

Meijer Support Call Transcript — MEI-11502

Ticket ID:	MEI-11502	Priority:	Low
Created:	2025-07-11 12:31:43	Status:	Closed
Store #:	336	Store:	Wilson Mills Rd, Richmond Heights
Category:	Loss Prevention	Type:	Fraud Alert
Coordinates:	41.53909025205675, -81.49469527280364	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?

Michelle Williams: Hi Karen, this is Michelle Williams, Team Lead at the Wilson Mills Rd store in Richmond Heights.

Karen: Oh, hi Michelle! How's it going up there in Cleveland?

Michelle Williams: It's going, just dealing with a little issue. How about you?

PROBLEM DESCRIPTION

Michelle Williams: So, we've got a Fraud Alert that just popped up and I'm not sure what to do with it. It says it's requiring assistance, but I don't have any details.

Karen: Okay, let me take a look. Can you tell me more about what you're seeing on the alert? Is it related to a specific transaction or employee?

Michelle Williams: (background noise) Hold on just a sec, Karen... (pause) Okay, sorry about that. Yeah, it looks like it's related to a transaction from last night. We had a customer try to return a item without a receipt.

Karen: Got it. And did the system flag it as a potential fraud risk?

Michelle Williams: That's right. It's saying that the item doesn't match our inventory, so I'm thinking maybe it's a counterfeit or something.

Karen: Okay, that makes sense. Can you tell me what department the item is from?

TROUBLESHOOTING/RESOLUTION

Karen: Alright, Michelle, I'm going to go ahead and create a ticket for this. It'll be MEI-11502. I'm going to mark it as a low priority since it's not an urgent issue, but we'll still get it looked at ASAP.

Michelle Williams: Sounds good, thanks Karen.

Karen: So, in the meantime, I recommend that you just hold onto the item and don't process the return until we can investigate further. We'll have someone from Loss Prevention take a look and get back to you within the next 24 hours.

Michelle Williams: Okay, that works. What's the timeline looking like for resolution?

Karen: Like I said, we'll have someone look at it within 24 hours. If it's a simple issue, we might be able to resolve it sooner, but if it's more complex, it could take a few days.

CLOSING

Karen: Alright, Michelle, just to summarize, we've got a ticket open for the Fraud Alert, MEI-11502. You'll just hold onto the item for now and we'll get back to you soon.

Michelle Williams: Sounds good, thanks Karen. I appreciate your help.

Karen: No problem, Michelle. You have a great day and we'll talk to you soon. Bye!

Michelle Williams: You too, bye!