

Meijer Support Call Transcript — MEI-8975

Ticket ID:	MEI-8975	Priority:	Medium
Created:	2024-07-01 10:49:46	Status:	Closed
Store #:	195	Store:	B Drive North, Battle Creek
Category:	Loss Prevention	Type:	Theft Incident
Coordinates:	42.26340605, -85.17279747032333	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?

Caller: Hi Karen, this is Jessica White, Shift Supervisor at the B Drive North store in Battle Creek.

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

Caller: It's going alright, just dealing with a bit of an issue in our pharmacy department.

PROBLEM DESCRIPTION

Caller: We've had a suspected theft incident in pharmacy, and I'm not sure what happened. We're missing some controlled substances, and our pharmacist is pretty upset.

Agent: I'm so sorry to hear that, Jessica. Can you tell me more about what's missing and when you first noticed it?

Caller: (background noise) Okay, hold on a sec... (pause) Alright, so we're missing about 20 bottles of hydrocodone. Our pharmacist did the count this morning and noticed it was off.

Agent: Okay, got it. And do you have any idea who might have been working in the pharmacy department around the time this could have happened?

Caller: (interruption) Oh, sorry Karen, I've got someone asking me a question... (pause) Okay, where was I? Ah yes, so we had a few different techs working yesterday, but I'm not sure who specifically was working with the controlled substances.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Jessica, I'm going to go ahead and create a ticket for this incident. This will be ticket MEI-8975. I'm going to mark it as a medium priority, but I want to make sure we get to the bottom of this ASAP.

Caller: Sounds good, thanks Karen.

Agent: In the meantime, I recommend that you review your security footage and interview the pharmacy staff who were working yesterday. We'll also send someone from our loss prevention team to take a look at your store's procedures.

Caller: Alright, that makes sense. How long do you think it'll take to resolve this?

Agent: We should have someone out to your store within the next 24-48 hours. I'll make sure to keep you updated on the progress.

CLOSING

Agent: Just to summarize, Jessica, we've created ticket MEI-8975 for the suspected theft incident in your pharmacy department. We'll have someone from our loss prevention team out to your store soon to investigate.

Caller: Sounds good, thanks Karen. I appreciate your help.

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

Caller: Alright, thanks again. Bye!