

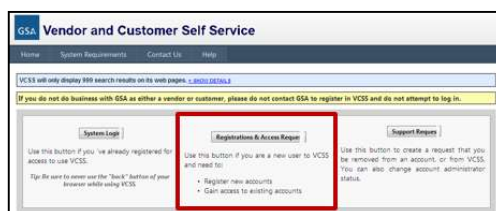
# Vendor and Customer Self Service (VCSS)




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. →

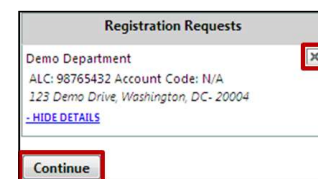
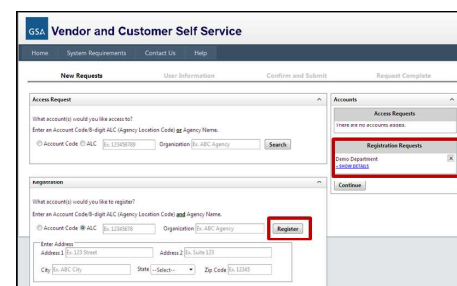


- 2 Select the **Click here if you are a Customer of GSA** button to register for a customer account. 

- 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.



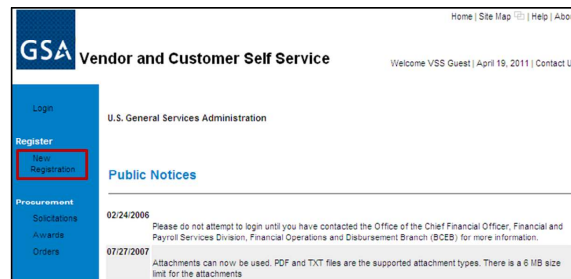
After you submit the registration, GSA is responsible for reviewing and approving the Account Registration Request. If GSA approves the request, you will receive an email confirming approval. The email will include a VCSS URL for new registration and a Personal Identification Number (PIN). If GSA does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

# Vendor and Customer Self Service (VCSS) cont.

8 Open the approval email received from GSA, select the **VCSS URL** for new registration.

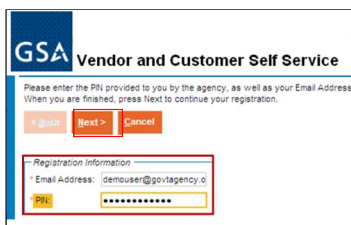


9 On the VCSS main page, select **New Registration** from the left-hand navigation bar.



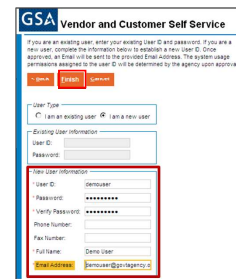
10 On the next page in the **Registration Information** section, enter the following registration information:

- **Email Address** you used to register
- **PIN** provided in the approval email from GSA
- Select the **Next** button

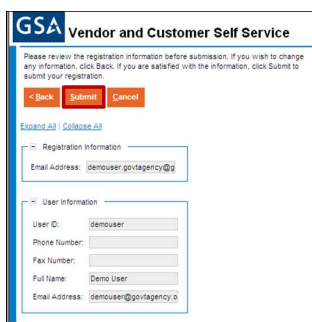


11 On the next screen, complete the following to have a User ID created:

- 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



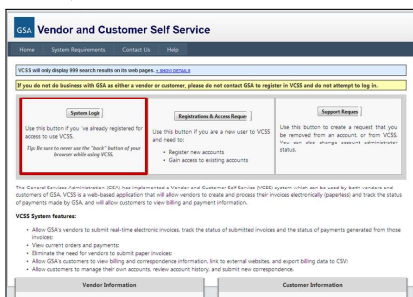
12 On the next screen, review the information in the **Registration Information** and **User Information** sections, and then select the **Submit** button.



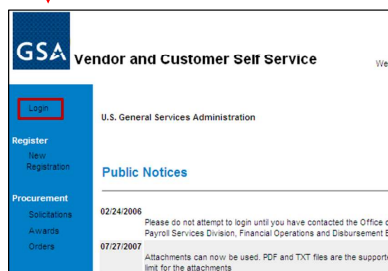
13 After you submit the User ID registration, GSA reviews the request for approval.

- 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**, 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.

