



U.S. General Services Administration

Billing and
Accounts
Receivable

BAAR

Vendor and Customer Self Service (VCSS) User Guide

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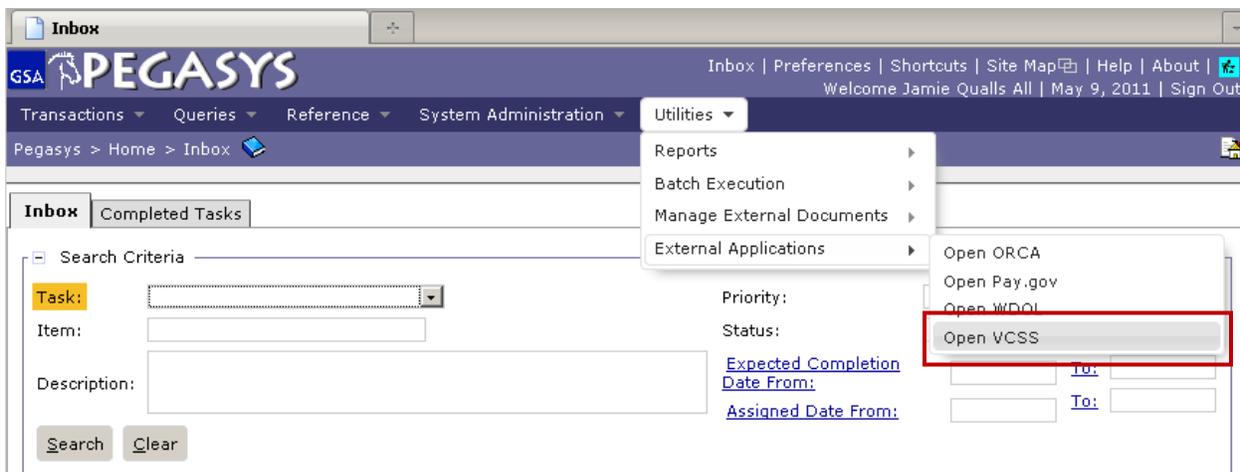
1 Vendor-Customer Self Service

The following chapter will discuss the Vendor-Customer Self Service (VCSS) application and its many functions. VCSS will provide a single location for customers and financial analysts to view billing information, link to external websites, and export billing data to comma separated values (CSV). Additionally, VCSS will allow customers to manage their own accounts by reviewing account history, outstanding balances, business line totals, submitting new correspondences and submitting disputes.

VCSS Access – From within Pegasys:

VCSS can be accessed by GSA Pegasys users from within Pegasys via the Utilities menu:

Figure 1-1 Pegasys External Applications Menu



Additionally, GSA Pegasys users may associate their Pegasys user ID with their VCSS user ID. Once associated, the GSA Pegasys user may launch the VCSS application directly from Pegasys and log in without entering their VCSS credentials, providing a seamless transition from one application to another. This “single sign-on” functionality enables GSA Pegasys users to better serve their customers by quickly accessing VCSS and reviewing the same information as seen by the customer.

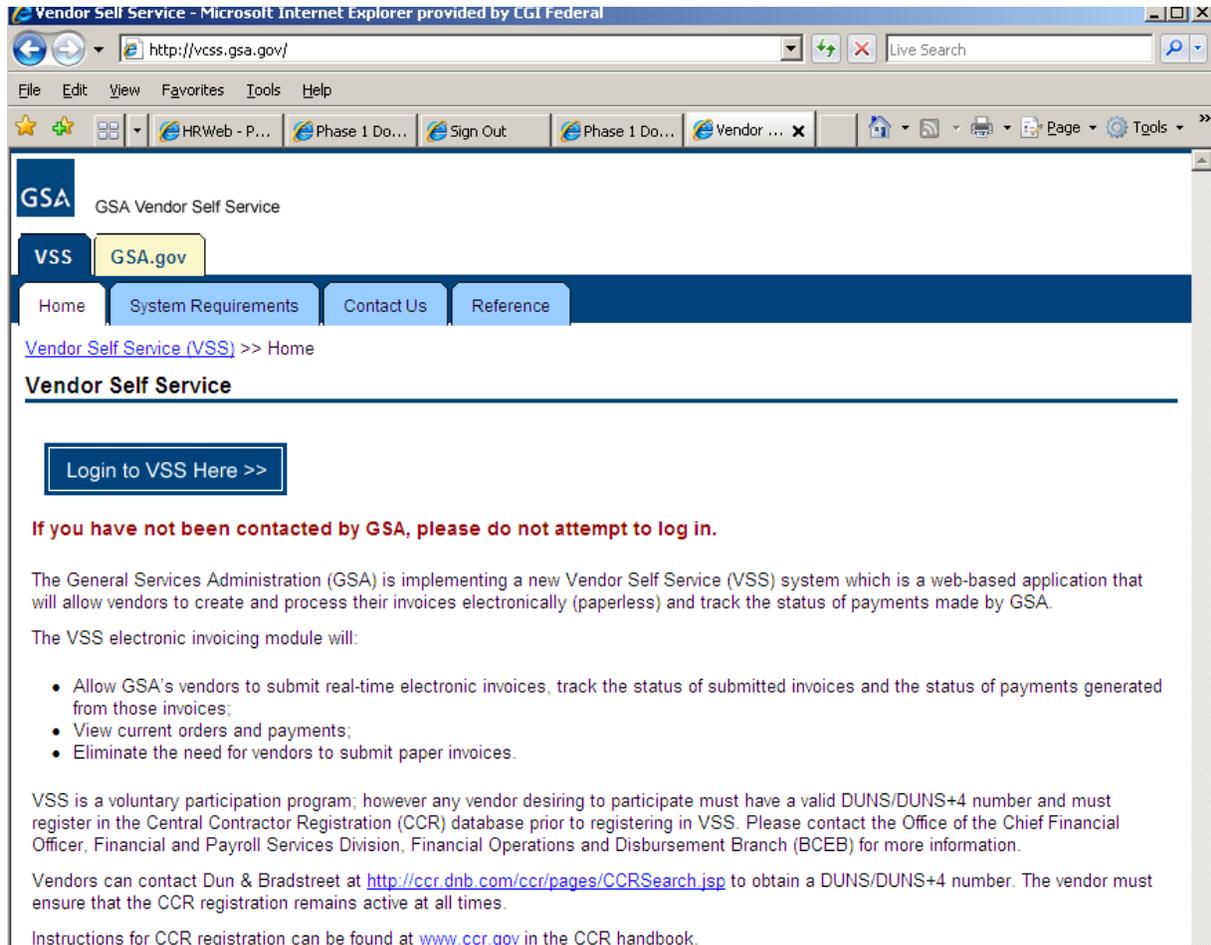
To enable single sign-on, launch VCSS from Pegasys using the following path: Utilities > External Applications > Open VCSS. Enter your Pegasys user ID, VCSS user ID, VCSS password, and select the Associate flag:

Figure 1-2 VCSS Single Sign-On Page

 The screenshot shows the VCSS Single Sign-On page. At the top, there is a text prompt: "Enter your Vendor and Customer Self Service User ID and password and choose whether this ID should be associated with your Momentum User ID for future logins from Momentum." Below this prompt, there is a form with four input fields: Momentum User ID (containing "john.smith"), Vendor and Customer Self Service User ID (containing "john.smith"), Password (containing "*****"), and Associate (with a checked checkbox). To the right of the Associate checkbox is a "Sign In" button. Below the Sign In button is a link: "Return to VCSS Homepage". The entire form area is enclosed in a red rectangular box.

VCSS Access – From GSA Launch Page:

VCSS can also be accessed directly from the GSA Launch page at <http://vcss.gsa.gov>:

Figure 1-3 GSA VCSS Launch Page

Please note that this page can be used by both GSA users and GSA customer users to launch the VCSS application and subsequently log in by providing appropriate VCSS credentials.

1.1 VCSS: Accounts Menu

The VCSS Accounts menu contains options for the user to obtain information and balances about their accounts. The multiple pages of the menu will allow the user to view account information in different formats, such as by business line and account.

The different pages available from the accounts menu are as follows:

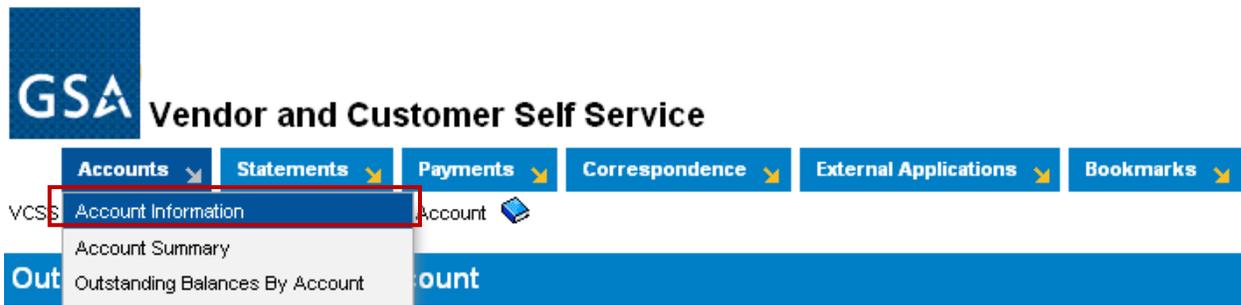
- Account Information
- Account Summary
- Outstanding Balances By Account
- Business Line Summary

1.1.1 VCSS: Account Information

The Account Information page provides users the ability to view accounts information for which they have access. Once a user drills down to a specific account, they are able to see general information on the account such as the DUNS/BPN number, account code and any addresses belonging to the account. The Account Information query should not be used to obtain a financial snapshot of the Account since information such as outstanding balances or total bill amount are not included.

Accounts > Account Information

Figure 1-4: Navigation to Account Information Page

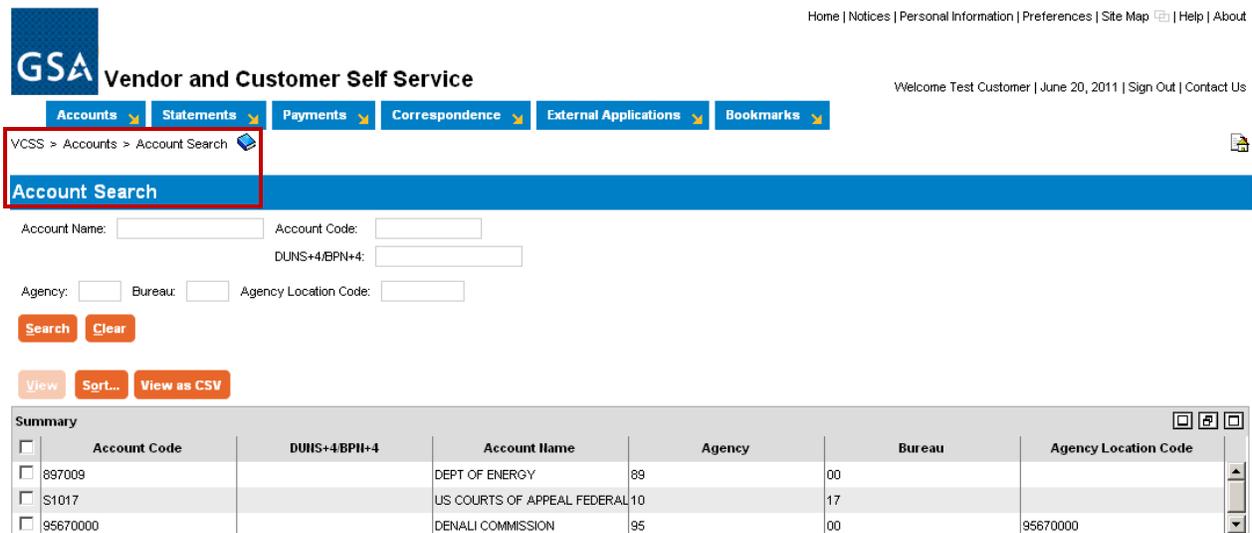


Once the page is loaded, accounts that the user has access to should default. The user will have the ability to view detailed information by selecting a specific account.

1.1.1.1 Search Parameters and Results

The Account Information page does not contain search criteria and will default the appropriate accounts.

Figure 1-5: Account Information Page



1.1.1.2 Account Information Detail

To view the Account information Detail, the user must select an account. The Account Information Detail page gives general information on the selected account, such as SSN/EIN, Agency, and Bureau. All the fields on the Account Information page are read only and are not able to be edited.

Figure 1-6: The Account Information Detail Page

The screenshot displays the 'Account Information' tab of a web application. The 'Account Information' tab is highlighted with a red box. Below the tabs, there is an information icon and a list of fields with their corresponding values in a light gray input box:

- Vendor Registration Number: 897009897009000055
- Vendor Code: 897009
- Vendor Address Code: 897009
- DUNS+4/BPN+4: [Empty]
- Account Name: DEPT OF ENERGY
- Doing Business As: DEPT OF ENERGY
- SSN/EIN: [Redacted with asterisks]
- CAGE Code: [Empty]
- Parent DUNS Number: [Empty]
- Agency: 89
- Bureau: 00
- Agency Location Code: [Empty]
- Phone Number: [Empty]
- Fax Number: [Empty]
- Registered in CCR:

Below these fields is another information icon and a 'Business Type' dropdown menu set to 'Large Business'. A blue-bordered box titled 'Small Business Program Representation' contains several checkboxes:

- HUBZone Small Business:
- Service-Disabled Veteran:
- Very Small Business:
- Disadvantaged Business:
- Other Veteran:
- Women-Owned Business:
- Emerging Small Business:

Below this box is an 'Ethnic Group' dropdown menu. At the bottom, there are two more dropdown menus:

- Previous Contracts And Compliance Reports: Not Applicable (with a link to 52.220-22)
- Affirmative Action Compliance: Not Applicable (with a link to 52.220-25)

The Address Information page displays the different addresses that belong to the Account. The fields on the Address Information page are read only and are not able to be edited.

Figure 1-7: The Address Information Page

The screenshot displays the 'Address Information' page with the following details:

- Save** button (orange)
- Navigation tabs: **Account Information**, **Address Information** (highlighted with a red border), **Users**
- Links: [Expand All](#) | [Collapse All](#)
- Mailing Address** section:
 - Address Line 1: LOS ALAMOS NATL LAB ATTN: LIZ
 - Address Line 2: PO BOX 1663 MAIL STOP P240
 - Address Line 3: (empty)
 - Address Line 4: (empty)
 - Address Line 5: (empty)
 - City: LOS ALAMOS
 - State: New Mexico
 - Zip: 87545
 - Country: UNITED STATES
- Physical Address** section:
 - Address Line 1: LOS ALAMOS NATL LAB ATTN: LIZ
 - Address Line 2: PO BOX 1663 MAIL STOP P240
 - Address Line 3: (empty)
 - Address Line 4: (empty)
 - Address Line 5: (empty)
 - City: LOS ALAMOS
 - State: New Mexico
 - Zip: 87545
 - Country: UNITED STATES
- Remittance Address** section:
 - Address Line 1: LOS ALAMOS NATL LAB ATTN: LIZ
 - Address Line 2: PO BOX 1663 MAIL STOP P240
 - Address Line 3: (empty)
 - Address Line 4: (empty)
 - Address Line 5: (empty)
 - City: LOS ALAMOS
 - State: New Mexico
 - Zip: 87545
 - Country: UNITED STATES

1.1.1.3 Viewing Account Detail from the Account Information Query

***Steps to View Account Detail
Using Account Information Query:***

Notes

1. In VCSS navigate to Accounts -> Account Information.

The Account Information page is displayed.

*Steps to View Account Detail
Using Account Information Query:*

Notes

GSA Vendor and Customer Self Service

Accounts ▾ Statements ▾ Payments ▾ Electronic Invoicing ▾ Correspondence ▾ Acco

VCSS > Accounts > Accounts

Accounts

Edit View Sort... View as CSV

Summary

<input type="checkbox"/>	Account Name
<input checked="" type="checkbox"/>	US COURTS OF APPEAL FEDERAL CIRCUITS
<input type="checkbox"/>	OFFICE OF THE SECRETARY
<input type="checkbox"/>	LIVELY'S WRECKER SERVICE
<input type="checkbox"/>	GRAPHIC SYSTEMS, INC.
<input type="checkbox"/>	EASTERN RESEARCH GROUP, INC.
<input type="checkbox"/>	ACTION AUTO SERVICES, LLC
<input type="checkbox"/>	HANDY BUSINESS SOLUTIONS, LLC
<input type="checkbox"/>	MERCHANTS LEASING
<input type="checkbox"/>	DENALI COMMISSION
<input type="checkbox"/>	VA CENTRAL OFFICE

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[Go to top of page](#)

2. Select an Account and select **View**.

The Account Information Detail page is displayed.

**Steps to View Account Detail
Using Account Information Query:**

Notes

Account Information | Address Information | Users

[Expand All](#) | [Collapse All](#)

General Information 

Account Code: S1017

DUNS+4/BPN+4:

Account Name: US COURTS OF APPEAL F

Doing Business As: US COURTS OF APPEAL F

SSNEIN:

CAGE Code:

Parent DUNS Number:

Agency: 10

Bureau: 17

Agency Location Code:

Phone Number:

Fax Number:

Registered in CCR:

Representations and Certifications 

Business Type: Large Business

Small Business Program Representation

HUBZone Small Business: Service-Disabled Veteran: Very Small Business:

Disadvantaged Business: Other Veteran: Women-Owned Business:

Emerging Small Business:

Ethnic Group:

Previous Contracts And Compliance Reports: Not Applicable [52.220-22](#)

Affirmative Action Compliance: Not Applicable [52.220-25](#)

3. Select the **Address Information** tab.

**Steps to View Account Detail
Using Account Information Query:**

Notes

The Address Information tab is displayed.

