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

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

(VERSION 2.1)

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

What you can do with VCSS

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

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

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

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

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

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

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

	RELEASE DATE	GSA BUSINESS LINES
PHASE 1	August 2011 (Completed)	• Rent • Fleet
PHASE 2A	July 2013	• Reimbursable Work Authorizations (RWA) • Heating Operation and Transmission District (HOTD) • Centralized Administrative Support (CAS) • Information Infrastructure Support (IOS) • Centralized Charges (CC) • Real Property Utilization and Disposal Division (RPUDD) • Acquisition Policy • OIG Investigative Programs
PHASE 2B	January 2014	• Global Supply • AutoChoice • Multiple Award Schedules (MAS) • Governmentwide Acquisition Contracts (GWAC) • Travel, Delivery, and Relocation Solutions (TDRS) • Manual Industrial Funding Fees: Freight, Household Goods, ETravel, SmartPay, SmartBUY • Personal Property Center: Sales, Fleet Disposal • Personal Property Center: U.S. Marshal Service Sales, Excess Supply*
PHASE 3	TBD	• Remaining business lines

VCSS Release Schedule

*Moved to the November 2013 release of VCSS

View Notices

After you log in to VCSS, you will first see the Notices Page, where you can view messages on system updates, reminders, and helpful tips on using this website.
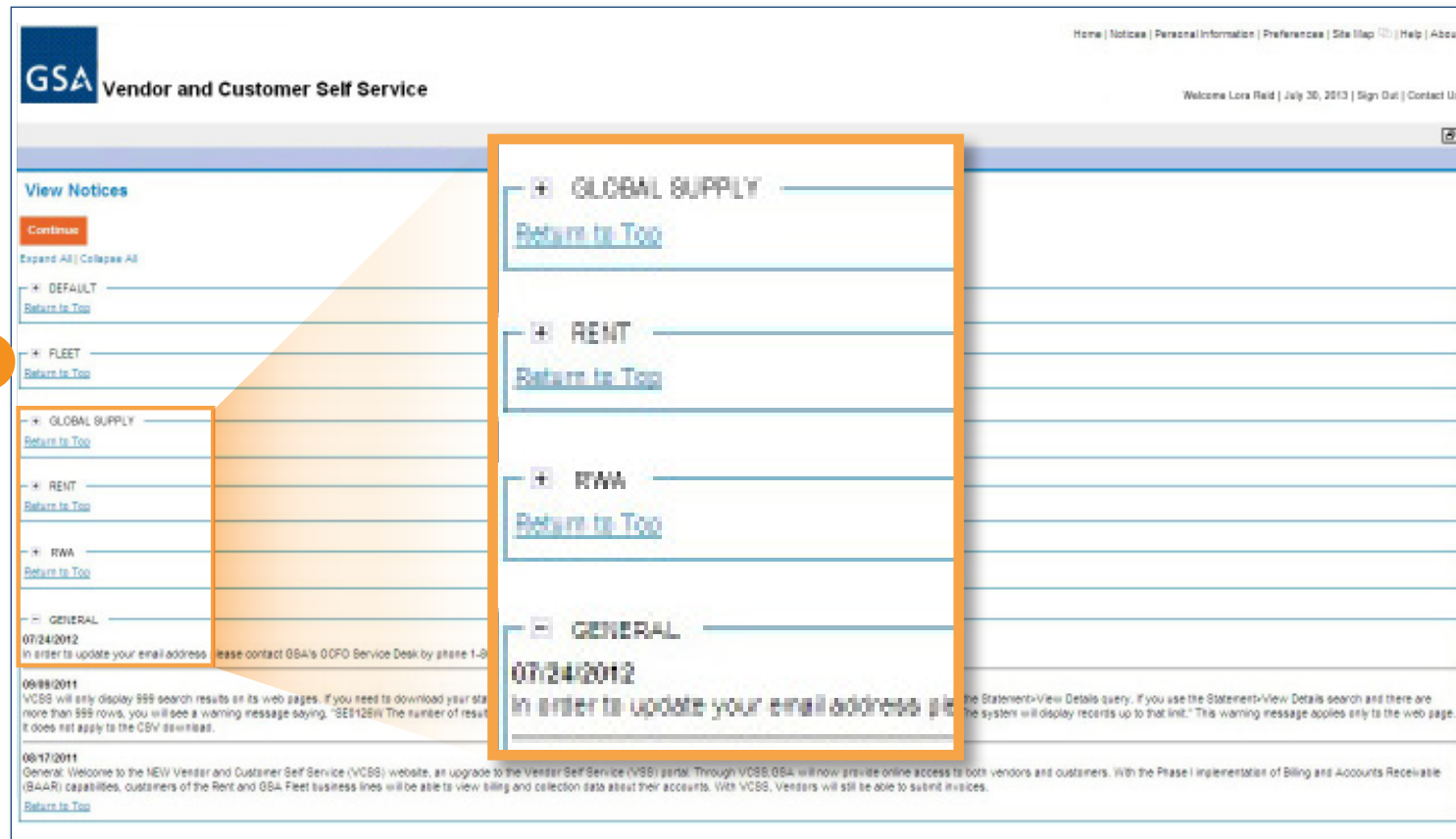
This is an example of the VCSS Notices Page. Click on the links to expand or collapse the messages.

