

Meijer Support Call Transcript — MEI-3933

Ticket ID:	MEI-3933	Priority:	Low
Created:	2025-03-12 15:03:00	Status:	Resolved
Store #:	53	Store:	Highland Road, Waterford
Category:	Operational Issues	Type:	Policy Question
Coordinates:	42.65306835, -83.36831873718901	Location Type:	Store

Transcript

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

OPENING

Agent: Store Operations, this is Karen. How can I help you today?

Joshua Martin: Hi Karen, this is Joshua Martin, Department Manager at the Highland Road store in Waterford.

Karen: Hi Joshua, nice to talk to you. How's everything going at the store today?

Joshua Martin: It's going alright, just a few questions I need some help with.

PROBLEM DESCRIPTION

Joshua Martin: So, I've got a question about our coupon policy. We've had a few customers come in with some expired coupons and I'm not sure if we're supposed to accept them or not.

Karen: Okay, let me just check on that for you. (pause) Can you tell me a little bit more about the coupons? What type of coupons are they?

Joshua Martin: They're manufacturer's coupons, and like I said, they're expired. But the customers are saying that our competitor down the street is accepting them.

Karen: (background noise) Okay, sorry about that, Joshua. We've got a bit of a commotion in the background here. (pause) So, just to clarify, these are expired manufacturer's coupons and you're wondering if we should be accepting them?

Joshua Martin: That's right. And I've checked our store policy, but I'm not sure if it's up to date.

TROUBLESHOOTING/RESOLUTION

Karen: Okay, Joshua, I've checked on that for you. According to our policy, we shouldn't be accepting expired coupons. But I can understand why you'd want to make an exception to compete with the other store.

Joshua Martin: Exactly. I just want to make sure we're doing the right thing.

Karen: (pause) Okay, I'm going to go ahead and create a ticket for this, MEI-3933. I'll get our policy team to review and get back to you with an update. In the meantime, I'd recommend not accepting the expired coupons.

Joshua Martin: Sounds good. How long do you think it'll take to get an update?

Karen: We should have something back to you within the next 24 hours.

CLOSING

Karen: Just to summarize, Joshua, I've created ticket MEI-3933 for your policy question. We'll get back to you within the next 24 hours with an update.

Joshua Martin: Great, thanks Karen. I appreciate your help.

Karen: You're welcome, Joshua. If you have any other questions or concerns, don't hesitate to reach out. Have a great day!

Joshua Martin: You too, thanks again.