



Examples of conversations on the EPC Food Service Group:

Question: I am in need someone to make a repair to one of our vending machines. I have used Schaffer in the past but just found out that the minimum charge I will have for them to come from Columbus is \$320 for a trip charge and minimum 1 hour of labor. Does anyone know of a repair service closer to Cincinnati?

Replies:

- Area wide vending in Waynesville. Phone is 800-233-5413, www.vendohio.com
- We use Mar Vending out of Lima. They will try to help talk you through most things before they make a service call. They have been great to work with. Phone Number 1-800-388-6101 or 419-331-6101.
- Ditto Ton Area Wide Vending. If you are not in a hurry, ask them if you can wait to piggyback with another area delivery to share the trip charge.
- I use CPS out of Dayton for all my oven, dishwasher, and steamer repairs. They are great! 800.589.5251. They work well with schools and I have called them for 10 years at least. Not sure about vending machines.

Question: I would like to survey how many schools charge the accounts when they need to offer an emergency meal when a student has too many charges. Do you charge the same for a peanut butter or cheese sandwich and offer fruit &/or vegetables and milk? I am considering adding a button on the POS calling it an "emergency meal" so it stands out and we are aware how often an account has had to receive an emergency meal. Thoughts please?

Replies:

- We do not charge for the alternate meal, which is a cheese sandwich, choice of milk, and we let them take fruits and vegetables too. We do trace the alternate meal in our POS to keep a handle on how many are going.
- I have a key on the register "Courtesy Meal" for tracking purposes. We do not charge for it and get no reimbursement.
- I have a key labeled "earned meal" and I use that whenever we give a meal at no charge for students that have reached their charge limit. That way I have a way of tracking who and how many meals go out. I do not charge for the meal but it is reimbursable as it has a veggie, milk, and cheese sandwich.
- We have made a separate key called "No Funds PB&Milk" for students requiring an alternate meal. We can keep track of how many of these have been used overall for the year and how many a particular account has used (or abused) this. I do not go back and charge a student for the alternate meal after the account has been paid up. However, at the time if there is enough money on the account before the account reaches max (ours is set at \$10/student), I will at least charge them for the milk. That way it is not a total loss. Sometimes the account is maxed out and we lose the money and the reimbursement for the alternate lunch.