

General Services Administration

Vendor Customer Self Service (VCSS)

User Guide (Basic Navigation and

Registration)



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Introduction

1.1 General Information

This User Guide Document documents the user guide for actions performed in the Vendor and Customer Self-Service (VCSS) application to facilitate the integration between VCSS and Pegasys. This document references the VCSS application using GSA-specific information. GSA has opted to disable the procurement functionality in the VCSS application.

1.2 System Description

The Vendor and Customer Self-Service application facilitates electronic invoicing activities and allows the GSA's vendors and customers to track the status of electronic invoices and the payments referencing those invoices. VCSS allows vendors the ability to view current orders and payments and to submit real-time electronic invoices to GSA. VCSS facilitates electronic invoices through Web Methods integration to GSA's Pegasys financial system. VCSS provides a method for vendors and customers to view and respond to various business opportunities (i.e., Vendor Invoicing and Customer Billing Statement retrieval) with real-time interaction. CGI has created this user guide to assist vendors. However, there are some basic functions within this guide that apply to both vendors and customers and will be referenced as such.

Overview

VCSS allows GSA to complete invoicing activities with vendors electronically. This document is separated into six sections: Getting Started, Vendor Registration and Maintenance, Award/Order, Invoices, Payments, and Correspondence.

- **Getting Started:** Addresses navigational and basic functions including logging into VCSS, navigational tools, user roles, and other useful tips.
- **Vendor Registration and Maintenance:** Addresses registering as a vendor.
- **Award/Order:** Addresses searching for an award or order for a particular vendor. The Award/Order section also is where the creation of a Referenced Invoice will begin.
- **Invoices:** Address creating a referenced invoice, submitting an invoice to GSA, and searching and viewing invoices. The invoice section will also address withdrawing an invoice and resubmitting a rejected invoice.
- **Payments:** Address searching and viewing payments created for accepted invoices.
- **Correspondence:** Addresses how to send correspondence messages to Pegasys from VCSS.

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- **Customer Related Items:** For details and information regarding customer transactions in VCSS, please reference the **Billings and Accounts Receivable (BAAR) User Guide 8, Section 5, Vendor and Customer Self Service.**

2 Getting Started

This section details various topics that users need to know to use VCSS effectively. Specifically, this section details access to VCSS, navigation around various areas of VCSS, different types of VCSS users, and other useful tips.

2.1 Accessing VCSS

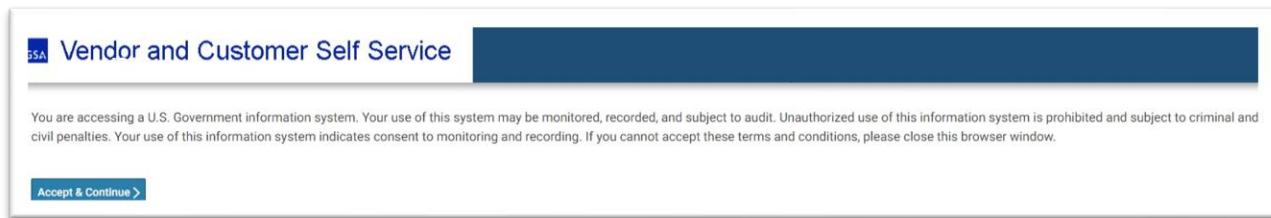
2.1.1 Logging into VCSS

Access to certain invoicing functionality in VCSS requires the user to login to VCSS. A user must be associated with a registered vendor in order to create invoices and view invoices and payment. The VCSS Registration Website can be located at <https://vcss.ocfo.gsa.gov/>. All VCSS users are required to register their email accounts in Login.gov and set up at least one Multi-Factor Authentication (MFA) solution to access the VCSS application. All users will be redirected to use Login.gov authentication instead of VCSS username/password authentication. Users can establish their Login.gov account by following the provided instructions listed on the page <https://www.login.gov/help/get-started/create-your-account/>.

To login to VCSS:

1. There are different paths to access the VCSS Home page. Once acquired, terms and conditions of accessing VCSS will be displayed. Read this information, then select [Accept & Continue] to continue.

Figure 1: VCSS Home Page



2. A list of Public System Notices will be displayed. Review the list before logging in.

Figure 2: Not Logged-in Home Page

The screenshot shows the VCSS home page with a guest user logged in. The top navigation bar includes links for "Vendor and Customer Self Service", "Search Awards", and a guest account icon. The main content area displays "U.S. General Services Administration" and "PUBLIC SYSTEM NOTICES". A large block of text provides various notices and instructions, such as high priority notices for PBSRENT, assistance with VCSS, and billing statements. The right side of the page features a sidebar with links for Support, Contact Us, Public Notices, Site Map, and About, with the "Sign In" button highlighted in red.

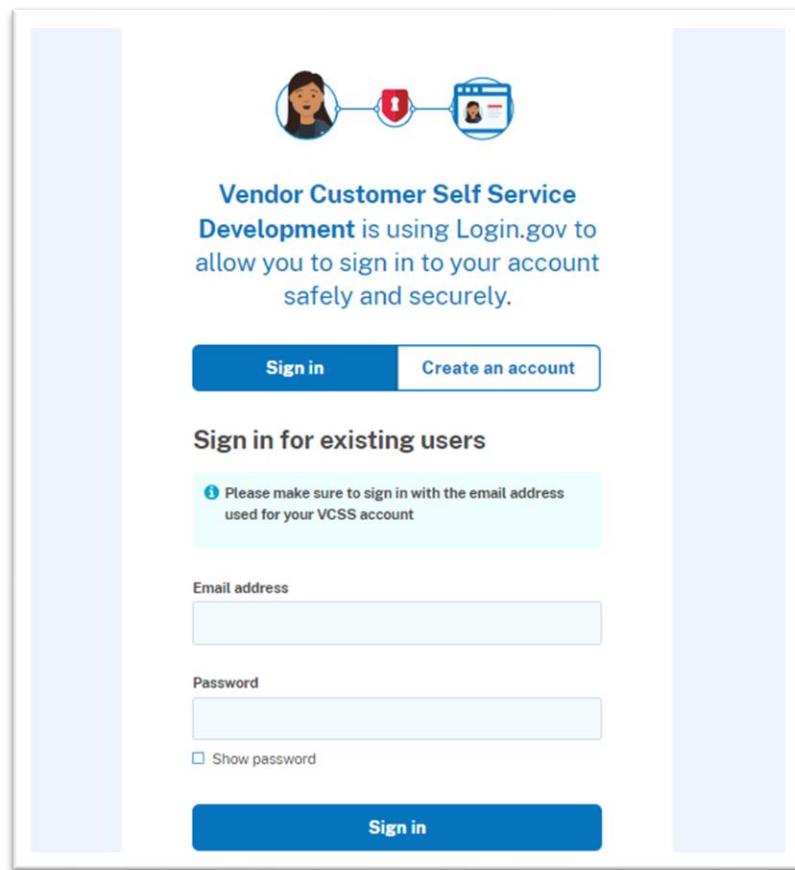
3. Select the **[Sign In]** option from the drop-down menu in the upper-right corner.

