

# Meijer Support Call Transcript — MEI-6276

Ticket ID:	MEI-6276	Priority:	Low
Created:	2024-11-02 16:04:54	Status:	In progress
Store #:	192	Store:	McFarland Rd, Rockford
Category:	Equipment/Hardware Issues	Type:	Checkout Scale
Coordinates:	42.29274635, -88.9761256883312	Location Type:	Store

## Transcript

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

\*\*OPENING\*\*

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

Jennifer Brown: Hi Karen, this is Jennifer, Store Manager at the McFarland Rd, Rockford store, number 192. How's your day going?

Agent Karen: Oh, it's going well, thanks for asking, Jennifer! What can I help you with today?

Jennifer Brown: Just a quick issue with one of our checkout scales.

\*\*PROBLEM DESCRIPTION\*\*

Jennifer Brown: So, we've got a checkout scale that's not weighing items correctly. It's just giving us an error message, and our cashiers are having to manually enter the weights.

Agent Karen: Okay, which lane is it in, Jennifer? And have you tried restarting the scale or checking the connections?

Jennifer Brown: It's in lane 3, and yeah, we've tried restarting it. (background noise) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. Where was I? Oh yeah, so we've tried restarting it, and it's still not working.

Agent Karen: No problem, Jennifer. Can you tell me what the error message says exactly?

Jennifer Brown: Let me check... (pause) Okay, it says "Weight Not Available". And it's not just one item, it's happening with every item we try to scan.

\*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Karen: Alright, Jennifer, I'm going to go ahead and create a ticket for this issue. I've got ticket MEI-6276 created. I'm going to send someone out to take a look at that scale. In the meantime, you can try using a different scale or manually entering the weights like you're doing now.

Jennifer Brown: Okay, that sounds good. How soon can we expect someone to come out?

Agent Karen: We should be able to get someone out there within the next 24 to 48 hours. I'll make sure to prioritize it since it's affecting your checkout lanes.

Jennifer Brown: Alright, that sounds great, thanks Karen.

\*\*CLOSING\*\*

Agent Karen: Just to summarize, Jennifer, I've created ticket MEI-6276 for the issue with your checkout scale in lane 3. We'll have someone out to take a look at it within the next 24 to 48 hours.

Jennifer Brown: Sounds good, thanks Karen. I appreciate your help.

Agent Karen: You're welcome, Jennifer. If you have any other issues or concerns, don't hesitate to reach out. Have a great day!

Jennifer Brown: You too, thanks again!