

Meijer Support Call Transcript — MEI-5530

Ticket ID:	MEI-5530	Priority:	Low
Created:	2025-01-18 23:34:06	Status:	In progress
Store #:	149	Store:	Franklin St., Michigan City
Category:	Equipment/Hardware Issues	Type:	Checkout Scale
Coordinates:	41.67506005, -86.88980848859632	Location Type:	Store

Transcript

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

OPENING

Facilities Support, this is Agent Thompson. How can I help you today?

Joseph Rodriguez: Hi Agent Thompson, this is Joe from the Franklin St. store in Michigan City, store number 149. How's it going?

Agent Thompson: Oh, hi Joe! I'm doin' alright, thanks for askin'. What can I help you with today?

Joseph Rodriguez: Not too bad, just a little issue with one of our checkout scales.

PROBLEM DESCRIPTION

Joseph Rodriguez: Yeah, so we've got a checkout scale that's not weighin' items correctly. It's just givin' us a bunch of error messages and we can't seem to get it to work right.

Agent Thompson: Okay, sorry to hear that, Joe. Can you tell me more about the error messages you're seein'? Are they specific codes or just a general error?

Joseph Rodriguez: (background noise of store in the background) Let me check real quick... (pause) Yeah, it's just sayin' "Scale Not Responding" and then it's got a bunch of numbers and letters after that.

Agent Thompson: Alright, got it. And have you tried restartin' the scale or checkin' the connections?

Joseph Rodriguez: (interrupted by a coworker in the background) Yeah, we've tried restartin' it a few times, but no luck. And we've checked the connections, they all seem to be secure.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Joe. I'm gonna go ahead and create a ticket for this issue. I've got ticket MEI-5530 created. I'm thinkin' we might need to send someone out to take a look at the scale. In the meantime, can you try usin' a different scale for checkout?

Joseph Rodriguez: Yeah, that's what we're doin' right now. But it's slowin' us down a bit, so we'd like to get this resolved as soon as possible.

Agent Thompson: Absolutely, Joe. I understand. I'm gonna go ahead and prioritize this ticket. We should be able to get someone out to you within the next 24 to 48 hours.

CLOSING

Agent Thompson: So, just to summarize, Joe, we've got ticket MEI-5530 created for the checkout scale issue at your store. We'll get someone out to take a look as soon as possible. You should hear back from us within the next day or

two.

Joseph Rodriguez: Sounds good, thanks Agent Thompson. I appreciate your help.

Agent Thompson: No problem, Joe. You're welcome. We'll be in touch soon. Have a great day!

Joseph Rodriguez: You too, thanks again. Bye.