

Meijer Support Call Transcript — MEI-5565

Ticket ID:	MEI-5565	Priority:	Low
Created:	2025-04-11 09:38:31	Status:	Open
Store #:	112	Store:	W. Main Street, Troy
Category:	Inventory Management	Type:	Overstock
Coordinates:	40.0544797, -84.2435250938142	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?

Sarah White: Hi, Agent Thompson. This is Sarah White, Grocery Manager at the W. Main Street store in Troy.

Agent Thompson: Hi Sarah, nice to talk to you. How's everything going at the store today?

Sarah White: It's going alright, just a little busy with the spring sales. How about you?

PROBLEM DESCRIPTION

Sarah White: So, I'm calling about an overstock issue we're having with Hudsonville Ice Cream. We've got a bunch of extra cases of their ice cream sandwiches and we're not sure what to do with them.

Agent Thompson: Okay, can you tell me a little more about the overstock? How many cases are we talking about?

Sarah White: Let me check real quick... (background noise) Okay, it looks like we've got about 20 cases too many.

Agent Thompson: Alright, and are these cases still within their expiration dates?

Sarah White: Yeah, they're all good for a few more weeks. (pause) Oh, sorry, I've got a customer asking me a question... (brief pause) Okay, sorry about that.

Agent Thompson: No problem, Sarah. So, just to confirm, we've got 20 cases of Hudsonville Ice Cream sandwiches that are still within their expiration dates, but you're not sure what to do with them?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Sarah, I'm going to go ahead and take a look at this. I'm going to create a ticket for this issue, which will be MEI-5565. I think we can probably work with Hudsonville to take some of this product back or find another store that can use it.

Sarah White: That would be great, thank you. We just don't have the space to store it all.

Agent Thompson: Absolutely, I understand. I'm going to go ahead and reach out to Hudsonville and see what we can do. I'll also talk to our inventory team to see if we can't find another store that can use this product. We should be able to get this resolved within the next 3-5 business days.

Sarah White: Okay, that sounds good. Thank you for your help, Agent Thompson.

CLOSING

Agent Thompson: You're welcome, Sarah. Just to summarize, I've created ticket MEI-5565 for the overstock issue with Hudsonville Ice Cream. I'll be in touch with you within the next 3-5 business days to let you know the status of the issue.

Sarah White: Alright, sounds good. Thanks again for your help.

Agent Thompson: You're welcome, Sarah. Have a great day and I'll talk to you soon.