Figure 3: Sign In Button

This screenshot is identical to Figure 2, showing the VCSS home page with a guest user logged in. The "Sign In" button in the sidebar is explicitly highlighted with a red box to indicate the user action required.

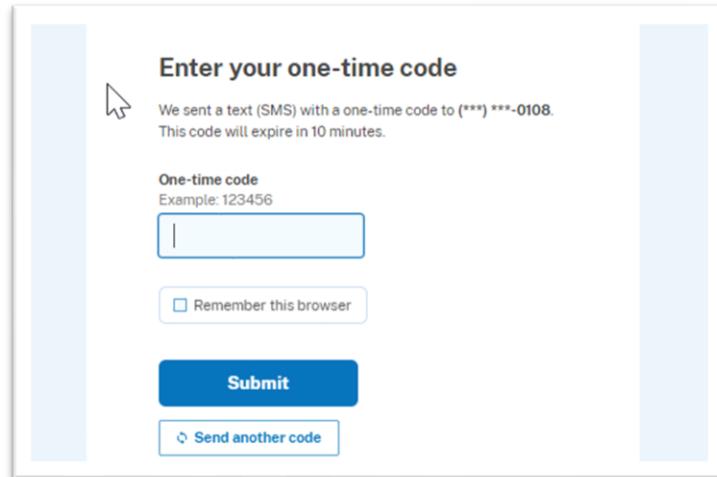
4. When the user clicks **[Sign In]** button, they will be redirected to Login.gov where they can sign in or create an account.

Figure 4: Login.gov Screen



5. Enter the **[Email address]** and **[Password]**.
6. Select the **[Sign In]** button.
7. Enter the PIN received on the registered device for Multi-Factor Authentication during the creation of the Login.gov account and Select the **[Submit]**

Figure 5: MFA PIN Entry Screen



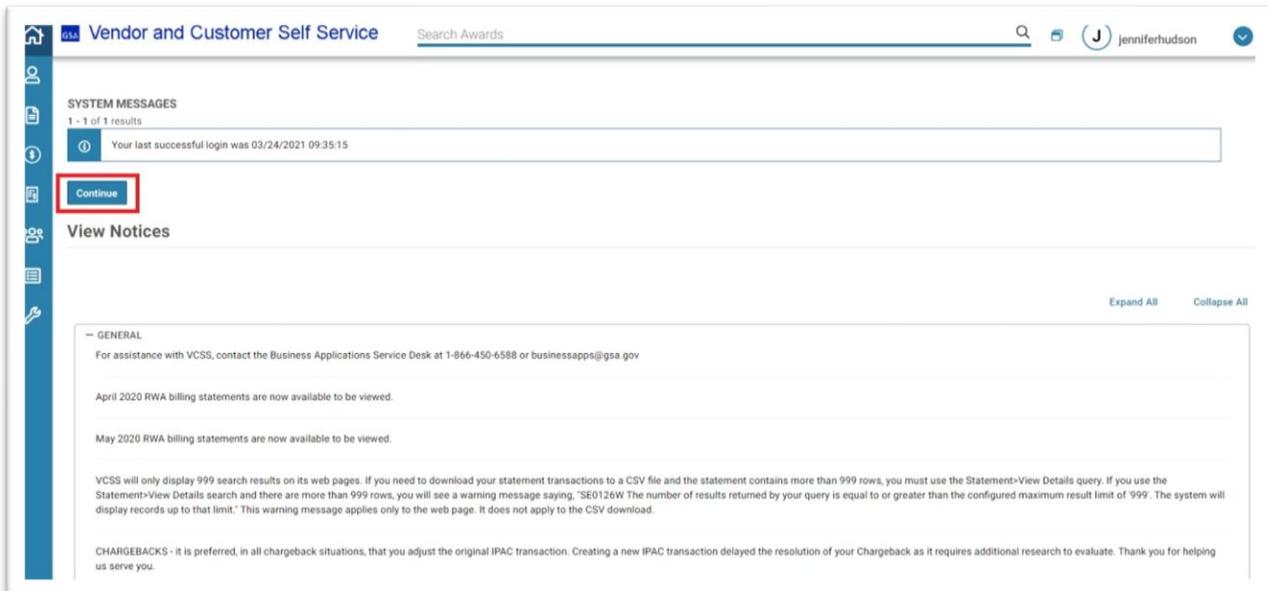
The image shows a web-based MFA PIN entry screen. At the top, it says "Enter your one-time code". Below that, a message states: "We sent a text (SMS) with a one-time code to (***-***-0108. This code will expire in 10 minutes." A text input field is labeled "One-time code" with the placeholder "Example: 123456". Below the input field is a checkbox labeled "Remember this browser". At the bottom of the form are two buttons: a blue "Submit" button and a white "Send another code" button with a small icon.

7. The user has been redirected to the VCSS.

2.1.2 Notices

1. After logging in, the VCSS “Home” page will be displayed. This page varies for each user depending on which page they set as their home page. The View Notices is currently displayed. Please review the VCSS notices, and then select [**Continue**].

Figure 6: VCSS View Notices Page



The image shows the "View Notices" page of the Vendor and Customer Self Service (VCSS) system. The page has a sidebar with various icons. The main content area includes a "SYSTEM MESSAGES" section with a message about the last successful login. Below that is a "View Notices" section with a "Continue" button highlighted with a red box. The "View Notices" section contains several notices, including ones about RWA billing statements and a warning about CSV file download limits. At the bottom, there is a note about Chargebacks.

