

Meijer Support Call Transcript — MEI-25013

Ticket ID:	MEI-25013	Priority:	Low
Created:	2024-09-23 14:15:06	Status:	Closed
Store #:	56	Store:	E. Michigan Avenue, Jackson
Category:	Loss Prevention	Type:	Fraud Alert
Coordinates:	42.25469445, -84.35959002257727	Location Type:	Store

Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

OPENING

Agent: Thank you for calling Asset Protection, my name is Karen. How can I assist you today?

Samantha Martin: Hi Karen, this is Samantha Martin, Front End Supervisor at the E. Michigan Avenue store in Jackson. How's your day going so far?

Karen: It's going well, thanks for asking, Samantha. What can I help you with today?

PROBLEM DESCRIPTION

Samantha Martin: 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 "requiring assistance" but doesn't give me much to go on.

Karen: Okay, can you tell me more about the alert? What kind of transaction is it related to?

Samantha Martin: Let me check... (background noise) Okay, it looks like it's a refund transaction that was processed at lane 3 earlier today.

Karen: Alright, and do you know if the refund was for a specific item or a general merchandise return?

Samantha Martin: (interrupted by a coworker in the background) Sorry, what was that, Karen? Oh, yeah, it was for a return on a TV.

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

TROUBLESHOOTING/RESOLUTION

Karen: Okay, Samantha, based on what you've told me, it sounds like we may have a potential fraud issue on our hands. I'm going to go ahead and create a ticket for this, which will be MEI-25013.

Samantha Martin: Okay, sounds good.

Karen: In the meantime, I recommend that you review the transaction footage and see if you can identify any suspicious activity. If you need any assistance with that, just let me know.

Samantha Martin: Alright, will do. How long do you think it'll take to resolve this issue?

Karen: We should be able to get to the bottom of this within the next 24-48 hours. I'll make sure to follow up with you tomorrow to check on the status.

CLOSING

Karen: Just to summarize, Samantha, we've created ticket MEI-25013 for the Fraud Alert, and I've recommended that you review the transaction footage in the meantime.

Samantha Martin: Got it, thanks Karen.

Karen: You're welcome, Samantha. If you have any further questions or concerns, don't hesitate to reach out. Your ticket number again is MEI-25013.

Samantha Martin: Alright, thanks again for your help, Karen.

Karen: You're welcome, Samantha. Have a great day!