



TEXAS TECH UNIVERSITY

Operating Policy and Procedure

**OP 72.19: Malfunction of Concession Machines**

**DATE:** May 17, 2023

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

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

**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 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	1st 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
Southwest Collections	Student Union Room 203	742.3636
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
System Building	Student Business Services*	742.3272
Talkington Hall	Dorm Office	742.6389
TTU Downtown Center	Student Business Services*	742.3272
TTU Plaza	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.