

Meijer Support Call Transcript — MEI-20690

Ticket ID:	MEI-20690	Priority:	Low
Created:	2024-08-02 17:10:52	Status:	Resolved
Store #:	168	Store:	Alexandria Pike, Cold Spring
Category:	Loss Prevention	Type:	Fraud Alert
Coordinates:	38.9973021, -84.4215932343566	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 Ashley Johnson, Produce Manager at the Alexandria Pike store in Cold Spring.

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

Caller: It's going alright, just dealing with a little issue here. How about you?

PROBLEM DESCRIPTION

Caller: So, we've got a Fraud Alert that just popped up on our system, and I'm not sure what to do with it. It says it's requiring assistance, but I don't see any other details.

Agent: Okay, can you tell me more about the alert? What time did it come in, and have you noticed anything unusual in the store?

Caller: Let me check... (background noise) Okay, it came in about 20 minutes ago. And now that you mention it, we did have a customer try to return a few items without a receipt earlier today.

Agent: That's interesting. Did the customer give a reason for not having a receipt?

Caller: (interrupted by background noise) Sorry, what was that? Oh, yeah, they said they lost it. But our system flagged it as suspicious.

Agent: Okay, got it. And just to confirm, there's no vendor involved in this issue, correct?

TROUBLESHOOTING/RESOLUTION

Agent: Alright, Ashley, I'm going to go ahead and take a look at this. Based on what you've told me, it's possible that we've got a case of attempted return fraud on our hands. I'm going to create a ticket for this, which will be MEI-20690.

Caller: Okay, sounds good.

Agent: I'm going to go ahead and prioritize this as a low-priority issue, since it's not affecting store operations at the moment. But I do want to get it resolved for you as soon as possible.

Agent: In the meantime, can you please keep an eye on the situation and let me know if anything else comes up?

Caller: Will do.

CLOSING

Agent: Alright, Ashley, just to summarize, I've created ticket MEI-20690 for the Fraud Alert, and we'll get it looked into ASAP. You should hear back from us within the next 24 hours.

Caller: Sounds great, thanks Karen.

Agent: You're welcome, Ashley. If you have any other issues or concerns, don't hesitate to reach out. Have a great day, and thanks for shopping Meijer!

Caller: You too, thanks!