Best Practices in Auxiliary Services: Vending

Authored by the NACAS Professional Development Committee

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ENRICHING THE
CAMPUS EXPERIENCE

ADA
- All Machines must be ADA compliant

Contract
- In the contract, the contractor warrants they are supplying employees that have passed background checks. This includes management, full and part-time staff. The contractor also agrees to defend, indemnify and hold harmless a breach of this warranty.

Credit Card
- Written policy on credit card information protection. The plan needs to include reference to PCI compliance. Also, vendor must submit PCI compliance certificate annually.

Customer Satisfaction
- Vendor provides refund bank or other method for easy refunds to customers
- Take action on customer survey results
- Provide a method for immediate feedback (text, twitter, etc.)

Financial
- The contractor shall maintain complete and accurate records of vending transactions for each machine in accordance with accepted industry accounting practices, and shall keep in a safe place all such financial records and statements pertaining to the operations for a period of three (3) years from the close of each year's operation.

Maintenance
- A PM schedule in place and used for the Vending units
- Maintain a trouble call log for issues with machines and vendors.
- Up to date vendor Certificate of Insurance on file
- Up to date vendor contract on file

Metrics
- Track stales (track both stales from equipment failure and stales from poor sales/mgt of stock),
- Balance cost to service (i.e. fill) with product needs in the machine and adjust accordingly (i.e. par levels).

Operations
- Company's vehicles and personnel must be identifiable when on University property
- Employees must wear name tags
- Identify and replace assets with frequent failures
- Provider Diversity or Diversity Statement
- Anti-Idling Compliance of vehicles used to maintain and restock
- Determine if there is a need for classroom supply vending machines
- Machines not be operated in a force vend mode, machines will be programmed to return customers' money if a selection is not available or voided.
- Machines equipped with sure vend, guaranteed delivery features
- Vendor provides a guaranteed service window for repairing damaged equipment
- Vendor may not replace or move machines without the approval of the College
- Vendor and College representative hold quarterly QA meetings to discuss health of the program and suggestions for change.
- Have a monthly QA process in place where university staff checks machines for product, out of date product, machine functionality and cleanliness QA for low sales locations. Vendor should be identifying low sales, work with vendor on relocating to higher sales location SLA if outsourced, will address malfunctions or low supplies within 24 hours, etc.
- Walk through with vendor 1 time per year to check on status of machines and determine if any need replaced/fixed/updated

Payment
- Vending provider has a written credit card information protection plan in place for electronic and paper transactions
- All machines take coins, credit cards and campus card
- Payment options that include Apple Pay, Google Wallet and other mobile apps.

Performance
- Annual business review with vendor, in addition to vendor providing reports of snack or vending trends across colleges and universities. Plan for how these trends can be incorporated on your campus.

Perishables
- All perishable items; salads, sandwiches, etc., shall be replaced within four (4) days from the date of preparation, i.e., produced on Monday replaced on Thursday of the same week.
- Labeling on all items, including vended perishable foods, shall comply with all U.S.D.A., F.D.A. regulations, qualifications and University policy, regarding packaging, labeling, ingredient listing and standards.

Pricing
- Verify agreed upon pricing
- Competitive pricing - do not exceed dining service's or local convenience store prices

Safety
- Placement of machines comply with Egress and Fire safety

Sales
- Vending provider provides quarterly sales reports along with recommendation on how to improve sales

Real-time online data details how your program is performing.
- Allows University to access product sales and monitor commissions.
- Quarterly sales report is provided in an agreed upon, electronic format

Sustainability
- All machines are energy efficient. Energy Star™-certified machines
- Stand-by modes that power down equipment
- Motion sensing machines that dim LED lighting or power down when not in use.
- Recycle / trash bins located in close proximity and properly maintained.

Tobacco
- The sale of tobacco products is not permitted at any location on campus. Accounts Payable, Receiving and Inventory   Different people are assigned to the responsibilities of authorizing transactions, recording transactions and maintaining custody of the assets to reduce the opportunity of any individual to conceal errors.

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