

Meijer Support Call Transcript — MEI-15509

Ticket ID:	MEI-15509	Priority:	Low
Created:	2024-06-15 11:48:40	Status:	In progress
Store #:	110	Store:	Elida Road, Lima
Category:	Loss Prevention	Type:	Fraud Alert
Coordinates:	40.771507400000004, -84.16155229689235	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?

Samantha Thomas: Hi Karen, this is Samantha Thomas, Team Lead at the Elida Road store in Lima.

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

Samantha Thomas: It's going alright, just a little busy with the summer sales going on.

PROBLEM DESCRIPTION

Samantha Thomas: So, I'm calling about a Fraud Alert we received requiring assistance. It looks like we had a suspicious transaction at our pharmacy last night.

Karen: Okay, can you tell me more about that? What kind of transaction was it?

Samantha Thomas: (background noise) Sorry, bear with me for a sec... (pause) Okay, so it was a prescription pickup, but the payment method was declined. And when our team tried to verify the info, it seemed fishy.

Karen: I see. And did we have any issues with the customer or... (interrupted by Samantha)

Samantha Thomas: Actually, the customer had already left the store by the time we realized what was going on. We didn't have any vendor involvement, just our internal system flagging it as suspicious.

Karen: Got it. So, no vendor was involved in this transaction?

TROUBLESHOOTING/RESOLUTION

Karen: Okay, Samantha, I'm going to go ahead and take a look at this. I see we already have a ticket created, MEI-15509. I'm going to review the details and see what we can do to assist.

Samantha Thomas: Great, thank you. We just want to make sure we're covering our bases here.

Karen: Absolutely. Based on what you've told me, it sounds like we may need to review our pharmacy's security footage and see if we can identify any patterns or... (pause) I'm going to go ahead and escalate this to our Loss Prevention team to take a closer look.

Samantha Thomas: Sounds good. What's the timeline looking like for resolution?

Karen: We should have an update for you within the next 24 to 48 hours. I'll make sure to keep you posted on any developments.

CLOSING

Karen: Just to summarize, Samantha, we're going to review the security footage and have our Loss Prevention team take a closer look at the transaction. Your ticket number is MEI-15509, and I'll be in touch with any updates.

Samantha Thomas: Great, thank you, Karen. I appreciate your help.

Karen: You're welcome, Samantha. Have a great day, and we'll talk soon.

Samantha Thomas: You too, thanks again. Bye.

Karen: Bye.