Vendor and Customer Self Service

Search Awards

SYSTEM MESSAGES

1 - 1 of 1 results

Your last successful login was 03/24/2021 09:35:15

Continue

View Notices

GENERAL

For assistance with VCSS, contact the Business Applications Service Desk at 1-866-450-6588 or businessapps@gsa.gov

April 2020 RWA billing statements are now available to be viewed.

May 2020 RWA billing statements are now available to be viewed.

VCSS will only display 999 search results on its web pages. If you need to download your statement transactions to a CSV file and the statement contains more than 999 rows, you must use the Statement-View Details query. If you use the Statement-View Details search and there are more than 999 rows, you will see a warning message saying, 'SE0126W The number of results returned by your query is equal to or greater than the configured maximum result limit of 999. The system will display records up to that limit.' This warning message applies only to the web page. It does not apply to the CSV download.

CHARGEBACKS - it is preferred, in all chargeback situations, that you adjust the original IPAC transaction. Creating a new IPAC transaction delayed the resolution of your Chargeback as it requires additional research to evaluate. Thank you for helping us serve you.

2.1.3 Forgotten Login.Gov Password

If a user forgets their Login.gov password to access VCSS, the user may reset the password by following the steps listed on the page <https://www.login.gov/help/manage-your-account/change-your-password/>.

If users encounter difficulties resetting their password, they can call **(844) 875-6446** for additional assistance.

2.2 Navigation

This section details various ways that a user can navigate around VCSS.

2.2.1 Top Right Navigation

Throughout VCSS, the user may access various areas using the top right navigation. The top right navigation for a VCSS non-registered user includes the following:

- **Support:** Opens the VCSS Help external page.
- **About:** Opens the About VSSX application window.
- **Contact Us:** Directs the user to the VCSS Contact page.
- **Public Notices:** Returns the user to the VCSS Public System Notices page.
- **Site Map:** Exchanges the available VCSS Navigation options to the Site Map view. Please note this is a View Only page and none of the links are active.

The top right navigation for a user logged into VCSS includes the following:

- **Support:** Directs the user to the VCSS Online Help page.
- **Contact Us:** Directs the user to the VCSS Contact page.
- **Settings:** Opens a menu that allows the user to configure application settings.
- **Notices:** Takes the user to the VCSS View Notices page.
- **Public Notices:** Returns the user to the VCSS Public Notices Page.
- **Site Map:** Exchanges the VCSS Home Page menu options to the Site Map view.
- **Account Maintenance:** Allows the user to configure application settings, bookmarks, user information, and security questions and answers.
- **About:** Opens the About VSSX window.

-
- **Add Start Page:** Allows the user to configure the page they are on to be their starting page when they sign in.
 - **Sign Out:** Signs the users out of the VCSS session.

2.2.2 Left Navigation Bar

In VCSS, various navigational options appear on the left side of the page.

The menu options on the left navigation bar are listed below in the order of their icon picture in **Figure 13**:

- **Accounts:** Allows the user to perform Account or Business Line Summary searches.
- **Statements:** Allows the user to View and Print Statements, search for statements by agreements, Dispute statements, and view Dispute Requests.

-
- **Payments:** Allows the user to view Customer Payments and Refunds.
 - **Electronic Invoicing:** Allows the user to perform an Order search, create and search Invoices, and Vendor Payment searches.
 - **Account:** Allows the User to access the New Registration page.
 - **Correspondence:** Allows the user to view and create Account and Statement Correspondence.
 - **Utilities:** Allows the User to access external applications.

Figure 7: Left Navigation Bar



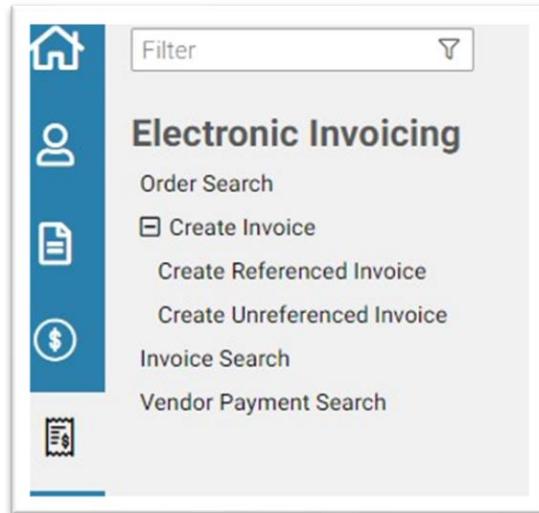
2.2.3 Menus

Within each navigation icon, the user has access to additional specific areas of VCSS by using the menus. Menus contain options based on the user role and access rights.

For example, the menu options for a vendor user that has a role to invoice for the vendor would have menu options under Electronic Invoicing like the following:

- **Order Search:** Directs the user to the Award/Order Search page.
- **Invoice Search:** Directs the user to the Invoice Search page.
- **Create Referenced Invoice:** Directs the user to the Award/Order Search Page.
- **Vendor Payment Search:** Directs the user to the Vendor Payment Search page.

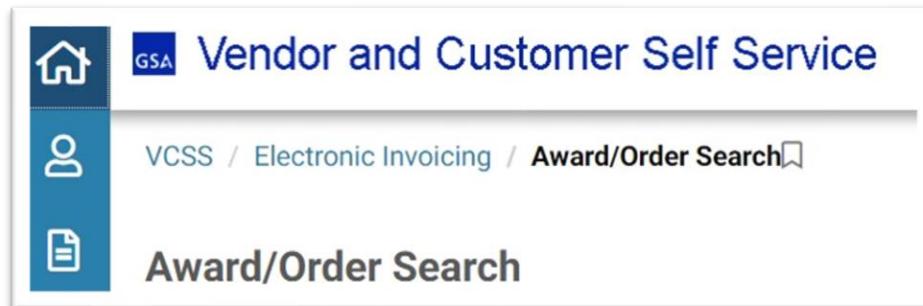
Figure 8: Electronic Invoicing Menu



2.2.4 Breadcrumbs

On various pages throughout VCSS, a Breadcrumb trail is available at the top of the page for navigation purposes. This Breadcrumb trail includes hyperlinks that represent each of the pages the user navigated through to get to the current page. The user may select any of the hyperlinks to return to a previous page. An example of a Breadcrumb is VCSS → Electronic Invoicing → Award/Order Search as shown below.

