



About the GSA Vendor and Customer Self Service (VCSS) website

This brochure introduces key VCSS features and enhancements of the Phase 2 release of VCSS.

(VERSION 2.1)

As part of a larger effort to modernize our financial management services for our customers, GSA has created the Vendor and Customer Self Service (VCSS) website for billing and collections. This brochure will introduce you to the main features and enhancements of the Phase 2 release of VCSS. This version includes an update to the release dates on page 2.

What you can do with VCSS

The VCSS website will provide GSA customers like you with online access to your GSA billing and collections information.

VCSS has many benefits for both you and GSA, including:

- Improving the speed, efficiency and management of your accounts payable process by giving you access to timely and accurate information
- Improving your account security and access control
- Reducing our environmental impact by using less paper
- Furthering the goals of both the Open Government Directive and government-wide efforts to standardize financial management

In the pages that follow, we've included screenshots from VCSS that highlight its key functionality:

- View Notices
- Access the Main Sections of VCSS
- View Account Information
- Explore VCSS Phase 2 Enhancements
- Search Statements by Agreement
- View and Print Statements
- Correspond with GSA
- Register for VCSS

Step-by-step instructions on how to use these features, as well as the many others that are available on VCSS, can be found on the BAAR website at <http://www.gsa.gov/baar>.

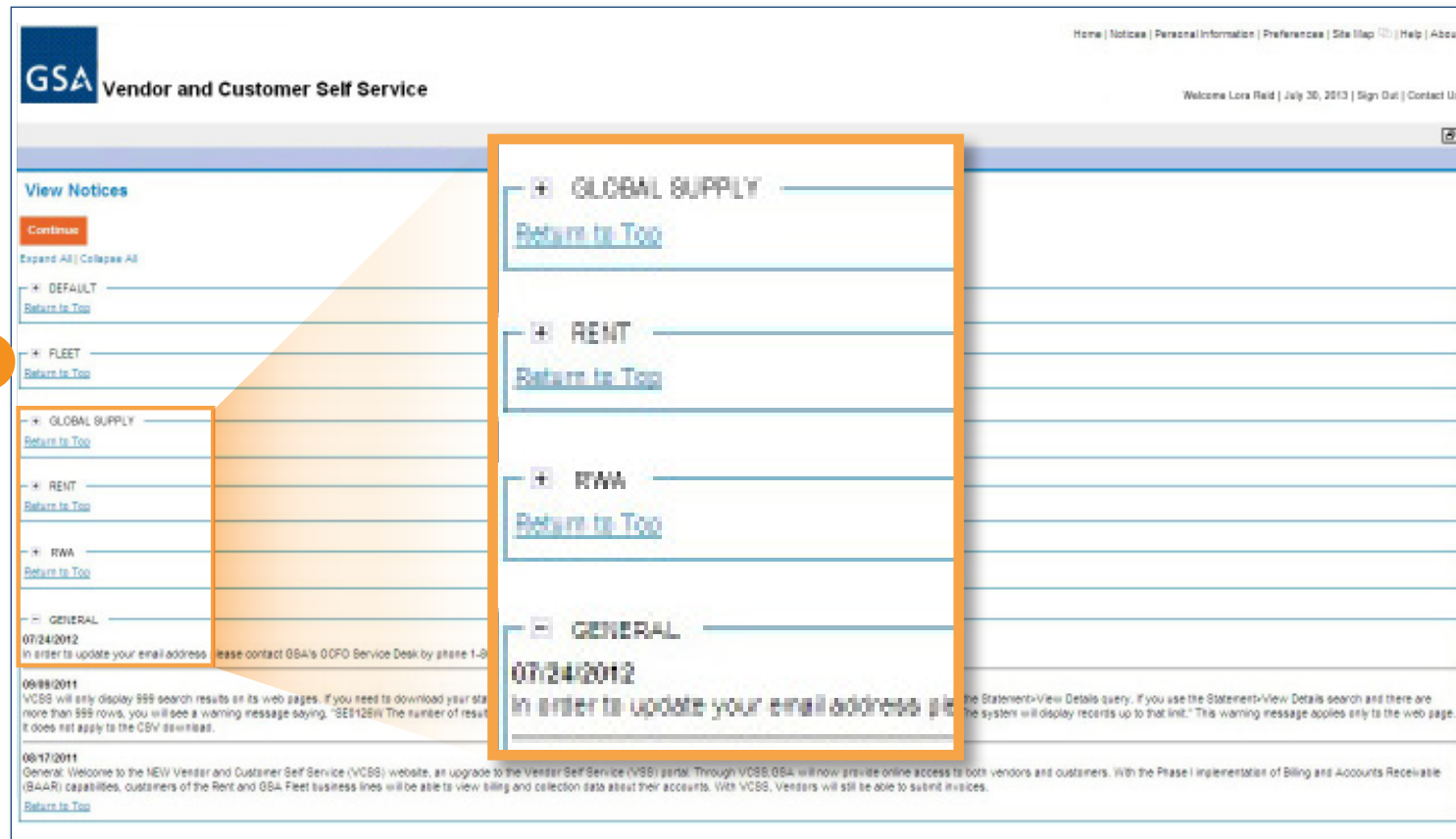
VCSS is being released in three phases. By the end of the third phase, VCSS will provide all GSA customers with online access to billing and billing data in standardized formats for multiple GSA services.

