



## TEXAS TECH UNIVERSITY™

### Operating Policy and Procedure

#### **OP 72.19: Malfunction of Concession Machines**

**DATE:** June 13, 2019

**PURPOSE:** The purpose of this Operating Policy/Procedure (OP) is to establish the procedures for reporting malfunction in concession machines (e.g., Coca-Cola Bottling Refreshments USA Inc.).

**REVIEW:** This OP will be reviewed in May of odd-numbered years by the Chief Procurement Officer with substantive revisions forwarded to the Chief Financial Officer and Vice President for Administration & Finance.

#### **POLICY/PROCEDURE**

##### **1. Malfunctioning Machines**

Malfunction of a machine should be addressed as follows:

For Coca Cola machines, if a product is not dispensed, a product is not satisfactory, or if incorrect change is received, the issue should be reported to Coca Cola at 1.844.561.2653, giving the location of machine (building and floor), the issue being reported, and the name and contact number of the person providing the information. If Coca Cola fails to respond, please contact [procurement@ttu.edu](mailto:procurement@ttu.edu). Procurement Services will report the problem(s) and location of the machine(s) to Coca Cola. For any other concession machines on campus, please email [procurement@ttu.edu](mailto:procurement@ttu.edu) and provide the location of machine (building and floor), the issue being reported, and the name and contact number of the person providing the information.

##### **2. Refunds**

Refunds for incorrect change may be obtained at the locations listed below:

| <b>BUILDING</b>                             | <b>REFUND LOCATION</b>     | <b>PHONE</b> |
|---|----------------------------|--------------|
| Administration                              | Student Union Room 203     | 742.3636     |
| Administrative Support Center               | Student Business Services* | 742.3272     |
| Ag. Pavilion                                | Student Business Services* | 742.3272     |
| Ag. Comm.                                   | Student Business Services* | 742.3272     |
| Animal Science                              | Student Business Services* | 742.3272     |
| Architecture                                | Student Business Services* | 742.3272     |
| Art   | Student Business Services* | 742.3272     |
| Athletics                                   | Student Business Services* | 742.3272     |
| Rawls College of Business<br>Administration | Student Business Services* | 742.3272     |

|                                |                                  |          |
|--------------------------------|----------------------------------|----------|
| Biology                        | Student Business Services*       | 742.3272 |
| Bledsoe                        | Dorm Office                      | 742.0073 |
| Carpenter/Wells                | Dorm Office                      | 742.0224 |
| Chemistry                      | Student Business Services*       | 742.3272 |
| Chitwood                       | Dorm Office                      | 742.2633 |
| Civil Engineering              | Student Business Services*       | 742.3272 |
| Clement                        | Dorm Office                      | 742.2615 |
| Coleman                        | Dorm Office                      | 742.2645 |
| Dance & Theatre                | Student Business Services*       | 742.3272 |
| Drane                          | Student Business Services*       | 742.3272 |
| Doak                           | Dorm Office                      | 742.6666 |
| Education Building             | Student Business Services*       | 742.3272 |
| Engineering                    | Student Business Services*       | 742.3272 |
| Engineering – Computer         | Student Business Services*       | 742.3272 |
| Engineering – Tech Lab         | Student Business Services*       | 742.3272 |
| English/Philosophy             | Student Business Services*       | 742.3272 |
| Food Technology                | Student Business Services*       | 742.3272 |
| Foreign Language               | Student Business Services*       | 742.3272 |
| Gates                          | Dorm Office                      | 742.2610 |
| Gordon                         | Dorm Office                      | 742.0073 |
| Holden                         | Student Business Services*       | 742.3272 |
| Horn                           | Dorm Office                      | 742.2604 |
| Hulen                          | Dorm Office                      | 742.2615 |
| Human Sciences                 | Student Business Services*       | 742.3272 |
| Industrial Engineering         | Student Business Services*       | 742.3272 |
| Kinesiology & Sport Management | Student Business Services*       | 742.3272 |
| Knapp                          | Dorm Office                      | 742.2604 |
| KTXT                           | Student Business Services*       | 742.3272 |
| Law School                     | Administration Office – Room 246 | 742.3793 |
| Library                        | Student Business Services*       | 742.3272 |
| Marsha Sharp Building          | Student Business Services*       | 742.3272 |
| Mathematics & Statistics       | Student Business Services*       | 742.3272 |
| McClellan                      | Student Union Room 203           | 742.3636 |
| Meat Lab                       | Student Business Services*       | 742.3272 |
| Mechanical Engineering         | Student Business Services*       | 742.3272 |
| Media & Communication          | Student Business Services*       | 742.3272 |
| Museum                         | 1 <sup>st</sup> floor guard desk | 742.2442 |
| Murdough                       | Dorm Office                      | 742.2622 |
| Murray Hall                    | Dorm Office                      | 742.4543 |
| New Ticket Office              | Athletics Office                 | 742.1438 |
| Petroleum                      | Student Business Services*       | 742.3272 |
| Petroleum Engineering          | Student Business Services*       | 742.3272 |
| Physical Plant                 | Room 106                         | 742.3314 |
| Physics and Astronomy          | Student Business Services*       | 742.3272 |
| Plant Science                  | Student Business Services*       | 742.3272 |
| Psychology                     | Student Business Services*       | 742.3272 |
| Ranching Heritage Center       | Office                           | 742.0498 |
| Rec. Center                    | Room 202                         | 742.3351 |
| Sneed                          | Dorm Office                      | 742.0073 |
| Sports Studies Center          | Student Business Services*       | 742.3272 |
| Stangel                        | Dorm Office                      | 742.2622 |

|                             |                            |          |
|-----------------------------|----------------------------|----------|
| Student Media               | Student Business Services* | 742.3272 |
| Student Union               | Room 203                   | 742.3636 |
| SW Collections              | Student Union Room 203     | 742.3636 |
| Talkington Hall             | Dorm Office                | 742.6389 |
| TTU Downtown Center         | Student Business Services* | 742.3272 |
| United Supermarkets Arena   | Room 2126                  | 742.7362 |
| Wall                        | Dorm Office                | 742.2610 |
| West                        | Student Business Services* | 742.3272 |
| West Village Residence Hall | Dorm Office                | 742.5265 |
| Weymouth                    | Dorm Office                | 742.2633 |

\* Student Business Services is located in West Hall.