



## Harm Reduction Vending Machine FAQs

### What is the cost of the machine?

*\*This information has changed since initial informational session\**

The original cost breakdown included all three years of warranty (\$5,400). Warranty must be held for 3 years but will now be billed annually (\$1,800).

Item	Cost
Vending Machine	\$10,220
Software (Annual fee)	\$600
Warranty (Annual fee)	\$1,800
Cellular Service (Annual fee)	\$180
Electrical Installation (If needed)	\$1,500
Storage Cabinet (Optional)	\$500
TOTAL	\$14,800

### What is the purchase process?

1. As the owner of the vending machine, the managing organization (MO) creates a customer account with IDS.
2. The MO sends a purchase order (PO) to IDS and a copy of the PO to Katie Rossi at [krossi@mattersnetwork.org](mailto:krossi@mattersnetwork.org).
  - a. IDS then makes the vending machine, which typically takes 5-6 months.
3. Upon shipment of the machine, IDS sends an invoice to the MO.
4. Payment is made to IDS.
  - a. MOs able to cover the cost of the machine:
    - i. Payment is sent directly to IDS.
    - ii. Complete step 5.
    - iii. As long as all required documentation is provided (PO and paid invoice), a reimbursement check will be mailed to the MO in about 1-2 weeks.



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- b. MOs needing assistance to cover the cost of the machine:
  - i. A copy of the invoice is sent to [krossi@mattersnetwork.org](mailto:krossi@mattersnetwork.org).
  - ii. A check for the invoice amount is sent back to the financial contact at the MO.
  - iii. The MO sends the payment to IDS.
5. A copy of the paid invoice is sent to [krossi@mattersnetwork.org](mailto:krossi@mattersnetwork.org) within 5 business days of payment.

## What is the model/company of the machine?

Intelligent Dispensing Solutions SD 5000R Outdoor

## Who is responsible for vandalism/machine repairs?

Reports from Intelligent Dispensing Solutions of vending machine vandalism are very rare. The managing organization is responsible for any vandalism or vending machine repairs. Vandalism is not covered under warranty or maintenance. The cost depends on the part damaged and service (repair) time. For instance, the wrap on the machine costs \$750 plus the installation cost by a local sign company. Cost for service repair hours averages \$75-150 per hour.

## What is the size of the machine?

Height: 66"

Depth: 32"

Width: 49"

## How does the annual software, warranty, and cellular fees work?

The managing organization will receive an invoice from Intelligent Dispensing Solutions for renewal each year. Once paid, the partner will submit an invoice to MATTERS for reimbursement.

## How long is the contract?

The vending machine contract is 3 years with a potential to be extended.

## Where should the vending machines be located?

The vending machine should be located in a place with limited access to harm reduction supplies. We strongly suggest the machine is placed in a well-lit area.



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## **Who is responsible for re-stocking the vending machine?**

The managing organization is responsible for re-stocking the vending machine. You will have access to a web portal which will indicate when supplies are running low.