

## Introduction

To avoid delays in service delivery and reimbursement, businesses enrolled in the Automotive Services program are responsible for keeping their profiles up to date and for following specific steps prior to and after delivering service.

This document reviews:

**A**

**Accessing the Automotive Services Company Portal**

**B**

**Frequently Asked Questions**

**C**

**Managing Your Company Profile**

**D**

**Renew Enrollment Yearly**

**E**

**Submitting Estimates and Invoices**



**A****Accessing the Automotive  
Services Company Portal****B****C****D****E**

## **Automotive Service Site:**

While designed to be accessed via a web browser, the application is mobile and tablet friendly, so you can complete it on almost any internet-connected device.

**<https://www.dgs.internet.state.pa.us/AutoServices/>**

On this site, you can:

- Complete the Automotive Service Application
- Manage your business' Automotive Service Company Profile
- View announcements from BVM
- Access additional BVM related information and documentation
- Find BVM contact information





A

B

Frequently Asked  
Questions

C

D

E

## **Q: How do I update my company name?**

**A:** If you have officially changed your Business Name with the IRS without re-registering and receiving a new FEIN number:

- Call the PA Supplier Help Desk to have the name changed in the PA SAP system
  - Phone: (877) 435-7363 (option 3)

Once you have received confirmation it has been changed in the PA SAP system

- Email the Bureau of Vehicle Management (BVM) to have name changed in the Automotive Service system with your current Business Name, SAP Number, and the new Business Name
  - Email: [RA-BVMVendorAdmin@pa.gov](mailto:RA-BVMVendorAdmin@pa.gov)

If you have a new Business Name as the result of registering as a new entity with the IRS, you must register with the Commonwealth of PA as a new business to receive a new SAP number. Once you have your new SAP number, you will need to complete the Automotive Service Application as the new business and close your former Automotive Service Profile.

## **Q: How do I close an Automotive Service Profile?**

**A:** Through the Manage Company Profile portal, edit each Service Location, and change the Status from "Open For Business" to "Closed". Once all Service Locations are closed, your profile will be considered closed.

More





A

B

Frequently Asked  
Questions

C

D

E

## **Q: How do I update a Service Location (e.g., address, services offered)?**

**A:** Through the Manage Company Profile portal, navigate to the Service Location page, click Edit beside the Service Location you want to change, scroll down the page to change the details, and click Save.

## **Q: How do I remove a Service Location?**

**A:** Through the Manage Company Profile portal, navigate to the Service Location page, click Edit beside the Service Location you want to close, change the Status from “Open For Business” to “Closed”, and click Save.

## **Q: How do I update my Certificate of Insurance?**

**A:** Through the Manage Company Profile portal, navigate to the Certificate of Insurance page, click Add New, complete the fields, and click Save.

If you do not have a digital copy you can upload, you must send the certificates to BVM:

- Email: RA-BVMVendorAdmin@pa.gov
- Fax: 717-705-2123
- Address: Bureau of Vehicle Management, 2221 Forster Street, Harrisburg, PA 17103

Previous



More





A

B

Frequently Asked  
Questions

C

D

E

## **Q: How do I change who receives Automotive Service notifications?**

**A:** Through the Manage Company Profile portal, navigate to the Contacts page and click Edit beside the contact you want to update or remove. Click Add New to add additional contacts.

## **Q: How do I complete my fiscal year renewal?**

**A:** To complete the Automotive Service Fiscal Year Renewal process, see the Renewal Enrollment Yearly section in this document.

## **Q: How do I create a Keystone ID?**

**A:** Click the Manage Company Profile button on the Automotive Service site and click the Create Keystone Login Account link.

## **Q: How do I give another person access to manage my Company Profile?**

**A:** Through the Manage Company Profile portal, navigate to the Manage Company Users page and click Add New to add additional users. Note: The user must first create a Keystone ID.

Previous



# Automotive Service Responsibilities



A

B

C

Managing Your  
Company Profile

D

E

## Introduction

To avoid delays in service delivery and reimbursement, businesses enrolled in the Automotive Service program are responsible for keeping their profiles up to date and for following specific steps prior to and after delivering service.