	RELEASE DATE	GSA BUSINESS LINES	VCSS Release Schedule
PHASE 1	August 2011 (Completed)	<ul style="list-style-type: none"> • Rent • Fleet 	
PHASE 2A	July 2013	<ul style="list-style-type: none"> • Reimbursable Work Authorizations (RWA) • Heating Operation and Transmission District (HOTD) • Centralized Administrative Support (CAS) • Information Infrastructure Support (IOS) • Centralized Charges (CC) • Real Property Utilization and Disposal Division (RPUDD) • Acquisition Policy • OIG Investigative Programs 	
PHASE 2B	January 2014	<ul style="list-style-type: none"> • Global Supply • AutoChoice • Multiple Award Schedules (MAS) • Governmentwide Acquisition Contracts (GWAC) • Travel, Delivery, and Relocation Solutions (TDRS) • Manual Industrial Funding Fees: Freight, Household Goods, ETravel, SmartPay, SmartBUY • Personal Property Center: Sales, Fleet Disposal • Personal Property Center: U.S. Marshal Service Sales, Excess Supply* 	
PHASE 3	TBD	<ul style="list-style-type: none"> • Remaining business lines 	

*Moved to the November 2013 release of VCSS

View Notices

After you log in to VCSS, you will first see the Notices Page, where you can view messages on system updates, reminders, and helpful tips on using this website.



This is an example of the VCSS Notices Page. Click on the links to expand or collapse the messages.

1. **Notice Groups.** You can save time by selecting only the business lines you are interested in.

Access the Main Sections of VCSS

The VCSS Outstanding Balances By Account page shows a summary of your accounts and provides links to key sections of VCSS.

The screenshot shows the GSA Vendor and Customer Self Service (VCSS) interface. The navigation menu includes 'Accounts', 'Statements', 'Payments', 'Electronic Invoicing', 'Correspondence', and 'External Applications'. The search criteria form includes fields for Statement Number, Statement Type, Business Line, Statement Date (From/To), Account Code, and Agency Location Code. The table below shows a summary of accounts with columns for Statement Number, Statement Date, Business Line, Account Code, Account Name, Total Billed, Paid, Adjusted, Applied Credit, Closed, Outstanding, Outstanding Char, and Credit.

Statement Number	Statement Date	Business Line	Account Code	Account Name	Total Billed	Paid	Adjusted	Applied Credit	Closed	Outstanding	Outstanding Char	Credit
<input checked="" type="checkbox"/> X0000367	12/03/2012	Reimbursable Work 4	214718	DEPT. OF THE ARMY	\$1,188.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,188.00	\$0.00	\$0.00
<input type="checkbox"/> X0000368	12/03/2012	Reimbursable Work 4	214718	DEPT. OF THE ARMY	\$2,888.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,888.00	\$0.00	\$0.00
<input type="checkbox"/> X0000378	12/03/2012	Reimbursable Work 4	214718	DEPT. OF THE ARMY	\$1,188.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,188.00	\$0.00	\$0.00
<input type="checkbox"/> X0000376	12/03/2012	Reimbursable Work 4	894729	WSI-SRS TEAM, INC	\$188.00	\$0.00	\$0.00	\$0.00	\$0.00	\$188.00	\$0.00	\$0.00
<input type="checkbox"/> MN000106	12/07/2012	Region 06 Manual Proc	162126	DOL-EMP TRNG ADM	\$8,888.75	\$0.00	\$0.00	\$0.00	\$0.00	\$8,888.75	\$0.00	\$0.00
<input type="checkbox"/> X0000383	12/04/2012	Reimbursable Work 4	00001	34 LINDEN REALTY C	\$188.00	\$0.00	\$0.00	\$0.00	\$0.00	\$188.00	\$0.00	\$0.00

