



Procurement & Contract Services

PO Box 75740, Fairbanks, Alaska 99775-7940, www.uaf.edu/purch

TO: UAF Faculty, Staff, and Students

FROM: UAF Procurement & Contract Services

DATE: May 3, 2004

RE: Beverage and Snack Vending Machines

The Office of Procurement & Contract Services maintains both the Beverage and Snack Vending Machine Contracts and would like to share with you the proper procedures to follow in reporting a malfunctioning machine or requesting a reimbursement.

Malfunctioning Machine

Please contact UAF Dining Services at 474-6661 to report service related issues which may include the following:

- Damage to machines which may include cracked or broken glass surfaces
- Out-of-stock items
- Broken and/or inoperable machines
- Inoperable bill acceptor and change dispenser
- Product leaks or spills
- Problems with debit card readers

Request for Reimbursement

As a condition of their respective contracts, Aurora Vending (Beverage Machine Contractor) & Vend Alaska (Snack & Coffee Machine Contractor) are responsible for maintaining refund banks at various locations on campus from which reimbursements due to machine malfunction may be made to its customers.

Reimbursement for Beverage, Snack, and Coffee Vending Machines may only be made at one of the following locations:

- UAF Business Office – 1st Floor Signers Hall
- IARC - Rm 203
- TVC – 604 Barnette St, Rm109
- William Ransom Wood Center – 1st Floor Front Desk
- Moore, Bartlett, Skarland Complex - Residence Life Office
- Center for Distance Education – 3352 College Rd, Ste A
- ASC Office of Procurement & Contract Services – 3295 College Rd, Rm 103

*****PLEASE DO NOT LEAVE POST-IT NOTES ON THE VENDING MACHINES*****

Each incident must be accounted for to allow the contractor the opportunity to address the issues involved with the machine malfunction; therefore, refunds shall only be issued by authorized UAF staff at the locations noted above and must be supported by refund slips signed by the customer. Reimbursements are **NOT** to be provided to UAF employees directly from employees of the contractor that stock the machines. Refunds for debit card transactions will be processed at these locations also. Debit card transaction refunds will be refunded in cash.

If you have any questions or concerns, or are interested in having a refund bank placed at your location, or need your refund bank replenished, please contact Kim Anderson, Purchasing Agent, at 474-6018. Thank you for your time and your cooperation.