

Meijer Support Call Transcript — MEI-23051

Ticket ID:	MEI-23051	Priority:	Medium
Created:	2024-09-30 15:07:29	Status:	Open
Store #:	164	Store:	Towne Center Dr., Louisville
Category:	Equipment/Hardware Issues	Type:	Checkout Scale
Coordinates:	38.29909395, -85.55381801459171	Location Type:	Store

Transcript

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

OPENING

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

Amanda Rodriguez, Department Manager at the Towne Center Dr. store in Louisville. Hi Karen, how's your day going?

Oh, it's going well, thanks for asking, Amanda. What brings you to call us today?

Just a quick issue with one of our checkout scales, but I'm hoping you can help me out.

PROBLEM DESCRIPTION

So, we've got a checkout scale that's not weighing items correctly. It's just giving us an error message and not letting us scan anything. We've tried restarting it, but nothing's working.

Okay, which lane is it in, Amanda? And can you tell me what the error message says exactly?

It's in lane 3, and the message just says "weight not detected". (background noise of store announcements) Oh, sorry about that, we're just getting busy in here.

No worries, Amanda. I'm going to go ahead and ask, have you checked the scale's calibration recently?

Actually, we had it calibrated just last week, so I don't think that's the issue. (pause) Do you think it could be a problem with the scale itself?

That's possible. Since no vendor is involved, I'm thinking it might be a hardware issue. Can you tell me more about what's been going on with the scale before it started giving you trouble?

TROUBLESHOOTING/RESOLUTION

Okay, Amanda, based on what you've told me, I think we're going to need to send someone out to take a look at the scale. I'm going to go ahead and reference ticket MEI-23051, which I see is already open. I'm going to prioritize this as a medium priority issue, so we should be able to get someone out to you within the next 24 to 48 hours.

That sounds great, thanks Karen. Is there anything we can do in the meantime to get the lane up and running?

Well, you could try using a different scale, if possible. Or, if you have a backup scale, you could use that until we can get someone out to fix the issue.

CLOSING

Just to summarize, Amanda, I'm going to go ahead and assign someone to come out and take a look at the checkout scale. You can expect someone to be out within the next 24 to 48 hours. Your ticket number is MEI-23051, and I'll make

sure to follow up with you to ensure everything gets resolved.

Sounds great, Karen. Thanks for your help today. I appreciate it.

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