

Meijer Support Call Transcript — MEI-16091

Ticket ID:	MEI-16091	Priority:	Low
Created:	2025-05-26 19:32:25	Status:	Resolved
Store #:	273	Store:	Lincoln Highway, Mokena
Category:	Loss Prevention	Type:	Fraud Alert
Coordinates:	41.49943605, -87.89025984443204	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?

James Jones: Hi Karen, this is James Jones, Store Manager at the Lincoln Highway store in Mokena. How's your day going?

Karen: It's going well, thanks for asking, James. What brings you to call us today?

James Jones: Just a quick issue I wanted to touch base with you about.

PROBLEM DESCRIPTION

James Jones: We've got a Fraud Alert that just popped up on our system, and I'm not sure what's going on. It says "requiring assistance" but doesn't give me much to go on.

Karen: Okay, can you tell me more about what you're seeing on the alert? Is there a specific transaction or employee involved?

James Jones: Let me check... (background noise of keyboard typing) Okay, it looks like it's related to a transaction from last night. We had a customer purchase a bunch of gift cards and...

Karen: (interrupting) I'm sorry, James, can you hold on just a sec? (brief hold music) Okay, I'm back. Sorry about that. You were saying?

James Jones: (laughs) No problem, Karen. So, like I was saying, the customer bought a bunch of gift cards and our system is flagging it as suspicious.

TROUBLESHOOTING/RESOLUTION

Karen: Alright, that does sound suspicious. I'm going to go ahead and create a ticket for this, MEI-16091. Can you tell me if you've reviewed the transaction footage yet?

James Jones: Not yet, we just got the alert and I wanted to reach out to you guys first.

Karen: Okay, well, I'd like you to go ahead and review that footage and see if you can find anything unusual. In the meantime, I'll get our team to take a look at the transaction and see if we can find any patterns.

James Jones: Sounds good. How long do you think it'll take to resolve this?

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

****CLOSING****

Karen: Just to summarize, James, we've created ticket MEI-16091 for the Fraud Alert, and we'll be reviewing the transaction and footage. You'll review the footage on your end and we'll follow up with you tomorrow.

James Jones: Sounds good, Karen. Thanks for your help.

Karen: You're welcome, James. If you have any other questions or concerns, don't hesitate to reach out. Have a great day!

James Jones: You too, thanks again.