



Policies and Procedures Manual

Title: Vending and Laundry Refunds Policy
Policy Administrator: Director of Auxillary Services
Effective Date: 1/4/2010
Approved by: Director of Auxiliary Services

Purpose:

This document is intended to inform the College Community of the policies and procedures regarding the reimbursement of funds lost by students and/or staff in the laundry and vending machines on campus.

Policy:

1.0 Reimbursement of Quarters Lost in Laundry Machines

When students lose quarters in a malfunctioning washing machine or dryer in one of the College residence halls they will be refunded back the total amount lost. A bank is kept on hand from the laundry company for any necessary refunds in the Auxiliary Services Office in Hogan 503. A log is kept with the refund money to record the required information and keep track of all funds returned due to malfunctioning machines.

2.0 Reimbursement of Crusader Express Funds Lost in Laundry Machines

When students lose funds off of their Crusader Express account in a malfunctioning washing machine or dryer in one of the College residence halls they will be refunded back the total amount lost with those funds being placed back into their account.

3.0 Reimbursement of Cash Lost in Vending Machines

When cash is lost in any of the vending machines on campus the total amount lost will be refunded. Banks from the vending companies are kept on hand in both the Auxiliary Services Office in Hogan 503 and the Human Resources Department in O'Kane 72. A

log is kept with the refund money to record the required information and keep track of all funds returned due to malfunctioning machines.

4.0 Reimbursement of Crusader Express Funds Lost in Vending Machines

When students and/or staff lose funds off of their Crusader Express account in a malfunctioning vending machine they will be refunded back the total amount lost with those funds being placed back into their account.

Procedures:

1.0 Report Loss of Cash

Students and/or staff must go to the Auxiliary Services office in Hogan 503 and speak to the Auxiliary Services Coordinator to report any money lost in laundry or vending machines. They must know the dorm, date and laundry machine that malfunctioned or the exact location, date and type of vending machine that malfunctioned.

2.0 Fill out Log

The Auxiliary Services Coordinator will fill out the log with the refund bank indicating the location, machine that malfunctioned, date, amount lost and the student or staff name. The student or staff member must sign the log indicating they received back the funds lost.

3.0 Report Loss of Funds on Crusader Express Account

Students and/or staff should report the loss of funds on their Crusader Express account in any laundry or vending machines to the Auxiliary Services Office in Hogan 503 at (508) 793-2567. The Crusader Express Office will be notified of the amount to be refunded. The student or staff member will then be notified via an email when the funds are placed back into their account. This typically takes up to 24 hours after the report of the loss.

4.0 Report Malfunctioning Machine to Laundry Company

A service call will be made to the laundry or vending company from the Auxiliary Services office to report any malfunctioning machines.

Forms:

Title
URL
Title
URL

Related Information:

Title	Crusader Express Policy-Students
URL	
Title	Crusader Express Policy-Faculty/Staff
URL	

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