

# Meijer Support Call Transcript — MEI-5299

Ticket ID:	MEI-5299	Priority:	High
Created:	2025-06-09 10:46:36	Status:	Closed
Store #:	171	Store:	East 34 Road, Cadillac
Category:	Loss Prevention	Type:	Fraud Alert
Coordinates:	44.28112794557761, -85.45897671239653	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 Anderson: Hi Karen, this is Samantha Anderson, Shift Supervisor at the East 34 Road store in Cadillac.

Agent: Hi Samantha, nice to talk to you. How's your day going so far?

Samantha Anderson: It's going, just dealing with a bit of an issue here. We've got a Fraud Alert that's requiring some assistance.

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

Samantha Anderson: So, we've got a situation where one of our team members noticed some suspicious activity on our self-checkout lanes. It looks like someone might be trying to scam us with some fake coupons.

Agent: Okay, can you tell me more about what you're seeing? What kind of coupons are they trying to use?

Samantha Anderson: (background noise) Sorry, bear with me for a sec... (pause) Okay, so it looks like they're trying to use some digital coupons that aren't valid. We've had a few instances of this already today.

Agent: Alright, that doesn't sound right. Have you talked to your team about verifying the coupons before accepting them?

Samantha Anderson: Yeah, we've reminded them to check the coupons, but it's still happening. I'm worried we might have a bigger issue on our hands.

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

Agent: Okay, Samantha, I'm going to go ahead and create a ticket for this. This will be ticket MEI-5299. I'm going to mark it as high priority since it's a potential fraud issue.

Samantha Anderson: Sounds good, thanks Karen.

Agent: In the meantime, I recommend that you have your team members keep a close eye on those self-checkout lanes and verify every coupon that comes through. We'll get someone out to take a look at your system and see if we can't catch this scammer in the act.

Samantha Anderson: That sounds like a plan. How soon can we expect someone to arrive?

Agent: I'd say within the next 24 hours, depending on our technician's schedule. I'll make sure to note the urgency on the ticket.

\*\*CLOSING\*\*

Agent: Just to summarize, Samantha, we've got a ticket open for the Fraud Alert at your store, and we'll have someone out to investigate within the next 24 hours.

Samantha Anderson: Sounds good, thanks Karen. What's the ticket number again?

Agent: It's MEI-5299. I'll follow up with you tomorrow to make sure everything is taken care of. Have a great day, Samantha.

Samantha Anderson: You too, thanks for your help.