Figure 9: Use of Breadcrumbs in VCSS



2.3 User Roles

VCSS includes various user roles that determine the user's access rights throughout the system. The VCSS IT Security Desk selects the role when a new VCSS user is created. This section describes the VCSS Non-Registered and Registered User.

VCSS includes the following roles:

- **Account Administrator:** The responsibility of the Account Administrator is to approve or disapprove requests to add additional users to their specific account information via email. The person initiating the New Registration Request is assigned as the Account Administrator for that account. Once the account is established in VCSS, any additional user requesting access to that account must be approved by the Account Administrator and forwarded to VCSS Security for VCSS access processing.
 - **Vendor Role:** This role is given to Vendors that sell products to GSA. Being in VCSS allows a vendor to create and process real-time invoices electronically and track the status of payments made by GSA.
 - **Customer Role:** This role is given to Customers that work with GSA. A customer utilizing VCSS will have the capability to view their billing and payment information. You can also manage your accounts, review account history and submit correspondence.
-  **Utility Role:** This role is given to specific vendors that submit utility invoices to VCSS.

2.4 Other Useful Tips

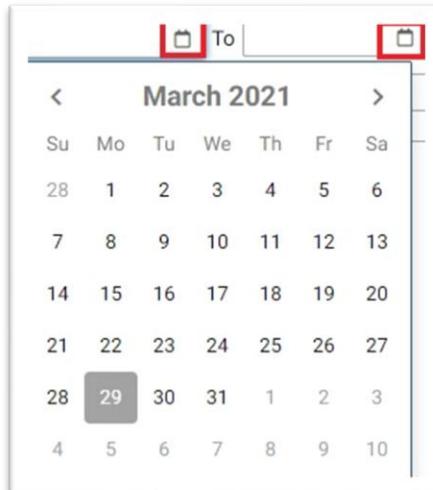
2.4.1 Date Selection Feature

The Date Selection Feature for date entry is explained below.

To use the Date Selection feature:

1. Select the Calendar Icon hyperlink in the From Date field. The Calendar displays with the current date highlighted.

Figure 16: Calendar window Month



2. Select the appropriate date required. The From date will be displayed.

Figure 10: From Date



3. Select the To Date Calendar Icon and select the appropriate To Date from the Calendar Window. The date you selected will be displayed in the Date fields.

Figure 11: To Date



The Calendar window can be altered to show the days within the month, the months within the year, the year within a range of 10 years, and the year within a range of 100 years.

Calendar Icon Actions:

- a. <: Directs the user to the previous month or year.
- b. >: Directs the user to the next month or year.
- c. Selecting the Month (i.e., March 2021) displays the months within the year.
- d. Selecting Year (i.e., 2021) displays the year within the range of 10 years (2020-2029)
- e. Selecting the Years (i.e., 2020-2029) displays the year within the range of 90 years (2000-2090)

Figure 12: Calendar Window Year

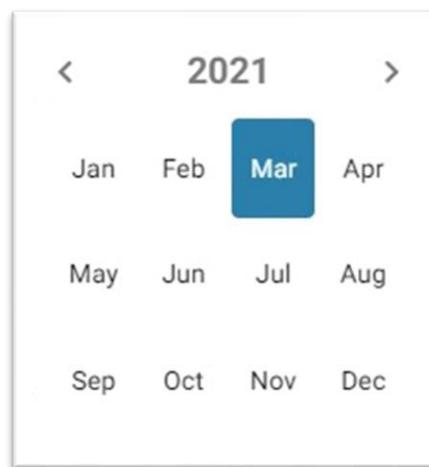


Figure 13: Calendar Window 10 year range

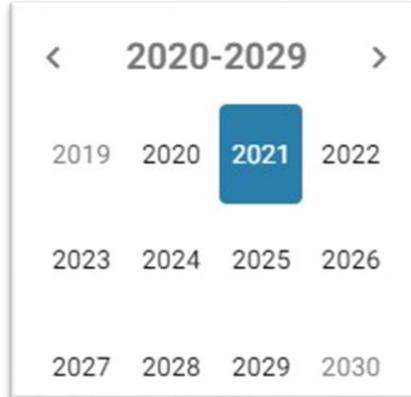


Figure 14: Calendar Window 100 year range



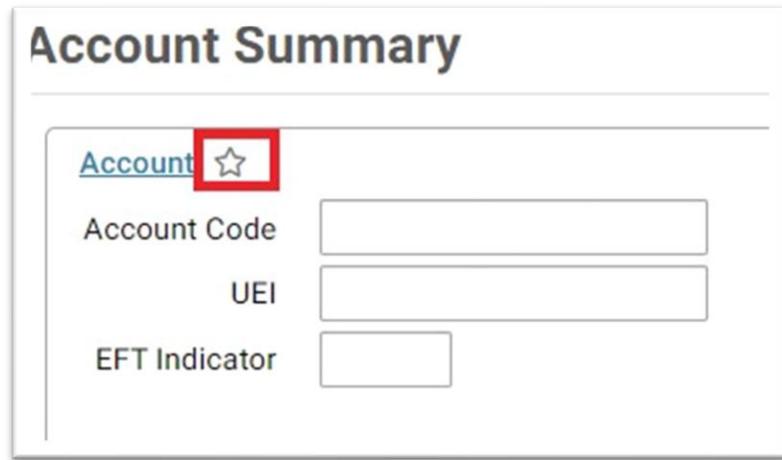
2.4.2 Favorites

The VCSS Favorites functionality assists the user by storing commonly used selections for data fields frequently entered. For example, if a specific vendor number needs to be entered for each processing action created then that specific vendor number could be created as a Favorite in the Vendor Number field (if available as an option) of the processing action. The vendor number would be listed in a drop down list of "Favorites" and selected rather than being typed in manually or searched for.

To add and select the initial favorite:

1. In the Account Summary page, select the Favorites icon (★) beside the Account hyperlink.

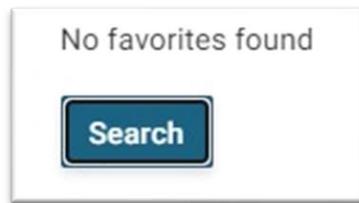
Figure 15: Favorites Icon



The screenshot shows a form titled "Account Summary". At the top left, there is a section labeled "Account" which includes a red star icon enclosed in a square box, indicating it is a favorite. Below this are three input fields: "Account Code", "UEI", and "EFT Indicator", each with a corresponding empty rectangular input box.