Account Information
Address Information
Users

[Expand All](#) | [Collapse All](#)

Mailing Address

Address Line 1: <input type="text" value="ATTN: RUTH A. BUTLER ROOM 412"/>	City: <input type="text" value="WASHINGTON"/>
Address Line 2: <input type="text" value="717 MADISON PLACE, NW"/>	State: <input type="text" value="District of Columbia"/>
Address Line 3: <input type="text"/>	Zip: <input type="text" value="20439"/>
Address Line 4: <input type="text"/>	Country: <input type="text" value="UNITED STATES"/>
Address Line 5: <input type="text"/>	

Physical Address

Address Line 1: <input type="text" value="ATTN: RUTH A. BUTLER ROOM 412"/>	City: <input type="text" value="WASHINGTON"/>
Address Line 2: <input type="text" value="717 MADISON PLACE, NW"/>	State: <input type="text" value="District of Columbia"/>
Address Line 3: <input type="text"/>	Zip: <input type="text" value="20439"/>
Address Line 4: <input type="text"/>	Country: <input type="text" value="UNITED STATES"/>
Address Line 5: <input type="text"/>	

Remittance Address

Address Line 1: <input type="text" value="ATTN: RUTH A. BUTLER ROOM 412"/>	City: <input type="text" value="WASHINGTON"/>
Address Line 2: <input type="text" value="717 MADISON PLACE, NW"/>	State: <input type="text" value="District of Columbia"/>
Address Line 3: <input type="text"/>	Zip: <input type="text" value="20439"/>
Address Line 4: <input type="text"/>	Country: <input type="text" value="UNITED STATES"/>
Address Line 5: <input type="text"/>	

1.1.2 VCSS: Account Summary Query

The Account Summary Query allows users to search for and view their current account balances. The query will return results grouped by account code and will provide totals such as outstanding amount and bill total. The query will also contain action buttons to quickly view any statements or payments associated with an account.

Accounts > Account Summary

Figure 1-8: Navigation to Account Summary Query



- To search for account summary information, enter the applicable search criteria and select the **Search** button.

1.1.2.1 Account Summary Search Parameters and Results

The Account Summary query contains the search criteria and item collection listed in the table below. The item collection will include multiple total columns with all the data being grouped by account code.

Figure 1-9: Account Summary Search Criteria and Item Collection

Account Summary

Search Criteria

Account:

Account Code: Agency:

DUNS+4/BPN+4: Bureau:

Account Name: Agency Location Code:

General Criteria

Statement Date

* From:

* To:

Business Line:

	Account Code	Account Name	DUNS+4/BPN+4	Business Line	Bill Total	Paid	Applied Credit	Adjusted	Closed
	Totals				\$132,738.80	\$20,300.00	\$0.00	\$12,549.49	\$32,849.49
<input type="checkbox"/>	897009	DEPT OF ENERGY		Rent	\$600.00	\$0.00	0	\$0.00	\$0.00
<input type="checkbox"/>	897009	DEPT OF ENERGY		Fleet	\$132,138.80	\$20,300.00	0	\$12,549.49	\$32,849.49

Figure 1-10: Accounts Summary Field Descriptions

Search Element	Description
<i>Search Criteria Group Box</i>	
Statement Date (From/To)	The Statement Date range, this field is required and the two dates cannot be over 365 days apart.
Account Code	The unique numeric code for a specific Account.
Account Name	The name of the account
DUNS+4/BPN+4	The DUNS+4/BPN+4 number for a specific Account
Agency Location Code	The Agency Location Code.
Agency	A code identifying the agency for external reporting purposes.
Bureau	The bureau associated with the agency.
<i>Item Collection</i>	
Account Code	The unique numeric code for a specific Account.
Account Name	The Account Name.
DUNS+4/BPN+4	The DUNS+4/BPN+4 number for a specific Account.
Business Line	The Business Line associated with the Account's statements.
Bill Total	A sum of the bill amounts for a specific Account.
Collected	A sum of the paid amounts for a specific Account.
Applied Credit Amount	A sum of the applied credit amount for a specific Account.
Adjustment Amount	A sum of the adjustment amount for a specific Account.
Closed Amount	A sum of the closed amount for a specific Account.
Outstanding Amount	The outstanding amount owed for an account.
Outstanding Chargeback Amount	A sum of the outstanding chargeback amount for a specific Account.
Credit	A sum of the credit statement lines associated with an account.
Closed Applied Credit	A sum of the closed applied credit associated with an account.
Total Outstanding Credit	A sum of the outstanding credit associated with an account.

Search Element	Description
<i>Action Buttons</i>	
View Statements	This is a shortcut to the View and Print Statements query; if the user has selected an account from the item collection then the account code will be defaulted when the View Statements page is loaded.
View Payments	This is a shortcut to the View Customer Payments query; if the user has selected an account from the item collection then the account code will be defaulted when the View Customer Payments page is loaded.
View as CSV	Exports the search results to a CSV spreadsheet.
Sort...	Sorts the records according to the column header selected.

1.1.2.2 Executing a Query Using the Account Summary Query

The following steps describe how to query the Account Summary.

Steps to Execute a Query Using Account Summary:

Notes

1. In VCSS navigate to Accounts -> Account Summary.

The Accounts Summary page is displayed.

2. Enter the desired **Search Criteria**, including the following required fields:

- **Statement Date From:** (enter valid date)
- **Statement Date To:** (enter valid date)

3. Select the **Search** button.

The results are returned in the Item Collection.

View Statements View Payments Sort... View as CSV

Summary									
<input type="checkbox"/>	Account Code	Account Name	DUNS+4BPH+4	Business Line	Bill Total	Paid	Applied Credit	Adjusted	Closed
	Totals				\$132,738.80	\$20,300.00	\$0.00	\$12,549.49	\$32,849.49
<input type="checkbox"/>	897009	DEPT OF ENERGY		Rent	\$600.00	\$0.00	0	\$0.00	\$0.00
<input type="checkbox"/>	897009	DEPT OF ENERGY		Fleet	\$132,138.80	\$20,300.00	0	\$12,549.49	\$32,849.49

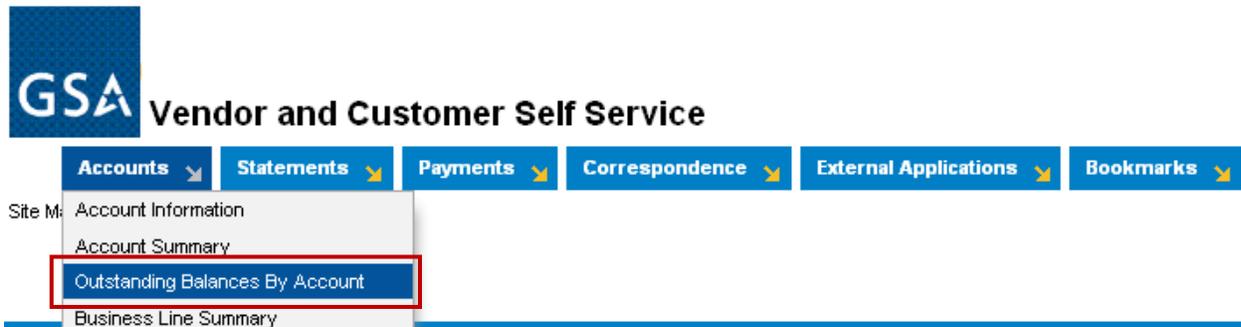
Note: If an account is selected and either the View Customer Payments or View Statements buttons are selected, the user will be directed to that particular query with the selected account defaulted.

1.1.3 VCSS: Outstanding Balances by Account

The Outstanding Balances by Account page offers a quick snapshot of the accounts a user has access to along with their outstanding balances. The page also offers a number of easily accessed actions such as viewing recent and outstanding statements as well as sending account correspondence.

Accounts > Outstanding Balances by Account

Figure 1-11: Navigation to Outstanding Balances by Account Page



1.1.3.1 Outstanding Balances by Account Search Parameters and Results

The Outstanding Balances by Account page does not contain any search criteria but includes the fields and action buttons listed below.

Figure 1-12: Outstanding Balances by Account Page

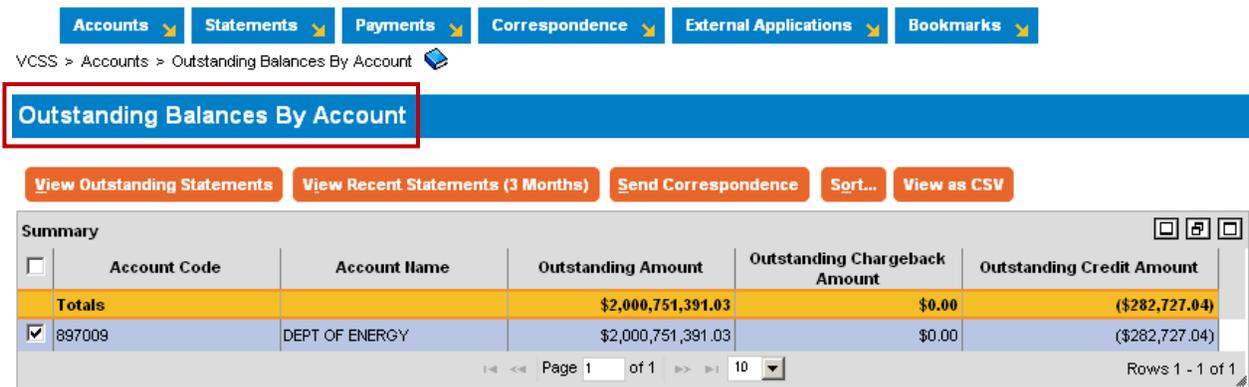


Figure 1-13: Outstanding Balances by Account Field Descriptions

Search Element	Description
<i>Item Collection</i>	
Account Name	The name of the specific account.
Account Code	The unique numeric code for a specific Account.

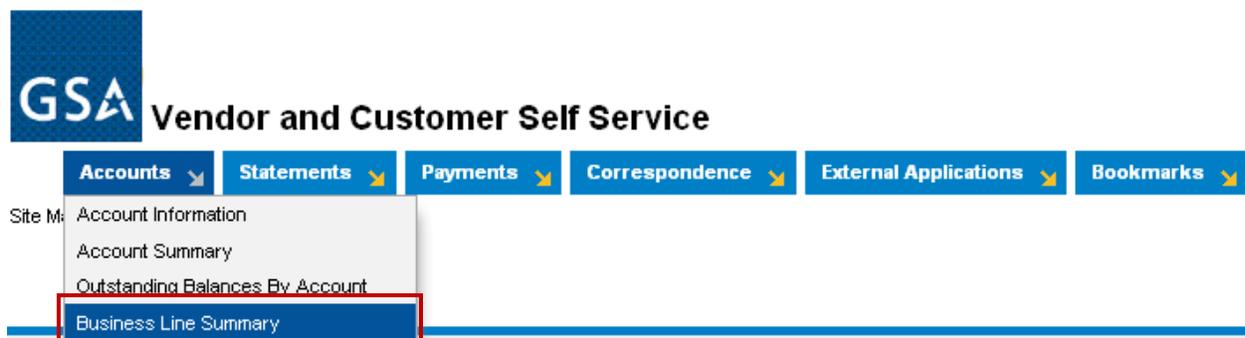
Search Element	Description
Outstanding Balance	A sum of the outstanding balance for the specific Account.
Outstanding Chargeback	A sum of the outstanding chargeback amount for the specific Account.
Outstanding Credit Amount	A sum of the outstanding credit amount for the specific Account.
<i>Action Buttons</i>	
View Outstanding Statements	When a specific Account is selected, clicking this button will direct the user to the View Statements query and perform a pre-populated search for the specific vendor and all statements with an outstanding amount > 0.
View Recent Statements (3 months)	When a specific Account is selected, clicking this button will direct the user to the View Statements query and perform a pre-populated search for the specific vendor and all statements within the last three months.
Send Correspondence	When a specific Account is selected, clicking this button will direct the user to the Account Correspondence page with all the vendor information pre-populated. The full correspondence steps will be covered later in the document.
View as CSV	Exports the search results to a CSV spreadsheet.
Sort...	Sorts the records according to the column header selected.

1.1.4 VCSS: Business Line Summary

The Business Line Summary query will allow users to search for and view balances for the Accounts they have access to with all the data sorted by business line. The query will also contain action buttons to enable the user to view statements and payments associated with the selected business line.

Accounts > Business Line Summary

Figure 1-14: Navigation to the Business Line Summary Query



- To search for business line summary information, enter the applicable search criteria and select the **Search** button.

1.1.4.1 Business Line Summary Search Parameters and Results

The Business Line Summary query is used to search for business line information using criteria listed in the table below. The Item Collection will include multiple totals columns with all the data being grouped by business line.

Figure 1-15: Business Line Summary Search Criteria and Item Collection

Figure 1-16: Business Line Summary Field Descriptions

Search Element	Description
<i>Search Criteria Group Box</i>	
Statement Date (From/To)	The Statement Date range, this field is required and the two dates cannot be over 365 days apart.
DUNS+4/BPN+4	The DUNS+4/BPN+4 number for a specific Account.
Agency Location Code	The Agency Location Code.
Business Line	The specific Business Line the query will search for.
<i>Item Collection</i>	
Business Line	The specific Business Line the query will search for.
Bill Total	A sum of the bill amounts for a specific business line.

Search Element	Description
Collected	A sum of the paid amounts for a specific business line.
Adjustment Amount	A sum of the adjustment amount for a specific business line.
Applied Credit Amount	A sum of the applied credit amount for a specific business line.
Closed Amount	A sum of the closed amount for a specific business line.
Total Outstanding Amount	The amount owed for a business line.
Outstanding Chargeback Amount	A sum of the outstanding chargeback amount for a specific business line.
Credit	A sum of the credit statement lines associated with an account.
Closed Applied Credit	A sum of the closed applied credit associated with an account.
Total Outstanding Credit	A sum of the outstanding credit associated with an account.
<i>Action Buttons</i>	
View Statements	This is a shortcut to the View and Print Statements query; if the user has selected a business line from the item collection then the business line will be defaulted when the View Statements page is loaded.
View Payments	This is a shortcut to the View Customer Payments query; if the user has selected a business line from the item collection then the business line will be defaulted when the View Customer Payments page is loaded.
View as CSV	Exports the search results to a CSV spreadsheet.
Sort...	Sorts the records according to the column header selected.

1.1.4.2 Executing a Query Using Business Line Summary

The following steps describe how to use the Business Line Summary query in VCSS.

Steps to Execute a Query Using Business Line Summary:

Notes

1. In VCSS navigate to Accounts -> Business Line Summary.

Steps to Execute a Query Using Business Line Summary:

Notes

The Business Line Summary page is displayed.

The screenshot shows the 'Business Line Summary' page. At the top, there are navigation tabs: Accounts, Statements, Payments, Correspondence, External Applications, and Bookmarks. Below these is a breadcrumb trail: VCSS > Accounts > Business Line Summary. The main heading is 'Business Line Summary'. A search criteria form is highlighted with a red box, containing 'General Criteria' with 'Statement Date' (From: 03/01/2011, To: 05/03/2011) and 'Business Line' dropdown, and 'Account' section with 'Account Code: 897009', 'Agency Location Code', and 'DUNS+4/BPN+4'. Below the form are 'Search' and 'Clear' buttons. Further down are buttons for 'View Statements', 'View Payments', 'Sort...', and 'View as CSV'. A 'Summary' table is displayed with columns: Business Line, Bill Total, Paid, Applied Credit, Adjusted, Closed, Outstanding, and Outstanding Chargeback. The table data is as follows:

Business Line	Bill Total	Paid	Applied Credit	Adjusted	Closed	Outstanding	Outstanding Chargeback
Totals	\$132,738.80	\$20,300.00	\$0.00	\$12,549.49	\$32,849.49	\$99,889.31	\$0.00
Rent	\$600.00	\$0.00	0	\$0.00	\$0.00	\$600.00	\$0.00
Fleet	\$132,138.80	\$20,300.00	0	\$12,549.49	\$32,849.49	\$99,289.31	\$0.00

At the bottom of the table, it shows 'Page 1 of 1' and 'Rows 1 - 2 of 2'.

Enter the desired and appropriate **Search Criteria**.

Select the **Search** button.

The results are returned in the Item Collection.

This screenshot is identical to the previous one, but the 'Summary' table is highlighted with a red border to indicate the search results. The table data is the same as in the previous screenshot.

Note: If a business line is selected (as above) and either the View Customer Payments or View Statements buttons are selected, the user will be directed to that particular query with the selected business line defaulted.

1.2 VCSS: Statements Menu

The Vendor-Customer Self Service Statements menu contains options for the user to obtain information and status about their statements as well as dispute a statement that they feel is in error. The different pages available from the accounts menu are as follows:

- View or Print Statements
- View Details
- Dispute Statement/Details

1.2.1 VCSS: View and Print Statements

The View and Print Statements page enables the user to search for, and view, the statements they have access to as well as view their statement as a PDF to assist with printing. The page also allows the user to drill down on a specific statement to view detailed information about that statement.

Statements > View and Print Statements

Figure 1-17: Navigation to the View and Print Statements Query



1.2.1.1 View and Print Statement Search Parameters and Results

The View and Print Statements query contains the search criteria and item collection listed below. The Item Collection will include multiple totals columns.

Figure 1-18: View and Print Statements Search Criteria and Item Collection

[Accounts](#) ▾ [Statements](#) ▾ [Payments](#) ▾ [Correspondence](#) ▾ [External Applications](#) ▾ [Bookmarks](#) ▾

VCSS > Statements > Statement Search 

Statement Search

Search Criteria

General Criteria

Statement Number:

Statement Type:

Business Line:

Statement Date

From:

To:

Account 

Account Code: Agency Location Code:

DUNS+4/BPN+4:

If the Statement contains information for multiple vendors, the search results contain the Statement Balance that applies to your vendor only.

[Search](#) [Clear](#)

[View](#) [View PDF](#) [Sort...](#) [View as CSV](#)

Summary							
<input type="checkbox"/>	Statement Number	Statement Date	Business Line	Account Code	Account Name	Total Billed	Paid
	Totals					\$124,688.48	\$20,300.00
<input type="checkbox"/>	F0000023	03/18/2011	Fleet	897009	DEPT OF ENERGY	\$100.00	\$0.00
<input type="checkbox"/>	PTE00213	03/19/2011	Fleet	897009	DEPT OF ENERGY	\$957.12	\$0.00
<input type="checkbox"/>	PTE00216	03/19/2011	Fleet	897009	DEPT OF ENERGY	\$957.12	\$0.00
<input type="checkbox"/>	PTE00217	03/19/2011	Fleet	897009	DEPT OF ENERGY	\$957.12	\$0.00
<input type="checkbox"/>	PTE00218	03/19/2011	Fleet	897009	DEPT OF ENERGY	\$957.12	\$0.00
<input type="checkbox"/>	PTE00219	03/19/2011	Fleet	897009	DEPT OF ENERGY	\$957.12	\$0.00
<input type="checkbox"/>	PTE00101	03/19/2011	Fleet	897009	DEPT OF ENERGY	\$957.12	\$0.00
<input type="checkbox"/>	PTE00106	03/19/2011	Fleet	897009	DEPT OF ENERGY	\$957.12	\$0.00
<input type="checkbox"/>	PTE00107	03/19/2011	Fleet	897009	DEPT OF ENERGY	\$957.12	\$0.00
<input type="checkbox"/>	PTE00109	03/19/2011	Fleet	897009	DEPT OF ENERGY	\$957.12	\$0.00

Page 1 of 12 10 Rows 1 - 10 of 111

Figure 1-19: View and Print Statements Field Descriptions

Search Element	Description
<i>Search Criteria Group Box</i>	
Statement Date (to/from)	The Statement Date range.
Statement Number	The specific statement number for an individual statement.