This is an example of the VCSS Outstanding Balances by Account page, listing the accounts you registered for.

- Accounts.** View summaries for your accounts and business lines. You can also see the users who are registered to view your accounts.
- Statements.** Review, download and print your account statements and statement details.
- Payments.** See a summary of your payments.
- Correspondence.** Ask questions about your statements and billing details, and see our responses to your questions.
- View Outstanding Statements.** View statements by selecting one or more accounts. Additional navigation tabs then appear which allow you to view statements for the accounts you selected.

View Account Information

See high-level summaries of your account activity. Find statements and payments for your accounts.

The screenshot shows the GSA Vendor and Customer Self Service interface. At the top, there are navigation tabs for Accounts, Statements, Payments, Electronic Invoicing, Correspondence, and External Applications. Below these is a search criteria form with a red circle '7' highlighting the 'Search' button. The form includes fields for Account Code, Agency, DUNS+4BPH+4, Bureau, Account Name, Agency Location Code, Statement Date (From and To), and Business Line. Below the search form are buttons for View Statements, View Payments, Split, and View as CSV. A red circle '8' highlights the 'View Statements' button. Below these buttons is a table of account summaries.

Account Code	Account Name	DUNS+4BPH+4	Business Line	Bill Total	Paid	Applied Credit	Adjusted	Closed	Outstanding	Outstanding Char	Credit	Closed Applied Cr	To
Totals				\$19,703.56	\$0.00	\$0.00	\$0.00	\$0.00	\$19,703.56	\$0.00	\$0.00	\$0.00	\$0.00
<input type="checkbox"/> 185779	FEDERAL PUBLIC DE		Real Property Utiliz	\$1,300.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,300.00	\$0.00	\$0.00	\$0.00	\$0.00
<input type="checkbox"/> 158825	UNCOR FPI		Reimbursable Work A	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00
<input type="checkbox"/> 182126	DOL-EVP-TRNG AD		Region 06 Manual Pro	\$9,400.75	\$0.00	\$0.00	\$0.00	\$0.00	\$9,400.75	\$0.00	\$0.00	\$0.00	\$0.00
<input type="checkbox"/> 172276	USMC RB ALBANY		Region 06 Manual Pro	\$1,750.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,750.00	\$0.00	\$0.00	\$0.00	\$0.00
<input type="checkbox"/> 21298R	US ARMY GARRISO		Reimbursable Work A	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00
<input type="checkbox"/> 214716	DEPT. OF THE ARMY		Reimbursable Work A	\$5,300.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,300.00	\$0.00	\$0.00	\$0.00	\$0.00
<input type="checkbox"/> 884729	WBL-RS TEAM, INC		Reimbursable Work A	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00
<input type="checkbox"/> 884829	WASHINGTON DEPT		Reimbursable Work A	\$380.81	\$0.00	\$0.00	\$0.00	\$0.00	\$380.81	\$0.00	\$0.00	\$0.00	\$0.00
<input type="checkbox"/> 88881	34 LINDEN REALTY C	783358716	Reimbursable Work A	\$1,162.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,162.00	\$0.00	\$0.00	\$0.00	\$0.00

This example shows account summaries after a search has been performed. To see all of your registered accounts, do an account search by Statement Date and without entering any other criteria.

< Enter search criteria here.

< See search results here.

7. **Search.** Search for statements, account summaries and payments by account.
8. **View Account Summaries.** See details about your accounts and payments.

Explore VCSS Phase 2 Enhancements

New VCSS functions allow you to search for statements by agreement and to view dispute requests.