Click the Manage Company Profile button on the Automotive Service site to access your profile:

[Manage Company Profile](#)

This section of the document reviews:

1 Logging In

2 Navigating

3 Company Profile

4 Terms and Conditions

5 Current Rates

6 Certificate of Insurance

7 Company Contacts

8 Service Locations

9 Manage Company Users



# Automotive Service Responsibilities

**A****B****C****Managing Your  
Company Profile****D****E****1****Logging In****2****3****4****5****6****7****8****9**

## Bureau of Vehicle Management's Automotive Service Login

**Keystone Id \*****Password \*****Log In**

NOTE: If you do not have a Keystone ID, click [Create Keystone Login Account](#) below. After creating your Keystone ID, return to this page to log in.

[Create Keystone Login Account](#)[Forgot Username?](#)[Forgot Password?](#)

### First Time

If you already have a PA Keystone ID for accessing another Commonwealth system, you can use that same ID and password and skip step **A**:

- Click **Create Keystone Login Account** and complete the steps to create a PA Keystone ID; and then return to this page
- Enter your **Keystone ID** and **Password**
- Click **Log In**
- Enter your **Tax ID (FEIN)** and the last 6 digits of your **SAP Vendor Number**
- Click **Lookup**
- Click **Continue** to connect your Keystone ID to your Automotive Service profile

**Note:** These steps only work if no Keystone ID has already been connected to your account. If you need to change who has access to your Automotive Service profile, contact the person(s) who already has access (see Manage Company Users in this document) or email [RA-BVMVendorAdmin@pa.gov](mailto:RA-BVMVendorAdmin@pa.gov) with your Business Name, SAP Number, contact number, and request that they contact you to change company users.

### Future Logins

- Enter your **Keystone ID** and **Password**
- Click **Log In**



# Automotive Service Responsibilities



A

B

C

Managing Your  
Company Profile

D

E



1

2

Navigating

3

4

5

6

7

8

9



- A. Click **Company Account** in the blue header bar to expand the navigation menu
- B. Click on the page name from the menu to go to that page





# Automotive Service Responsibilities

**A****B****C****Managing Your  
Company Profile****D****E****1****2****3****Company Profile****4****5****6****7****8****9**

## Company Profile

[Help](#)

PA Vendor (SAP) #

204118

Company Name

STELWAGON ROOFING SUPPLY INC

Doing Business As

## Headquarter Mailing Address

Address 1 \*

10096 SANDMEYER LN

Address 2

City \*

PHILADELPHIA

State \*

PENNSYLVANIA ▼

Zip Code \*

19116

**Save**

Reset

A. Update the fields on the page as needed

B. Click **Save**

**Note:** If the **Company Name** needs changed or you have a new SAP number, see **How do I update my company name?** in the **FAQ** section of this document.



# Automotive Service Responsibilities



A

B

C

Managing Your  
Company Profile

D

E



1

2

3

4

Terms and Conditions

5

6

7

8

9

## Terms and Conditions

Help

Show  entries

	Fiscal Year	Date Accepted	Accepted By
<div>View</div>	2019-2020		

Showing 1 to 1 of 1 entries

Previous **1** Next

- A. Click **View** to open a PDF copy of the Terms and Conditions that your company has agreed to abide by



# Automotive Service Responsibilities

**A****B****C****Managing Your  
Company Profile****D****E****1****2****3****4****5****Current Rates****6****7****8****9**

## Rates

[Help](#)