2. The Favorites window expands.

Figure 16: Favorites Window



3. Select the **Search** button.
4. On the next page, search for a Vendor.

Figure 17: Favorites Search

The screenshot shows a search interface titled 'VENDOR'. It includes fields for 'Account Code' (00001), 'UEI' (empty), 'EFT Indicator' (empty), and 'DoDAAAC' (with a star icon). Below these are 'Search' and 'Cancel' buttons. The results section displays '1 - 1 of 1 results' with a table row for 'Account Code' and 'UEI'. The 'Select' button and a star icon next to it are highlighted with a red box.

Account Code	UEI
Select	00001 TRKEP1HEBNS5

5. Select the Favorites Icon next to the **Select** button of the search result, and select the **Select** button.
6. Back on the Account Summary page, select the Favorites icon next to the Account hyperlink again. This time the favorite you selected previously will display.

Figure 18: Favorites Window

The screenshot shows a table with columns: Registration Number, Code, Account Code, DUNS+4 / BPN+4, and Account Name. A checkmark is next to the first row, which contains values: 27008717600001000312, 270087176, 00001, 145969783, and CGI FEDERAL INC. A trash can icon is also present. Below the table is a 'Search' button.

Registration Number	Code	Account Code	DUNS+4 / BPN+4	Account Name
✓ 27008717600001000312	270087176	00001	145969783	CGI FEDERAL INC.

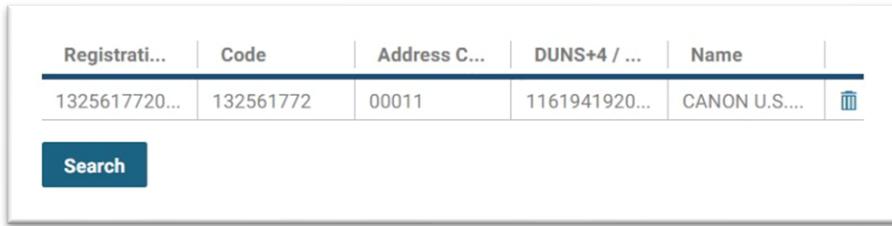
Search

7. Select the **checkmark** hyperlink beside the value displayed. The Favorites window closes and the selected value displays in the data field.

To delete a favorite:

1. Select the Favorites star (

Figure 19: Favorites Window – Delete Icon



2.4.3 Bookmarks

Bookmarks can be used to bookmark specific pages in VCSS by a user. To enable Bookmarks, a user must first navigate to a page and select the Bookmarks Icon. The Bookmarks functionality is further explained and displayed below.

1. On the Award/Order Search page, select the Bookmark Icon next to the Breadcrumb ending in Award/Order Search. This enables the Bookmark and displays it in the top right corner of the window.

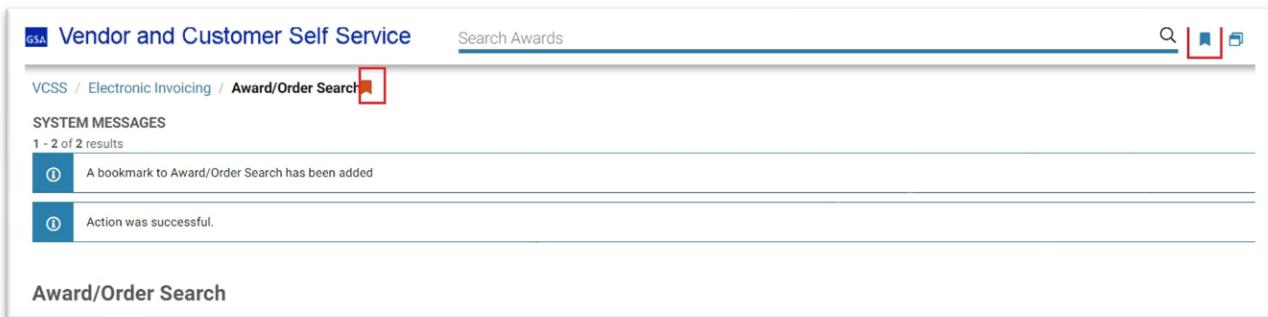
Figure 20: Bookmark Icon



Award/Order Search

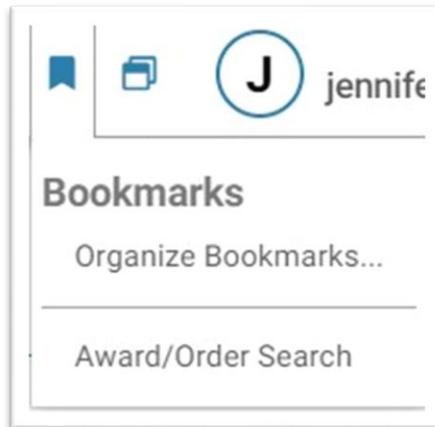
2. Two System Messages will display detailed below, after selecting the Bookmark Icon on the page the Bookmark Icon will be highlighted in red.
 - a. “A bookmark to Award/Order Search has been added.
 - b. “Action was successful.

