

# Meijer Support Call Transcript — MEI-8542

|              |                                |                |                     |
|--------------|--------------------------------|----------------|---------------------|
| Ticket ID:   | MEI-8542                       | Priority:      | Low                 |
| Created:     | 2025-01-31 12:05:43            | Status:        | In progress         |
| Store #:     | 330                            | Store:         | Burbank Rd, Wooster |
| Category:    | Loss Prevention                | Type:          | Fraud Alert         |
| Coordinates: | 40.8591961, -81.94896036057068 | 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?

Caller: Hi Karen, this is Daniel Thompson, Front End Supervisor at the Burbank Rd store in Wooster.

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

Caller: Oh, you know, just trying to get through the morning rush. We've got a bit of a situation I need some help with.

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

Caller: So, 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 there's some suspicious activity with one of our cashiers.

Agent: Okay, can you tell me more about the alert? What's the nature of the suspicious activity?

Caller: (background noise) Hold on just a sec, Karen... (pause) Okay, sorry about that. It looks like there's been some discrepancies with the cashier's till, and our system is flagging it as potential fraud.

Agent: I see. And have you spoken with the cashier about this yet?

Caller: Not yet, I wanted to get your input first. We've had some issues with shrinkage in the past, and I want to make sure we're handling this right.

Agent: Okay, that's a good idea. Can you tell me what time the alert came in and what the cashier's name is?

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

Agent: Okay, Daniel, I'm going to go ahead and take a look at this. Based on what you've told me, it sounds like we may need to do a till audit and review some footage. I'm going to create a ticket for this, which will be MEI-8542.

Caller: Sounds good, thanks Karen.

Agent: I'm going to prioritize this as a low-priority issue, but I still want to get it resolved for you today. Can you please have the cashier come in and speak with me when I call back?

Caller: Absolutely, I'll make sure they're available.

Agent: Great, I'll call back within the next hour or so to discuss further. In the meantime, please don't take any further action on the till or the cashier.

### \*\*CLOSING\*\*

Agent: Just to summarize, Daniel, I'm going to create ticket MEI-8542 and follow up with you within the hour to discuss the next steps. You'll also receive an email with the ticket details.

Caller: Sounds good, thanks Karen. I appreciate your help.

Agent: You're welcome, Daniel. We'll get this resolved for you. Have a great day, and I'll talk to you soon.

Caller: You too, thanks again. Bye.