- |                                    |                                     |                                     |   |                                       |
|------------------------------------|-------------------------------------|-------------------------------------|---|---------------------------------------|
| <input type="checkbox"/> ADAMS     | <input type="checkbox"/> CHESTER    | <input type="checkbox"/> FULTON     | <input type="checkbox"/> MCKEAN         | <input type="checkbox"/> SNYDER       |
| <input type="checkbox"/> ALLEGHENY | <input type="checkbox"/> CLARION    | <input type="checkbox"/> GREENE     | <input type="checkbox"/> MERCER         | <input type="checkbox"/> SOMERSET     |
| <input type="checkbox"/> ARMSTRONG | <input type="checkbox"/> CLEARFIELD | <input type="checkbox"/> HUNTINGDON | <input type="checkbox"/> MIFFLIN        | <input type="checkbox"/> SULLIVAN     |
| <input type="checkbox"/> BEAVER    | <input type="checkbox"/> CLINTON    | <input type="checkbox"/> INDIANA    | <input type="checkbox"/> MONROE         | <input type="checkbox"/> SUSQUEHANNA  |
| <input type="checkbox"/> BEDFORD   | <input type="checkbox"/> COLUMBIA   | <input type="checkbox"/> JEFFERSON  | <input type="checkbox"/> MONTGOMERY     | <input type="checkbox"/> TIOGA        |
| <input type="checkbox"/> BERKS     | <input type="checkbox"/> CRAWFORD   | <input type="checkbox"/> JUNIATA    | <input type="checkbox"/> MONTOUR        | <input type="checkbox"/> UNION        |
| <input type="checkbox"/> BLAIR     | <input type="checkbox"/> CUMBERLAND | <input type="checkbox"/> LACKAWANNA | <input type="checkbox"/> NORTHAMPTON    | <input type="checkbox"/> VENANGO      |
| <input type="checkbox"/> BRADFORD  | <input type="checkbox"/> DAUPHIN    | <input type="checkbox"/> LANCASTER  | <input type="checkbox"/> NORTHUMBERLAND | <input type="checkbox"/> WARREN       |
| <input type="checkbox"/> BUCKS     | <input type="checkbox"/> DELAWARE   | <input type="checkbox"/> LAWRENCE   | <input type="checkbox"/> PERRY          | <input type="checkbox"/> WASHINGTON   |
| <input type="checkbox"/> BUTLER    | <input type="checkbox"/> ELK        | <input type="checkbox"/> LEBANON    | <input type="checkbox"/> PHILADELPHIA   | <input type="checkbox"/> WAYNE        |
| <input type="checkbox"/> CAMBRIA   | <input type="checkbox"/> ERIE       | <input type="checkbox"/> LEHIGH     | <input type="checkbox"/> PIKE           | <input type="checkbox"/> WESTMORELAND |
| <input type="checkbox"/> CAMERON   | <input type="checkbox"/> FAYETTE    | <input type="checkbox"/> LUZERNE    | <input type="checkbox"/> POTTER         | <input type="checkbox"/> WYOMING      |
| <input type="checkbox"/> CARBON    | <input type="checkbox"/> FOREST     | <input type="checkbox"/> LYCOMING   | <input type="checkbox"/> SCHUYLKILL     | <input type="checkbox"/> YORK         |
| <input type="checkbox"/> CENTRE    | <input type="checkbox"/> FRANKLIN   |                                     |   |                                       |

[Show](#)[Select All](#)[Clear All](#)

You can use this page to quickly look up the different service rates across the Commonwealth; specific rates associated to your locations can be access on the **Service Location** page

A. Check the box(es) beside the counties where you want to review the rates and click **Show**



# Automotive Service Responsibilities



A

B

C

Managing Your  
Company Profile

D

E



1

2

3

4

5

6

Certificate of Insurance

7

8

9

Add New

Help

Show 10 entries

	Insurance Company	Policy Number	Policy Start Date	Policy Expiration Date	Coverage Amount	Uploaded Certificate	Date Uploaded
Edit						View	

Showing 1 to 1 of 1 entries

Previous
1
Next

A. Click **Edit** if you need to update the **Policy Expiration Date**

B. Click **Add New** to add a new Certificate of Insurance

**Note:** If you don't have a digital copy of your certificate to upload when adding a new entry, certificates must be sent to BVM via:

- Email: [RA-BVMVendorAdmin@pa.gov](mailto:RA-BVMVendorAdmin@pa.gov)
- Fax: 717-705-2123
- Address: Bureau of Vehicle Management, 2221 Forster Street, Harrisburg, PA 17103

# Automotive Service Responsibilities

**A****B****C****Managing Your  
Company Profile****D****E****1****2****3****4****5****6****7****Company Contacts****8****9**

## Company Contacts

[Help](#)

Each of the contacts added below may receive emails and phone calls from BVM concerning your application status, rate renewals, and other essential updates.

