

OKLAHOMA STATE UNIVERSITY INSTITUTE OF TECHNOLOGY  
POLICY & PROCEDURES LETTER

**Vending and Laundry Services**

**3-041  
FISCAL SERVICES  
July 2009**

POLICY

- 1.02 Oklahoma State University Institute of Technology contracts with service providers to provide vending and laundry service for the convenience of students, faculty and staff. This policy is to ensure the control of all products dispensed through vending machines and to control the on-campus laundry facilities.
- 1.03 Departments other than Vending Services are prohibited from operating vending and laundry machines or other vending facilities on campus.

PROCEDURE

- 2.01 Vending machines are to be placed in locations within or adjacent to lines of traffic flow of prospective users. Vending machine locations are targeted to create minimum interference with normal usage of student classrooms and faculty or staff offices.
- 2.02 The Director of Student Union Services has general responsibility for selection of products to be sold in vending machines, and the selection and placement of these machines throughout the campus. The Director of Student Union Services also has general responsibility for operation of all laundry units located on campus.
- 2.03 The service provider will collect cash from machines on a weekly basis or as often as necessary. The service provider will submit an actual vending revenue report for each vending machine with Oklahoma State University Institute of Technology's monthly commission payment to the Director of Student Union Services.
- 2.04 Collection from laundry machines are to be handled in a like manner to § 2.03.
- 2.05 Vending machines shall be stocked daily or on an as-needed basis by the vending service provider.
- 2.06 The service provider shall be responsible for all service and repair of vending and laundry equipment. The service provider will provide a 24 hour, 7 days a week customer contact for emergency service calls. The response time for service calls should be guaranteed to occur within a 3-hour period. A nonworking machine will be repaired or replaced within a 48-hour period of time.

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- 2.07 Non-working or malfunctioning vending and laundry machines should be reported to the Director of Student Union Services.
- 2.08 Refunds for money lost in vending and laundry machine malfunctions will be reimbursed by the Bursar's Office. The service provider will provide the Bursar's Office with the change fund necessary for all refunds.
- 2.09 To ensure that students pay a fair price for products, vending prices will be mutually agreed upon by the Director of Student Union Services and the service provider.
- 2.10 Service providers' contracts with Oklahoma State University Institute of Technology will be reviewed on an annual basis with the option to continue or terminate the agreement.

Approved: August 1996  
Revised: August 2007  
Revised: July 2009