Search Element	Description
Statement Type	Whether the statement is IPAC or Non-IPAC.
DUNS+4/BPN+4	The DUNS+4/BPN+4 number for a specific Account.
Account Code	The unique numeric code for a specific Account.
Agency Location Code	The Agency Location Code.
Business Line	The specific Business Line the query will search for.
<i>Item Collection</i>	
Statement Number	The specific statement number for an individual statement.
Statement Date	The date the statement was billed.
Business Line	The specific Business Line the query will search for.
Account Code	The unique numeric code for a specific Account.
Account Name	The name for the specific Account.
Total Billed	The amount of the statement.
Paid Amount	The paid amount of the statement.
Adjustment Amount	The adjustment amount for the statement.
Applied Credit Amount	The amount of applied credit for the statement.
Closed Amount	The closed amount of the statement.
Outstanding Amount	The outstanding amount of the statement.
Outstanding Chargeback	The outstanding chargeback amount for the statement.
Credit	A sum of the credit statement lines associated with a statement.
Closed Applied Credit	A sum of the closed applied credit associated with a statement.
Total Outstanding Credit	A sum of the outstanding credit associated with a statement.
<i>Action Buttons</i>	
View	Will take the user to the statement information page for the selected statement.
View PDF	Will open the selected statement in PDF format.
View as CSV	Exports the search results to a CSV spreadsheet.
Sort...	Sorts the records according to the column header selected.

1.2.1.2 View and Print Statement Query Details

The View and Print Statement Information page gives more detail of the selected statement than what was in the Item Collection. The Statement Information page contains action buttons to create statement correspondence and dispute the statement. *Note the Statement Correspondence and Dispute functionality is described in later sections.* The page also includes a View Referencing Payments action button, which will open a new window. The View Referencing Payments action button takes the user to the Customer Payments query with the statement number field defaulted.

Figure 1-20: Statement Information Page

VCSS > Statements > View and Print Statements > Billing Statement Information: F0007816

F0007816 [View Referencing Payments](#) [Send Correspondence](#) [Dispute Statement](#) [View PDF](#)

Statement Information Details Attachments Review Correspondence

[Expand All](#) | [Collapse All](#)

General

Statement Number: Bill Type:
 Statement Print Date: Business Line:
 Statement Collection Due Date:

Account Information

Account:

Account Code: Agency:
 DUNS+4/BPN+4: Bureau:
 Account Name: Agency Location Code:

Statement Amounts

Billed Totals

	Paid	Applied Credit	Adjusted	Closed	Outstanding
Principal	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$17,897.76"/>
Interest	<input type="text" value="\$0.00"/>				
Admin Charges	<input type="text" value="\$0.00"/>				
Penalty	<input type="text" value="\$0.00"/>				
Total	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$17,897.76"/>

Figure 1-21: Statement Information Page Continued

Amounts	
Billed Amounts	
Principal Amount:	\$17,897.76
Interest Amount:	\$0.00
Admin Charges Amount:	\$0.00
Penalty Amount:	\$0.00
Total Amount:	\$17,897.76
Total Outstanding Amount:	\$17,897.76
Note: The Billed Total Field is calculated by adding the Principal, Interest, Penalty and Admin Charges Amounts.	
Credit Amounts	
Total Amount:	(\$850.04)
Closed Credit Amount:	\$0.00
Outstanding Credit Amount:	(\$850.04)
Note: The Credit Total Field is calculated by adding the Sum of all CREDIT line Principal Amounts.	

The Details tab shows all the detail records that are associated with the billing documents within the specific statement. The details tab includes search criteria to enable the user to search for and view detail billing records.

Figure 1-22: Statement Detail Page

Accounts ▾ Statements ▾ Payments ▾ Correspondence ▾ External Applications ▾ Bookmarks ▾

VCSS > Statements > View and Print Statements > Billing Statement Information: F0007816 > Details

F0007816 [View Referencing Payments](#) [Send Correspondence](#) [Dispute Statement](#) [View PDF](#)

Statement Information **Details** Attachments Review Correspondence

Detail |

Search Criteria

Detail Search Criteria

Reference ID: Title:

Charge Period: Record Type:

Articles/Services Description: Disputed:

Bill Document Date	Entry Date	Detail Amount
From: <input type="text"/>	From: <input type="text"/>	From: <input type="text"/>
To: <input type="text"/>	To: <input type="text"/>	To: <input type="text"/>

Account: Account Code:

DUNS+4/BPN+4:

+ Additional Criteria

[Search](#) [Clear](#)

[Detail](#) [Sort...](#) [View as CSV](#)

Summary										
<input type="checkbox"/>	Reference ID	Entry Date	Record Amount	Account Code	Account Name	Record Type	Title	Disputed	FedCode	Regio
Totals			\$17,047.72							
<input type="checkbox"/>	FLT03052011024916	04/14/2011	\$318.46	897009	DEPT OF ENERGY	Normal		False		07
<input type="checkbox"/>	FLT03052011024916	04/14/2011	\$6.00	897009	DEPT OF ENERGY	Normal		False		07

If the user wants to view the expansive set of information included on detail record they are able to select a record and then select Detail.

Figure 1-23: Statement Detail Record Page

F0007816 [View Referencing Payments](#) [Send Correspondence](#) [Dispute Statement](#) [View PDF](#)

Statement Information | **Details** | Attachments | Review Correspondence |

Detail

Item: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 ▶ ▶ | Item 1 of 69

General

Reference ID: Record Date: Record Type:
 Record Amount: Source Number: Invoice Number:

Period of Performance

Start Date: End Date:

Dispute

Disputed: Disputed Date:

Account

Account Information:

Account Code: Account Name:
 DUNS+4/BPN+4: Agency:

Header Information

Payment Information

Overdue Status:
 Overdue Status Date:

Remit to Office Address

Address Format: Phone Number:
 Name: Fax Number:
 Address Line 1: Email:
 Address Line 2: Contact:
 Address Line 3: Title:
 City:
 State:
 Zip:
 Country:

Figure 1-24: Statement Detail Record Page

<i>Dunning</i>			
Dunning Count:	0	Last Dunning Date:	
<i>Additional Criteria</i>			
Printed Message:	-----SHORT TERM RENTAL VEHICLES----- Introducing GSA Fleet's Short Term Rental Program. Have seasonal or surge vehicle needs? Have a vehicle down for repair?		
<i>Fleet Information</i>			
Vehicle Class:	62	Vehicle Tag:	0921D
Starting Mileage:	8,566.00	Ending Mileage:	8,568.00
Days Used:	0.00	Est. Mileage Indicator:	
Special ACC Equipment:		Accessories Charge Amount:	\$0.00
		Body Type:	6275
		Mileage Rate Amount:	\$0.23
		FedCode:	88811&8N
<i>Additional Information</i>			
Region:	07	FMC:	A12
Sales Code:	A1	Description:	8N000A XA820005

The Review Correspondence tab shows all the correspondence records that are associated with the Statement. The tab includes search criteria to locate a correspondence record. When selected, the Review Correspondence shows the details of the record in the item collection.

Figure 1-25: Review Correspondence Tab

VCSS > Statements > View and Print Statements > Billing Statement Information: F0000475 > Messages

F0000475 [View Referencing Payments](#) [Send Correspondence](#) [Dispute Statement](#) [View PDF](#)

Statement Information | Details | Attachments | **Review Correspondence**

Search Criteria

Record Number: Type Of Correspondence:

Created Date: From: To: First Name: Last Name: Account Information: Account Code: Agency Location Code:

Subject:

Correspondence:

[Search](#) [Clear](#)

Use the wildcard (*) character to search if needed.

[Attachments](#) [Sort...](#) [View as CSV](#)

Summary

<input type="checkbox"/>	Record Num	Created Date	First Name	Last Name	Statement Nu	Account Code	Type Of Corre	Subject	Has Attachmen
<input checked="" type="checkbox"/>	12	04/01/2011	troy	loney	F0000475	S1017	Dispute	Charges referen	

Page 1 of 1 10 Rows 1 - 1 of 1

Figure 1-26: Correspondence Details

Contact Person			
First Name:	<input type="text" value="troy"/>	Last Name:	<input type="text" value="loney"/>
Email Address:	<input type="text" value="michelle.thompson@cgife"/>		
Title:	<input type="text"/>	Phone Number:	<input type="text" value="555-555-5555"/>
		International Phone Number:	<input type="text"/>
GSA Contact			
Name:	<input type="text"/>	Title:	<input type="text"/>
Phone Number:	<input type="text"/>	Email Address:	<input type="text" value="test6@gsa.gov"/>
Account Information:			
Account Code:	<input type="text" value="S1017"/>	Account Name:	<input type="text"/>
		Agency Location Code:	<input type="text"/>
Correspondence			
Record Number:	<input type="text" value="12"/>	Communication Source:	<input type="text" value="Phone"/>
Type Of Correspondence:	<input type="text" value="Dispute"/>	Created Date:	<input type="text" value="04/01/2011"/>
		Statement Number:	<input type="text" value="F0000475"/>
Subject:	<input type="text" value="Charges reference an incorrect LOA"/>		
Correspondence:	<div style="border: 1px solid gray; padding: 5px;"> Dispute Status: New Dispute Explanation: attachment test </div>		

1.2.1.3 Executing a Query Using View and Print Statements

To view and print Statements, follow the steps below.

***Steps to Execute a Query Using
View and Print Statements Query:***

Notes

1. In VCSS navigate to Statements => View and Print Statements.

The View and Print Statements page is displayed.

Steps to Execute a Query Using View and Print Statements Query:

Notes

Statement Search

Search Criteria

General Criteria

Statement Number:

Statement Type:

Business Line:

Statement Date

From:

To:

Account

Account Code: Agency Location Code:

DUNS+4/BPN+4:

If the Statement contains information for multiple customers, the search results contain the Statement Balance that applies to your customer only.

2. Enter the desired **Search Criteria**.
3. Select the **Search** button.

The results are returned in the Item Collection.

Summary								
<input type="checkbox"/>	Statement Numbe	Statement Date	Business Line	Account Code	Account Name	Total Billed	Paid	A
	Totals					\$1,242,732.58	\$31,065.07	
<input type="checkbox"/>	F000000	03/23/2011	Fleet	897009	DEPT OF ENERGY	\$12,000.00	\$11,010.01	
<input type="checkbox"/>	F0000628	02/17/2011	Fleet	S1017	US COURTS OF APPE	\$100.00	\$0.00	
<input type="checkbox"/>	F0000630	02/17/2011	Fleet	897009	DEPT OF ENERGY	\$120,000.00	\$0.00	
<input type="checkbox"/>	F0000634	02/17/2011	Fleet	S1017	US COURTS OF APPE	\$125.00	\$0.00	
<input checked="" type="checkbox"/>	F0000635	02/17/2011	Fleet	S1017	US COURTS OF APPE	\$125.00	\$0.00	
<input type="checkbox"/>	F0000640	02/18/2011	Fleet	S1017	US COURTS OF APPE	\$100.00	\$0.00	
<input type="checkbox"/>	F0000642	02/18/2011	Fleet	S1017	US COURTS OF APPE	\$40.00	\$0.00	
<input type="checkbox"/>	F0000643	02/18/2011	Fleet	897009	DEPT OF ENERGY	\$100.00	\$0.00	
<input type="checkbox"/>	F0000652	02/18/2011	Fleet	897009	DEPT OF ENERGY	\$100.00	\$0.00	

Page 1 of 27 Rows 1 - 10 of 266

Steps to Execute a Query Using View and Print Statements Query:

Notes

4. Select a Statement.

5. Select **View as PDF**.

A new window with the PDF is displayed, close the PDF.

GSA Financial Information Control System, 03-03-03
1500 East Truman Road
Kansas City, MO 64131

Address/Customer Information
DEPT OF ENERGY
LOS ALAMOS NATL LAB ATTN: LEZ
PO BOX 1663 MAIL STOP P240
LOS ALAMOS, NM 87545

Customer Codes
Account Code: 897000-897000

Statement Information
Statement Number: F0002425
Amount Due: \$589.65
Due Date: 04/09/2011

Contact Us
Phone Number:
Fax Number:
Email Address:

Remit to Address

Instructions
To ensure proper credit, please write your statement number on your payment document.

Fleet
03/10/2011

Statement Summary

Initial Charges	\$589.65
Discount	0
Surcharge	0
Interest Charges	0
Penalty Charges	0
Admin Charges	0
Bill Amount	\$589.65
Collected	0
Applied Credit	0
Adjustments	0
Amount Due	\$589.65

Credit Summary

Applied Credit	\$0.00
Unapplied Credit	0
Total Credit	\$0.00

Pay By IPAC
ALC 47000036
TAS 47204534.1
BPN/DUNS +4 964253686

6. Select **View**.

**Steps to Execute a Query Using
View and Print Statements Query:**

Notes

F0000635

View Referencing Payments

Send Correspondence

Dispute Statement

View PDF

Statement Information

Details

Attachments

Review Correspondence

[Expand All](#) | [Collapse All](#)

General

Statement Number: Bill Type:
 Statement Print Date: Business Line:
 Statement Collection Due Date:

Account Information

Account:

Account Code: Agency:
 DUNS+4/BPN+4: Bureau:
 Account Name: Agency Location Code:

Statement Amounts

Billed Totals

	Paid	Applied Credit	Adjusted	Closed	Outstanding
Principal	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$125.00"/>
Interest	<input type="text" value="\$0.00"/>				
Admin Charges	<input type="text" value="\$0.00"/>				
Penalty	<input type="text" value="\$0.00"/>				
Total	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$125.00"/>

Amounts

Billed Amounts

Principal Amount:
 Interest Amount:
 Admin Charges Amount:
 Penalty Amount:
 Total Amount:
 Total Outstanding Amount:

Note: The Billed Total Field is calculated by adding the Principal, Interest, Penalty and Admin Charges Amounts.

Credit Amounts

Total Amount:
 Closed Credit Amount:
 Outstanding Credit Amount:

Note: The Credit Total Field is calculated by adding the Sum of all CREDIT line Principal Amounts.

Steps to Execute a Query Using View and Print Statements Query:

Notes

7. Select the **Details** Tab.

The Details Tab is displayed.

F0000635 [View Referencing Payments](#) [Send Correspondence](#) [Dispute Statement](#) [View PDF](#)

Statement Information **Details** Attachments Review Correspondence

Detail

Search Criteria

Detail Search Criteria

Reference ID: Title:

Charge Period: Record Type:

Articles/Services Description: Disputed:

Bill Document Date: From: To:

Entry Date: From: To:

Detail Amount: From: To:

Account:

DUNS+4/BPN+4: Account Code:

Additional Criteria

[Search](#) [Clear](#)

Detail [Sort...](#) [View as CSV](#)

Summary

<input type="checkbox"/>	Reference ID	Entry Date	Record Amount	Account Code	Account Name	Record Type	Title	Disp
Totals			\$125.00					
<input checked="" type="checkbox"/>	MOM02FP0001YS7B	02/17/2011	\$125.00	S1017	US COURTS OF APPEALS	Normal		False

8. Select a detail record and select **Detail**.

The detail record is displayed.

**Steps to Execute a Query Using
View and Print Statements Query:**

Notes

F0000635

- [View Referencing Payments](#)
- [Send Correspondence](#)
- [Dispute Statement](#)
- [View PDF](#)

Statement Information | **Details** | Attachments | Review Correspondence

Detail

Item 1 of 1

General

Reference ID: <input type="text" value="MOM02FP0001YS7BFP00"/>	Record Date: <input type="text" value="02/17/2011"/>	Record Type: <input type="text" value="Normal"/>
Record Amount: <input type="text" value="\$125.00"/>	Source Number: <input type="text" value="12345678"/>	Invoice Number: <input type="text"/>

Period of Performance

Start Date: End Date:

Dispute

Disputed: Disputed Date:

Account

Account Information: Account Name: [More](#)

DUNS+4/BPN+4: Agency:

Header Information

Payment Information

Overdue Status:

Overdue Status Date:

Remit to Office Address

Address Format: Phone Number:

Name: Fax Number:

Address Line 1: Email:

Address Line 2: Contact:

Address Line 3: Title:

City:

State:

Zip:

Country:

**Steps to Execute a Query Using
View and Print Statements Query:**

Notes

Dunning

Dunning Count: Last Dunning Date:

Additional Criteria

Printed Message:
 Introducing GSA Fleet's Short Term Rental Program. Have seasonal or surge vehicle needs? Have a vehicle down for repair?