[Add New](#)Show  entries

	First Name	Last Name	Phone Number	Phone Extension	Fax Number	Email Address
<a href="#">Edit</a>						

Showing 1 to 1 of 1 entries

[Previous](#) [1](#) [Next](#)

A. Click **Edit** if you need to update a contact

B. Click **Add New** to add a new contact

**Note:** If only one contact is on the page, it cannot be deleted.



# Automotive Service Responsibilities

**A****B****C****Managing Your  
Company Profile****D****E****1****2****3****4****5****6****7****8****Service Locations****9**

## Service Locations

[Help](#)

Service Locations are the combination of a physical address (no PO Boxes) and the services available at the location. Once you are enrolled, drivers of Commonwealth vehicles will have access to this information to contact you regarding having maintenance and repairs completed, so please make sure it is accurate.

**Note:** Only enter Pennsylvania locations.

[Add New](#)[Print Company Details](#)

Show 10 entries

	Location Name	Address	County	Phone Number	Services Selected	Status
<a href="#">Edit</a>						

Showing 1 to 1 of 1 entries

[Previous](#) **1** [Next](#)

A. Click **Edit** if you need to update a service location

B. Click **Add New** to add a new service location

**Note:** If only one service location is on the page, it cannot be deleted.



# Automotive Service Responsibilities



A

B

C

Managing Your  
Company Profile

D

E



1

2

3

4

5

6

7

8

9

Manage Company Users

## Company Users

Help

Add New

Show 10 entries

	First Name	Last Name	Keystone Id	Email Address
Edit				

Showing 1 to 1 of 1 entries

Previous 1 Next

A. Click **Edit** if you need to update a user

B. Click **Add New** to add a new user

**Note:** You cannot delete your own Keystone ID from the page.



# Automotive Service Responsibilities



A

B

C

D

Renew Enrollment  
Yearly

E

## Introduction

Businesses wishing to continue participation in the Commonwealth's Department of General Services' Bureau of Vehicle Management Automotive Services program must review and accept the program's Terms and Conditions each fiscal year.

After logging into Manage Company Profile, click the Fiscal Year Renewal menu:

**Note: If you begin the renewal process after the new fiscal year has started, you will be taken to the Fiscal Year Renewal page**



This section of the document reviews the 4 Renewal steps:

