

Meijer Support Call Transcript — MEI-25278

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| Ticket ID: | MEI-25278 | Priority: | Medium |
| Created: | 2025-07-21 22:52:25 | Status: | Resolved |
| Store #: | 278 | Store: | Vreeland Rd, Flat Rock |
| Category: | Loss Prevention | Type: | Employee Issue |
| Coordinates: | 42.1108372, -83.28938510763231 | 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?

Joseph Lee: Hi Karen, this is Joseph Lee, Shift Supervisor at the Vreeland Rd store in Flat Rock.

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

Joseph Lee: It's going alright, just a few issues we're dealing with. How about you?

****PROBLEM DESCRIPTION****

Joseph Lee: So, I've got an employee issue that I need some assistance with. One of our team members is having some problems with their login credentials and can't access the inventory management system.

Karen: Okay, can you tell me a little more about what's happening with their login? Are they getting an error message or...?

Joseph Lee: Yeah, they're getting a "credentials not recognized" error. And we've tried resetting their password, but it's not working.

Karen: Alright, that's helpful to know. Can you confirm their employee ID and what department they work in?

Joseph Lee: (background noise) Sorry, Karen, bear with me for a sec... (pause) Okay, their ID is 01234 and they work in the grocery department.

Karen: Got it, thanks. And just to confirm, this is affecting their ability to do their job, correct?

****TROUBLESHOOTING/RESOLUTION****

Karen: Okay, Joseph, I'm going to go ahead and create a ticket for this issue. It'll be MEI-25278. I'm going to prioritize it as medium, since it's not a critical issue, but we still want to get it resolved for you.

Joseph Lee: Sounds good, thanks.

Karen: In the meantime, can you have the employee try logging in from a different terminal or workstation to see if it's a localized issue?

Joseph Lee: Yeah, we can try that. What's the expected timeline for resolution on this ticket?

Karen: We should be able to get it resolved within the next 24 hours. I'll make sure to follow up with you tomorrow to check on the status.

****CLOSING****

Karen: Just to summarize, Joseph, I've created ticket MEI-25278 for the employee login issue. We'll work on getting it resolved as soon as possible.

Joseph Lee: Great, thanks Karen. I appreciate your help.

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

Joseph Lee: You too, thanks again.