Figure 21: Bookmark added



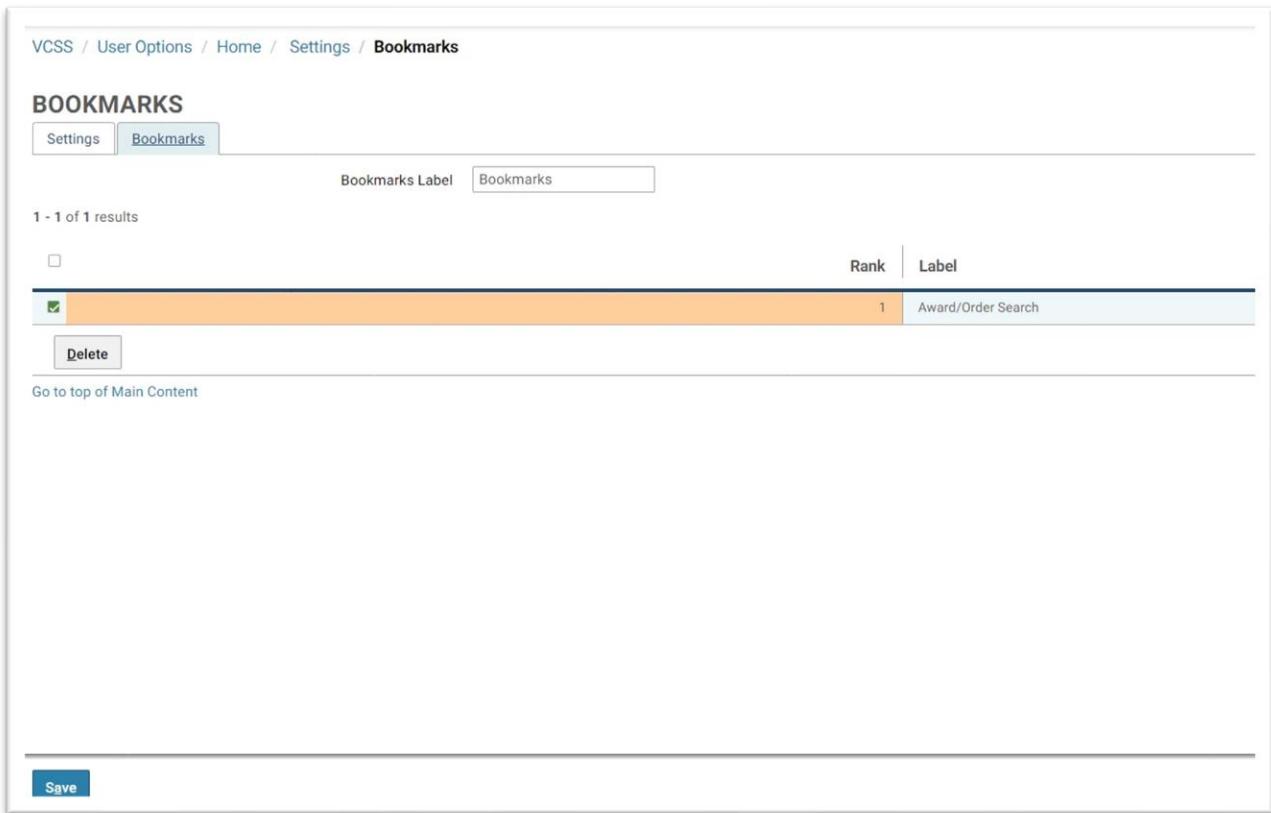
-
3. After the Bookmark has been added, the user can select the Bookmark Icon on the top right of the page to manage the Bookmarks.

Figure 22: Manage Bookmarks Window



4. Select the Bookmark Icon. The Bookmark window is displayed.
5. Select Organize Bookmarks. This navigates the user to the Bookmarks page where the Bookmark is labeled and the user can relabel, rank, or delete the Bookmark.

Figure 23: Bookmark Page



The screenshot shows a web-based application interface for managing bookmarks. At the top, there is a navigation bar with links: VCSS / User Options / Home / Settings / **Bookmarks**. Below the navigation, the title "BOOKMARKS" is displayed, followed by two tabs: "Settings" and "Bookmarks", with "Bookmarks" being the active tab. A search bar labeled "Bookmarks Label" contains the text "Bookmarks". Below the search bar, it says "1 - 1 of 1 results". A table lists one bookmark entry:

Rank	Label
1	Award/Order Search

Below the table, there is a "Delete" button and a link "Go to top of Main Content". At the bottom left is a "Save" button.

To Rank or Relabel a Bookmark:

1. Select the Rank field and enter in a new rank for the Bookmark (i.e., “1”).

Figure 24: Bookmark Rank



This is a close-up view of the "Rank" field from Figure 23. The field is a horizontal input box containing the number "1". Above the input box is a small checkbox. To the right of the input box is the word "Rank".

2. Select the Label field and relabel the bookmark (i.e., “Order Page”).

Figure 25: Label Bookmark



This is a close-up view of the "Label" field from Figure 23. The field is a horizontal input box containing the text "Order Page". Above the input box is a small checkbox. To the right of the input box is the word "Label".

-
3. Select the **Save** button. The Bookmark will be relabeled (i.e., Order Page) and a System Message will display indicating the “Action was successful”.

Figure 26: Relabeled Bookmark

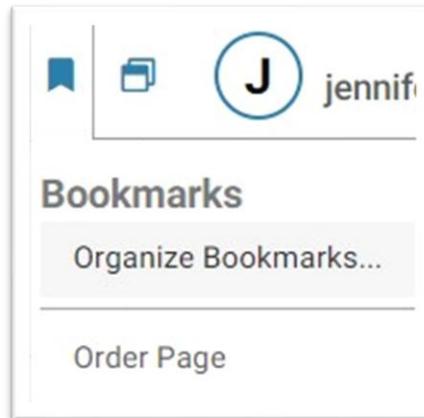


Figure 27: Save Bookmark

A screenshot of a web-based application interface. At the top left, under 'SYSTEM MESSAGES', it says '1 - 1 of 1 results' and shows a message: 'Action was successful.' with an info icon. Below this is a section titled 'BOOKMARKS' with tabs for 'Settings' and 'Bookmarks' (which is selected). There are two buttons above the list: 'Bookmarks Label' and 'Bookmarks'. The list shows one result: '1 - 1 of 1 results'. A single row is listed with a checkbox, a rank of '1', a label of 'Award/Order Search', and a 'Delete' button. At the bottom left, there's a link 'Go to top of Main Content'.

To Delete a Bookmark:

1. Select the Bookmark.
2. Select the **Delete** button. This deletes the Bookmark and crosses out the Rank and Label.

Figure 28: Delete Bookmark button



A System Message will display indicating the “Action was Successful”.

Figure 29: Action was Successful

A screenshot of the VCSS Bookmarks page. The URL in the address bar is 'VCSS / User Options / Home / Settings / Bookmarks'. Under the 'SYSTEM MESSAGES' section, it says '1 - 1 of 1 results' and displays a message: 'Action was successful.' Below this, the 'BOOKMARKS' section has tabs for 'Settings' and 'Bookmarks' (which is selected). It includes filters for 'Bookmarks Label' and 'Bookmarks'. A message 'No results' is displayed. The main list area is empty, showing a header row with columns 'Rank' and 'Label' and a single row entry with a checkbox (unchecked) and the label 'Award/Order Search'. A 'Delete' button is visible at the bottom of this row.