1 Rate Review

2 Certificate of Insurance

3 Terms and Conditions

4 Renewal Confirmation





# Automotive Service Responsibilities



A

B

C

**D**

**Renew Enrollment  
Yearly**

E



**1**

**Rate Review**

**2**

**3**

**4**

Review the

Rates

Step 1 of 4

Help

- |                                    |                                     |                                     |   |                                       |
|------------------------------------|-------------------------------------|-------------------------------------|---|---------------------------------------|
| <input type="checkbox"/> ADAMS     | <input type="checkbox"/> CHESTER    | <input type="checkbox"/> FULTON     | <input type="checkbox"/> MCKEAN         | <input type="checkbox"/> SNYDER       |
| <input type="checkbox"/> ALLEGHENY | <input type="checkbox"/> CLARION    | <input type="checkbox"/> GREENE     | <input type="checkbox"/> MERCER         | <input type="checkbox"/> SOMERSET     |
| <input type="checkbox"/> ARMSTRONG | <input type="checkbox"/> CLEARFIELD | <input type="checkbox"/> HUNTINGDON | <input type="checkbox"/> MIFFLIN        | <input type="checkbox"/> SULLIVAN     |
| <input type="checkbox"/> BEAVER    | <input type="checkbox"/> CLINTON    | <input type="checkbox"/> INDIANA    | <input type="checkbox"/> MONROE         | <input type="checkbox"/> SUSQUEHANNA  |
| <input type="checkbox"/> BEDFORD   | <input type="checkbox"/> COLUMBIA   | <input type="checkbox"/> JEFFERSON  | <input type="checkbox"/> MONTGOMERY     | <input type="checkbox"/> TIOGA        |
| <input type="checkbox"/> BERKS     | <input type="checkbox"/> CRAWFORD   | <input type="checkbox"/> JUNIATA    | <input type="checkbox"/> MONTOUR        | <input type="checkbox"/> UNION        |
| <input type="checkbox"/> BLAIR     | <input type="checkbox"/> CUMBERLAND | <input type="checkbox"/> LACKAWANNA | <input type="checkbox"/> NORTHAMPTON    | <input type="checkbox"/> VENANGO      |
| <input type="checkbox"/> BRADFORD  | <input type="checkbox"/> DAUPHIN    | <input type="checkbox"/> LANCASTER  | <input type="checkbox"/> NORTHUMBERLAND | <input type="checkbox"/> WARREN       |
| <input type="checkbox"/> BUCKS     | <input type="checkbox"/> DELAWARE   | <input type="checkbox"/> LAWRENCE   | <input type="checkbox"/> PERRY          | <input type="checkbox"/> WASHINGTON   |
| <input type="checkbox"/> BUTLER    | <input type="checkbox"/> ELK        | <input type="checkbox"/> LEBANON    | <input type="checkbox"/> PHILADELPHIA   | <input type="checkbox"/> WAYNE        |
| <input type="checkbox"/> CAMBRIA   | <input type="checkbox"/> ERIE       | <input type="checkbox"/> LEHIGH     | <input type="checkbox"/> PIKE           | <input type="checkbox"/> WESTMORELAND |
| <input type="checkbox"/> CAMERON   | <input type="checkbox"/> FAYETTE    | <input type="checkbox"/> LUZERNE    | <input type="checkbox"/> POTTER         | <input type="checkbox"/> WYOMING      |
| <input type="checkbox"/> CARBON    | <input type="checkbox"/> FOREST     | <input type="checkbox"/> LYCOMING   | <input type="checkbox"/> SCHUYLKILL     | <input type="checkbox"/> YORK         |
| <input type="checkbox"/> CENTRE    | <input type="checkbox"/> FRANKLIN   |                                     |   |                                       |

Show

Select All

Clear All

You can use this page to quickly look up the service rates for the new fiscal year across the Commonwealth

A. Check the box(es) beside the counties where you want to review the rates and click **Show**

B. Click **Continue** at the bottom of the page

**Note:** If rate changes impact your ability to offer certain services, after you complete the renewal process, navigate to the **Service Location** page to update your service offerings



# Automotive Service Responsibilities



A

B

C

**D**

Renew Enrollment  
Yearly

E



1

**2**

Certificate of Insurance

3

4

Certificate of Insurance
Step 2 of 4
Help

Add New

Show 10 entries

	Insurance Company	Policy Number	Policy Start Date	Policy Expiration Date	Coverage Amount	Uploaded Certificate	Date Uploaded
Edit						View	

Showing 1 to 1 of 1 entries

Previous 1 Next

Back Continue

To complete the renewal process, you must have a current (not expired) Certificate of Insurance; you can skip steps **A** and **B** if your Certificate of Insurance is up to date

- Click **Edit** if you need to update your previous **Policy Expiration Date**
- Click **Add New** to add a new Certificate of Insurance
- Click **Continue**

**Note:** If you don't have a digital copy of your certificate to upload when adding a new entry, certificates must be sent to BVM via:

- Email: [RA-BVMVendorAdmin@pa.gov](mailto:RA-BVMVendorAdmin@pa.gov)
- Fax: 717-705-2123
- Address: Bureau of Vehicle Management, 2221 Forster Street, Harrisburg, PA 17103



