

Meijer Support Call Transcript — MEI-19123

Ticket ID:	MEI-19123	Priority:	Low
Created:	2024-10-09 02:20:18	Status:	Open
Store #:	227	Store:	Highland Rd., White Lake
Category:	Loss Prevention	Type:	Theft Incident
Coordinates:	42.651742299999995, -83.53157792911416	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 Samantha Thompson, Produce Manager at the Highland Rd. store in White Lake.

Agent: Hi Samantha, nice to talk to you. How's everything going up there in White Lake?

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

PROBLEM DESCRIPTION

Caller: So, we've had a suspected theft in our pharmacy department. One of our team members noticed that some prescription medication was missing from the shelf.

Agent: Okay, I'm sorry to hear that. Can you tell me more about what happened? Was it during a specific time frame or shift?

Caller: Yeah, it was during the morning rush, around 9 am. We've got cameras in the area, but we haven't had a chance to review the footage yet.

Agent: Alright, that's helpful to know. Have you noticed any other discrepancies in the pharmacy department recently?

Caller: (background noise) Oh, sorry about that, Karen. We've got a delivery coming in. (pause) Anyway, no, this is the first incident we've had in a while.

Agent: Okay, no problem. So, just to clarify, you're saying that the missing medication was from the shelf, not from a locked cabinet or anything?

Caller: That's right. It was just a regular stock item.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Samantha, I'm going to go ahead and review the details of this incident. I've got the ticket number as MEI-19123. I'm going to recommend that we review the camera footage as soon as possible to see if we can identify any suspects.

Caller: Sounds good to me.

Agent: In the meantime, I'd like you to make sure that all of your team members are aware of the incident and to keep an eye out for any other discrepancies.

Caller: Will do.

Agent: I'm going to estimate that we'll have this resolved within the next 3-5 business days, depending on what we find on the footage.

Caller: Okay, that sounds reasonable.

****CLOSING****

Agent: Alright, Samantha, just to summarize, we're going to review the camera footage and investigate the suspected theft in the pharmacy department. Your ticket number is MEI-19123, and we'll be in touch with you within the next 3-5 business days.

Caller: Sounds good, Karen. Thanks for your help.

Agent: You're welcome, Samantha. We appreciate you bringing this to our attention. If you have any other issues or concerns, don't hesitate to reach out.

Caller: Will do, thanks again.

Agent: You're welcome, have a great day!