The screenshot shows the GSA Vendor and Customer Self Service interface. The 'Statements' navigation tab is active, and a dropdown menu is open showing three options: 'View and Post Statements', 'Statement Search by Agreement', and 'View Dispute Requests'. Three numbered callouts (9, 10, 11) are overlaid on the interface. Callout 9 points to 'Statement Search by Agreement', callout 10 points to 'Initiate Disputes', and callout 11 points to 'View Dispute Requests'. Below the navigation is a table of account statements with columns for Account Code, Account Name, Outstanding Amount, Outstanding Chargeback Amount, and Outstanding Credit Amount.

Account Code	Account Name	Outstanding Amount	Outstanding Chargeback Amount	Outstanding Credit Amount
Totals		\$148,888,968.88	\$281,124.84	(\$4,721,665.24)
1400	DEPARTMENT OF THE INTERIOR	88.00	00.00	00.00
1800	EMPLOYMENT STANDARDS ADMINISTRATION	80.00	00.00	00.00
7004	U.S. UNITED STATES SECRET SERVICE	50.00	00.00	00.00
80018	OFFICE OF BEROUGHT AT ARMS	107,891.20	00.00	(327,891.20)
80017	US COURTS OF APPL FOR THE FED CIRCUIT	\$ 1,323,642.33	00.00	(228,585.88)
80016	U.S. SUPREME COURT	97,000.44	00.00	00.00
80008	COMMAND SALVAL REINSTALLATION CENTER	228,418.44	00.00	00.00
80011	US MARINE CORPS	00.00	00.00	00.00
80009	MR. CRUCIAL ANDERSON U.S. ARMY COE	91,000,000.10	00.00	00.00
80003	OFFICE OF THE ADORN ASSISTANT SEC	22,374,808.88	00.00	00.00

This is an example of the VCSS Outstanding Balances By Account page, displaying the new functions under the Statements navigation tab:

- Statement Search by Agreement
- View Dispute Requests

9. **Statement Search by Agreement.** By selecting this option, you can search and view statements that are agreement-based for your registered accounts.
10. **Initiate Disputes.** The statement section is also where you can initiate a formal dispute for an entire statement or for a specific charge (non-IPAC customers only).
11. **View Dispute Requests.** By selecting this option, you can view the status of dispute requests for the accounts you select.

Search Statements by Agreement

A new VCSS function allows you to search for statements by agreement, by selecting the Statement Search for Agreement option and entering the agreement number in the search criteria.

The screenshot shows the 'Agreement Search Criteria' section with a red circle '12' around the 'Agreement Search Criteria' input field. Below it are fields for 'Funding Document', 'Purchase Order Number', and 'Accounting Classification Reference Number'. The 'Search Criteria' section has a red circle '13' around the 'Account Criteria' input field. Below that are fields for 'Account Code', 'Agency', 'DUNS', and 'Agency Location Code'. A 'Search' button is located below the search criteria. Below the search button are navigation tabs: 'View', 'Account Summary', 'View Printed Bill', 'View Statement', 'SQL', and 'View as CSV'. At the bottom, a 'Summary' table is shown with one row of results.

Payment Number	Statement Bundle	Bill Date/Code	TDS	Billing Reference #	Vendor Address C	Vendor Name	GLS#-HSP#-H	Business Line	Bill Generated Date	Collection Due Date	Agency Location C	Agency
FP	AGL500-50	Bill Charges	AG02	AGBLACS-04	18P02	02EL EMPLOYMENT		MANAGEMENT	12/7/2012	01/29/2012		018

This is an example of the Agreement Search page showing the results of an agreement or RWA search.

< Enter search criteria here.

< See search results here.

- 12. **Agreement Search Criteria.** By entering the Agreement (or RWA) number in the Agreement Number field, you can search and view statements that are agreement-based for your registered accounts.
- 13. **View Agreement Details.** Additional navigation tabs appear when you select an account, allowing you to see statements for that account. You may select more than one account at a time through this feature.

View and Print Statements

You can view statements online or print a copy, as well as download your billing data for analysis.