# Automotive Service Responsibilities

**A****B****C****D****Renew Enrollment  
Yearly****E****1****2****3****Terms and Conditions****4**

## Terms and Conditions

Step 3 of 4

Help

Commonwealth of Pennsylvania 1 / 7

Commonwealth of Pennsylvania  
Department of General Services  
GSVM-17A (Rev. 04/16)

**Automotive Service Facilities Application  
Terms and Conditions**

1) SCOPE. Under Section 2407 of the Administrative Code of April 9, 1929 (P.L. 177, No. 175), 7.S. 637, the Department of General Services (DGS) is given the responsibility for the maintenance of all automobiles owned by the Commonwealth, except the Department of Transportation and Pennsylvania Turnpike Commission, including contracting all repairs. Through this application process, the Department of General Services will pre-qualify suppliers who will provide automobile repairs and services to Commonwealth-owned vehicles.

a) Prequalification does not guarantee the supplier any or all service of Commonwealth vehicles in the vicinity of the supplier's station. As the need for service arises, selection of a supplier to perform the service shall be made impartially on the basis of the vehicle's condition, the vehicle's location, and the service required for the vehicle. When possible, selection shall be made to gain the most cost-effective service available.

Vendor Criteria:

a) Have a facility, equipment, parts-and-supply inventory, technical personnel and service management of a caliber suitable for fleet maintenance of commercial size clients. (Minimum of one ASE certified technician preferred)

b) Have a record of being in business for the past three consecutive years or longer. Vendors qualified by DGS prior to May 30, 2015, are grandfathered from this requirement until June 30, 2018.

c) Have certification as an official Pa. State inspection station if you select inspection and emissions.

d) Have the resources and expertise to perform the following services relative to Commonwealth vehicles.

1. Routine and preventative maintenance.
2. Common and major repairs
3. Diagnostic work

e) Use new parts for all maintenance and repair unless approved by a DGS Customer Service Representative.

1. Guarantee new parts for a minimum of 90 days against defects in materials and workmanship or as

[Open Printable Version](#)

[Back](#) [I Do Not Agree](#) [I Agree](#)

- A. Carefully review the Terms and Conditions
- You can only continue if you agree to the Terms and Conditions
  - For a printable version of the Terms and Conditions, click **Open Printable Version**
- B. Click **I Agree**

# Automotive Service Responsibilities



A

B

C

D

Renew Enrollment  
Yearly

E



1

2

3

4

Renewal Confirmation

## Renewal Confirmation

Step 4 of 4

Help

We are pleased to inform you that your Automotive Service registration renewal has been completed.

In your email, you will receive an updated copy of your enrollment information reflecting the 2020-2021 rates that are effective 7/1/2020.

Click the Continue button below to review your Automotive Service profile.

For additional details on maintaining your profile and your additional responsibilities, click on the Help button.

Questions? Please contact us:

- Email: [RA-BVMVendorAdmin@pa.gov](mailto:RA-BVMVendorAdmin@pa.gov)
- Phone: 717-346-1500

Thank you,  
Bureau of Vehicle Management

Continue

A. Click **Continue** to complete the renewal process

**Note:** You will receive an email with an attachment that reflects the rates that will be effective in the new fiscal year for your records



**A****B****C****D****E****Submitting Estimates  
and Invoices**

## Submit Estimates For Approval

Estimates need to be submitted, reviewed, and approved prior to performing any service to a Commonwealth vehicle. Fax or email estimates to BVM Customer Service for processing:

- **Fax:** 717-265-7781
- **Email:** RA-DGS\_BVM\_Estimates@pa.gov

A cover sheet with the required fields is available on the Automotive Services Company Portal: <http://www.dgs.internet.beta.state.pa.us/AutomotiveServices/>. A representative will contact you back with the approval or denial for the service(s) requested.

## Submit Invoices For Processing

ALL invoices must be clearly labeled "FINAL INVOICE".

Invoices can be submitted by:

- **Fax:** 717-265-7781
- **Mail:** Department of General Services Bureau of Vehicle Management, 2221 Forster Street, Harrisburg, PA 17103

