

Meijer Support Call Transcript — MEI-25240

Ticket ID:	MEI-25240	Priority:	High
Created:	2025-05-30 01:50:54	Status:	Resolved
Store #:	333	Store:	West Carleton Road, Hillsdale
Category:	IT/Network Problems	Type:	Payment Processing
Coordinates:	41.9505831, -84.6624225277665	Location Type:	Store

Transcript

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

OPENING

IT Help Desk, this is Agent Thompson. How can I assist you today?

Ashley Taylor, Assistant Manager at the West Carleton Road store in Hillsdale. Hi, how's your day going so far?

Oh, it's going alright, thanks for askin'. We're having a bit of an issue with our payment processing, so I'm hopin' you can help me out.

No problem at all, Ashley. I'm here to help. What seems to be the problem with payment processing?

PROBLEM DESCRIPTION

Well, our lanes just stopped takin' credit card payments about 20 minutes ago. We've tried restartin' the terminals, but nothin's workin'. We're gettin' an error message sayin' " unable to connect to host". (background noise of store announcements) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. As I was sayin', we're not sure what's goin' on.

Can you tell me more about the error message you're seein'? Is it on all lanes or just one?

It's on all of 'em. We've tried swappin' out the credit card readers, but that didn't work either. (sound of a customer asking for assistance in the background) Oh, sorry, I gotta go help this customer real quick. (pause) Okay, I'm back. Sorry about that.

No worries, Ashley. I'm just gonna go ahead and create a ticket for this issue. I'll make sure to note that it's a high-priority issue since it's affectin' your payment processing.

TROUBLESHOOTING/RESOLUTION

Okay, I've created ticket MEI-25240 for this issue. Based on what you've told me, it's possible that we're lookin' at a network issue. I'm gonna go ahead and escalate this to our network team to take a look. In the meantime, can you try runnin' a test transaction on one of the lanes to see if that works?

Okay, let me try that real quick. (pause) Nope, still not workin'. What's the timeline lookin' like for gettin' this fixed?

I'd say we're lookin' at about an hour or so before our network team can take a look. I'll make sure to keep you updated on the status of the ticket. If you need any assistance in the meantime, just give me a holler.

CLOSING

Alright, Ashley, just to summarize, we've got ticket MEI-25240 open for the payment processing issue at your store. I've escalated it to our network team, and we're expectin' a resolution within the next hour or so. You should receive an

update on the ticket status soon. Is there anything else I can help you with today?

No, that's all. Thanks for your help, Agent Thompson. I appreciate it.

You're welcome, Ashley. Have a great day, and we'll get this issue resolved for ya.