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15 16 17 18

Statement Number	Statement Date	Business Line	Account Code	Account Name	Total Billed	Paid	Adjusted	Applied Credit	Closed	Outstanding	Outstanding Charge	Credit
X0000367	12/13/2012	Reimbursable Work 4	214718	DEPT. OF THE ARMY	\$1,188.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,188.00	\$0.00	\$0.00
X0000368	12/13/2012	Reimbursable Work 4	214718	DEPT. OF THE ARMY	\$2,888.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,888.00	\$0.00	\$0.00
X0000378	12/13/2012	Reimbursable Work 4	214718	DEPT. OF THE ARMY	\$1,188.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,188.00	\$0.00	\$0.00
X0000376	12/13/2012	Reimbursable Work 4	894729	WBI-SRS TEAM, INC	\$188.00	\$0.00	\$0.00	\$0.00	\$0.00	\$188.00	\$0.00	\$0.00
MM000106	12/17/2012	Region 86 Manual Proc	162126	DOL-EHP TRNG ADM	\$8,888.75	\$0.00	\$0.00	\$0.00	\$0.00	\$8,888.75	\$0.00	\$0.00
X0000383	12/14/2012	Reimbursable Work 4	00001	34 LINDEN REALTY C	\$188.00	\$0.00	\$0.00	\$0.00	\$0.00	\$188.00	\$0.00	\$0.00

This is an example of the Statement Search page showing the results of a statement search.

< Enter search criteria here.

< See search results here.

- 14. **Search Criteria.** You can customize your statement results by entering specific search criteria. To see all your statements, search by Statement Date, without entering other search criteria.
- 15. **View Statements.** Select and see your statements.
- 16. **View, Download or Print.** View statements in PDF format and download or print one copy at a time.

- 17. **Sort.** You can sort data based on any of several criteria, including business line and account.
- 18. **Export Data.** Download statement details in comma-separated value (.csv) and Excel (.xls) formats.

Correspond with GSA

Initiate, view and manage your correspondence with GSA.

The screenshot displays the GSA Vendor and Customer Self Service interface. At the top, there is a navigation menu with tabs for Accounts, Statements, Payments, Electronic Invoicing, Correspondence, and External Applications. The 'Correspondence' tab is selected. Below the navigation, there is a breadcrumb trail: 'VCSS > Correspondence > Send Correspondence'. A 'Submit Correspondence' button is highlighted with a red circle and the number 19. The form contains several sections: 'Contact Person' with fields for First Name (Bill), Last Name (Smith), Email Address (bill.smith@uscd.gov), Title (Manager), Phone Number ((555) 555-5555), and International Phone Number; 'Account' with fields for Account Code (18P033), Name (UBDL EMPLOYMENT TRU), Agency Location Code, DUNS-4BPH-x, Agency (016), and Bureau (18); and 'Correspondence' with a dropdown for Type Of Correspondence (Question), a Subject field (Question about agreement number 1212737), a text area for the message body, and a Correspondence field (Thank you, Bill Smith). A 'Submit Correspondence' button is highlighted with a red circle and the number 20.

This is an example of the Correspondence page, where you can initiate and search on messages regarding statements, accounts, or payments.

19. **Search and View Correspondence History.** You can search your correspondence history by date, name, subject or other criteria by selecting the Correspondence navigation tab.
20. **Questions and Answers.** Send us questions about your statements, accounts or payments. Fields with asterisks must be completed.

Register for VCSS access and for all the accounts you wish to view.

To access VCSS, go to <http://vcss.gsa.gov> and register as a new user. Once you've received your VCSS User ID and password, you can request access to your accounts by going to the accounts section of the VCSS website.

You can also request access to additional accounts through VCSS—your request will be automatically sent to the appropriate Account Administrator for approval. If you have questions about the approval process, you can follow up with the Account Administrator, who will be identified in VCSS when you request an account code.

Note: If you are a registered user in BillView or WebBill, you will be automatically registered in VCSS and will receive a new VCSS User ID and password by email prior to the Phase 2 VCSS release.

Learn more or get help

To get help or learn more about VCSS, go to <http://vcss.gsa.gov> and click on the Help tab. If you can't find your answer there, call the Business Applications Service Desk at 1.866.450.6588, 7:30 am – 7:30 pm EST, Monday–Friday excluding Federal holidays, or email businessapps@gsa.gov.



May 2013

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