

Meijer Support Call Transcript — MEI-20350

Ticket ID:	MEI-20350	Priority:	Low
Created:	2025-02-22 21:50:08	Status:	Resolved
Store #:	278	Store:	Vreeland Rd, Flat Rock
Category:	Loss Prevention	Type:	Fraud Alert
Coordinates:	42.1108372, -83.28938510763231	Location Type:	Store

Transcript

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

OPENING

Agent: Asset Protection, this is Karen. How can I help you today?

Caller: Hi Karen, this is Daniel Miller, Produce Manager at the Vreeland Rd store in Flat Rock.

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

Caller: Oh, you know, just trying to get through the day. We've got a bit of a situation here.

PROBLEM DESCRIPTION

Caller: So, we've got a Fraud Alert that just popped up on our system, and I'm not sure what to do with it. It says "requiring assistance" but doesn't give me much to go on.

Agent: Okay, can you tell me more about the alert? What time did it come in, and have you noticed anything unusual in the store?

Caller: Let me check... (background noise) Okay, it came in about 20 minutes ago. And now that you mention it, we did have a customer try to return a few items without a receipt earlier today.

Agent: Hmm, that does sound suspicious. Can you tell me what department the items were from?

Caller: (interrupted by a coworker in the background) Sorry, what was that? Oh, yeah, it was from our meat department.

Agent: Alright, got it. And just to confirm, there's no vendor involved in this issue, correct?

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Daniel, I'm going to go ahead and take a look at this. Based on what you've told me, it's possible we've got a case of internal shrinkage on our hands. I'm going to create a ticket for this, which will be MEI-20350.

Caller: Okay, sounds good.

Agent: I'm going to prioritize this as a low-priority issue, but I still want to get it resolved for you today. Can you please keep an eye on the situation and let me know if anything else comes up?

Caller: Will do. What's the timeline looking like for resolution?

Agent: I'd say we should have this wrapped up within the next 24 hours. I'll have our team review the footage and get back to you with any updates.

CLOSING

Agent: Just to summarize, Daniel, I've created ticket MEI-20350 for the Fraud Alert, and we'll have our team review the situation and get back to you within 24 hours.

Caller: Sounds good, thanks Karen.

Agent: You're welcome, Daniel. If you have any other issues or concerns, don't hesitate to reach out. Have a great day, and thanks for shopping Meijer!

Caller: You too, thanks for your help. Bye.

Agent: Bye, Daniel.