

# Meijer Support Call Transcript — MEI-15057

Ticket ID:	MEI-15057	Priority:	High
Created:	2025-01-20 15:42:24	Status:	Closed
Store #:	273	Store:	Lincoln Highway, Mokena
Category:	Loss Prevention	Type:	Theft Incident
Coordinates:	41.49943605, -87.89025984443204	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 Sarah Brown, Grocery Manager at the Lincoln Highway store in Mokena.

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

Caller: Oh, you know, just trying to get through the day. We've got a bit of a situation in the pharmacy department.

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

Caller: We've had a suspected theft incident, and I'm not sure what's going on. One of our pharmacists noticed that some controlled substances were missing from the shelf.

Agent: I see. Can you tell me more about what happened? When did you first notice the issue?

Caller: Well, it was during our morning inventory check. We're talking about a pretty significant amount of product, too. (background noise) Sorry, can you hold on for just a sec? (pause) Okay, sorry about that. Where was I? Oh yeah, so we're looking at a possible theft of around \$500 worth of medication.

Agent: Okay, that's a pretty big deal. Have you reviewed the security footage yet?

Caller: Not yet, we're still trying to get to that. But I did talk to the pharmacy team, and they said they didn't notice anything unusual last night during closing.

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

Agent: Okay, Sarah, I'm going to go ahead and create a ticket for this incident. This will be ticket number MEI-15057. I'm going to mark it as high priority since it involves a potential theft of controlled substances.

Caller: Okay, that sounds good. What's the next step?

Agent: I'm going to escalate this to our loss prevention team, and they'll work with you to review the security footage and investigate further. In the meantime, I recommend that you secure the pharmacy area and make sure all employees are aware of the situation.

Agent: We should have someone in touch with you within the next 24 hours to follow up on the investigation.

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

Agent: Just to summarize, Sarah, we've created ticket MEI-15057 for the suspected theft incident in the pharmacy department. Our loss prevention team will be in touch with you soon to investigate further.

Caller: Okay, sounds good. Thanks for your help, Karen.

Agent: You're welcome, Sarah. If you have any other questions or concerns, don't hesitate to reach out. We'll get to the bottom of this.

Agent: Have a great day, and we'll talk to you soon.