

# Meijer Support Call Transcript — MEI-17050

Ticket ID:	MEI-17050	Priority:	Low
Created:	2025-04-19 13:02:31	Status:	Open
Store #:	239	Store:	Route 34, Oswego
Category:	Loss Prevention	Type:	Employee Issue
Coordinates:	41.699449, -88.31067	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?

Amanda Smith: Hi Karen, this is Amanda Smith, Store Manager at the Route 34, Oswego store. How's your day going?

Karen: It's going well, thanks for asking, Amanda. What can I help you with today?

Amanda Smith: Just dealing with the usual chaos of a Friday afternoon, but I need some assistance with an employee issue.

### \*\*PROBLEM DESCRIPTION\*\*

Amanda Smith: So, we've got an employee who's been having some issues with their cash handling procedures. We've had a few discrepancies in their lane, and I'm not sure if it's just a training issue or something more serious.

Karen: Okay, can you tell me more about the discrepancies? How much are we talking about?

Amanda Smith: (background noise of store announcements) Sorry about that, Karen. Okay, so it's been about \$200 over the past week. And it's not just one incident, it's been a few different times.

Karen: Alright, that does sound concerning. Have you spoken with the employee about this yet?

Amanda Smith: Not yet, I wanted to get some guidance from you guys first. We don't have any vendors involved in this issue, so I'm hoping it's just a simple fix.

Karen: Okay, got it. And can you confirm the employee's name and their position in the store?

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Karen: Alright, Amanda, based on what you've told me, I think we should go ahead and create a ticket for this issue. I'm going to assign it to our loss prevention team to take a closer look.

Amanda Smith: Sounds good, thanks Karen.

Karen: So, I've created ticket MEI-17050 for this issue. I'm going to go ahead and prioritize it as low, since it's not a high-dollar amount, but we still want to get to the bottom of it.

Amanda Smith: That makes sense. What's the timeline looking like for resolution?

Karen: We should have someone from our loss prevention team reach out to you within the next 24-48 hours to discuss next steps.

### \*\*CLOSING\*\*

Karen: Alright, Amanda, just to summarize, we've created ticket MEI-17050 for the employee issue at your store. Someone from our loss prevention team will be in touch with you soon to discuss next steps.

Amanda Smith: Great, thanks Karen. I appreciate your help.

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

Amanda Smith: You too, thanks again!