Fleet Information

Vehicle Class: Vehicle Tag: Body Type:
 Starting Mileage: Ending Mileage: Mileage Rate Amount:
 Days Used: Est. Mileage Indicator: FedCode:
 Special ACC Equipment: Accessories Charge Amount:

Additional Information

Region: FMC:
 Sales Code: Description:

General

Reference ID: Record Date: Record Type:
 Record Amount: Source Number: Invoice Number:

Period of Performance

Start Date: End Date:

Dispute

Disputed: Disputed Date:

Account

Account Information:

Account Code: Account Name:
 DUNS+4/BPN+4: Agency:

*Note: Selecting the **More** button provides more information about the vendor.*

***Steps to Execute a Query Using
View and Print Statements Query:***

Notes



[Expand All](#) | [Collapse All](#)

Vendor Address

<i>Vendor:</i>		Phone Number:	<input type="text"/>
Address Code:	<input type="text" value="S1017"/>	Fax Number:	<input type="text"/>
Code:	<input type="text" value="S1017"/>	Email:	<input type="text"/>
Address Format:	<input type="text" value="US"/>	Contact:	<input type="text"/>
Name:	<input type="text" value="US COURTS OF APPEAL F"/>	Title:	<input type="text"/>
Address Line 1:	<input type="text" value="ATTN: RUTH A. BUTLER F"/>	DUNS:	<input type="text"/>
Address Line 2:	<input type="text" value="717 MADISON PLACE, NW"/>	DUNS+4/BPN+4:	<input type="text"/>
Address Line 3:	<input type="text"/>	TIN (SSN/EIN):	<input type="text"/>
City:	<input type="text" value="WASHINGTON"/>		
State:	<input type="text" value="DC"/>		
Zip:	<input type="text" value="20439"/>		
Country:	<input type="text" value="US"/>		

9. Select the **Review Correspondence** hyperlink.

Steps to Execute a Query Using View and Print Statements Query:

Notes

Accounts ▾
Statements ▾
Payments ▾
Correspondence ▾
External Applications ▾
Bookmarks ▾

VCSS > Statements > View and Print Statements > Billing Statement Information: F0000023 > Details > Detail

F0000023 View Referencing Payments Send Correspondence Dispute Statement View PDF

Statement Information | **Details** | Attachments | Review Correspondence

Detail

General

Reference ID: <input type="text" value="MOM02FP0001SJ5VPP00"/>	Record Date: <input type="text" value="02/22/2010"/>	Record Type: <input style="border: none; border-bottom: 1px solid #ccc; background-color: #eee; padding: 2px 5px; font-size: small; font-family: sans-serif; font-weight: normal; text-decoration: none; color: #000; text-align: left; width: 100%;" type="text" value="Normal"/>
Record Amount: <input type="text" value="\$100.00"/>	Source Number: <input type="text"/>	Invoice Number: <input type="text"/>

Period of Performance

Start Date: <input type="text" value="12/01/2010"/>	End Date: <input type="text" value="01/15/2011"/>
---	---

Dispute

Disputed: <input style="border: none; border-bottom: 1px solid #ccc; background-color: #eee; padding: 2px 5px; font-size: small; font-family: sans-serif; font-weight: normal; text-decoration: none; color: #000; text-align: left; width: 100%;" type="text" value="False"/>	Disputed Date: <input type="text"/>
--	-------------------------------------

The Review Correspondence Tab is displayed.

Steps to Execute a Query Using View and Print Statements Query:

Notes

F0000635

[View Referencing Payments](#)

[Send Correspondence](#)

[Dispute Statement](#)

[View PDF](#)

Statement Information | Details | Attachments | **Review Correspondence**

Search Criteria

Record Number: Type Of Correspondence:

Created Date

From:

To:

First Name:

Last Name:

Account Information

Account Code: Agency Location Code:

Subject:

Correspondence:

[Search](#) [Clear](#)

Use the wildcard (*) character to search if needed.

[Attachments](#)

[Sort...](#)

[View as CSV](#)

Summary									
<input type="checkbox"/>	Record Number	Created Date	First Name	Last Name	Statement Nur	Account Code	Type Of Corre	Subject	Has Attachment:
<input checked="" type="checkbox"/>	Pending Assignm	05/09/2011	John	Smith	F0000635	S1017	Communication	Question about n	

Page 1 of 1 10

Rows 1 - 1 of 1

Steps to Execute a Query Using View and Print Statements Query:

Notes

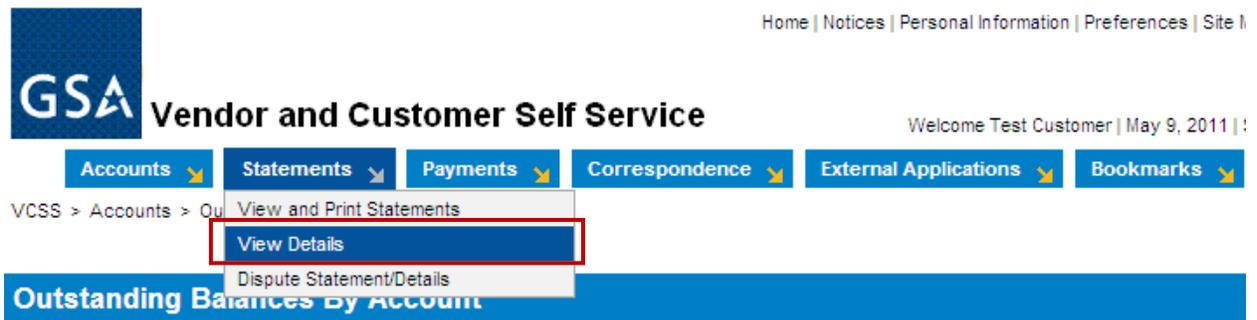
Contact Person					
First Name:	John	Last Name:	Smith	Email Address:	john.smith@usagency.cor
Title:	Purchasing Manager	Phone Number:	555-555-5555	International Phone Number:	
GSA Contact					
Name:		Title:		Phone Number:	
				Email Address:	
Account Information:					
Account Code:	S1017	Account Name:		Agency Location Code:	
Correspondence					
Record Number:	Pending Assignment	Communication Source:	VSS	Created Date:	05/09/2011
Type Of Correspondence:	Communication	Statement Number:	F0000635		
Subject:	Question about my 02/2011 Statement				
Correspondence:	<p>Dear GSA,</p> <p>Can you please provide the following information regarding my February 2011 billing statement:</p> <ol style="list-style-type: none"> 1. 2. 3. <p>Sincerely, John Smith</p>				

1.2.2 VCSS: View Details

The View Details query enables users to search for and view Detail Billing Records. The user will have the ability to search for DBRs across all the statements for which they have access, using a variety of search criteria.

Statements > View Details

Figure 1-27: Navigation to View Details Query



1.2.2.1 View Details Search Parameters and Results

The View Details query searches for details using criteria listed in the table below. The Item Collection will include detailed information located in the Statement, including specific business line items. The item collection fields will change based on the detail records returned. For example, if all the detail records are for Fleet only, Rent specific fields will not be displayed. If the detail records returned are for both Fleet and Rent, all fields will be displayed in the item collection.

Figure 1-28: View Details Query Search Criteria and Item Collection

Detail Record Search

Search Criteria

Detail Search Criteria

Statement Number:

Title:

Reference ID:

Business Line: Record Type:

Bill Type: Disputed:

Statement Date

From:

To:

Entry Date

From:

To:

Detail Amount

From:

To:

Collection Due Date

From:

To:

Account:

DUNS+4/BPN+4: Account Code:

Additional Criteria

Charge Period: Articles/Services Description:

IPAC

Funding Document: Related Statement Number:

Purchase Order Number: Customer Treasury Symbol:

Accounting Classification Reference Number:

Fleet Search Criteria

Description: Vehicle Tag:

Vehicle Class: Sales Code:

Rent Search Criteria

Building Name: Source Number:

Summary

<input type="checkbox"/>	Reference ID	Statement Numbe	Statement Date	Account Code	Account Name	Business Line	Record Type	Bill Type	Dis
Totals									
<input checked="" type="checkbox"/>	MOM02FP0001YIABF	F0000646	02/18/2011	897009	DEPT OF ENERGY	Fleet	Normal	NonIPAC	False
<input type="checkbox"/>	MOM02FP0001EJABF	AA000311	02/18/2011	S1017	US COURTS OF APPE	Rent	Normal	NonIPAC	False
<input type="checkbox"/>	MOM02FP00014VBBF	AA000312	02/18/2011	S1017	US COURTS OF APPE	Rent	Normal	NonIPAC	False
<input type="checkbox"/>	MOM02FP0001M76BF	F0000627	02/17/2011	S1017	US COURTS OF APPE	Fleet	Normal	NonIPAC	False
<input type="checkbox"/>	MOM02FP0001DP7BF	F0000632	02/17/2011	897009	DEPT OF ENERGY	Fleet	Normal	NonIPAC	False
<input type="checkbox"/>	MOM02FP0001CS0XF	F0000770	02/25/2011	897009	DEPT OF ENERGY	Fleet	Normal	NonIPAC	False
<input type="checkbox"/>	MOM02FP0001CW0X	G0028695	02/26/2011	897009	DEPT OF ENERGY	Fleet	Normal	IPAC	False
<input type="checkbox"/>	MOM02FP0001LNRW	AA000378	02/24/2011	9567	DENALI COMMISSION	Rent	Credit	IPAC	False
<input type="checkbox"/>	MOM02FP0001406CF	F0000702	02/23/2011	897009	DEPT OF ENERGY	Fleet	Normal	NonIPAC	False

Page 1 of 100 Rows 1 - 10 of 999

Figure 1-29: View Details Query Search Criteria Field Descriptions

Search Element	Description
<i>Search Criteria Group Box</i>	
<i>Detail Criteria</i>	
Statement Number	The statement number associated with the record.
Business Line	The Business Line associated with the record.
Bill Type	The type of transfer method for the record, IPAC and Non-IPAC.
Record Type	The type of Accounting line the record is associated with options are Advanced, Credit, Normal.
Disputed	The dispute status of the detail record.
Title	The title of the transaction. Can be up to 50 characters in length.
Reference ID	The reference ID associated with the record.
Statement Date (To/From)	The day the Statement was printed.
Entry Date	The date the Statement was created.
Detail Amount (To/From)	The total amount on the record.
<i>Account Criteria</i>	
DUNS+4/BPN+4	A unique numbering system that is used to identify a business.
Account Code	The account code on the record.
<i>Additional Criteria</i>	
Charge Period	Date of the charge related to the Detail billing Record.
Articles/Services Description	Indicates the items or services on the transaction.
<i>IPAC</i>	
Purchase Order Number	The Purchase Order Number associated with the record.
Related Statement Number	Previously billed Statement Number's on BD Credit line types.
Accounting Classification Reference Number	The accounting classification reference number used for interagency transfers.
Customer Treasury Symbol	The Customer Treasury Symbol that represents the other party affected by transactions.
<i>Fleet Detail Billing Elements</i>	
Description	The Description of the Detail Billing Record.
Vehicle Tag	The Vehicle Tag of the Detail Billing Record.
Vehicle Class	The Vehicle Class of the Detail Billing Record.
Sales Code	The Sales Code of the Detail Billing Record.

Search Element	Description
<i>Rent Detail Billing Elements</i>	
Building Name	The Building Name associated with the Detail Billing Record.
OA Number	The OA number associated with the record.
<i>Item Collection</i>	
Related Statement Number	Identifies the related statement number that credits are crediting.
Reference ID	The reference ID associated with the record.
Statement Number	The unique number representing the statement.
Statement Date	The date the statement was billed.
Account Code	The account code on the record.
Account Name	The name of the account associated with the record.
Business Line	The Business Line associated with the record.
Record Type	The type of Accounting line the record is associated with options are Advanced, Credit, Normal.
Bill Type	The type of transfer method for the record, IPAC and Non-IPAC.
Disputed	The dispute status of the record, true or false.
Payment Due Date	The payment due date of the record.
Currency	The type of currency of the detail record.
Amount	The amount of the detail record.
Vehicle Tag	The Vehicle Tag of the Detail Billing Record.
Est. Mileage Indicator	The estimated mileage indicator of the detail record.
Body Type	The body type associated with the detail record.
Building Address	The Address of the Building associated with the detail record. Record
OA Number	The OA number associated with the record.
<i>Action Buttons</i>	
View	Will take the user to the detail information page.
View Document	Will open the document associated with the selected Detail record.
View Statement	Will open the statement associated with the selected Detail record.
View as CSV	Exports the search results to a CSV spreadsheet.
Sort...	Sorts the records according to the column header selected.

1.2.2.2 Detail Record Detail Page

The View Details detail page provides the information that is contained on the selected detail record. The detail page also contains action buttons to view the statement associated with the detail record.

Figure 1-30: View Details Detail Page

Detail

Previous
Next
View Statement

General

Statement Information

Statement Number: Business Line:

Bill Type: Payment Due Date:

Detail Information

Reference ID: Record Date: Record Type:

Record Amount: Source Number: Invoice Number:

Period of Performance

Start Date: End Date: Accounting Classification Reference Number:

Dispute

Disputed: Disputed Date:

Account

Account Information:

Account Code: Account Name:

DUNS+4/BPN+4: Agency:

Figure 1-31: View Details Page Continued

<i>Dunning</i>			
Dunning Count:	<input type="text" value="0"/>	Last Dunning Date: <input type="text"/>	
<i>Additional Criteria</i>			
Printed Message:	<div style="border: 1px solid gray; padding: 2px;"> -----SHORT TERM RENTAL VEHICLES----- - Introducing GSA Fleet's Short Term Rental Program. Have seasonal or surge vehicle needs? Have a vehicle down for repair? </div>		
<i>Fleet Information</i>			
Vehicle Class:	<input type="text"/>	Vehicle Tag: <input type="text"/>	Body Type: <input type="text"/>
Starting Mileage:	<input type="text" value="0.00"/>	Ending Mileage: <input type="text" value="0.00"/>	Mileage Rate Amount: <input type="text" value="\$0.00"/>
Days Used:	<input type="text" value="0.00"/>	Est. Mileage Indicator: <input type="text"/>	FedCode: <input type="text"/>
Special ACC Equipment:	<input type="text"/>	Accessories Charge Amount:	<input type="text" value="\$0.00"/>
<i>Additional Information</i>			
Region:	<input type="text" value="01"/>	FMC:	<input type="text" value="A12"/>
Sales Code:	<input type="text" value="T"/>	Description:	<input type="text"/>

1.2.2.3 Executing a Query Using View Details

To use the View Details Query in VCSS, follow the steps below.

- | <i>Steps to Execute a Query Using View Details Query:</i> | <i>Notes</i> |
|---|--------------|
| 1. In VCSS navigate to Statements -> View Details. | |
| The View Details page is displayed. | |

Steps to Execute a Query Using View Details Query:

Notes

Detail Record Search

Search Criteria

Detail Search Criteria

Statement Number:

Title:

Reference ID:

Business Line: Record Type:

Bill Type: Disputed:

Statement Date	Entry Date	Detail Amount	Collection Due Date
From: <input type="text"/>	From: <input type="text"/>	From: <input type="text"/>	From: <input type="text"/>
To: <input type="text"/>	To: <input type="text"/>	To: <input type="text"/>	To: <input type="text"/>

Account:

DUNS+4/BPN+4: Account Code:

Additional Criteria

Charge Period: Articles/Services Description:

IPAC

Funding Document: Related Statement Number:

Purchase Order Number: Customer Treasury Symbol:

Accounting Classification Reference Number:

Fleet Search Criteria

Description: Vehicle Tag:

Vehicle Class: Sales Code:

Rent Search Criteria

Building Name: Source Number:

2. Enter the desired **Search Criteria**.
3. Select the **Search** button.

The results are returned in the Item Collection.

Steps to Execute a Query Using View Details Query:

Notes

Summary									
<input type="checkbox"/>	Reference ID	Statement Numbe	Statement Date	Account Code	Account Name	Business Line	Record Type	Bill Type	Disp
Totals									
<input checked="" type="checkbox"/>	MOM02FP0001YIABF	F0000646	02/18/2011	897009	DEPT OF ENERGY	Fleet	Normal	NonIPAC	False
<input type="checkbox"/>	MOM02FP0001EJABF	AA000311	02/18/2011	S1017	US COURTS OF APPE	Rent	Normal	NonIPAC	False
<input type="checkbox"/>	MOM02FP00014VBBF	AA000312	02/18/2011	S1017	US COURTS OF APPE	Rent	Normal	NonIPAC	False
<input type="checkbox"/>	MOM02FP0001M76BF	F0000627	02/17/2011	S1017	US COURTS OF APPE	Fleet	Normal	NonIPAC	False
<input type="checkbox"/>	MOM02FP0001DP7BF	F0000632	02/17/2011	897009	DEPT OF ENERGY	Fleet	Normal	NonIPAC	False
<input type="checkbox"/>	MOM02FP0001CS0XF	F0000770	02/25/2011	897009	DEPT OF ENERGY	Fleet	Normal	NonIPAC	False
<input type="checkbox"/>	MOM02FP0001CW0XF	G0028695	02/26/2011	897009	DEPT OF ENERGY	Fleet	Normal	IPAC	False
<input type="checkbox"/>	MOM02FP0001LNRW	AA000378	02/24/2011	9567	DENALI COMMISSION	Rent	Credit	IPAC	False
<input type="checkbox"/>	MOM02FP0001406CF	F0000702	02/23/2011	897009	DEPT OF ENERGY	Fleet	Normal	NonIPAC	False

Page 1 of 100 Rows 1 - 10 of 999

4. Select a Detail Record.

5. Select **View**.

The Detail Record is displayed.

Steps to Execute a Query Using View Details Query:

Notes

Detail

Previous
Next
View Statement

General

Statement Information

Statement Number: Business Line:

Bill Type: Payment Due Date:

Detail Information

Reference ID: Record Date: Record Type:

Record Amount: Source Number: Invoice Number:

Period of Performance

Start Date: End Date:

Accounting Classification Reference Number:

Dispute

Disputed: Disputed Date:

Account

Account Information:

Account Code: Account Name:

DUNS+4/BPN+4: Agency:

Dunning

Dunning Count: Last Dunning Date:

Additional Criteria

Printed Message: Introducing GSA Fleet's Short Term Rental Program. Have seasonal or surge vehicle needs? Have a vehicle down for repair?

Fleet Information

Vehicle Class: Vehicle Tag: Body Type:

Starting Mileage: Ending Mileage: Mileage Rate Amount:

Days Used: Est. Mileage Indicator: FedCode:

Special ACC Equipment: Accessories Charge Amount:

Additional Information

Region: FMC:

Sales Code: Description:

1.2.3 VCSS: Dispute Statement/Details

The Dispute Statement/Details page is where the user is able to dispute an entire statement or specific details of a statement. The purpose of the dispute wizard is for users who believe they have been billed incorrectly, to bring the error to the attention of GSA. The dispute wizard will walk users step by step through the entire process of disputing.

Statements > Dispute Statement/Details

Figure 1-32: Navigation to Dispute Statement Details Page



1.2.3.1 Executing the Dispute Process at the Statement Level

To create a Statement level dispute in VCSS, follow the steps below.

Steps to Execute the Dispute Process at the Statement Level:

Notes

1. In VCSS navigate to Statements => Dispute Statement/Details.

The Dispute Wizard page is displayed.

Steps to Execute the Dispute Process at the Statement Level:

Notes

VCSS > Statements > Enter Statement Number to Dispute 

Cancel

Enter Statement Number to Dispute

Billing Statement: 

Statement Number:

Account Code:

Next

2. Enter the desired **Statement Number**.

Note: The Statement Number field is a reference link so if the user does not know the statement number they can select the link and search for the statement using the View/Print Statement query.

3. Select **Next**.

The Type of Dispute page is displayed.

Please identify the type of dispute you would like to request below and then select the **Next** button to continue.

