

Meijer Support Call Transcript — MEI-13391

Ticket ID:	MEI-13391	Priority:	Medium
Created:	2025-03-21 14:19:35	Status:	Closed
Store #:	185	Store:	Brown Rd., Auburn Hills
Category:	Inventory Management	Type:	Overstock
Coordinates:	42.70567825, -83.2871577727847	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?

Emily Martinez: Hi Karen, this is Emily from the Brown Rd. store in Auburn Hills. How's your day going?

Karen: Oh, it's going well, thanks for askin'. We're stayin' busy here. What can I help you with, Emily?

Emily Martinez: Just dealing with some inventory issues, but I'm hopin' you can help me out.

PROBLEM DESCRIPTION

Emily Martinez: So, we've got a bit of an overstock situation on our hands with Prairie Farms dairy products. We've got pallets of milk and yogurt just sittin' in the back room, and I'm not sure what to do with 'em.

Karen: Okay, let me just check on that real quick. Can you tell me more about the overstock? How many pallets are we talkin' about?

Emily Martinez: Um, let me check... (background noise) Okay, I've got about 10 pallets of 2% milk and 5 pallets of yogurt.

Karen: Alright, got it. And have you tried to return any of these products to Prairie Farms already?

Emily Martinez: Not yet, I was hopin' to get some guidance from you first. (pause) Sorry, can you hold on just a sec? (brief hold) Okay, sorry about that. Where were we?

Karen: No worries, we were just discussin' the overstock. So, you've got a total of 15 pallets of product just sittin' there.

TROUBLESHOOTING/RESOLUTION

Karen: Okay, Emily, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-13391. I'm gonna mark it as a medium priority, since it's not critical, but we still want to get it resolved for you.

Emily Martinez: Sounds good, thanks.

Karen: Alright, so for now, I'd recommend just holdin' on to the product and not sendin' it out to the sales floor. I'll go ahead and reach out to Prairie Farms and see what we can do about gettin' some of this product returned or redistributed.

Emily Martinez: Okay, that makes sense. How long do you think it'll take to get this resolved?

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

CLOSING

Karen: Alright, Emily, just to summarize, we've got a ticket created for the overstock issue with Prairie Farms, and I'll be followin' up with them to see what we can do about gettin' it resolved. Your ticket number is MEI-13391, just in case you need to reference it.

Emily Martinez: Great, thanks so much for your help, Karen. I appreciate it.

Karen: No problem, happy to help. We'll get this taken care of for you. Have a great day, and I'll talk to you soon!