2.4.4 Searching

Searching to locate a specific item or items can be performed in many of the areas of VCSS. The following options apply to all searches when using VCSS.

- The asterisk (*) functions as the wildcard for searching a data field in VCSS. If no search criteria or only asterisks are used for a particular search field, the search will return all possible results. Examples using characters and wildcards as search criteria are:
 - Order Number - SP0710*: Search returns all documents where the document number starts with ‘SP0710’.
 - Order Number - *0001: Search returns all documents where the document number ends with ‘0001’.
 - Users can enter multiple wildcards in the search criteria.

- Order Number – GP*01*: The search will return any order numbers that start with GP and contain 01 between GP and the ending of the document number.
- Searches in VCSS are not case-sensitive. Therefore, search criteria of ‘sp0710*’ and ‘SP0710*’ entered for the document number will return the same set of documents.
- The site configures the maximum number of search results returned (999) for performance purposes. If the search returns more results than the maximum number, the user receives a message to narrow the search.

2.4.5 Search Results Item Collections

After performing a search, a table, referred to as an item collection, is populated with the search results. Column headings for search results in VCSS can be rearranged, expanded, and contracted as desired while on that search screen. The Item Collections table results can be Sorted by selecting a column or using the Sort Icon, as well as Exported, Maximized, and Restored to its original size.

Use the following steps to rearrange column headings:

1. Select the column heading and drag it to the desired location.

Figure 30: VCSS Search Results

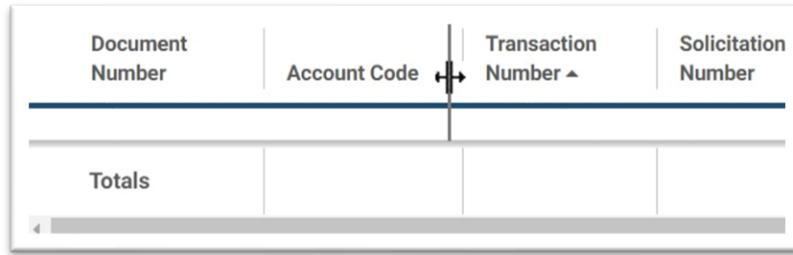
Document Number	Account Cor	Transaction Number	Solicitation Number	DUNS+4 / BPN+4	Account Name	Amount	Effective Date	Type	Document Status
Totals									
View	Create Referenced Invoice								

10 per page ▾ << < Page 1 of 1 > >>

Use the following steps to expand or contract column widths:

1. Select the column heading dividing line to the right of the desired column and when the icon shown below appears, drag it to the right to expand the column width. Drag the icon to the left to contract the column width.

Figure 31: Adjusting Column Width



Use the following steps to Sort results by selecting a column:

1. After you perform a search and the results are displayed, select the Amount column to sort the Orders by their amounts starting with the smallest amount.

Figure 32: Smallest Amount Column Sort

Document Number	Transaction Number	Solicitation Number	Account Code	UEI	EFT Indicator	Account Name	DUNS+4 / BPN+4	Amount	Effective Date	Type	Document Status
Totals								\$4,389.84			
<input type="radio"/> PJ010521224256-PJ	PJ010521224256-PJ	00001	TRKEP1HEBN5			CGI FEDERAL INC.	145969783	\$48.76	01/05/2020	ORDER	Initial
<input type="radio"/> PJ011321215642-PJ	PJ011321215642-PJ	00001	TRKEP1HEBN5			CGI FEDERAL INC.	145969783	\$48.76	01/13/2020	ORDER	Initial
<input type="radio"/> PJ011621093558-PJ	PJ011621093558-PJ	00001	TRKEP1HEBN5			CGI FEDERAL INC.	145969783	\$48.76	01/16/2020	ORDER	Initial
<input type="radio"/> PJ011821224616-PJ	PJ011821224616-PJ	00001	TRKEP1HEBN5			CGI FEDERAL INC.	145969783	\$48.76	01/18/2020	ORDER	Initial
<input type="radio"/> PJ012621222120-PJ	PJ012621222120-PJ	00001	TRKEP1HEBN5			CGI FEDERAL INC.	145969783	\$48.76	01/26/2020	ORDER	Initial
<input type="radio"/> PJ020121230414-PJ	PJ020121230414-PJ	00001	TRKEP1HEBN5			CGI FEDERAL INC.	145969783	\$48.76	02/01/2020	ORDER	Initial
<input type="radio"/> PJ020321220600-PJ	PJ020321220600-PJ	00001	TRKEP1HEBN5			CGI FEDERAL INC.	145969783	\$48.76	02/03/2020	ORDER	Initial
<input type="radio"/> PJ020821225728-PJ	PJ020821225728-PJ	00001	TRKEP1HEBN5			CGI FEDERAL INC.	145969783	\$48.76	02/08/2020	ORDER	Initial
<input type="radio"/> PJ021021222105-PJ	PJ021021222105-PJ	00001	TRKEP1HEBN5			CGI FEDERAL INC.	145969783	\$48.76	02/10/2020	ORDER	Initial

2. Select the Amount column again to sort the Orders by the largest amounts.

Figure 33: Largest Amount Column Sort

Document Number	Transaction Number	Solicitation Number	Account Code	UEI	EFT Indicator	Account Name	DUNS+4 / BPN+4	Amount	Effective Date	Type	Document Status
Totals								\$4,389.84			
<input type="radio"/> PJ010521224321-PJ	PJ010521224321-PJ	00001	TRKEP1HEBN5			CGI FEDERAL INC.	145969783	\$315.55	01/05/2020	ORDER	Initial
<input type="radio"/> PJ011321215712-PJ	PJ011321215712-PJ	00001	TRKEP1HEBN5			CGI FEDERAL INC.	145969783	\$315.55	01/13/2020	ORDER	Initial
<input type="radio"/> PJ011621093633-PJ	PJ011621093633-PJ	00001	TRKEP1HEBN5			CGI FEDERAL INC.	145969783	\$315.55	01/16/2020	ORDER	Initial
<input type="radio"/> PJ011821224641-PJ	PJ011821224641-PJ	00001	TRKEP1HEBN5			CGI FEDERAL INC.	145969783	\$315.55	01/18/2020	ORDER	Initial
<input type="radio"/> PJ012621222150-PJ	PJ012621222150-PJ	00001	TRKEP1HEBN5			CGI FEDERAL INC.	145969783	\$315.55	01/26/2020	ORDER	Initial
<input type="radio"/> PJ020121230448-PJ	PJ020121230448-PJ	00001	TRKEP1HEBN5			CGI FEDERAL INC.	145969783	\$315.55	02/01/2020	ORDER	Initial
<input type="radio"/> PJ020321220630-PJ	PJ020321220630-PJ	00001	TRKEP1HEBN5			CGI FEDERAL INC.	145969783	\$315.55	02/03/2020	ORDER	Initial
<input type="radio"/> PJ020821225758-PJ	PJ020821225758-PJ	00001	TRKEP1HEBN5			CGI FEDERAL INC.	145969783	\$315.55	02/08/2020	ORDER	Initial
<input type="radio"/> PJ021021222135-PJ	PJ021021222135-PJ	00001	TRKEP1HEBN5			CGI FEDERAL INC.	145969783	\$315.55	02/10/2020	ORDER	Initial
	PJ010521224114-					CGI FEDERAL INC.	145969783				

