

# Meijer Support Call Transcript — MEI-17427

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|--------------|-------------------------------|----------------|-------------------------|
| Ticket ID:   | MEI-17427                     | Priority:      | Low                     |
| Created:     | 2025-05-10 16:57:38           | Status:        | In progress             |
| Store #:     | 203                           | Store:         | Waldron Way, Big Rapids |
| Category:    | Equipment/Hardware Issues     | Type:          | Checkout Scale          |
| Coordinates: | 43.6908507, -85.5168873571536 | 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?

Elizabeth Brown: Hi, Agent Thompson. This is Elizabeth Brown, Shift Supervisor at the Waldron Way store in Big Rapids.

Agent Thompson: Hi Elizabeth, nice to talk to you. How's everything going up in Big Rapids today?

Elizabeth Brown: Oh, you know, just trying to get through the afternoon rush. We've got a bit of an issue with one of our checkout scales.

### \*\*PROBLEM DESCRIPTION\*\*

Elizabeth Brown: Yeah, so our checkout scale at lane 3 is on the fritz. It's not weighing items correctly, and we're getting some errors on the screen. We've tried restarting it, but nothing seems to be working.

Agent Thompson: Okay, I see. Can you tell me more about the error messages you're seeing? Are they giving you any specific codes or anything?

Elizabeth Brown: Let me check... (background noise) Okay, it says "weight not detected" and then it gives us a code, um, 3456.

Agent Thompson: Alright, got it. And you've tried restarting the scale, like I said? (pause) Sorry, go ahead.

Elizabeth Brown: (laughs) No, that's okay. Yeah, we've restarted it a few times, but it's still not working right.

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Thompson: Okay, Elizabeth. I'm going to go ahead and create a ticket for this issue. I've got ticket MEI-17427 open now. I think we're going to need to get one of our technicians out to take a look at the scale. In the meantime, can you try using a different lane for checkout?

Elizabeth Brown: Yeah, that's what we're doing right now. But it's slowing us down a bit, so I'd love to get this resolved ASAP.

Agent Thompson: Absolutely. I'd estimate we can get someone out to you within the next 24 to 48 hours. Would that work for you?

Elizabeth Brown: That sounds great, thank you.

### \*\*CLOSING\*\*

Agent Thompson: Alright, Elizabeth. Just to summarize, I've got ticket MEI-17427 open for the checkout scale issue at your store. We'll get a technician out to you as soon as possible, and in the meantime, you can continue to use the other lanes for checkout.

Elizabeth Brown: Sounds good, thank you for your help, Agent Thompson.

Agent Thompson: You're welcome, Elizabeth. If you have any other issues or concerns, don't hesitate to reach out. Have a great rest of your day!

Elizabeth Brown: You too, thanks again!