Vendor and Customer Self Service (VCSS)

Follow the steps below to register a new account code in the Vendor and Customer Self Service (VCSS) website, and then to request a User ID to access VCSS.

Depending upon the GSA business line, VCSS contains copies of billing statements in PDF format, detailed billing information in CSV format, outstanding billing amounts, and paid billing amounts. All VCSS users can dispute billing statements and correspond with billing representatives from within VCSS.

1. Visit VCSS at [vcss.gsa.gov](http://vcss.gsa.gov) and select the Registrations & Access Request button to register a VCSS account.

2. Select the Click here if you are a Customer of GSA button to register for a customer account.

3. On the New Requests page, in the Registration section, identify your organization by entering:
   - **Account Code**, provided to you from your GSA Representative
   - **Organization Name**, the name of your organization that you are registering
   - **Address Information**, the address of your organization that you are registering

4. Select the Register button to continue the registration.
   - The Registration Requests section is populated with the Organization Name you provided in the Registration section
   - Select the X to remove the registration and start over
   - Select Continue to continue the registration

5. On the User Information page, fill out your user information.

6. On the Confirm and Submit page, review the user information provided.
   - If the information is correct, read the Administrator Responsibility text, and select the I accept this responsibility checkbox
   - By selecting this checkbox, you are responsible for approving and disapproving all user access to this account

7. In the Registration Requests section at the bottom of the Confirm and Submit page, enter the code from the image, and select the Submit button.

After you submit the registration, GSA is responsible for reviewing and approving the Account Registration Request. If GSA approves the request, you will receive an email confirming approval. The email will include a VCSS URL for new registration and a Personal Identification Number (PIN). If GSA does not approve the request, you will receive an email stating your request was rejected.
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8. Open the approval email received from GSA, select the **VCSS URL** for new registration.

9. On the VCSS main page, select **New Registration** from the left-hand navigation bar.

10. On the next page in the **Registration Information** section, enter the following registration information:
   - **Email Address** you used to register
   - **PIN** provided in the approval email from GSA
   - Select the **Next** button

11. On the next screen, complete the following to have a User ID created:
   - Enter a desired **User ID** and **Password** (a first name followed by the last name format is recommended for the User ID—e.g. johnsmith)”
   - Enter your **contact information**
   - Select the **Finish** button

12. On the next screen, review the information in the **Registration Information** and **User Information** sections, and then select the **Submit** button.

13. After you submit the User ID registration, GSA reviews the request for approval.
   - If GSA approves your User ID and Password submitted in your User ID request, GSA will send you two separate emails containing your official User ID and Password
   - If GSA does not approve your User ID request, GSA will send you an email stating the new User ID login request is rejected

14. Visit VCSS at [vcss.gsa.gov](http://vcss.gsa.gov), and select the **System Login** button.

15. On the VCSS main page, select **Login** from the left-hand navigation bar.

16. On the VCSS login page, enter your login information and sign in.
   *Your User ID and Password are sent in two separate emails.*

If your login to VCSS is successful, you now have access to the VCSS account you successfully registered for.