

Meijer Support Call Transcript — MEI-17370

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| Ticket ID: | MEI-17370 | Priority: | Low |
| Created: | 2024-05-06 19:01:24 | Status: | In progress |
| Store #: | 308 | Store: | Nagel Road, Avon |
| Category: | Loss Prevention | Type: | Fraud Alert |
| Coordinates: | 41.4613193, -81.9917421 | 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?

Caller: Hi Karen, this is David Jones, Front End Supervisor at the Nagel Road store in Avon.

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

Caller: Oh, you know, just trying to get through the evening rush. We've got a bit of a situation here, though.

PROBLEM DESCRIPTION

Caller: 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 we've got a potential issue with some missing inventory in our grocery department.

Agent: Okay, can you tell me more about that? What kind of inventory are we talking about?

Caller: (background noise) Hold on just a sec, Karen... (pause) Okay, sorry about that. It looks like we're missing some cases of soda and chips. The alert says it's a potential fraud issue.

Agent: Alright, that does sound suspicious. Have you reviewed the security footage yet?

Caller: Not yet, we just got the alert a few minutes ago. (interrupted by a page over the store intercom) Sorry, Karen, just a sec... (pause) Okay, where was I? Oh yeah, the footage. We'll take a look at it ASAP.

Agent: Okay, that sounds good. Can you tell me more about the alert itself? What's the specific error message you're seeing?

TROUBLESHOOTING/RESOLUTION

Agent: Okay, David, I'm going to go ahead and take a look at this issue. I've got the ticket number here, MEI-17370. I'm going to escalate this to our loss prevention team and see if we can't get to the bottom of this.

Caller: Sounds good, thanks Karen. We just want to make sure we're not missing anything obvious.

Agent: Absolutely. In the meantime, I recommend you go ahead and review that security footage and see if you can spot anything suspicious. I'll also send over some additional guidance on how to handle the situation.

Caller: Alright, will do. What's the timeline looking like for getting this resolved?

Agent: We should have an update for you within the next 24 hours. I'll make sure to follow up with you personally to keep you in the loop.

CLOSING

Agent: Just to summarize, David, we're going to investigate this Fraud Alert and see if we can't determine what's going on with that missing inventory. Your ticket number is MEI-17370, and I'll be in touch soon with an update.

Caller: Sounds good, thanks Karen. I appreciate your help.

Agent: No problem at all, David. We'll get this taken care of. Have a great rest of your evening, and I'll talk to you soon.

Caller: You too, thanks again. Bye.