

Meijer Support Call Transcript — MEI-8280

Ticket ID:	MEI-8280	Priority:	Low
Created:	2024-07-12 11:33:08	Status:	In progress
Store #:	186	Store:	US52 (Sagamore Pky), West Lafayette
Category:	Loss Prevention	Type:	Fraud Alert
Coordinates:	40.467414000000005, -86.96550535	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 Sarah Miller, Shift Supervisor at the West Lafayette store on Sagamore Parkway.

Agent: Hi Sarah, nice to talk to you. How's your day going so far?

Caller: It's going alright, just dealing with a bit of an issue here. We've got a Fraud Alert that's requiring some assistance.

PROBLEM DESCRIPTION

Caller: So, we had a customer try to return a few items without a receipt, and our system flagged it as a potential fraud risk. I've tried to investigate further, but I need some help from your team to figure out what's going on.

Agent: Okay, can you tell me more about the items they were trying to return? Were they electronics or something else?

Caller: (background noise) Oh, sorry about that, Karen. We've got a bit of a rush on right now. (pause) Okay, so the items were a few grocery items, like meat and dairy products.

Agent: Alright, got it. And did the customer have any explanation for not having a receipt?

Caller: (interrupted by a coworker in the background) Sorry, Karen, just a minute. (pause) Okay, where was I? Ah yes, the customer just said they must have lost the receipt.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Sarah, I'm going to go ahead and take a look at this. I've created a ticket, MEI-8280, to track this issue. Can you please confirm that you've already reviewed our store's security footage?

Caller: Yes, I've taken a look, but I didn't see anything suspicious.

Agent: Alright, I'm going to go ahead and escalate this to our investigations team. We'll take a closer look and see if we can identify any patterns or potential fraud risks.

Caller: Sounds good, thanks Karen. How long do you think it'll take to resolve this?

Agent: We should have an update for you within the next 24-48 hours. I'll make sure to keep you posted on any developments.

CLOSING

Agent: Just to summarize, Sarah, we've created ticket MEI-8280 to investigate this potential fraud risk. I'll be in touch with you soon to provide an update.

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

Agent: You're welcome, Sarah. If you have any further questions or concerns, don't hesitate to reach out. Have a great day, and thanks for shopping Meijer!

Caller: You too, thanks again!