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## ASUB Standard Operating Procedure – 2009

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### Standard Operating Procedure Synopsis

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Title: **VENDING MACHINES**

Approval Date: November 3, 2021

Revision Date, if applicable:

Review Date(s): April 20, 2022; April 12, 2023; April 17, 2024; April 9, 2025; April 22, 2026

Annual Review Month: April

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

Standard Operating Procedures Manager (PM): VCFA Fiscal Support

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### A. Purpose and Scope

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

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### B. Definitions

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*VCFA* – Vice Chancellor for Finance and Administration

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### C. Procedures

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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.

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**D. Related Information**

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