

# Meijer Support Call Transcript — MEI-15449

Ticket ID:	MEI-15449	Priority:	Low
Created:	2025-06-20 06:36:24	Status:	Closed
Store #:	179	Store:	East Chicago Rd., Coldwater
Category:	Operational Issues	Type:	Policy Question
Coordinates:	41.9375359, -84.9594907721732	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?

Caller: Hi Karen, this is Emily Miller, Team Lead at the East Chicago Rd. store in Coldwater.

Agent: Hi Emily, nice to talk to you. How's your day going so far?

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

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

Caller: So, I've got a question about our sales tax policy. We've had a few customers asking about it, and I want to make sure I'm giving them the right information.

Agent: Okay, what specifically are you wondering about sales tax?

Caller: Well, if a customer buys something that's exempt from sales tax, but then they use a coupon, do we still charge them sales tax on the coupon amount?

Agent: That's a great question, Emily. Can you hold on just a sec while I check on that? (pause) Okay, I'm back. So, just to clarify, you're talking about a situation where the customer is buying a tax-exempt item, like groceries or something?

Caller: Exactly, like milk or bread.

Agent: Alright, got it. And you're wondering if the coupon amount would be subject to sales tax.

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

Agent: Okay, so according to our policy, if the customer is buying a tax-exempt item and they use a coupon, we don't charge sales tax on the coupon amount. But, if the coupon is for a specific dollar amount off, like \$1 off a gallon of milk, then we would charge sales tax on the remaining balance after the coupon is applied.

Caller: Okay, that makes sense. So, just to confirm, I should tell my customers that we won't charge sales tax on the coupon amount, but we will charge it on the remaining balance?

Agent: That's right, Emily. And I'm going to go ahead and create a ticket for this, just in case we need to reference it later. The ticket number will be MEI-15449. I'll also make a note to follow up with you in a few days to make sure everything is working smoothly.

Caller: Sounds good, thanks Karen.

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

Agent: Alright, Emily, just to summarize, we've confirmed that we don't charge sales tax on the coupon amount for tax-exempt items, but we do charge it on the remaining balance. Your ticket number is MEI-15449, and I'll follow up with you in a few days to check in.

Caller: Great, thanks Karen. I appreciate your help.

Agent: You're welcome, Emily. Have a great day, and don't hesitate to reach out if you have any other questions.

Caller: You too, thanks again. Bye.

Agent: Bye, Emily.