

ADM-16.14, "Vending Machines," April 1, 2007

SCDC POLICY/PROCEDURE

NUMBER: ADM-16.14

TITLE: VENDING MACHINES

ISSUE DATE: April 1, 2007

RESPONSIBLE AUTHORITY: DIVISION OF SUPPORT SERVICES

OPERATIONS MANUAL: ADMINISTRATION

SUPERSEDES: ADM-16.14 (February 1, 2005)

RELEVANT SCDC FORMS/SUPPLIES: 20-20, 20-70

ACA/CAC STANDARDS: 4-ACRS-7D-29, 4-4043

STATE/FEDERAL STATUTES:

THE LANGUAGE USED IN THIS POLICY/PROCEDURE DOES NOT CREATE AN EMPLOYMENT CONTRACT BETWEEN THE EMPLOYEE AND THE AGENCY. THIS POLICY/PROCEDURE DOES NOT CREATE ANY CONTRACTUAL RIGHTS OR ENTITLEMENTS. THE AGENCY RESERVES THE RIGHT TO REVISE THE CONTENTS OF THIS POLICY/PROCEDURE, IN WHOLE OR IN PART. NO PROMISES OR ASSURANCES, WHETHER WRITTEN OR ORAL, WHICH ARE CONTRARY TO OR INCONSISTENT WITH THE TERMS OF THIS PARAGRAPH CREATE ANY CONTRACT OF EMPLOYMENT.

PURPOSE: To identify management and accountability control for placement of vending machines in institutions and SCDC buildings, for resolving problems with vending machines, and for record keeping and reporting of funds generated from all vending machines.

POLICY STATEMENT: Vending machines may be placed in SCDC institutions and other SCDC buildings for the purposes of dispensing food and beverages and providing inmates with access to washers and dryers. Problems with vending machines will be reported pursuant to this policy/procedure. Funds generated by vending machines will be reported in accordance with accepted business and accounting procedures for control and disposition of funds.

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SPECIFIC PROCEDURES:

1. GENERAL PROVISIONS:

1.1 The Chief, Canteen Branch, will be responsible for coordinating the placement of all vending machines in institutions and other SCDC buildings.

1.2 All agreements, contracts, and/or bids are offered, awarded, and administered by the Canteen and Purchasing Branches in accordance with SCDC Policy/Procedure ADM-12.01, "Procurement of Commodities and Services," and the State Consolidated Procurement Code.

1.3 Each Warden will be responsible for designating at least one (1) but no more than three (3) employees at his/her institution who will be responsible for contacting the vendor when an emergency arises.

1.4 The designee must have the phone number of the vendor readily available. Vending machines will normally have a toll-free number affixed to one (1) or more machines.

1.5 Through an agreement between the South Carolina Department of Corrections (SCDC) and the South Carolina Commission for the Blind (SCCB), the vending machines in all level one institutions and some level two institutions will be operated by a Blind Licensed Vendor (BLV). All non-institutional work sites, i.e., Facilities Management, Print Shop/Graphics, Support Services, Headquarters building, etc. will also be operated by a BLV.

2. REQUESTS FOR VENDING MACHINES: Coin-operated and/or cashless machines will be placed in SCDC institutions and buildings upon request with a justifiable reason(s). The justification should be sent to

the Chief, Canteen Branch and should include the following:

- need;
- potential sales; and
- proposed location.

3. REPORTING PROBLEMS WITH FOOD AND BEVERAGE MACHINES: (NOTE: All calls made to a vendor to report a problem with a machine or product must be logged on SCDC Form 20-70, "Vending Machines, Weekly Refund/Problem Log Sheet.")

3.1 Food and beverage vendors should respond (on-site) to all emergency calls within three (3) hours. If the vendor does not respond within three (3) hours, the designee must place another call and indicate "2nd" call on SCDC Form 20-70, "Weekly Refund/Problem Log Sheet."

3.2 The designee must report the incident to the Chief, Canteen Branch/designee, if the vendor fails to respond within 48 hours. The designee must also fill out a MMO #141, "Complaint Report," which can be obtained from the Canteen and Purchasing Branches. DO NOT fill in the following lines on MMO #141:

- Purchase Order;
- Contract Number;
- Buyer Name; and
- Commodity.

3.3 MMO #141 should also be forwarded to the Chief, Canteen Branch anytime there is an on-going problem with the vendor, i.e., machines constantly malfunctioning, too frequent out-of-stock conditions, problems with the route person, uncleanliness of machine, etc. (NOTE: This form should not be used to report monetary losses.)

3.4 SCDC Form 20-20, "Coin-Operated Vendor Sign In Log," should be maintained in the Control Room at each institution. Entries will be made to this log for each vendor visit. The vendor's name, the month, institution's name, and the date and time the vendor visited the institution will be logged. An asterisk (*) should be noted in the "time" section whenever the visit is for maintenance purposes. This completed form should be forwarded by an institutional designee to the Canteen Branch within five (5) working days after month's end.

4. REFUNDS FROM VENDING MACHINES - SCDC CONTRACTED:

4.1 A request for a refund must be listed on SCDC Form 20-70, "Weekly Refund/Problem Log Sheet." (NOTE: An emergency must not be confused with the customer occasionally getting "shortchanged" and requesting a refund.) Refunds at some institutions are no longer allowed due to an abnormally high number of refund requests in the past. These institutions must have a "No Refund" sign posted on or near the vending machines.

