

Meijer Support Call Transcript — MEI-6724

Ticket ID:	MEI-6724	Priority:	High
Created:	2024-05-31 02:03:59	Status:	In progress
Store #:	149	Store:	Franklin St., Michigan City
Category:	Loss Prevention	Type:	Fraud Alert
Coordinates:	41.67506005, -86.88980848859632	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?

James Garcia: Hi Karen, this is James Garcia, Team Lead at the Franklin St. store in Michigan City.

Karen: Hi James, nice to talk to you. How's everything going up in Michigan City today?

James Garcia: It's going alright, just dealing with a bit of an issue here.

PROBLEM DESCRIPTION

James Garcia: We've got a Fraud Alert that just popped up on our system, and I'm not sure what's going on. It says we've got a potential issue with some missing inventory in our grocery department.

Karen: Okay, can you tell me more about that? What kind of inventory are we talking about?

James Garcia: (background noise) Hold on just a sec, Karen... (pause) Okay, sorry about that. It looks like we're missing some cases of soda and chips. (interruption) Excuse me, (to someone in the background) Can you check the stockroom for me? (back to Karen) Sorry about that.

Karen: No worries, James. So, just to clarify, you're saying that you've got a discrepancy in your inventory counts for soda and chips, and you're not sure if it's a theft issue or a stocking error?

James Garcia: That's right. And our system is flagging it as a potential fraud issue, so I wanted to get it checked out.

TROUBLESHOOTING/RESOLUTION

Karen: Okay, James, I'm going to go ahead and take a look at this. Can you confirm that you've already checked the stockroom and the sales floor for any discrepancies?

James Garcia: Yeah, we've checked both, and we can't seem to find any issues.

Karen: Alright, I'm going to escalate this issue since it's a High priority. I've got ticket MEI-6724 open for this. I'm going to go ahead and recommend that we do a full inventory audit for the grocery department to see if we can identify any other discrepancies.

James Garcia: Sounds good to me. How long do you think that'll take?

Karen: We should be able to get that done within the next 24 hours. I'll make sure to follow up with you by tomorrow morning to let you know the status.

CLOSING

Karen: Just to summarize, James, we're going to go ahead and do a full inventory audit for the grocery department, and I'll follow up with you by tomorrow morning. Your ticket number is MEI-6724, just in case you need to reference it.

James Garcia: Alright, sounds good. Thanks for your help, Karen.

Karen: You're welcome, James. We'll get this taken care of for you. Have a great day, and I'll talk to you soon.

James Garcia: You too, thanks again.