

# Meijer Support Call Transcript — MEI-17905

Ticket ID:	MEI-17905	Priority:	Low
Created:	2025-01-29 13:09:29	Status:	Closed
Store #:	134	Store:	E. Southport Road, Indianapolis
Category:	Loss Prevention	Type:	Employee Issue
Coordinates:	39.663419000000005, -86.07743920003804	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?

Joshua Garcia: Hi Karen, this is Joshua Garcia, Grocery Manager at the E. Southport Road store in Indianapolis. How's your day going so far?

Karen: Oh, it's going well, thanks for askin'. What can I do for you, Joshua?

Joshua Garcia: Just need some assistance with an employee issue, thanks for takin' my call.

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

Joshua Garcia: So, we've got an employee who's been havin' some issues with their cash handling procedures. We've had a few discrepancies in the past week, and I'm not sure what's goin' on.

Karen: Okay, can you tell me more about what's been happenin'? What kind of discrepancies are we talkin' about?

Joshua Garcia: Well, it seems like they're just not balancin' out right at the end of their shifts. We've had to do a few overrides, and I'm gettin' a little concerned.

Karen: Alright, that doesn't sound right. Have you talked to the employee about this yet?

Joshua Garcia: Yeah, I have. They seem pretty shaken up about it, but I'm not sure what's goin' on. (background noise) Oh, sorry about that, just a customer comin' in. Anyway, I was wonderin' if you could help me figure out what's goin' on.

Karen: No problem, Joshua. Can you tell me what their employee ID is, so I can look into this further?

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

Karen: Okay, I've got the info. I'm gonna go ahead and create a ticket for this, MEI-17905. I'll get our loss prevention team to take a look at this and see if we can't figure out what's goin' on.

Joshua Garcia: Sounds good, thanks Karen. How long do you think it'll take to get this resolved?

Karen: Well, since this is a low-priority issue, I'd say we're lookin' at a few days, maybe a week. But I'll make sure to keep you updated on the progress.

Joshua Garcia: Alright, that sounds good. What can I do in the meantime to help out?

Karen: Just keep an eye on the situation, and make sure the employee knows we're lookin' into it. If anything else comes up, just give me a call.

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

Karen: Alright, Joshua, just to summarize, I've created ticket MEI-17905 for the employee issue at your store. We'll get our loss prevention team to take a look, and I'll keep you updated on the progress.

Joshua Garcia: Sounds good, thanks Karen. I appreciate your help.

Karen: No problem, happy to help. If you have any other questions or concerns, just give me a call. Have a great day, Joshua.

Joshua Garcia: You too, thanks again.