

Meijer Support Call Transcript — MEI-4446

Ticket ID:	MEI-4446	Priority:	High
Created:	2025-06-09 08:09:40	Status:	Resolved
Store #:	320	Store:	Boardman Canfield Rd, Boardman
Category:	Equipment/Hardware Issues	Type:	Checkout Scale
Coordinates:	41.0264655, -80.70802769342981	Location Type:	Store

Transcript

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

OPENING

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

Jessica Williams: Hi, Agent Thompson. This is Jessica, Team Lead at the Boardman Canfield Rd store in Boardman, Ohio. How's your day going so far?

Agent Thompson: Oh, it's going well, thanks for askin'. What can I do for you, Jessica?

Jessica Williams: Just dealing with a little issue here at the store, so I appreciate your help.

PROBLEM DESCRIPTION

Jessica Williams: We're having some trouble with one of our checkout scales. It's just not calibrating right, and we're gettin' some errors on the screen.

Agent Thompson: Okay, which lane is it, and have you tried restartin' it or anything?

Jessica Williams: It's lane 3, and yeah, we've tried restartin' it a few times, but no luck. (background noise) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. Like I was sayin', we've tried restartin' it, but it's still not workin' right.

Agent Thompson: Alright, no problem. Can you tell me what kind of error message you're gettin' on the screen?

Jessica Williams: It's just sayin' "Scale Not Calibrated" and won't let us proceed with the transaction.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Jessica, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-4446. I'm gonna mark it as high priority since it's affectin' your checkout process.

Jessica Williams: Okay, sounds good. How soon can we expect someone to come out and take a look at it?

Agent Thompson: I'm gonna get our maintenance team scheduled to come out ASAP, probably within the next 2-3 hours. In the meantime, you can try usin' a different lane, or we can provide a manual workaround for weighin' items.

Jessica Williams: Alright, that sounds like a plan. What's the timeline lookin' like for gettin' this fixed?

Agent Thompson: Like I said, we'll have someone out within 2-3 hours to take a look at it. If it's just a calibration issue, we should be able to get it up and runnin' pretty quickly.

CLOSING

Agent Thompson: Just to summarize, I've created ticket MEI-4446 for the checkout scale issue at your store. We'll have someone out to take a look at it within 2-3 hours.

Jessica Williams: Sounds good, thank you so much for your help, Agent Thompson.

Agent Thompson: You're welcome, Jessica. If you have any other issues or concerns, don't hesitate to reach out. We'll get this taken care of for you.

Jessica Williams: Appreciate it. Have a great day!

Agent Thompson: You too, thanks for callin' Facilities Support!