< Back **Next >** **Cancel**

Statement Information

Account Name:

Statement Amount:

Dispute Type

Dispute Entire Statement

Choose Which Detail Records to Dispute

Steps to Execute the Dispute Process at the Statement Level:***Notes***

4. The user confirms the Dispute Entire Statement button is selected and chooses Next.

The Supplementary Dispute Information page is displayed.

Please provide all required contact information below:

[< Back](#) [Next >](#) [Cancel](#) [Attachments](#)

[Expand All](#) | [Collapse All](#)

Customer Contact Information

* First Name:

* Last Name:

Phone Number:

International Phone Number:

* Email Address:

Title:

Supplementary Dispute Information

Please select a Dispute Reason from the dropdown and include a description of your dispute in the Dispute Explanation field. Then select **Next** to continue.

* Dispute Reason Code:

* Dispute Explanation:

5. The user fills out the required fields (First Name, Last Name, Email Address, Phone Number, Dispute Reason and Dispute Explanation) and selects **Next**

Steps to Execute the Dispute Process at the Statement Level:**Notes**

*Note: If the user wishes to add an attachment to the dispute record they will select the **Attachments** button and add the attachment before selecting **Next**.*

The General Dispute Information page is displayed

Please review your contact information and dispute reason/explanation for accuracy. Use the **Back** button to navigate to the previous page should you need to make any updates. If not, select the **Next** button to continue.

[< Back](#) [Next >](#) [Cancel](#) [Attachments](#)

[Expand All](#) | [Collapse All](#)

Customer Contact Information

First Name:	<input type="text" value="John"/>
Last Name:	<input type="text" value="Smith"/>
Phone Number:	<input type="text" value="555-555-5555"/>
International Phone Number:	<input type="text"/>
Email Address:	<input type="text" value="john.smith@usagency.gov"/>
Title:	<input type="text" value="Purchasing Manager"/>

Supplementary Dispute Information

Dispute Reason Code:

Dispute Explanation:

- The user reviews the information that has been entered and confirms that it is correct and selects **Next**.

The **Disputed Items Review** page is displayed.

Steps to Execute the Dispute Process at the Statement Level:

Notes

Please review the selected disputed items for accuracy. Use the **Remove Details** button to remove an item from the list. Use the **Back** button to navigate back through the wizard should you choose to include additional disputed items. If not, select the **Submit Dispute Request** button to submit.

Summary							
<input type="checkbox"/>	Reference Id	Entry Date	Detail Amount	Account Code	Account Name	Record Type	Title
Totals							
<input type="checkbox"/>			\$800.00				Bill
<input type="checkbox"/>			\$700.00				Bill

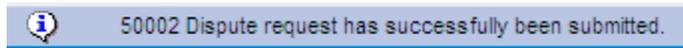
Page 1 of 1 Rows 1 - 2 of 2

- The user reviews the items and confirms that everything is correct and selects **Submit Dispute Request**.

*Note: If the user finds an item is incorrectly listed they are able to remove it by selecting that item's flag and selecting **Remove Details**.*

The Dispute is sent to GSA and will appear on the Disputed Billings Query in Pegasys.

The system provides an information message stating that the dispute request has been submitted successfully.



1.2.3.2 Executing the Dispute Process at the Detail Level

To create a detail level dispute in VCSS, follow the steps below.

Steps to Execute the Dispute Process at the Detail Level:

Notes

- In VCSS navigate to Statements => Dispute Statement/Details

Steps to Execute the Dispute Process at the Detail Level:**Notes**

The Dispute Wizard page is displayed.

VCSS > Statements > Enter Statement Number to Dispute 

[Cancel](#)

Enter Statement Number to Dispute

Billing Statement: 

Statement Number:

Account Code:

[Next](#)

2. Enter the desired **Statement Number** and select **Next**.

*Note: The Statement Number field is a reference link so if the user does not know the statement number they can select the link and search for the statement using the **View/Print Statement** query.*

The Type of Dispute page is displayed.

Please identify the type of dispute you would like to request below and then select the **Next** button to continue.

[< Back](#) [Next >](#) [Cancel](#)

Statement Information

Account Name:

Statement Amount:

Dispute Type

Dispute Entire Statement

Choose Which Detail Records to Dispute

Steps to Execute the Dispute Process at the Detail Level:**Notes**

3. Select **Choose Which Detail Records** to dispute button and select **Next**.

The Choose Details to Dispute page is displayed.

Use the search criteria below to identify the detail(s) you would like to dispute. Simply populate any of the below criteria and select the **Search** button to see a list of details matching your criteria.

Back
Next
Cancel

Search Criteria

Reference ID:

Record Amount:

Record Date:

Detail Billing Record

<p>Fleet Search Criteria</p> <p>Vehicle Class: <input type="text"/></p> <p>Vehicle Tag: <input type="text"/></p> <p>Est. Mileage Indicator: <input type="text"/></p> <p>Body Type: <input type="text"/></p>	<p>Fleet Additional Search Criteria</p> <p>Sales Code: <input type="text"/></p> <p>Description: <input type="text"/></p> <p>FMC: <input type="text"/></p>
--	--

Search

Mark for Dispute
Clear Result

Use the **Mark for Dispute** button to select details to be included in your dispute. If needed, use the **Clear Result** button to perform another search for additional details to be disputed. Once all desired details have been marked for dispute, select the **Next** button to continue.

Sort...
View as CSV

4. The user searches for and selects the detail records to be included in the dispute request.

Once the detail records have been selected in the item collection, select the **Mark for Dispute** button.

The system displays an information message stating that the selected detail billing records have been included in the dispute request.

Steps to Execute the Dispute Process at the Detail Level:

Notes

 50003 The selected detail billing records have been included in the current dispute request.

Use the search criteria below to identify the detail(s) you would like to dispute. Simply populate any of the below criteria and select the **Search** button to see a list of details matching your criteria.

Back **Next** **Cancel**

Search Criteria

Reference ID:

Record Amount:

[Record Date:](#)

Detail Billing Record

<p>Fleet Search Criteria</p> <p>Vehicle Class: <input type="text"/></p> <p>Vehicle Tag: <input type="text"/></p> <p>Est. Mileage Indicator: <input type="text"/></p> <p>Body Type: <input type="text"/></p>	<p>Fleet Additional Search Criteria</p> <p>Sales Code: <input type="text"/></p> <p>Description: <input type="text"/></p> <p>FMC: <input type="text"/></p>
--	--

Search

Mark for Dispute

Clear Result

Sort... **View as CSV**

Use the **Mark for Dispute** button to select details to be included in your dispute. If needed, use the **Clear Result** button to perform another search for additional details to be disputed. Once all desired details have been marked for dispute, select the **Next** button to continue.

Summary							
<input type="checkbox"/>	Reference ID	Entry Date	Record Amount	Account Code	Account Name	Record Type	Title
Totals			\$1,500.00				
<input checked="" type="checkbox"/>	MOM02FP00010V8ZF	02/28/2011	\$800.00	897009	DEPT OF ENERGY	Normal	Fa
<input type="checkbox"/>	MOM02FP0001JV8ZF	02/28/2011	\$700.00	897009	DEPT OF ENERGY	Normal	Fa

- Once all detail billing records have been selected to include in the dispute request, select **Next**.

The Supplementary Dispute Information page is displayed.

- The user fills out the required fields (First Name, Last Name, Email Address, Phone Number, Dispute Reason and Dispute Explanation) and selects **Next**.

Steps to Execute the Dispute Process at the Detail Level:**Notes**

*Note: If the user wishes to add an attachment to the dispute record they will select the **Attachments** button and add the attachment before selecting **Next**.*

The General Dispute Information page is displayed.

Please review your contact information and dispute reason/explanation for accuracy. Use the **Back** button to navigate to the previous page should you need to make any updates. If not, select the **Next** button to continue.

< **Back** **Next** > **Cancel** **Attachments**

[Expand All](#) | [Collapse All](#)

Customer Contact Information

First Name:	<input type="text" value="John"/>
Last Name:	<input type="text" value="Smith"/>
Phone Number:	<input type="text" value="555-555-5555"/>
International Phone Number:	<input type="text"/>
Email Address:	<input type="text" value="john.smith@usagency.gov"/>
Title:	<input type="text" value="Purchasing Manager"/>

Supplementary Dispute Information

Dispute Reason Code:

Dispute Explanation:

- The user reviews the information that has been entered, confirms that it is correct and selects **Next**.

The Disputed Items Review page is displayed.

Steps to Execute the Dispute Process at the Detail Level:

Notes

Please review the selected disputed items for accuracy. Use the **Remove Details** button to remove an item from the list. Use the **Back** button to navigate back through the wizard should you choose to include additional disputed items. If not, select the **Submit Dispute Request** button to submit.

Back **Submit Dispute Request** **Cancel**

Remove Details **Sort...** **View as CSV**

Summary							
<input type="checkbox"/>	Reference Id	Entry Date	Detail Amount	Account Code	Account Name	Record Type	Title
Totals							
<input checked="" type="checkbox"/>			\$800.00	897009	DEPT OF ENERGY		De

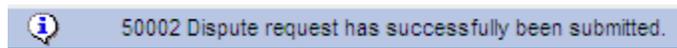
Page 1 of 1 Rows 1 - 1 of 1

- The user reviews the items, confirms that everything is correct and selects **Submit Dispute Request**.

*Note: If the user finds an item is incorrectly listed they are able to remove it by selecting that item's flag and selecting **Remove**.*

The Dispute is sent to GSA and will appear on the Disputed Billings Query in Pegasys.

The system provides an information message stating that the dispute request has been submitted successfully.



1.3 VCSS: Payments Menu

The Payments section in VCSS is where users are able to see payments and refunds that have been made to their accounts. Users will be able to view detailed information on each payment/refund by drilling down on the respective queries. Once the user has drilled down they will be able to create correspondence on each payment/refund. The Payments section includes the following options:

- View Customer Payments

- View Refunds

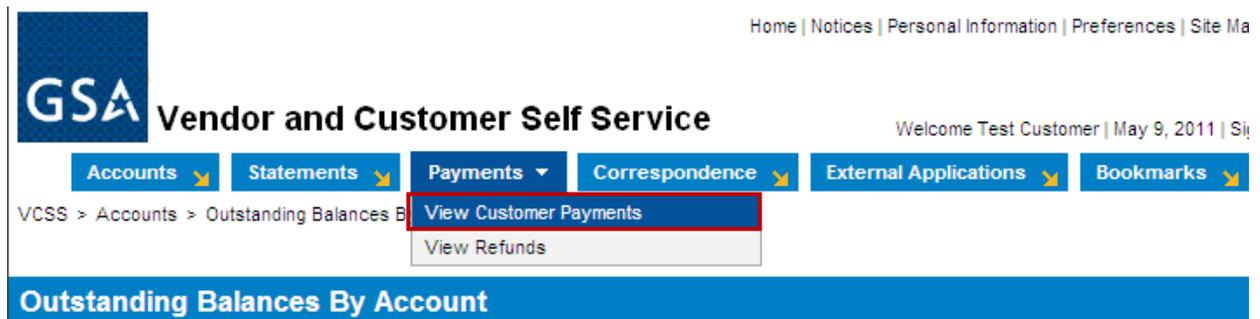
1.3.1 VCSS: View Customer Payments

The View Customer Payments query allows users to search for and review payments made against their statements. The query contains the ability to drill down to the View Customer Payment Information screen where detailed information, not available in the item collection, can be seen as well as the option to send correspondence on the payment.

It is important to note that the term “customer payment” refers to a payment made by a customer to GSA. This transaction is recorded in Pegasys using a Cash Receipt (CR) document type to reflect the collection from the customer.

Payments > View Customer Payments

Figure 1-33: Navigation to View Customer Payments Query



- To search for customer payment information enter the applicable search criteria and select the **Search** button.

1.3.1.1 View Customer Payments Search Parameters and Results

The View Customer Payments query contains the search criteria, item collection and action buttons that are listed below in the field definitions.

Figure 1-34: View Customer Payments Search Criteria and Item Collection

VCSS > Payments > Customer Payment Search 

Customer Payment Search

Search Criteria

General Criteria

Payment Number: <input type="text"/>	Line Type: <input type="text"/>
Title: <input type="text"/>	Referenced Statement Number: <input type="text"/> 
Debit Voucher Number: <input type="text"/>	Business Line: <input type="text"/>
Deposit Number: <input type="text"/>	Source Number: <input type="text"/>
Invoice Number: <input type="text"/>	Agreement Number: <input type="text"/>

Receipt Date

[From:](#)

[To:](#)

Paid Amount

From:

To:

Note: The OA Number is the Alternate Agreement Number.

[Account:](#) 

DUNS+4/BPN+4: Account Code:

Additional Criteria

Payment Information

Payment Information: Check/Money Order Number:

IPAC

Funding Document: <input type="text"/>	Related Statement Number: <input type="text"/>
Purchase Order Number: <input type="text"/>	Customer Treasury Symbol: <input type="text"/>
Accounting Classification Reference Number: <input type="text"/>	

Summary							
<input type="checkbox"/>	Payment Number	Referenced Stater	Related Statement	Title	Account Code	Account Name	DUNS+4/BPN+4
Totals							
<input checked="" type="checkbox"/>	CA7-CA72011020200			32.05	S1017	US COURTS OF APPE	
<input type="checkbox"/>	CA7-CA72011020900				S1017	US COURTS OF APPE	
<input type="checkbox"/>	CA7-CA72011022200				S1017	US COURTS OF APPE	
<input type="checkbox"/>	CA7-MTACA7201102			32.05	S1017	US COURTS OF APPE	
<input type="checkbox"/>	CH6-CH610847-1	F0000429			S1017	US COURTS OF APPE	
<input type="checkbox"/>	CH6-CH62011022000				S1017	US COURTS OF APPE	
<input type="checkbox"/>	CH6-CH62011022400	F0000731			S1017	US COURTS OF APPE	
<input type="checkbox"/>	CH6-CH62011022400	F0000734			S1017	US COURTS OF APPE	
<input type="checkbox"/>	CH6-CH62011022400	F0000736			S1017	US COURTS OF APPE	

Page 1 of 8 Rows 1 - 10 of 72

Figure 1-35: View Customer Payments Field Descriptions

Search Element	Description
<i>Search Criteria Group Box</i>	
Payment Number	A unique value associated with the payment.
Title	The title of the transaction. Can be up to 50 characters in length.
Debit Voucher Number	Number of the debit voucher associated with the receipt.
Deposit Number	The number of the deposit ticket associated with the receipt.
Invoice Number	Used to search the transaction record's Invoice value.
Receipt Date (from/to)	The date the payment was received from the customer and recorded in Pegasys.
Collected Amount (from/to)	The amount collected on the payment.
Line Type	The line type of the associated payment, valid values are advanced payment, advanced offset, debit voucher normal, debit voucher advanced, normal, receivable offset, and adjustment.
Referenced Statement Number	The statement number referenced on the payment.
Business Line	The Business Line associated with the payment.
Alternate Agreement Number	The OA number associated with the payment.
Agreement Number	The agreement number associated with the payment.
Paid Amount (To/From)	The amount the payment was for.

Search Element	Description
<i>Account Criteria</i>	
Account Code	The account code on the payment.
DUNS+4/BPN+4	The DUNS+4/BPN+4 on the payment.
<i>Payment Information</i>	
Payment Information	The type of payment, valid values are: Cash, Check, CROffset, CRRrefund, Electronic, IPAC, Lockbox, PAYGOV.
Check/Money Order Number	The pre-printed number of the check or money order.
<i>IPAC</i>	
Purchase Order Number	The Purchase Order Number associated with the record.
Related Statement Number	The related statement number recorded on the BD accounting line.
Accounting Classification Reference Number	The accounting classification reference number used for interagency transfers.
Customer Treasury Symbol	The Customer Treasury Symbol that represents the other party affected by transactions.
<i>Item Collection</i>	
Payment Number	A unique value associated with the payment.
Title	The title of the transaction. Can be up to 50 characters in length.
Account Code	The designated agent account code on the payment.
Account Name	The designated agent account name on the payment.
DUNS+4/BPN+4	The DUNS+4/BPN+4 on the payment.
Business Line	The Business Line associated with the payment.
Paid Amount	The amount collected on the receipt.
Referenced Statement Number	The statement number referenced on the payment.
Line Type	The line type of the associated payment, valid values are advanced payment, advanced offset, debit voucher normal, debit voucher advanced, normal, receivable offset, and adjustment.
Alternate Agreement Number	The OA number associated with the record.
Tender Type	An alphanumeric code that identifies the purchase method.
Check/Money Order Number	The pre-printed number of the check or money order.
Customer Treasury Symbol	The Customer Treasury Symbol that represents the other party affected by transactions.
Accounting Classification Reference Number	The accounting classification reference number used for interagency transfers.
Related Statement Number	The related statement number recorded on the BD accounting line.

Search Element	Description
Agreement Number	The agreement number associated with the payment.
IPAC	Whether the payment was IPAC or not, valid values are True or False.
Purchase Order Number	The Purchase Order Number associated with the record.
<i>Action Buttons</i>	
View	Will take the user to the payment information page for the selected payment.
Account Summary	Will take the user to the Account Summary page.
View Statement	Will take the user to the Statement Information page for the statement associated with the selected payment.
View as CSV	Exports the search results to a CSV spreadsheet.
Sort...	Sorts the records according to the column header selected.

1.3.1.2 View Customer Payment Information Page

To see detailed information concerning the payment not present in the item collection, the user must view the payment.

