

Meijer Support Call Transcript — MEI-6845

Ticket ID:	MEI-6845	Priority:	High
Created:	2025-07-21 18:16:14	Status:	Resolved
Store #:	35	Store:	Pardee Road, Taylor
Category:	Loss Prevention	Type:	Theft Incident
Coordinates:	42.200403449999996, -83.26156342219696	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 Jennifer Brown, Store Manager at the Pardee Road store in Taylor.

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

Caller: Oh, you know, just trying to get through the summer rush. We've got a bit of an issue I wanted to touch base with you about.

PROBLEM DESCRIPTION

Caller: We've had a suspected theft incident in our pharmacy department. One of our pharmacists noticed that some controlled substances were missing from the inventory.

Agent: I see. Can you tell me more about what happened? When did you first notice the issue?

Caller: Well, it was during our morning inventory check. We're talking about a pretty significant amount of product, too. (background noise) Sorry, bear with me for a sec, I've got a customer waiting... (pause) Okay, sorry about that. As I was saying, we're looking at a potential loss of around \$5,000.

Agent: Okay, Jennifer, that does sound serious. Have you reviewed the security footage yet?

Caller: Not yet, we're still in the process of pulling the tapes. But we did notice that one of our pharmacy techs had an unusual login pattern yesterday.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, I'm going to go ahead and create a ticket for this incident. This will be ticket MEI-6845. Given the priority of this issue, I want to make sure we get on top of it right away. Can you please have your team review that security footage ASAP and get back to me with any updates?

Caller: Absolutely, we'll get right on that.

Agent: Great. I'm also going to escalate this issue to our loss prevention team, and we'll work on getting a plan in place to prevent anything like this from happening again in the future. We should have a resolution or at least some next steps within the next 24-48 hours.

Caller: That sounds great, thank you, Karen.

CLOSING

Agent: Just to summarize, we've created ticket MEI-6845 for the suspected theft incident in your pharmacy department. I'll be following up with you within the next 24-48 hours to check on the status of the investigation.

Caller: Sounds good, thanks again for your help, Karen.

Agent: You're welcome, Jennifer. If you have any other questions or concerns, don't hesitate to reach out. Have a great day, and let's get to the bottom of this issue.

Caller: You too, thanks. Bye.