

Meijer Support Call Transcript — MEI-22330

Ticket ID:	MEI-22330	Priority:	High
Created:	2025-01-27 04:31:46	Status:	Closed
Store #:	203	Store:	Waldron Way, Big Rapids
Category:	Equipment/Hardware Issues	Type:	Checkout Scale
Coordinates:	43.6908507, -85.5168873571536	Location Type:	Store

Transcript

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

OPENING

Facilities Support, this is Agent Thompson. How can I help you today?

Daniel Smith, Grocery Manager at the Waldron Way store in Big Rapids. Hi, how's it going?

Oh, hi Daniel! I'm doin' alright, thanks for askin'. What brings you to call us today?

Not too bad, just a little frustrated with one of our checkout scales.

PROBLEM DESCRIPTION

So, we've got a checkout scale that's on the fritz. It's not weighin' items correctly, and it's causin' some delays at the front end. We've tried restartin' it, but no luck. (background noise of store announcements) Sorry, bear with me for a sec... Okay, so like I said, it's just not workin' right. We don't have a vendor involved, it's just our in-house equipment.

Can you tell me more about the error messages you're seein', Daniel? Is it displayin' any codes or just not weighin' at all?

It's just not weighin' at all. No error messages, no nothin'. Just a blank screen. (pause) Oh, wait, I think I just got a customer... (briefly puts caller on hold) Sorry about that. Where was I? Ah yeah, so it's just not functionin' like it should.

Okay, got it. And how long has this been goin' on, Daniel?

TROUBLESHOOTING/RESOLUTION

Alright, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-22330. I'm gonna mark it as high priority since it's affectin' your front end. In the meantime, can you try bypassin' that scale and usin' one of the others? I know it's not ideal, but it'll at least get your customers through.

Yeah, we can do that. But what's the timeline lookin' like for gettin' this fixed? We're gettin' into our busy season, and I don't want this to be a bottleneck.

I completely understand, Daniel. I'm gonna escalate this to our repair team, and we should have someone out to take a look within the next 24 to 48 hours. If it's somethin' that needs to be replaced, we'll get that ordered ASAP.

CLOSING

Just to recap, I've created ticket MEI-22330 for your checkout scale issue. We're gonna get someone out to take a look as soon as possible, and in the meantime, you can try bypassin' that scale. If you have any other questions or concerns, don't hesitate to reach out. We'll get this taken care of for ya, Daniel.

Sounds good, thanks for your help, Agent Thompson. I appreciate it.

You're welcome, Daniel. Have a great day, and we'll talk to you soon!