Figure 1-36: Payment Information Page

Send New Correspondence

Payment Information Review Correspondence

Expand All | Collapse All

General

Document Number: CA7-CA7201102020008-1 Line Type: Normal Source Number:

Title: 32.05 Deposit Number: 1 Business Line: Rent

Debit Voucher Number: Receipt Date: 02/02/2011

Statement

Statement Number:

Vendor Information

Agency Disbursing Office: WADC More

Account:

Account Code: S1017 Agency: 10

DUNS+4/BPN+4: Bureau: 17

Account Name: US COURTS OF APPEAL Agency Location Code:

<input type="checkbox"/> Amounts			
Principal Amount:	<input type="text" value="\$250.00"/>	<i>Referenced</i>	
Interest Amount:	<input type="text" value="\$0.00"/>	Chargeback Amount:	<input type="text" value="\$0.00"/>
Admin Charges Amount:	<input type="text" value="\$0.00"/>	Refunded Amount:	<input type="text" value="\$0.00"/>
Penalty Amount:	<input type="text" value="\$0.00"/>	Deposit Amount:	<input type="text" value="\$0.00"/>
Total Amount:	<input type="text" value="\$250.00"/>		
<input type="checkbox"/> Transfer			
Treasury Symbol:	<input type="text"/>	To/From:	<input type="text"/>
<input type="checkbox"/> Tender Type			
Tender Type:	<input type="text" value="CASH"/>	Check/Money Order Number:	<input type="text"/>
<input type="checkbox"/> IPAC			
IPAC:	<input type="text" value="False"/>	Funding Authorization Source:	<input type="text" value="Agreement"/>
Customer Voucher Number:	<input type="text"/>	Purchase Order Number:	<input type="text"/>
Transfer Schedule Number:	<input type="text"/>	Accounting Classification Reference Number:	<input type="text"/>
Transfer Voucher Number:	<input type="text"/>	Related Statement Number:	<input type="text"/>
Transfer Authorized By:	<input type="text"/>	Customer Treasury Symbol:	<input type="text"/>
		Internal Obligation Document Number:	<input type="text"/>
		FY Obligation ID:	<input type="text"/>
		Transaction Contact:	<input type="text"/>
		Contact Phone Number:	<input type="text"/>
		Contact Email:	<input type="text"/>

Once the view customer payment information page has loaded, the user is able to navigate to the correspondence tab where they can search for all of the correspondence on the payment. The action button Send New Correspondence is also provided. When selected, Send New Correspondence will allow the user to send a new correspondence to GSA about the payment.

Figure 1-37: View Payment Correspondence Tab

Send New Correspondence

Payment Information | **Review Correspondence**

Search Criteria

Record Number: Creator: Type Of Correspondence:

Created Date

From:

To:

Contact Person

First Name:

Last Name:

Middle Initial:

Subject:

Correspondence:

Search **Clear**

Attachments **Sort...** **View as CSV**

Summary								
<input type="checkbox"/>	Record	Type Of Correspo	Created Date	Creator	First Name	Middle Initial	Last Name	Subject
<input checked="" type="checkbox"/>	Pending Assignment	Question	05/09/2011	tstcustomer	John		Smith	Question About

Page 1 of 1 | 10 | Rows 1 - 1 of 1

Contact Person			
First Name:	John	Middle Initial:	
		Last Name:	Smith
Title:	Purchasing Manager	Phone Number:	555-555-5555
		International Phone Number:	
Email Address:	john.smith@usagency.gov		
Agency Contact			
Name:		Title:	
		Phone Number:	
		Agency Email Address:	
Correspondence			
Record Number:	Pending Assignment	Creator:	tstcustomer
		Created Date:	05/09/2011
Type Of Correspondence:	Question	Communication Source:	VSS
Parent Itemized Line Number:		Parent Accounting Line Number:	1
Subject:	Question About My Payment Amount		
Correspondence:	<p>Dear GSA,</p> <p>I have a question about the payment amount that I sent in for my 02/2011 billing statement:</p> <p>Sincerely, John Smith</p>		

1.3.1.3 Executing a Query Using the View Customer Payments Query

***Steps to Execute a Query Using
the View Customer Payments Query:***

Notes

1. In VCSS navigate to Payments => View Customer Payments.

The View Customer Payments Query page will be displayed.

*Steps to Execute a Query Using
the View Customer Payments Query:*

Notes

Customer Payment Search

Search Criteria

General Criteria

Payment Number: <input type="text"/>	Line Type: <input type="text"/>
Title: <input type="text"/>	Referenced Statement Number: <input type="text"/>
Debit Voucher Number: <input type="text"/>	Business Line: <input type="text"/>
Deposit Number: <input type="text"/>	Source Number: <input type="text"/>
Invoice Number: <input type="text"/>	Agreement Number: <input type="text"/>

Receipt Date

[From:](#)

[To:](#)

Paid Amount

From:

To:

Note: The OA Number is the Alternate Agreement Number.

[Account:](#)

DUNS+4/BPN+4: Account Code:

Additional Criteria

Payment Information

Payment Information: Check/Money Order Number:

IPAC

Funding Document: <input type="text"/>	Related Statement Number: <input type="text"/>
Purchase Order Number: <input type="text"/>	Customer Treasury Symbol: <input type="text"/>
Accounting Classification Reference Number: <input type="text"/>	

Search

Clear

2. Enter the desired search criteria and select **Search**.

The results are returned in the item collection.

*Steps to Execute a Query Using
the View Customer Payments Query:*

Notes

The screenshot shows a web application interface. At the top, there are two buttons: "Search" and "Clear". Below them is a menu with five options: "View", "Account Summary", "View Statement", "Sort...", and "View as CSV". The "View" button is highlighted with a red box. Below the menu is a table titled "Summary". The table has columns: "Payment Number", "Referenced State", "Related Statement", "Title", "Account Code", "Account Name", "DUNS+4/BPN+4", and "But". A "Totals" row is highlighted in yellow. The first row of the table is selected with a red border and a checked checkbox. The table contains several rows of payment data, including entries for "US COURTS OF APPE". At the bottom of the table, there is a pagination control showing "Page 1 of 8" and "Rows 1 - 10 of 72".

Payment Number	Referenced State	Related Statement	Title	Account Code	Account Name	DUNS+4/BPN+4	But
Totals							
<input checked="" type="checkbox"/>	CA7-CA7201102020		32.05	S1017	US COURTS OF APPE		F
<input type="checkbox"/>	CA7-CA7201102090			S1017	US COURTS OF APPE		F
<input type="checkbox"/>	CA7-CA7201102220			S1017	US COURTS OF APPE		F
<input type="checkbox"/>	CA7-MTACA7201102		32.05	S1017	US COURTS OF APPE		F
<input type="checkbox"/>	CH6-CH610847-1	F0000429		S1017	US COURTS OF APPE		F
<input type="checkbox"/>	CH6-CH6201102200			S1017	US COURTS OF APPE		F
<input type="checkbox"/>	CH6-CH6201102240	F0000731		S1017	US COURTS OF APPE		F
<input type="checkbox"/>	CH6-CH6201102240	F0000734		S1017	US COURTS OF APPE		F
<input type="checkbox"/>	CH6-CH6201102240	F0000736		S1017	US COURTS OF APPE		F

3. Select a payment.
4. Select the **View** button.

The View Payment Information page is displayed.

Note: The view customer payment information page is read only and is unable to be edited.

Steps to Execute a Query Using the View Customer Payments Query:

Notes

Send New Correspondence

Payment Information

Review Correspondence

[Expand All](#) | [Collapse All](#)

General

Document Number: Line Type: Source Number:

Title: Deposit Number: Business Line:

Debit Voucher Number: Receipt Date:

Statement

Statement Number:

Vendor Information

Agency Disbursing Office: More

Account:

Account Code: Agency:

DUNS+4/BPN+4: Bureau:

Account Name: Agency Location Code:

Amounts

Principal Amount: <input type="text" value="\$250.00"/>	Referenced
Interest Amount: <input type="text" value="\$0.00"/>	Chargeback Amount: <input type="text" value="\$0.00"/>
Admin Charges Amount: <input type="text" value="\$0.00"/>	Refunded Amount: <input type="text" value="\$0.00"/>
Penalty Amount: <input type="text" value="\$0.00"/>	Deposit Amount: <input type="text" value="\$0.00"/>
Total Amount: <input type="text" value="\$250.00"/>	

Transfer

Treasury Symbol: To/From:

Tender Type

Tender Type: Check/Money Order Number:

IPAC

IPAC: <input type="text" value="False"/>	Funding Authorization Source: <input type="text" value="Agreement"/>	Internal Obligation Document Number: <input type="text"/>	
Customer Voucher Number: <input type="text"/>	Purchase Order Number: <input type="text"/>	FY Obligation ID: <input type="text"/>	
Transfer Schedule Number: <input type="text"/>	Accounting Classification Reference Number: <input type="text"/>	Transaction Contact: <input type="text"/>	
Transfer Voucher Number: <input type="text"/>	Related Statement Number: <input type="text"/>	Contact Phone Number: <input type="text"/>	
Transfer Authorized By: <input type="text"/>	Customer Treasury Symbol: <input type="text"/>	Contact Email: <input type="text"/>	

1.3.1.4 Searching and Creating Correspondence Using the View Customer Payments Query

Steps to Search and Create Correspondence Using the View Customer Payments Query:

Notes

1. In VCSS navigate to Payments => View Customer Payments.

The View Customer Payments Query page will be displayed.

Customer Payment Search

Search Criteria

General Criteria

Payment Number: <input type="text"/>	Line Type: <input type="text"/>
Title: <input type="text"/>	Referenced Statement Number: <input type="text"/>
Debit Voucher Number: <input type="text"/>	Business Line: <input type="text"/>
Deposit Number: <input type="text"/>	Source Number: <input type="text"/>
Invoice Number: <input type="text"/>	Agreement Number: <input type="text"/>

Receipt Date

[From:](#)

[To:](#)

Paid Amount

[From:](#)

[To:](#)

Note: The OA Number is the Alternate Agreement Number.

[Account:](#)

DUNS+4/BPN+4: Account Code:

Additional Criteria

Payment Information

Payment Information: Check/Money Order Number:

IPAC

Funding Document: <input type="text"/>	Related Statement Number: <input type="text"/>
Purchase Order Number: <input type="text"/>	Customer Treasury Symbol: <input type="text"/>
Accounting Classification Reference Number: <input type="text"/>	

Search

Clear

*Steps to Search and Create Correspondence
Using the View Customer Payments Query:*

Notes

2. Enter the desired search criteria and select **Search**.

The results are returned in the item collection.

Search Clear

View Account Summary View Statement Sort... View as CSV

<input type="checkbox"/>	Payment Number	Referenced State	Related Statement	Title	Account Code	Account Name	DUNS+4/BPN+4	But
Totals								
<input checked="" type="checkbox"/>	CA7-CA7201102020			32.05	S1017	US COURTS OF APPE		F
<input type="checkbox"/>	CA7-CA7201102090				S1017	US COURTS OF APPE		F
<input type="checkbox"/>	CA7-CA7201102220				S1017	US COURTS OF APPE		F
<input type="checkbox"/>	CA7-MTACA7201102			32.05	S1017	US COURTS OF APPE		F
<input type="checkbox"/>	CH6-CH610847-1	F0000429			S1017	US COURTS OF APPE		F
<input type="checkbox"/>	CH6-CH6201102200				S1017	US COURTS OF APPE		F
<input type="checkbox"/>	CH6-CH6201102240	F0000731			S1017	US COURTS OF APPE		F
<input type="checkbox"/>	CH6-CH6201102240	F0000734			S1017	US COURTS OF APPE		F
<input type="checkbox"/>	CH6-CH6201102240	F0000736			S1017	US COURTS OF APPE		F

Page 1 of 8 10 Rows 1 - 10 of 72

3. Select a payment.
4. Select the **View** button.

The View Payment Information page is displayed.

Note: The view customer payment information page is read only and thus is unable to be edited.

Steps to Search and Create Correspondence Using the View Customer Payments Query:

Notes

Send New Correspondence

Payment Information

Review Correspondence

[Expand All](#) | [Collapse All](#)

General

Document Number: Line Type: Source Number:

Title: Deposit Number: Business Line:

Debit Voucher Number: Receipt Date:

Statement

Statement Number:

Vendor Information

Agency Disbursing Office: More

Account:

Account Code: Agency:

DUNS+4/BPN+4: Bureau:

Account Name: Agency Location Code:

Amounts

Principal Amount: **Referenced**

Interest Amount: Chargeback Amount:

Admin Charges Amount: Refunded Amount:

Penalty Amount: Deposit Amount:

Total Amount:

Transfer

Treasury Symbol: To/From:

Tender Type

Tender Type: Check/Money Order Number:

IPAC

IPAC: Funding Authorization Source: Internal Obligation Document Number:

Customer Voucher Number: Purchase Order Number: FY Obligation ID:

Transfer Schedule Number: Accounting Classification Reference Number: Transaction Contact:

Transfer Voucher Number: Related Statement Number: Contact Phone Number:

Transfer Authorized By: Customer Treasury Symbol: Contact Email:

***Steps to Search and Create Correspondence
Using the View Customer Payments Query:***

Notes

5. Select the Correspondence tab.

The correspondence search is displayed.

Send New Correspondence

Payment Information **Review Correspondence**

Search Criteria

Record Number: Creator: Type Of Correspondence:

Created Date

From:
To:

Contact Person

First Name:
Last Name:
Middle Initial:

Subject:

Correspondence:

Search **Clear**

***Steps to Search and Create Correspondence
Using the View Customer Payments Query:***

Notes

Attachments Sort... View as CSV

Summary								
<input type="checkbox"/>	Record	Type Of Correspo	Created Date	Creator	First Name	Middle Initial	Last Name	Subject
<input checked="" type="checkbox"/>	5	Question	05/09/2011	tstcustomer	John		Smith	Question About

Page 1 of 1 10 Rows 1 - 1 of 1

Contact Person

First Name: John Middle Initial: Last Name: Smith
 Title: Purchasing Manager Phone Number: 555-555-5555 International Phone Number:
 Email Address: john.smith@usagency.gov

Agency Contact

Name: Title: Phone Number: Agency Email Address:

Correspondence

Record Number: 5 Creator: tstcustomer Created Date: 05/09/2011
 Type Of Correspondence: Question Communication Source: VSS
 Parent Itemized Line Number: Parent Accounting Line Number: 1
 Subject: Question About My Payment Amount
 Dear GSA,
 I have a question about the payment amount that I sent in for my 02/2011 billing statement:
 Sincerely,
 John Smith

Correspondence:

6. Enter the desired search criteria.

***Steps to Search and Create Correspondence
Using the View Customer Payments Query:***

Notes

7. Select a correspondence record from the item collection and view its details below.

Select the Send New Correspondence button.

The Send Correspondence page is displayed.

The screenshot shows the 'Send Correspondence' page. At the top, there are two tabs: 'Send Correspondence' (highlighted in blue) and 'Attachments'. Below the tabs are three buttons: 'Submit Correspondence' (highlighted in orange), 'Cancel', and 'Attachments'. The form is divided into two sections: 'Contact Person' and 'Correspondence'. The 'Contact Person' section includes fields for First Name, Last Name, Email Address (pre-filled with 'ohn.smith@usagency.gov'), Title, Phone Number, and International Phone Number. The 'Correspondence' section includes a dropdown for 'Type Of Correspondence' (set to 'Communication'), 'Parent Itemized Line Number', 'Parent Accounting Line Number' (set to '1'), a 'Subject' text box, and a large 'Correspondence' text area.

Fill out all the non-defaulted fields and select **Submit Correspondence**.

Note: If the user wishes to add an attachment to the correspondence record they will select the Attachments tab and add the attachment before selecting Submit.

1.3.2 VCSS: View Refunds

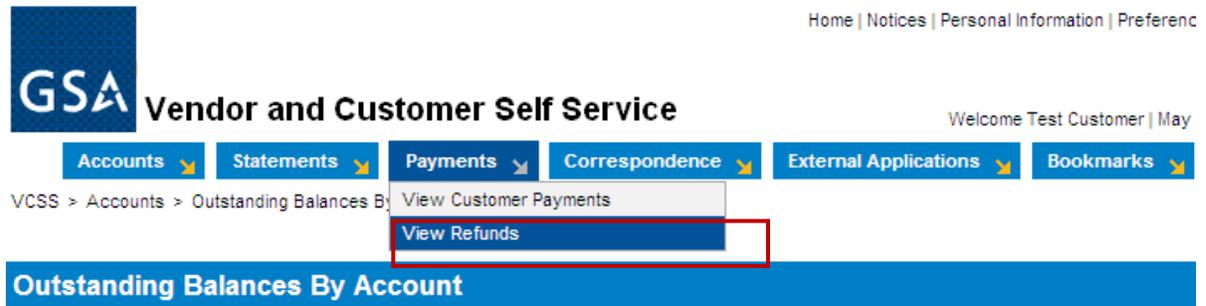
The View Refunds query allows users to search for and review refunds from account for which they have access. The query contains the ability to drill down to the View Refund Information screen where

detailed information, not available in the item collection, can be seen as well as the option to send correspondence on the specific refund.

It is important to note that the term “refund” refers to a payment made by GSA to a customer. This transaction is recorded in Pegasys using a Payment Authorization (IP) document type to reflect the payment made to the customer.

Payments > View Refunds

Figure 1-38: Navigation to the View Refunds Query



- To search for refund information, enter the applicable search criteria and select the Search button.

1.3.2.1 View Refunds Search Parameters and Results

The View Refunds query contains the search criteria, item collection and action buttons that are listed below in the field definitions.

