

# Instructions for Purchasing Tires, Tubes and Services

*Statewide Contract: VEH120*



Agency Name:

Phone Number:



**OPERATIONAL  
SERVICES DIVISION**  
Commonwealth of Massachusetts

**Office of Vehicle Management (OVM)**

**This Vehicle is Owned by**

**\*Insert Agency Name\***



**This vehicle is owned by \*Insert Agency Name\*.**

The Agency is responsible for the cost of tires, tubes, and services.

Drivers must follow the instructions in this brochure when purchasing tires, tubes, and related services.

All tire purchases must be made using statewide contract VEH120 Tires, Tubes and Services. The two awarded manufacturers are The Goodyear Tire & Rubber Company and Bridgestone Americas Tire Operations LLC. VEH120 **only** covers these manufactures. Other tire brands cannot be purchased under the contract.

Drivers must get products and services through each of the vendors' approved respective Corporate Stores or Authorized Dealers.

## Steps to Purchase Tires, Tubes and Services

### Driver Responsibility

For all VEH120 planned and scheduled services, Drivers must have a purchase order and Agency billing information before going to a corporate store or authorized dealer. **\*insert any other agency instructions**

1. Bring the vehicle to an approved corporate store or authorized dealer ("shop")
  - If the vehicle needs to be towed to a shop, contact Fleet Response for assistance
    - » Note: Fleet Response will handle roadside service, but they do not handle tire purchases
2. Driver must identify themselves as being with the Commonwealth of MA using Statewide Contract VEH120 for Goodyear or Bridgestone
3. Driver provides the shop what he/she needs, along with the purchase order and Agency billing information
4. Once the tire purchase is complete, the Driver will be notified to pick up the vehicle
5. Driver should ensure that all work has been completed to satisfaction
  - Driver may have to sign a receipt – OVM does not need a copy **\*insert agency policy on receipts\***
6. Agency is responsible for payment and will be sent invoice from manufacturer

## Billing Information

It is important that drivers reiterate the correct billing address to the corporate store or authorized dealer. **\*Insert Agency Name\*** billing address is included for reference below. **Do not** provide the corporate store's or the authorized dealer's address on the vehicle registration for billing.

Attention: (optional)

Agency Name:

Address:

City, State Zip Code:

### Shop Responsibility *(for informational purposes only)*

1. Shop must obtain purchase order and billing information from the Driver
2. After receiving purchase order and billing information from Driver, the shop will perform the work and notify the Driver when the vehicle is ready for pickup
3. Shop follows appropriate billing procedures and sends to the manufacturer
4. Manufacturer will bill Agency directly

