

Meijer Support Call Transcript — MEI-7997

Ticket ID:	MEI-7997	Priority:	Medium
Created:	2024-06-03 14:05:19	Status:	Closed
Store #:	177	Store:	26 Mile Road, Washington
Category:	Loss Prevention	Type:	Fraud Alert
Coordinates:	42.716320249999995, -83.03220136083127	Location Type:	Store

Transcript

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

****OPENING****

Asset Protection, this is Agent Thompson. How can I help you today?
Ashley Martinez, Produce Manager at the 26 Mile Road store in Washington. Hi, how's it going?
Oh, hi Ashley! I'm doin' alright, thanks for askin'. What brings you to call us today?
Not much, just a pretty busy Monday so far, but we've got a situation I need some help with.

****PROBLEM DESCRIPTION****

So, we've got a Fraud Alert that just popped up on our system, and I'm not sure what to make of it. It says there's some suspicious activity with one of our cashiers, but I don't have all the details. Can you help me figure out what's goin' on?
Okay, Ashley, can you tell me more about the alert? What's the nature of the suspicious activity?
Well, it says something about a high number of voided transactions... (background noise) ...sorry, can you hold on just a sec? (pause) Okay, sorry about that. As I was sayin', it's just a bunch of voids, and I don't know if it's a training issue or somethin' more serious.
That doesn't sound right. Can you check the cashier's ID number for me? And have you talked to the cashier about this yet?
Not yet, I wanted to get your input first. The ID number is... (pause) ...let me check... okay, it's 4211.

****TROUBLESHOOTING/RESOLUTION****

Alright, Ashley, I'm gonna go ahead and take a look at this. Based on what you've told me, it's possible we've got a case of employee fraud on our hands. I'm gonna create a ticket for this, MEI-7997, and we'll get our Loss Prevention team to take a closer look. In the meantime, I recommend you pull the cashier's transactions for the day and review 'em. We'll also need to get some footage from the security cameras.
Okay, that sounds like a plan. How long do you think it'll take to resolve this?
We should have an update for you by the end of the day, Ashley. I'll make sure to keep you posted. If we need any more info from you, we'll be in touch.

****CLOSING****

Just to recap, Ashley, we're gonna review the transactions, pull the security footage, and our Loss Prevention team will take a closer look. Your ticket number is MEI-7997, and we'll be in touch with an update by the end of the day. Is there anything else I can help you with today?

No, that's all. Thanks for your help, Agent Thompson. I appreciate it.

You're welcome, Ashley. Have a great day, and we'll talk to you soon. Bye!