



ASUB Standard Operating Procedure – 2009

Standard Operating Procedure Synopsis

Title: **VENDING MACHINES**

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Revision Date, if applicable:

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Annual Review Month: April

Responsible Officer (RO): Vice Chancellor for Finance and Administration

Standard Operating Procedures Manager (PM): VCFA Fiscal Support

A. Purpose and Scope

This standard operating procedure outlines the process for requesting service or refunds on vending machines

B. Definitions

VCFA – Vice Chancellor for Finance and Administration

C. Procedures

All vending machine services must flow through the Office of Finance and Administration or Procurement.

When a soda or snack vending machine needs service (i.e. out of product), contact the VCFA office and a service ticket will be placed with the appropriate vendor.

When a soda or snack machine fails to deliver the product after a payment has been made, requests for refund can be directed to the VCFA office and a service ticket will be placed with the appropriate vendor. A refund can then be given to the customer from the ASU-Beebe Cashier's Office.

D. Related Information