Figure 1-39: View Refunds Search Criteria and Item Collection

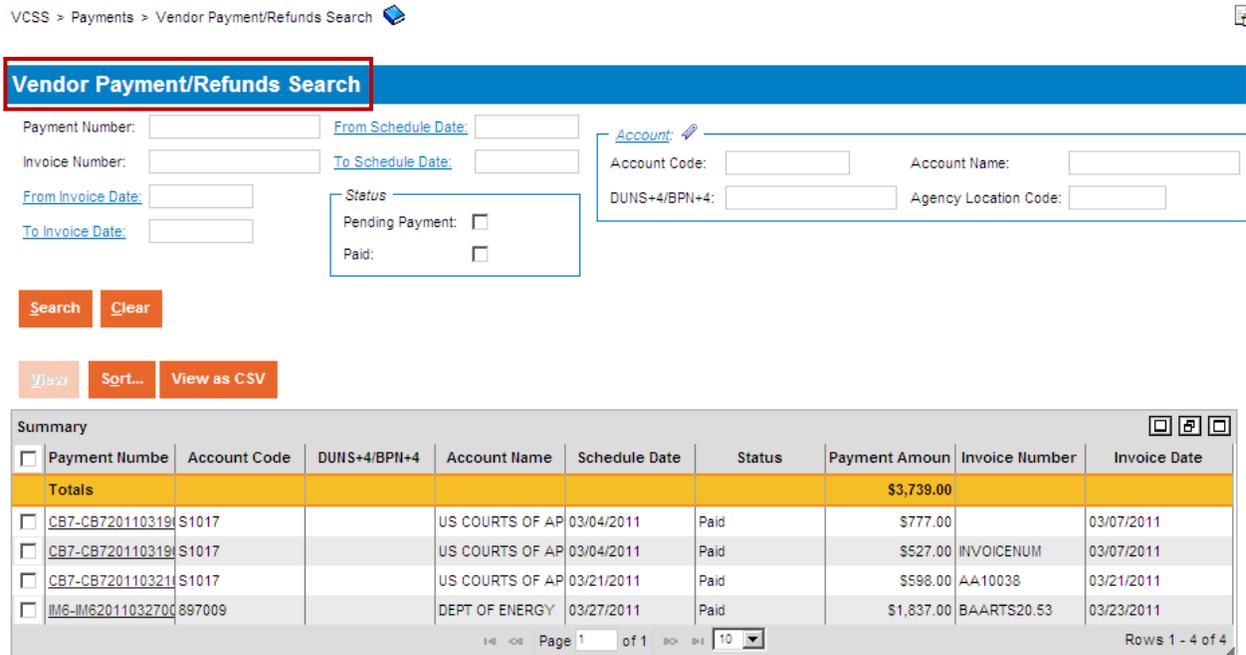


Figure 1-40: View Refunds Field Descriptions

Search Element	Description
<i>Search Criteria Group Box</i>	
Invoice Number	Used to search the transaction record's Invoice value.
Invoice Date (From/To)	The start and end dates for the invoice.
Payment Number	A unique value associated with the payment
Schedule Date (From/To)	The start and end dates of the schedule.
Account Code	The unique code of the account.
DUNS+4/BPN+4	The DUNS+4/BPN+4 on the payment.
Account Name	The account name associated with the payment.
Agency Location Code	The Customer ALC associated with the payment.
Status	The Status of the Payment/Refund, valid values are Pending Payment and Paid.
<i>Item Collection</i>	
Invoice Number	Used to search the transaction record's Invoice value.
Invoice Date (From/To)	The start and end dates for the invoice.
Payment Number	A unique value associated with the payment.
Payment Amount	The amount of the payment.
Schedule Date (From/To)	The start and end dates of the schedule.
Account Code	The unique code of the account.
DUNS+4/BPN+4	The DUNS+4/BPN+4 on the payment.
Account Name	The name of the account associated with the payment.
Status	The Status of the Payment/Refund, valid values are Pending Payment and Paid.
<i>Action Buttons</i>	
View	The view button will take the user to the View Refund information page for the selected refund.
View as CSV	Exports the search results to a CSV spreadsheet.
Sort...	Sorts the records according to the column header selected.

1.3.2.2 View Refund Information Page

To see detailed information concerning the refund that is not available in the View Payment/Refund item collection, the user must view the refund.

Figure 1-41: The Refund Information Page

Send New Correspondence

Payment Information
Review Correspondence

Exit

[Expand All](#) | [Collapse All](#)

[-]
General Information

Payment Document Number: <input type="text" value="IM6-IM6201103270001"/>	Schedule Date: <input type="text" value="03/27/2011"/>
Payment Date: <input type="text" value="03/27/2011"/>	
Status: <input type="text" value="Paid"/>	

Referenced Invoice

Invoice Number: [View](#)

Invoice Date:

Log Date:

Vendor:

Address Code:

Code:

DUNS+4/BPN+4:

Name:

Agency:

Bureau:

Agency Location Code:

Payment Amount: <input type="text" value="\$1,837.00"/>	
Disbursed Amount: <input type="text" value="\$1,837.00"/>	
Check Number: <input type="text"/>	
EFT Number: <input type="text"/>	

Once the view refund information page has loaded, the user is able to navigate to the Correspondence tab where they can search for all of correspondence on the specific refund and create new correspondence.

Figure 1-42: The Review Refunds Review Correspondence Tab

[Send New Correspondence](#)

Payment Information **Review Correspondence**

Search Criteria

Record Number: Creator: Type Of Correspondence:

Created Date
From:
To:

Contact Person
First Name:
Last Name:
Middle Initial:

Subject:

Correspondence:

[Search](#) [Clear](#)

[Attachments](#) [Sort...](#) [View as CSV](#)

Summary

<input type="checkbox"/>	Record	Type Of Correspo	Created Date	Creator	First Name	Middle Initial	Last Name	Subject	Correspc
Page 1 of 1 10									
No records to view									

Contact Person

First Name: Middle Initial: Last Name:

Title: Phone Number: International Phone Number:

Email Address:

Agency Contact

Name: Title: Phone Number: Agency Email Address:

Correspondence

Record Number: Creator: Created Date:

Type Of Correspondence: Communication Source:

Parent Itemized Line Number: Parent Accounting Line Number:

Subject:

Correspondence:

1.3.2.3 Executing a Query Using the View Refunds Query

Steps to Execute a Query Using the View Refunds Query:

Notes

1. In VCSS navigate to Payments => View Refunds

The View Refunds Query page will be displayed

Vendor Payment/Refunds Search

Payment Number: [From Schedule Date:](#)

Invoice Number: [To Schedule Date:](#)

[From Invoice Date:](#)

[To Invoice Date:](#)

Status

Pending Payment:

Paid:

Account:

Account Code: Account Name:

DUNS+4/BPN+4: Agency Location Code:

Steps to Execute a Query Using the View Refunds Query:

Notes

2. Enter the desired search criteria and select **Search**.

The results are returned in the item collection.

Summary									
<input type="checkbox"/>	Payment Number	Account Code	DUNS+4/BPN+4	Account Name	Schedule Date	Status	Payment Amount	Invoice Number	Invoice Date
Totals							\$3,739.00		
<input type="checkbox"/>	CB7-CB720110319	S1017		US COURTS OF AP	03/04/2011	Paid	\$777.00		03/07/2011
<input type="checkbox"/>	CB7-CB720110319	S1017		US COURTS OF AP	03/04/2011	Paid	\$527.00	INVOICENUM	03/07/2011
<input type="checkbox"/>	CB7-CB720110321	S1017		US COURTS OF AP	03/21/2011	Paid	\$598.00	AA10038	03/21/2011
<input type="checkbox"/>	IM6-IM62011032700	897009		DEPT OF ENERGY	03/27/2011	Paid	\$1,837.00	BAARTS20.53	03/23/2011

Page 1 of 1 10 Rows 1 - 4 of 4

3. Select a refund.
4. Select the **View** button.

The View Payment/Refund Information page is displayed.

Note: The view refund information page is read only and thus is unable to be edited.

Steps to Execute a Query Using the View Refunds Query:

Notes

Send New Correspondence

Payment Information

Review Correspondence

Exit

[Expand All](#) | [Collapse All](#)

General Information

Payment Document Number: <input type="text" value="IM6-IM6201103270001"/>	Schedule Date: <input type="text" value="03/27/2011"/>
Payment Date: <input type="text" value="03/27/2011"/>	
Status: <input type="text" value="Paid"/>	

Referenced Invoice

Invoice Number: <input type="text" value="BAARTS20.53"/>	View
Invoice Date: <input type="text" value="03/23/2011"/>	
Log Date: <input type="text"/>	

Vendor:

Address Code: <input type="text" value="897009"/>
Code: <input type="text" value="897009"/>
DUNS+4/BPN+4: <input type="text"/>
Name: <input type="text" value="DEPT OF ENERGY"/>
Agency: <input type="text" value="89"/>
Bureau: <input type="text" value="00"/>
Agency Location Code: <input type="text"/>

Payment Amount: <input type="text" value="\$1,837.00"/>
Disbursed Amount: <input type="text" value="\$1,837.00"/>
Check Number: <input type="text"/>
EFT Number: <input type="text"/>

1.3.2.4 Searching and Creating Correspondence Using the View Refund Query

*Steps to Search and Create Correspondence
Using the View Refund Query:*

Notes

1. In VCSS navigate to Payments => View Refunds

The View Refunds Query page will be displayed.

2. Enter the desired search criteria and select **Search**.

The results are returned in the item collection.

View Sort... View as CSV

Payment Numbe	Account Code	DUNS+4/BPN+4	Account Name	Schedule Date	Status	Payment Amoun	Invoice Number	Invoice Date
Totals						\$3,739.00		
<input type="checkbox"/> CB7-CB720110319	S1017		US COURTS OF AP	03/04/2011	Paid	\$777.00		03/07/2011
<input type="checkbox"/> CB7-CB720110319	S1017		US COURTS OF AP	03/04/2011	Paid	\$527.00	INVOICENUM	03/07/2011
<input type="checkbox"/> CB7-CB720110321	S1017		US COURTS OF AP	03/21/2011	Paid	\$598.00	AA10038	03/21/2011
<input type="checkbox"/> IM6-IM62011032700	897009		DEPT OF ENERGY	03/27/2011	Paid	\$1,837.00	BAARTS20.53	03/23/2011

Page 1 of 1 Rows 1 - 4 of 4

3. Select a refund.
4. Select the **View** button.

The View Payment/Refund Information page is displayed.

Note: The view refund information page is read only and thus is unable to be edited

**Steps to Search and Create Correspondence
Using the View Refund Query:**

Notes

[Send New Correspondence](#)

Payment Information | [Review Correspondence](#)

[Exit](#)

[Expand All](#) | [Collapse All](#)

General Information

Payment Document Number: <input type="text" value="IM6-IM6201103270001"/>	Schedule Date: <input type="text" value="03/27/2011"/>
Payment Date: <input type="text" value="03/27/2011"/>	
Status: <input type="text" value="Paid"/>	

Referenced Invoice

Invoice Number: <input type="text" value="BAARTS20.53"/>	View
Invoice Date: <input type="text" value="03/23/2011"/>	
Log Date: <input type="text"/>	

Vendor:

Address Code: <input type="text" value="897009"/>	
Code: <input type="text" value="897009"/>	
DUNS+4/BPN+4: <input type="text"/>	
Name: <input type="text" value="DEPT OF ENERGY"/>	
Agency: <input type="text" value="89"/>	
Bureau: <input type="text" value="00"/>	
Agency Location Code: <input type="text"/>	

Payment Amount: <input type="text" value="\$1,837.00"/>	
Disbursed Amount: <input type="text" value="\$1,837.00"/>	
Check Number: <input type="text"/>	
EFT Number: <input type="text"/>	

5. Select the Review Correspondence tab.

The Correspondence search is displayed.

**Steps to Search and Create Correspondence
Using the View Refund Query:**

Notes

The screenshot displays the 'Review Correspondence' interface. At the top, there are tabs for 'Payment Information' and 'Review Correspondence'. Below this is a 'Search Criteria' section with various input fields and a 'Search' button. A 'Summary' table below shows a single record. The record details are expanded, showing fields for 'Contact Person', 'Agency Contact', and 'Correspondence'.

6. Enter the desired search criteria.

Note: the search criteria are the same as the search criteria outlined in the statement correspondence section later in the document.

7. Select a correspondence record and view its details.

*Steps to Search and Create Correspondence
Using the View Refund Query:*

Notes

8. Select the Send New Correspondence button.

The Send Correspondence page is displayed.

Send Correspondence Attachments

Submit Correspondence Cancel

Contact Person

* First Name: * Last Name: Email Address:
 Title: Phone Number: International Phone Number:

Correspondence

* Type Of Correspondence:

Parent Itemized Line Number: Parent Accounting Line Number:

* Subject:

* Correspondence:

9. Fill out all the fields and select **Submit Correspondence**.

1.4 VCSS: Correspondence Menu

The Correspondence menu in VCSS allows users to review and create correspondence on the statement and account levels. Correspondence is the user's way of communicating any problems or updates about statements or overall accounts to GSA. The Correspondence Menu contains the following pages:

- View Account Correspondence

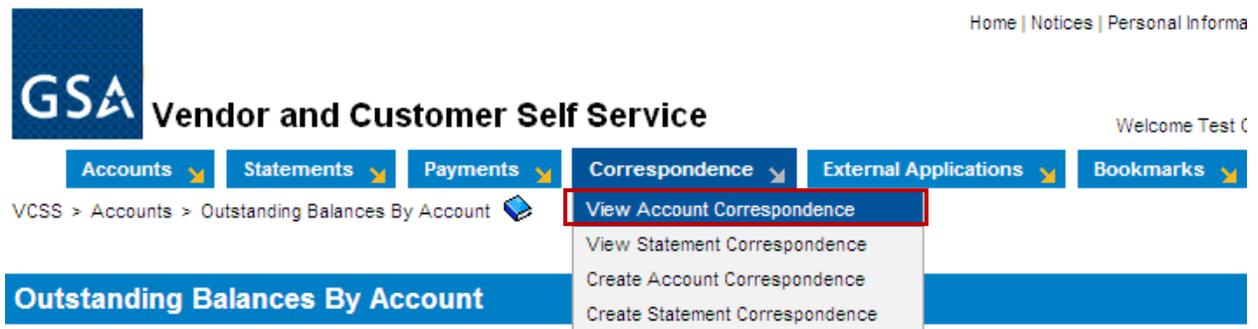
- View Statement Correspondence
- Create Account Correspondence
- Create Statement Correspondence

1.4.1 VCSS: View Account Correspondence

The View Account Correspondence page will allow the user to search for and view all of the correspondences they have at the account level.

Correspondence > View Account Correspondence

Figure 1-43: Navigation to View Account Correspondence Page



- To search for correspondence information enter the applicable search criteria and select the **Search** button.

1.4.1.1 View Account Correspondence Search Parameters and Results

The View Account Correspondence page contains the search criteria, item collection and action buttons listed below in the field descriptions.

Figure 1-44: View Account Correspondence Search Criteria and Item Collection

[Send Correspondence](#)

Review Correspondence

Search Criteria

Record Number: Type Of Correspondence: Include Statement Number Records: [Statement Number:](#)

Created Date: From: To: First Name: Last Name: [Account Information:](#) Account Code: Agency Location Code:

Subject:

Correspondence:

[Search](#) [Clear](#)

Use the wildcard (*) character to search if needed.

[Attachments](#) [Sort...](#) [View as CSV](#)

Summary									
<input type="checkbox"/>	Record Number	Created Date	First Name	Last Name	Statement Num:	Account Code	Type Of Corresp	Subject	Has Attachments
<input type="checkbox"/>	1	04/28/2011	test	test	F0008120	897009	Dispute	ACCIDENT	
<input type="checkbox"/>	1	03/30/2011	Jane	Doe	AA000753	S1017	Communication	BAARTS32.53	
<input type="checkbox"/>	1	03/27/2011	John	Doe	F0002700	897009	Chargeback	Chargeback Corres	
<input type="checkbox"/>	1	04/01/2011	Joe	Griffin	F0003114	897009	Dispute	DAMAGE	
<input type="checkbox"/>	1	04/04/2011	Bobby	Gordon	F0002716	897009	Dispute	DAMAGE	
<input type="checkbox"/>	1	03/17/2011	allroles136	136	F0002555	897009	Dispute	DAMAGE	
<input type="checkbox"/>	1	03/14/2011	John	Smith	F0002239	897009	Dispute	DAMAGE	
<input type="checkbox"/>	1	04/01/2011	Devonna	Colley	AA000767	S1017	Dispute	DAMAGE	
<input type="checkbox"/>	1	05/03/2011	Rachel	Keller	F0008135	897009	Dispute	DUPCHARGE	
<input type="checkbox"/>	1	03/23/2011	Jane	Doe	F0002651	897009	Dispute	DUPCHARGE	

Page 1 of 12 Rows 1 - 10 of 120

Figure 1-45: View Account Correspondence Field Descriptions

Search Element	Description
<i>Search Criteria Group Box</i>	
Record Number	The system assigned number of the correspondence.
First Name	The first name of the person creating the correspondence.
Last Name	The last name of the person creating the correspondence.
Type of Correspondence	The type of correspondence, valid values are Communication, Resolution, Question, Other, Dispute.
Subject	The subject of the correspondence.
Text	The text field containing the correspondence message.
Account Code	The account code for which the correspondence is being created.

Search Element	Description
Agency Location Code	The ALC associated with the correspondence record.
Include Statement Number Records	Whether or not to include correspondence records associated with statements, Yes or No.
Statement Number	The statement number associated with a correspondence.
<i>Item Collection</i>	
Created Date	The date the correspondence was created.
Record Number	The system assigned number of the correspondence.
First Name	The first name of the person creating the correspondence.
Last Name	The last name of the person creating the correspondence.
Account Code	The account code for which the correspondence is being created
Type of Correspondence	The type of correspondence.
Subject	The subject of the correspondence.
Statement Number	The statement number associated with a correspondence.
Has Attachments	Whether or not there is an Attachment associated with the record.
<i>Action Buttons</i>	
Send New Correspondence	Will allow the user to send a new correspondence message.
Attachments	Allows the user view any attachments associated with a record.
View as CSV	Exports the search results to a CSV spreadsheet.
Sort...	Sorts the records according to the column header selected.

1.4.1.2 Executing a Query Using the View Account Correspondence Query

Steps to Execute a Query Using the View Account Correspondence Query:

Notes

1. In VCSS navigate to Correspondence => View Account Correspondence

The View Account Correspondence Query page will be displayed.

Steps to Execute a Query Using the View Account Correspondence Query:

Notes

[Send Correspondence](#)

Review Correspondence

Search Criteria

Record Number: Type Of Correspondence: Include Statement Number Records: Yes No [Statement Number](#):

Created Date: From: To: First Name: Last Name: [Account Information](#): Account Code: Agency Location Code:

Subject:

Correspondence:

[Search](#) [Clear](#)

Use the wildcard (*) character to search if needed.

2. Enter the desired search criteria and select **Search**.

The search results and item collection are displayed.

[Attachments](#) [Sort...](#) [View as CSV](#)

Summary									
<input type="checkbox"/>	Record Number	Created Date	First Name	Last Name	Statement Num	Account Code	Type Of Corresp	Subject	Has Attachments
<input type="checkbox"/>	1	04/28/2011	test	test	F0008120	897009	Dispute	ACCIDENT	
<input type="checkbox"/>	1	03/30/2011	Jane	Doe	AA000753	S1017	Communication	BAARTS32.53	
<input type="checkbox"/>	1	03/27/2011	John	Doe	F0002700	897009	Chargeback	Chargeback Corres	
<input type="checkbox"/>	1	04/01/2011	Joe	Griffin	F0003114	897009	Dispute	DAMAGE	
<input type="checkbox"/>	1	04/04/2011	Bobby	Gordon	F0002716	897009	Dispute	DAMAGE	
<input type="checkbox"/>	1	03/17/2011	allroles136	136	F0002555	897009	Dispute	DAMAGE	
<input type="checkbox"/>	1	03/14/2011	John	Smith	F0002239	897009	Dispute	DAMAGE	
<input type="checkbox"/>	1	04/01/2011	Devonna	Colley	AA000767	S1017	Dispute	DAMAGE	
<input type="checkbox"/>	1	05/03/2011	Rachel	Keller	F0008135	897009	Dispute	DUPCHARGE	
<input type="checkbox"/>	1	03/23/2011	Jane	Doe	F0002651	897009	Dispute	DUPCHARGE	

Page 1 of 12 Rows 1 - 10 of 120

3. Select a correspondence record.

The correspondence record detail is displayed.

