

Meijer Support Call Transcript — MEI-14824

Ticket ID:	MEI-14824	Priority:	Medium
Created:	2025-04-21 12:24:36	Status:	Closed
Store #:	169	Store:	N. Weber Road, Bolingbrook
Category:	Loss Prevention	Type:	Theft Incident
Coordinates:	41.7008719, -88.1269951	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?

Andrew Williams: Hi Karen, this is Andrew Williams, Shift Supervisor at the N. Weber Road store in Bolingbrook.

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

Andrew Williams: It's going alright, just dealing with a little issue in the grocery department.

PROBLEM DESCRIPTION

Andrew Williams: We've had a suspected theft incident in the grocery department, and I'm not sure what happened to the merchandise. It looks like some cases of soda and chips are missing.

Agent: Okay, can you tell me more about what you've found? Was it during a routine inventory check or did an employee report it?

Andrew Williams: Yeah, one of our stockers noticed it during restocking this morning. We've reviewed the security footage, and it looks like it might have happened during the overnight shift.

Agent: Okay, got it. And do you have any idea how much merchandise is missing or approximately what time it might have been taken?

Andrew Williams: (background noise) Hold on just a sec, Karen... (pause) Okay, sorry about that. We're looking at around \$500 worth of merchandise, and it probably happened between 10 pm and 6 am.

TROUBLESHOOTING/RESOLUTION

Agent: Alright, Andrew, I'm going to go ahead and create a ticket for this incident. That'll be MEI-14824. I'll make sure to note the details you've provided.

Andrew Williams: Sounds good, thanks Karen.

Agent: In the meantime, I recommend reviewing the security footage again and interviewing any employees who might have been working during that time. We'll also want to do a more thorough inventory check to see if anything else is missing.

Andrew Williams: Okay, that makes sense. What's the timeline looking like for resolving this issue?

Agent: We'll have someone from the loss prevention team follow up with you within the next 24 hours to discuss further steps.

****CLOSING****

Agent: Just to summarize, Andrew, we've created ticket MEI-14824 for the suspected theft incident in the grocery department. You'll hear back from us within 24 hours to discuss next steps.

Andrew Williams: Alright, sounds good. Thanks for your help, Karen.

Agent: You're welcome, Andrew. If you have any other questions or concerns, don't hesitate to reach out. Have a great day!

Andrew Williams: You too, thanks again.