canned goods, pasta sauce, that kind of thing. We're runnin' out of room in the stockroom and it's startin' to spill out onto the sales floor.

Okay, got it. Can you tell me more about what's goin' on with the Meijer Brand products? Are they all from the same shipment or... (background noise) Oh, sorry 'bout that, just a customer askin' a question. Anyway, go ahead.

It's just a bunch of different items, but they all have the same issue - we've just got too much of 'em. I'm thinkin' maybe there was a mistake with the order or somethin'.

Do you have the PO numbers or anythin' like that for these shipments?

Let me check... (pause) Yeah, I've got 'em right here. It's PO 12345 and 67890.

Alright, I'm gonna go ahead and make a note of those.

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

Okay, so it sounds like we've got a classic overstock situation on our hands. I'm gonna go ahead and create a ticket for this, which will be MEI-9555. I'll get our inventory team to take a look and see what we can do to get this resolved for you. In the meantime, can you just make sure to keep an eye on those products and make sure they're not gettin' damaged or nothin'?

Yeah, will do. How long do you think it'll take to get this resolved?

I'd say we should be able to get this taken care of within the next 24 to 48 hours. We'll get someone out to take a look at the product and figure out the best course of action.

### \*\*CLOSING\*\*

Alright, so just to summarize, we've got a ticket created, MEI-9555, and we'll have someone out to take a look at the overstocked product within the next 24 to 48 hours. If you have any other questions or concerns, just give us a call back, okay?

Sounds good, thanks for your help, Agent Thompson.

No problem, happy to help. You have a great day, Emily, and we'll get this taken care of for you.