Steps to Execute a Query Using the View Account Correspondence Query:

Notes

<input checked="" type="checkbox"/>	1	05/03/2011	Rachel	Keller	F0008135	897009	Dispute	DUPCHARGE	
<input type="checkbox"/>	1	03/23/2011	Jane	Doe	F0002651	897009	Dispute	DUPCHARGE	

Page 1 of 12 Rows 1 - 10 of 120

Contact Person

First Name: Last Name: Email Address:

Title: Phone Number: International Phone Number:

GSA Contact

Name: Title: Phone Number: Email Address:

Account Information:

Account Code: Account Name: Agency Location Code:

Correspondence

Record Number: Communication Source: Created Date: Statement Number:

Type Of Correspondence:

Subject:

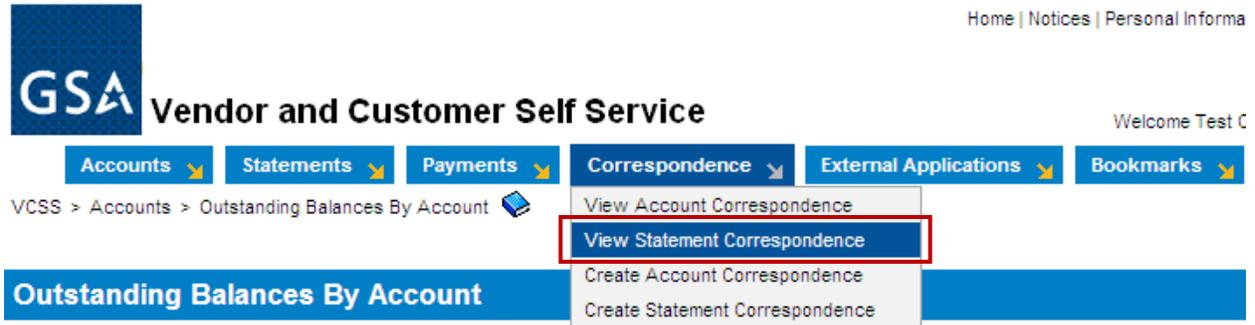
Correspondence:

1.4.2 VCSS: View Statement Correspondence

The View Statement Correspondence page will allow the user to search for and view all of the correspondences they have on a specific Statement. The View Statement Correspondence page will only permit searches that deal with a specific statement’s correspondence and should not be used to find correspondence for another statement or an account.

Correspondence > View Statement Correspondence

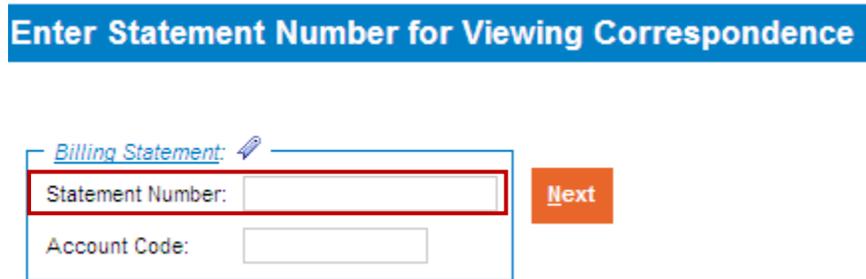
Figure 1-46: Navigation to View Statement Correspondence Page



1.4.2.1 Search Parameters and Results

In order to arrive at the View Statement Correspondence search page the user must select a specific statement.

Figure 1-47: Statement Number Selection Page



The View Statement Correspondence search page contains the search criteria, item collection and action buttons listed below in the field definitions.

Figure 1-48: Review Statement Correspondence Page

[Send New Correspondence](#)

Review Correspondence

Search Criteria

Record Number: Type Of Correspondence:

Created Date

From:

To:

First Name:

Last Name:

Account Information

Account Code: Agency Location Code:

Subject:

Correspondence:

[Search](#) [Clear](#)

Use the wildcard (*) character to search if needed.

[Attachments](#)
[Sort...](#)
[View as CSV](#)

Summary									
<input type="checkbox"/>	Record Number	Created Date	First Name	Last Name	Statement Num	Account Code	Type Of Corresp	Subject	Has Attachments
<input type="checkbox"/>	Pending Assignment	05/09/2011	John	Smith	F0000635	S1017	Communication	Question about my	

Page 1 of 1 | 10 | Rows 1 - 1 of 1

Figure 1-49: View Statement Correspondence Field Descriptions

Search Element	Description
<i>Search Criteria Group Box</i>	
Record Number	The system assigned number of the correspondence.
First Name	The first name of the person creating the correspondence.
Last Name	The last name of the person creating the correspondence.
Type of Correspondence	The type of correspondence.
Subject	The subject of the correspondence.
Text	The text field containing the correspondence message.
Account Code	The account code for which the correspondence is being created.
Agency Location Code	The ALC associated with the correspondence record.
Created Date (To/From)	The date the correspondence was created.
<i>Item Collection</i>	
Created Date	The date the correspondence was created.
Record Number	The system assigned number of the correspondence.
First Name	The first name of the person creating the correspondence.

Search Element	Description
Last Name	The last name of the person creating the correspondence.
Account Code	The account code for which the correspondence is being created.
Type of Correspondence	The type of correspondence
Subject	The subject of the correspondence.
Statement Number	The statement number associated with a correspondence.
Has Attachments	Whether or not there is an Attachment associated with the record.
<i>Action Buttons</i>	
Send New Correspondence	Will allow the user to send a new correspondence message.
Attachments	Lets the user view any attachments associated with a record.
View as CSV	Exports the search results to a CSV spreadsheet.
Sort...	Sorts the records according to the column header selected.

1.4.2.2 Executing a Query in VCSS Using the View Statement Correspondence Query

Steps to Execute a Query Using the View Account Correspondence Query:

Notes

1. In VCSS navigate to Correspondence => View Statement Correspondence.

The Statement Selection Screen will be displayed.

Enter Statement Number for Viewing Correspondence

2. Enter the desired **Statement Number** and select the **Next** button.

Note: If the user does not know the specific Statement Number they can select the Billing Statement link and search for it using the View and Print Statement Query search criteria.

Steps to Execute a Query Using the View Account Correspondence Query:

Notes

The **Review Correspondence Page** is displayed.

Review Correspondence

Search Criteria

Record Number: Type Of Correspondence:

Created Date: From: To: First Name: Last Name: Account Information: Account Code: Agency Location Code:

Subject:

Correspondence:

Search

Use the wildcard (*) character to search if needed.

3. Enter the appropriate search criteria and select the **Search** button.

The records that match the search criteria are returned in the item collection.

Summary									
<input type="checkbox"/>	Record Number	Created Date	First Name	Last Name	Statement Num	Account Code	Type Of Corresp	Subject	Has Attachments
<input type="checkbox"/>	Pending Assignment	05/09/2011	John	Smith	F0000635	S1017	Communication	Question about my	

Page 1 of 1 10 Rows 1 - 1 of 1

4. Select a record in the item collection and view the correspondence in the fields below.

Steps to Execute a Query Using the View Account Correspondence Query:

Notes

Summary									
<input type="checkbox"/>	Record Number	Created Date	First Name	Last Name	Statement Numb	Account Code	Type Of Corresp	Subject	Has Attachments
<input checked="" type="checkbox"/>	Pending Assignment	05/09/2011	John	Smith	F0000635	S1017	Communication	Question about my	

Page 1 of 1 10 Rows 1 - 1 of 1

Contact Person

First Name: Last Name: Email Address:

Title: Phone Number: International Phone Number:

GSA Contact

Name: Title: Phone Number: Email Address:

Account Information:

Account Code: Account Name: Agency Location Code:

Correspondence

Record Number: Communication Source: Created Date: Statement Number:

Type Of Correspondence:

Subject:

Correspondence:

Dear GSA,

Can you please provide the following information regarding my February 2011 billing statement:

- 1.
- 2.
- 3.

Sincerely,
John Smith

1.4.3 VCSS: Create Account Correspondence

The Create Account Correspondence page allows the user to create correspondence to send to GSA about an account level issue. When the user selects the **Create Account Correspondence** link, they will begin the process of creating new account correspondence and cannot view previously created records.

Correspondence > Create Account Correspondence

Figure 1-50: Navigation to Create Account Correspondence Page



1.4.3.1 Create Account Correspondence Field Descriptions

The Create Account Correspondence page contains action buttons described in the field definitions below.

Figure 1-51: Create Account Correspondence Page

Send Correspondence
Attachments

Submit Correspondence
Cancel

Contact Person

* First Name:	<input type="text"/>	* Last Name:	<input type="text"/>	Email Address:	<input type="text" value="john.smith@usagency.gov"/>
Title:	<input type="text"/>	Phone Number:	<input type="text"/>	International Phone Number:	<input type="text"/>

Account

Account Code:	<input type="text"/>	Name:	<input type="text"/>	Agency Location Code:	<input type="text"/>
DUNS+4/BPN+4:	<input type="text"/>	Agency:	<input type="text"/>	Bureau:	<input type="text"/>

Correspondence

* Type Of Correspondence: Communication ▼

* Subject:

* Correspondence:

Note: Your email address had defaulted from your user profile. Changing it on this screen will not update your user profile email address. To update your profile [click here](#).

Figure 1-52: Create Account Correspondence Field Descriptions

Search Element	Description
<i>Contact Person Section</i>	
First Name	The first name of the person creating the correspondence.
Middle Initial	The middle initial of the person creating the correspondence.
Last Name	The last name of the person creating the correspondence.
Title	The title of the person creating the correspondence.
Phone Number	The phone number of the person creating the correspondence.
International Phone Number	The international phone number of the person creating the correspondence.
Email Address	The email address of the person creating the correspondence.
<i>Vendor Section</i>	
DUNS+4/BPN+4	The DUNS+4 or BPN+4 number associated with the vendor for which the correspondence is being created.
Code	The vendor code associated with the vendor for which the correspondence is being created.
Address Code	The vendor address code associated with the vendor for which the correspondence is being created.
Agency	The agency code associated with the vendor for which the correspondence is being created.
Name	The name of the vendor for which the correspondence is being created.
Agency Location Code	The agency location code associated with the vendor for which the correspondence is being created.
Bureau	The bureau code associated with the vendor for which the correspondence is being created.
<i>Correspondence Section</i>	
Creator	The VCSS user id of the person creating the correspondence.
Created Date	The date the correspondence was created.
Type of Correspondence	The type of correspondence being created.
Communication Source	The source of the correspondence.
Subject	The subject of the correspondence.

Search Element	Description
Correspondence	The text associated with the correspondence.
<i>Action Buttons</i>	
Submit	Submits the correspondence.
Cancel	Cancels the correspondence.
Attachment	Allows a user to add an attachment to the correspondence.

1.4.3.2 Creating an Account Correspondence Record

Steps to Creating an Account Correspondence Record:

Notes

1. In VCSS navigate to Correspondence => Create Account Correspondence.

The Create Account Correspondence page will be displayed.

Steps to Creating an Account Correspondence Record:

Notes

Send Correspondence
Attachments

Submit Correspondence
Cancel

Contact Person

* First Name: * Last Name: Email Address:

Title: Phone Number: International Phone Number:

Account

Account Code: Name: Agency Location Code:

DUNS+4/BPN+4: Agency: Bureau:

Correspondence

* Type Of Correspondence:

* Subject:

* Correspondence:

Note: Your email address had defaulted from your user profile. Changing it on this screen will not update your user profile email address. To update your profile [click here](#).

2. Fill out all the fields on the create account correspondence page.

Note: The user selects the specific account that the correspondence will be associated with when they fill out the Vendor section.

Steps to Creating an Account Correspondence Record:

Notes

3. Select the **Submit Correspondence** button.

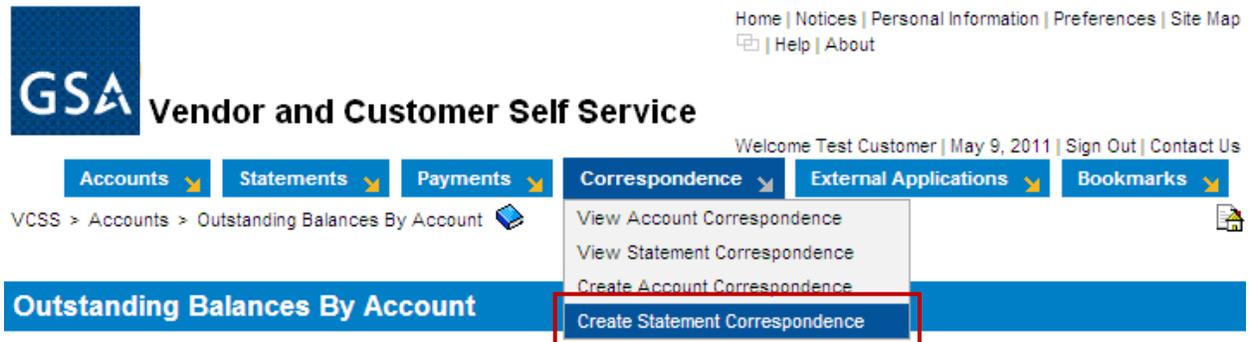
Note: If the user wishes to add an attachment to the correspondence record they will select the Attachments button and add the attachment before selecting Submit.

1.4.4 VCSS: Create Statement Correspondence

The Create Statement Correspondence page allows the user to create a correspondence to send to GSA about statement level issues. When the user selects the **Create Statement Correspondence** link, they are beginning the process of creating new Statement correspondence and will not be able to view previously created records.

Correspondence > Create Statement Correspondence

Figure 1-53: Navigation to Create Statement Correspondence Page



1.4.4.1 Create Statement Correspondence Field Descriptions

Before the user is able to navigate to the Create Statement Correspondence page, they have to select the Statement to be associated with the correspondence.

Figure 1-54: Statement Correspondence Selection Page



The Create Statement Correspondence page contains the action buttons described in the field definitions below.

Figure 1-55: Create Statement Correspondence Page

The screenshot shows the 'Create Statement Correspondence' page. At the top, there are two rows of buttons. The first row contains 'Send Correspondence' (highlighted in blue) and 'Attachments' (grey). The second row contains 'Submit Correspondence' (highlighted in orange) and 'Cancel' (grey). Below the buttons are three main sections: 'Contact Person', 'Account Information', and 'Correspondence'. The 'Contact Person' section includes fields for First Name, Last Name, Phone Number, Title, Email Address (pre-filled with 'john.smith@usagency.gov'), and International Phone Number. The 'Account Information' section includes Account Code (pre-filled with 'S1017'), Account Name (pre-filled with 'US COURTS OF APPEAL'), and DUNS+4/BPN+4. The 'Correspondence' section includes a dropdown for 'Type Of Correspondence' (set to 'Communication'), a 'Subject' field, and a large 'Text' area for the message content.

Note: Your email address had defaulted from your user profile. Changing it on this screen will not update your user profile email address. To update your profile [click here](#).

Figure 1-56: Create Account Correspondence Field Descriptions

Search Element	Description
<i>Contact Person Section</i>	
First Name	The first name of the person creating the correspondence.
Middle Initial	The middle initial of the person creating the correspondence.
Last Name	The last name of the person creating the correspondence.

Search Element	Description
Title	The title of the person creating the correspondence.
Phone Number	The phone number of the person creating the correspondence.
International Phone Number	The international phone number of the person creating the correspondence.
Email Address	The email address of the person creating the correspondence.
<i>Vendor Section</i>	
DUNS+4/BPN+4	The DUNS+4 or BPN+4 number associated with the vendor for which the correspondence is being created.
Code	The vendor code associated with the vendor for which the correspondence is being created.
Address Code	The vendor address code associated with the vendor for which the correspondence is being created.
Agency	The agency code associated with the vendor for which the correspondence is being created.
Name	The name of the vendor for which the correspondence is being created.
Agency Location Code	The agency location code associated with the vendor for which the correspondence is being created.
Bureau	The bureau code associated with the vendor for which the correspondence is being created.
<i>Correspondence Section</i>	
Creator	The VCSS user id of the person creating the correspondence.
Created Date	The date the correspondence was created.
Type of Correspondence	The type of correspondence being created.
Communication Source	The source of the correspondence.
Subject	The subject of the correspondence.
Correspondence	The text associated with the correspondence.
<i>Action Buttons</i>	
Submit	Submits the correspondence
Cancel	Cancel the correspondence
Attachment	Allows a user to add an attachment to the correspondence

1.4.4.2 Creating a Statement Correspondence Record

Steps to Creating an Account Correspondence in VCSS:

Notes

1. In VCSS navigate to Correspondence => Create Statement Correspondence

The Statement Selection page will be displayed.

Enter Statement Number for Viewing Correspondence

Billing Statement: 

Statement Number:

Account Code:

Next

[Go to top of page](#)

2. Enter the **Statement Number** the correspondence is regarding.

Note: If the user does not know the Statement number they will be able to search for it using the reference link.

3. Select the **Next** button.

The Create Statement Correspondence page is displayed.

Steps to Creating an Account Correspondence in VCSS:**Notes**

Send Correspondence Attachments

Submit Correspondence Cancel

Contact Person

* First Name: * Last Name: Phone Number:

Title: Email Address: International Phone Number:

Account Information:

Account Code: Account Name: DUNS+4/BPN+4:

Correspondence

* Type Of Correspondence:

* Subject:

* Text:

Note: Your email address had defaulted from your user profile. Changing it on this screen will not update your user profile email address. To update your profile [click here](#).

4. Fill out all the fields on the create statement correspondence page.
5. Select the **Submit Correspondence** button.

Note: If the user wishes to add an attachment to the correspondence record they will select the Attachments button and add the attachment before selecting Submit.

1.5 VCSS: External Applications Section

The External Applications section in VCSS contains links to external applications that the user might need to access in order to do business with GSA. When the user selects any of the items listed under the menu, a new window will be displayed containing the selected page (e.g., selecting IPAC will open a new window to <http://www.fms.treas.gov/ipac>).

The following menu items will be listed under the External Applications section:

- IPAC
- Pay.gov
- MORRIS
- TOPS
- WebBill
- RWA
- EMORRIS

Figure 1-57: External Applications Menu

