

# Meijer Support Call Transcript — MEI-25723

Ticket ID:	MEI-25723	Priority:	Low
Created:	2025-07-07 15:19:50	Status:	In progress
Store #:	47	Store:	E. 16th Street, Holland
Category:	Loss Prevention	Type:	Theft Incident
Coordinates:	42.78095885, -86.07543415278253	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 Emily Martinez, Store Manager at the E. 16th Street store in Holland.

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

Caller: Oh, you know, just trying to stay on top of things. We've got a bit of a situation in the pharmacy department.

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

Caller: So, we've had a suspected theft incident in the pharmacy. One of our team members noticed that some prescription medication was missing from the shelf.

Agent: I see. Can you tell me more about what happened? Was it during a specific time frame or shift?

Caller: (background noise) Sorry, bear with me for a sec... (pause) Okay, so it looks like it happened sometime between last night's closing and this morning's opening.

Agent: Okay, got it. And do you have any idea how much medication is missing or what type it is?

Caller: (interruption) Hold on, let me check... (pause) Okay, it looks like we're missing about 20 units of hydrocodone.

Agent: Alright, that's helpful to know. Have you reviewed the security footage yet?

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

Agent: Okay, Emily, I'm going to go ahead and create a ticket for this incident. That'll be MEI-25723. I'll make sure to prioritize it as a low-priority issue, but we'll still get it looked into ASAP.

Caller: Sounds good, thanks Karen.

Agent: In the meantime, I recommend that you review the security footage and interview any team members who may have been working in the pharmacy during that time frame.

Caller: Absolutely, we're on it.

Agent: Great. I'd expect this to be resolved within the next 3-5 business days. We'll work with the pharmacy team to get to the bottom of this.

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

Agent: Just to summarize, Emily, we've got a ticket created for the suspected theft incident in the pharmacy department. Your ticket number is MEI-25723.

Caller: Got it, thanks Karen.

Agent: You're welcome, Emily. If you have any further questions or concerns, don't hesitate to reach out. We'll be in touch soon to follow up on this issue.

Caller: Appreciate it, Karen. Have a great day!

Agent: You too, Emily. Bye for now!