

Meijer Support Call Transcript — MEI-24570

Ticket ID:	MEI-24570	Priority:	Low
Created:	2025-05-28 07:19:47	Status:	Resolved
Store #:	307	Store:	Kent Road, Stow
Category:	Equipment/Hardware Issues	Type:	Checkout Scale
Coordinates:	41.159284850000006, -81.40480998014544	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?

Sarah Williams: Hi, Agent Thompson. This is Sarah, the Store Manager at the Kent Road store in Stow, Ohio. How's your day going so far?

Agent Thompson: It's going well, thanks for asking, Sarah. What can I help you with today?

Sarah Williams: Just a quick issue with one of our checkout scales. I'm hoping you can help me get it resolved.

PROBLEM DESCRIPTION

Sarah Williams: So, we've got a checkout scale that's not weighing items correctly. It's just giving us an error message and not letting us scan anything. We've tried restarting it, but that didn't work.

Agent Thompson: Okay, which lane is it in? And can you tell me what the error message says exactly?

Sarah Williams: It's in lane 3... (background noise of store announcements) ...sorry about that. The error message just says "weight not detected".

Agent Thompson: Alright, got it. And have you noticed this issue happening at any particular time of day or with specific types of items?

Sarah Williams: It seems to be happening all day, and it's not just with one type of item. We've had issues with everything from produce to canned goods.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Sarah. I'm going to go ahead and create a ticket for this issue. That'll be MEI-24570. I think we might need to send someone out to take a look at the scale. In the meantime, can you try using a different scale or manually entering the weights?

Sarah Williams: Yeah, we can do that. But hopefully, we can get it fixed soon. We're getting into our busy season with summer sales and all.

Agent Thompson: Absolutely, I understand. I'm going to prioritize this ticket and get someone out to you within the next 24 to 48 hours. We'll get that scale up and running in no time.

Sarah Williams: Sounds great, thanks.

CLOSING

Agent Thompson: Just to summarize, I've created ticket MEI-24570 for the issue with your checkout scale. We'll have someone out to take a look within the next 24 to 48 hours. If you have any other issues or concerns, don't hesitate to reach out.

Sarah Williams: Great, thanks for your help, Agent Thompson. I appreciate it.

Agent Thompson: You're welcome, Sarah. Have a great day and we'll talk to you soon.

Sarah Williams: You too, thanks. Bye.