

Process for Reporting Vending Service Issues at TDCJ Facilities

Purpose:

The Texas Workforce Commission-Business Enterprises of Texas (TWC-BET) is committed to ensuring a positive experience for visitors utilizing vending services at TDCJ facilities. This process outlines how customers can report issues with vending machines, ensuring timely resolution and quality service for all.

Who to Contact:

Primary Contact (On-Machine Vendor Information):

Each vending machine typically displays contact information for the operating vendor. Visitors are encouraged to attempt to contact the vendor directly for immediate resolution.

Secondary Contact (TWC-BET Oversight Team):

TWC-BET offers a direct channel for visitors to report vending machine issues directly to their team. This channel should be utilized when:

- Direct contact with the vendor is challenging.
- Attempts to contact the vendor have not yielded immediate resolution.
- No vendor contact information is visible on the machine.

How to Report a Vending Machine Concern to TWC-BET:

To ensure efficient resolution, please provide as much detail as possible. Email your concern to the BET Communications mailbox at BETCommunications@twc.texas.gov. Please include all required information (listed below) in the body of your email.

Note: If not all of the information is available, provide as much as possible. This will ensure that the vending services operator and TWC-BET have as much information as possible to ensure a quick resolution.

Required Information for Your Report:

To ensure your concern can be addressed promptly, please gather the following details before submitting your report:

- **Your Full Name:**
- **Preferred Contact Method:** (Phone Number and/or Email Address)
- **Date of Incident:** (The exact date you experienced the vending machine issue)
- **Time of Incident:** (As precise as possible, e.g., "approximately 1:30 PM")
- **TDCJ Unit Name:** (e.g., "Ellis Unit," "Huntsville Unit")
- **Specific Location of Machine:** (e.g., "Main Visitation Area," "Family Visit Building - South Wing")
- **Machine ID/Number (if visible):** (Look for a sticker or plate on the machine, e.g., "Machine #123," "Coca-Cola Machine A-5")
- **Description of Issue:** Please describe the incident in detail.

Examples: Machine malfunction (e.g., did not dispense product after payment, displayed "out of order"), incorrect change, expired product, product jammed.

- **Product Attempted to Purchase:** (e.g., "Diet Coke," "Bag of chips")
- **Method of Payment:** (e.g., "Cash - \$1 bill and 4 quarters," "Credit Card")
- **Desired Resolution:** (e.g., "Refund of \$2," "Machine repaired," "Fresh product stocked")
- **Prior Vendor Contact Attempt:** (Yes/No. If yes, please describe the outcome.)
- **Additional Details (Optional):** (e.g., "TDCJ staff advised me to contact you," "I have a photo of the error message.")

What Happens After You Report Your Concern to TWC-BET:

Acknowledgement:

TWC-BET will acknowledge receipt of your complaint within **one (1) business day** during normal operating business hours. The acknowledgment email will:

- Confirm receipt of your report.
- Identify the specific vending services operator (BET Licensed Blind Vendor or private contractor) responsible for the vending machines at the reported TDCJ unit.
- Inform you that your concern has been escalated directly to the identified vending services operator and relevant TWC-BET staff for immediate action and oversight.

TWC-BET Action and Operator Notification:

TWC-BET staff will directly forward your detailed complaint (the original email) to the identified vending services operator. Relevant TWC-BET staff responsible for vending services oversight (e.g., Field Staff, Vending Services Specialist) will be included in this communication. This forwarded communication serves as a formal directive to the vending services operator, requiring immediate attention and resolution in accordance with TWC-BET service standards and applicable contractual agreements.

TWC-BET Staff Follow-up:

Within **three (3) business days** of formal notification, TWC-BET staff responsible for vending services oversight at the reported TDCJ unit will follow up with the vending services operator to ensure their compliance in addressing and resolving valid and reasonable complaints.