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

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

2. **Accounts.** View summaries for your accounts and business lines. You can also see the users who are registered to view your accounts.

3. **Statements.** Review, download and print your account statements and statement details.

4. **Payments.** See a summary of your payments.

5. **Correspondence.** Ask questions about your statements and billing details, and see our responses to your questions.

6. **View Outstanding Statements.** View statements by selecting one or more accounts. Additional navigation tabs then appear which allow you to view statements for the accounts you selected.

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

7. **Search.** Search for statements, account summaries and payments by account.

8. **View Account Summaries.** See details about your accounts and payments.

Explore VCSS Phase 2 Enhancements

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

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

- Statement Search by Agreement

- View Dispute Requests

9. **Statement Search by Agreement.** By selecting this option, you can search and view statements that are agreement-based for your registered accounts.

10. **Initiate Disputes.** The statement section is also where you can initiate a formal dispute for an entire statement or for a specific charge (non-IPAC customers only).

11. **View Dispute Requests.** By selecting this option, you can view the status of dispute requests for the accounts you select.

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

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

< Enter search criteria here.

< See search results here.

12. **Agreement Search Criteria.** By entering the Agreement (or RWA) number in the Agreement Number field, you can search and view statements that are agreement-based for your registered accounts.

13. **View Agreement Details.** Additional navigation tabs appear when you select an account, allowing you to see statements for that account. You may select more than one account at a time through this feature.

View and Print Statements

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

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

< Enter search criteria here.

< See search results here.

14. **Search Criteria.** You can customize your statement results by entering specific search criteria. To see all your statements, search by Statement Date, without entering other search criteria.

15. **View Statements.** Select and see your statements.

16. **View, Download or Print.** View statements in PDF format and download or print one copy at a time.

17. **Sort.** You can sort data based on any of several criteria, including business line and account.

18. **Export Data.** Download statement details in comma-separated value (.csv) and Excel (.xls) formats.

Initiate, view and manage your correspondence with GSA.

19. **Search and View Correspondence History.** You can search your correspondence history by date, name, subject or other criteria by selecting the Correspondence navigation tab.

20. **Questions and Answers.** Send us questions about your statements, accounts or payments. Fields with asterisks must be completed.

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

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

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

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

Learn more or get help

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

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Office of the Chief Financial Officer
Office of Financial Management Systems
General Services Administration
One Constitution Square
1275 1st St NE
Washington, DC 20417
www.gsa.gov