

Meijer Support Call Transcript — MEI-23514

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| Ticket ID: | MEI-23514 | Priority: | High |
| Created: | 2024-08-05 12:17:31 | Status: | Closed |
| Store #: | 296 | Store: | W Broadway, McCordsville |
| Category: | Loss Prevention | Type: | Fraud Alert |
| Coordinates: | 39.8873233, -85.93546848842213 | 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?

Lisa Miller: Hi Karen, this is Lisa Miller, Grocery Manager at the W Broadway store in McCordsville.

Agent: Hi Lisa, nice to talk to you. How's your day going so far?

Lisa Miller: It's going, just dealing with a bit of an issue here. We've got a Fraud Alert that's requiring some assistance.

PROBLEM DESCRIPTION

Lisa Miller: So, we've got a situation where one of our cashiers noticed some suspicious activity on a transaction, and our system flagged it as a potential fraud risk.

Agent: Okay, can you tell me more about the transaction? What kind of suspicious activity are we talking about?

Lisa Miller: (background noise) Sorry, bear with me for a sec... (pause) Okay, so it looks like the customer was trying to return an item without a receipt, and our cashier noticed that the item didn't have a Meijer label on it.

Agent: That does sound suspicious. Did the cashier challenge the customer at all?

Lisa Miller: Yeah, they did, and the customer got pretty defensive. We're worried that this might be a larger issue, maybe some kind of organized retail crime.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Lisa, I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-23514. I'm going to mark it as High priority since it's a potential fraud risk.

Lisa Miller: Sounds good, thanks Karen.

Agent: I'm going to recommend that you review your security footage and see if you can identify any other suspicious activity. In the meantime, I'm going to escalate this issue to our Loss Prevention team to see if they can provide any additional guidance.

Lisa Miller: Okay, that makes sense. How soon can we expect to hear back from them?

Agent: We should hear back within the next 24 hours. I'll make sure to follow up with you tomorrow to check on the status.

CLOSING

Agent: Just to summarize, Lisa, we've created ticket MEI-23514 for the Fraud Alert, and we're going to review the security footage and escalate the issue to our Loss Prevention team.

Lisa Miller: Sounds good, thanks Karen. I appreciate your help.

Agent: You're welcome, Lisa. If you have any other questions or concerns, don't hesitate to reach out. We'll be in touch soon.

Lisa Miller: Will do, thanks again. Bye.

Agent: Bye, Lisa.