

# Meijer Support Call Transcript — MEI-19645

Ticket ID:	MEI-19645	Priority:	Low
Created:	2024-10-21 20:24:41	Status:	Open
Store #:	131	Store:	E. Washington Street, Indianapolis
Category:	Loss Prevention	Type:	Theft Incident
Coordinates:	39.77418495, -85.96376194596259	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 Matthew Martinez, Produce Manager at the E. Washington Street store in Indianapolis. How's your day goin'?

Agent: Oh, it's goin' great, thanks for askin', Matthew! What can I help you with today?

Caller: Just got a minute to call about an issue we're havin' in the electronics department.

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

Caller: So, we had a suspected theft incident last night. One of our team members reported that a few high-end gaming consoles were missin' from the shelf.

Agent: Okay, sorry to hear that. Can you tell me more about what happened? Was it during a specific time frame or shift change?

Caller: (background noise) Hold on just a sec, Karen... (pause) Okay, sorry about that. Yeah, it was during the evening shift, around 8 pm. We're not sure if it was an inside job or someone just grabbed 'em and ran.

Agent: Alright, got it. And just to confirm, there aren't any vendors involved in this incident, correct?

Caller: That's right, no vendors. Just our in-store merchandise.

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

Agent: Okay, Matthew, I'm gonna go ahead and review the case. I see we already have a ticket created, MEI-19645. I'm gonna make sure our loss prevention team takes a look at this ASAP.

Caller: Appreciate that, Karen. We're tryin' to get to the bottom of this.

Agent: Absolutely. In the meantime, I recommend reviewin' your security footage and interviewin' any team members who were workin' during that time. We'll also send someone over to take a look at your electronics department and see if we can find any evidence.

Caller: Sounds good. What's the timeline lookin' like for gettin' this resolved?

Agent: We should have someone out to your store within the next 24 to 48 hours. I'll make sure to keep you updated on the progress.

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

Agent: Just to summarize, Matthew, we're gonna review the security footage, interview team members, and send someone over to investigate. Your ticket number is MEI-19645, and I'll make sure to follow up with you tomorrow to check on the progress.

Caller: Sounds great, Karen. Thanks for your help!

Agent: You're welcome, Matthew. We'll get to the bottom of this. Have a great day, and I'll talk to you soon!