4.2 The designee will be responsible for handling refunds at those institutions/buildings allowing refunds. The vendor will get the original copy of SCDC Form 20-70 and add up the refunds listed. That amount will

be given to the designee who will handle distribution of these funds in the respective manner indicated below:

4.2.1 Employees: The designee will contact the employees who are due refunds and give the appropriate amount of monies to them.

4.2.2 Visitors: The designee will match the visitors who are due refunds with the appropriate inmate(s) and will ensure that those monies are credited to each respective inmate's E.H. Cooper account. (NOTE: At institutions that provide refunds, a notice will be posted on or near the vending machines explaining the above. At institutions that do not provide refunds, a notice to that effect will be posted on or near the vending machines.)

4.2.3 Work Center Inmates (Community Employed): The designee will give all refunds to the Center's accountant who will credit the respective inmate's account.

The yellow copy of SCDC Form 20-70 must be forwarded to the Canteen Branch and the designee will retain the pink copy.

5. REFUNDS FROM VENDING MACHINES - SCCB CONTRACTED:

5.1 A request for a refund from a BLV must be listed on SCDC Form 20-70, "Weekly Refund/Problem Log Sheet." (NOTE: an emergency must not be confused with the customer occasionally getting "shortchanged" and requesting a refund.) Visitors and employees must completely fill out the form, including address and telephone number. Work Center inmates (community employed) who are allowed to handle money must also completely fill out this form to include SCDC number. Refunds at some institutions are no longer allowed due to an abnormally high number of refund requests in the past. These institutions must have a "No Refund" sign posted on or near the vending machines.

5.2 The designee will be responsible for notifying the BLV of refunds to be given at those institutions/buildings allowing refunds. The vendor will get the original copy of SCDC Form 20-70. Distribution of these refunds will be handled as explained below:

5.2.1 Employees: The vendor will send the refund by mail.

5.2.2 Visitors: The vendor will send the refund by mail.

5.2.3 Work Center Inmates (community Employed): The designee will give all refunds to the center's accountant who will credit the respective inmate's account.

5.3 The yellow copy of SCDC Form 20-70 must be forwarded to the Canteen Branch and the designee will retain the pink copy.

6. WASHER AND DRYER VENDORS:

6.1 Washer and dryer vendors provide a service rather than a product; thus, their representatives will visit facilities mainly to collect monies and/or repair or replace equipment.

6.2 When the vendor arrives to make a collection, s/he must be accompanied by an institutional staff designee to verify the meter readings and the monies that are recorded on the receipt.

6.3 The receipt should reflect the time period in which the money has accrued and from which machines the money was collected.

6.4 The institutional designee should make a copy of this receipt for his/her records and send the original copy to the accounting section of the Canteen Branch within 48 hours of the receipt date.

6.5 Collections will be made at least once per month (every four [4] weeks). If collections are not made as scheduled, the institutional designee should notify the Canteen Branch office within five (5) business days.

7. RECORD KEEPING/REPORTS:

7.1 The accounting technicians of the Canteen Branch will maintain records of all commissions and monies collected from all coin-operated machines.

7.2 A monthly report of sales and commissions will be submitted to the Division of Support Services, and copies will be submitted to the Division Director for Program Services and to the Financial Accounting Branch.

7.3 Periodic audits of the Canteen Branch, including vending machine funds, will be conducted by the Audit Section Office of Budget and Resource Management. (4-ACRS-7D-29, 4-4043)

7.4 All commissions received will be accompanied by a detailed report of all sales per machine and by location.

8. COMMISSION CHECKS FROM VENDING MACHINES:

8.1 The commission for all coin operated and/or cashless vending machines retained by the SCDC will be remitted by check payable to the Canteen Branch of the South Carolina Department of Corrections

8.2 All commission checks received by the accounting staff of the Canteen Branch will be hand carried to the Financial Accounting Branch to be deposited into the Canteen account.

8.3 The Financial Accounting Branch will forward an official receipt to the Canteen Branch after the deposit is made.

9. EMERGENCIES:

9.1 When a designee receives information that constitutes an emergency, the information will be documented on SCDC Form 20-70, "Weekly Refund/Problem Log Sheet," and a call will be made to the appropriate vendor explaining the problem in detail. The date, specific machine, nature of the problem, and the date and time the call was made must be included. In addition, the date and time the problem was resolved should also be documented.

9.2 An "out-of-order" sign should be placed on a machine that is completely out of stock or is malfunctioning. The sign should be removed when the problem has been corrected.

10. DEFINITIONS:

Emergency refers to but, is not limited to machines out of stock, taking money without giving merchandise, not taking money, taking money without giving correct change, "free" vending, machine leaking, machine not secured, machine broken into, machines not cooling properly, etc.

Vending Machines refer to coin-operated and/or cashless food and beverage machines, washers, and dryers located in institutions and other SCDC buildings.

SIGNATURE ON FILE

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s/Jon E. Ozmint, Director

ORIGINAL SIGNED COPY MAINTAINED IN THE DIVISION OF POLICY DEVELOPMENT.