



**WISCONSIN DEPARTMENT OF
ADMINISTRATION**

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Date: January 17, 2013

To: State Risk Management Contacts; Fleet Managers

Re: Vehicle Glass Repair and Replacement Contract

From: Sherry Rowin, Property & Liability Program Manager

Safelite Fulfillment Inc. is the State's vendor for vehicle glass repair and replacement.

Appointments with Safelite are made by calling **1-800-469-3941**, which is available anytime day or night to take calls (24/7/365). The State's account number is **061951** and must be provided when requesting service. Other information that must be provided is the specific agency and driver contact information. Safelite will schedule the repair with their nearest and best location/technician available. In some cases, the nearest and best location/technician may be a Safelite affiliate, which means that they may operate under another name but will be doing the work on behalf of Safelite. If you have a vehicle glass incident out-of-state, you may call the same 800 number, as Safelite has service locations nationwide.

Please emphasize to your drivers and anyone else who may be in a position to use these services that Safelite is to be used at all times. Further, this contract is to be used only for the repair or replacement of glass. Wiper blade replacements and windshield wash solution, for example, are not covered. Glass issues that are not covered by warranty and that involve repair or replacement of the glass are covered, such as thermal pane glass that has lost its seal.

If the State is responsible for damage to glass of a private vehicle, Safelite may be used if the claimant is agreeable to Safelite doing the work. For example, if a state employee mowing grass at a state-owned facility kicks up a rock and breaks a window on a vehicle not owned by the State and it is determined that the state employee's negligence caused the damages, you may schedule an appointment with Safelite for the glass work on the third party's vehicle after you notify and gain approval from State Risk Management. **Do not give the third party the purchase order number.**

If an emergency situation arises for glass replacement and Safelite cannot meet your needs, another vendor may be used after you notify and gain approval from State Risk Management. However, you should use Safelite whenever possible. Safelite has made a commitment to provide statewide service on a same or next day basis. If another glass company is used to meet an urgent need that cannot be met with Safelite, you will have to provide justification to the Bureau of State Risk Management explaining why Safelite was not used. Documentation, including a phone number of the state employee involved, will be required for payment justification.

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If you have any difficulties, please document and forward us the details. Safelite also conducts its own customer satisfaction surveys 3 to 14 days after service.

If you have any questions, please contact Sherry Rowin at (608) 266-0168 or sherry.rowin@wisconsin.gov

Cc: Michael Bently, DOA Bureau of Procurement
