

# Meijer Support Call Transcript — MEI-2757

Ticket ID:	MEI-2757	Priority:	Medium
Created:	2025-05-26 03:10:37	Status:	Resolved
Store #:	186	Store:	US52 (Sagamore Pky), West Lafayette
Category:	Equipment/Hardware Issues	Type:	Checkout Scale
Coordinates:	40.467414000000005, -86.96550535	Location Type:	Store

## Transcript

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

### \*\*OPENING\*\*

Facilities Support, this is Agent Thompson. How can I help you today?

James Martin, Grocery Manager at the West Lafayette store on Sagamore Parkway. Hi, how's it going?

Oh, hi James! I'm doin' alright, thanks for askin'. What can I help you with at store 186?

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

We're havin' some issues with one of our checkout scales. It's just not calibratin' right, and we're gettin' some errors on the screen. I've tried restartin' it, but no luck.

Can you tell me more about the error message you're seein', James? Is it a specific code or just a general error?

It's just sayin' "Scale Not Responding". And it's happenin' on lane 3, so we're havin' to redirect customers to other lanes. (background noise of store announcements) Sorry, bear with me for a sec... Okay, I'm back.

No problem, James. I'm gonna go ahead and make a note of that. Have you noticed any other issues with the scale, like any physical damage or wear and tear?

Not that I've seen, but I did notice the last time we had our quarterly maintenance, the tech mentioned somethin' about the scale's calibration bein' off.

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

Okay, James, I think I see what might be goin' on here. I'm gonna go ahead and create a ticket for this issue, which will be MEI-2757. I'm gonna prioritize it as medium, since it's not a critical issue, but we still want to get it resolved for you ASAP.

I'm gonna recommend that we send a technician out to take a look at the scale and recalibrate it. In the meantime, you can try using a different scale or manually enterin' the weights for any items that need to be weighed.

That sounds good, thanks. How soon can we expect someone to come out and take a look?

I'm gonna schedule it for today, James. You should see someone out there within the next 2-3 hours. I'll make sure to note that you're available to meet with the tech during that time.

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

Just to summarize, James, I've created ticket MEI-2757 for the issue with your checkout scale, and we'll have a technician out to take a look and recalibrate it today. You should see someone out there within the next 2-3 hours.

Sounds good, thanks for your help, Agent Thompson. I appreciate it.

You're welcome, James. If you have any other issues or concerns, don't hesitate to reach out. Have a great day, and I'll talk to you soon!