Use the following steps to perform a Sort using the Sort Icon for an Item Collections table:

1. To Sort the Item Collections table by using the Sort Icon, first select the **Sort** Icon.

Figure 34: Sort Icon



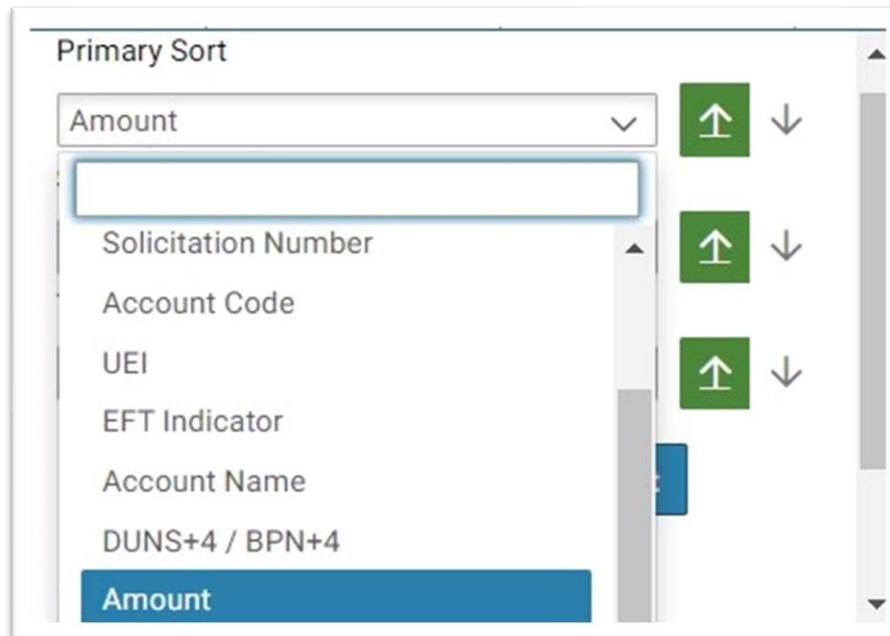
A screenshot of a Microsoft Excel spreadsheet titled "Item Collection Results". The table has columns: Document Number, Transaction Number, Solicitation Number, Account Code, UEI, EFT Indicator, Account Name, and DUNS+4 / BPN+4. A "Totals" row is present above four data rows. To the right of the table is a "Sort" dialog box with three dropdown menus: "Primary Sort" (set to "Amount" with an up arrow), "Secondary Sort" (empty), and "Tertiary Sort" (empty). Buttons for "Cancel" and "Sort" are at the bottom.

Document Number	Transaction Number	Solicitation Number	Account Code	UEI	EFT Indicator	Account Name	DUNS+4 / BPN+4
Totals							
(1) PJ010521224321-PJ	PJ010521224321-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	
(2) PJ011321215712-PJ	PJ011321215712-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	
(3) PJ011621093633-PJ	PJ011621093633-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	
(4) PJ011821224641-PJ	PJ011821224641-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	

2. Select the Primary Sort dropdown option of Amount.
3. Select the arrow pointing up or down depending on how you would like the results to be sorted.

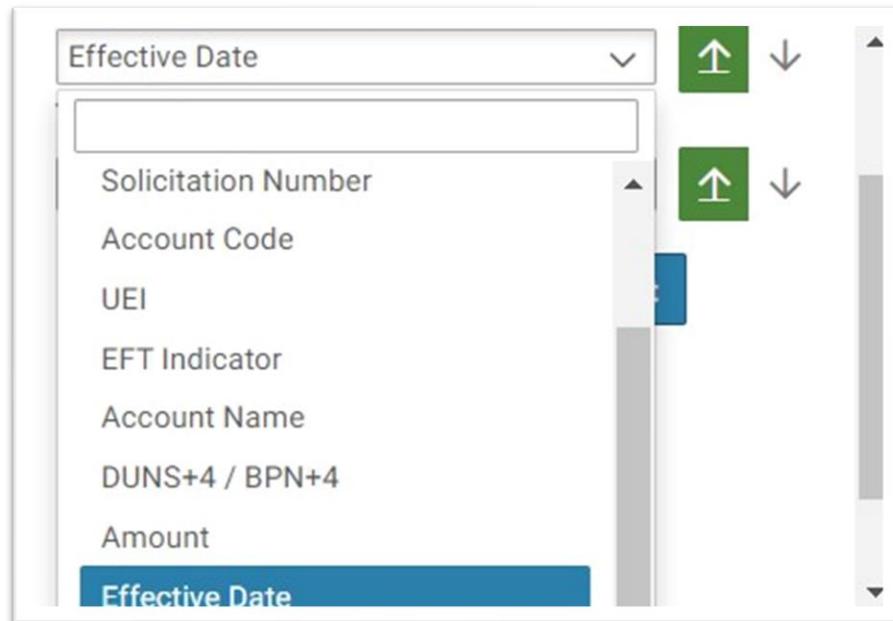
NOTE: The arrows dictate if the results (i.e., by Amount) are sorted by largest (Up) or smallest (down).

Figure 35: Primary Sort



4. Select the Secondary Sort dropdown to display results (i.e., by Effective Date) in order following the Primary Sort.

Figure 36: Secondary Sort



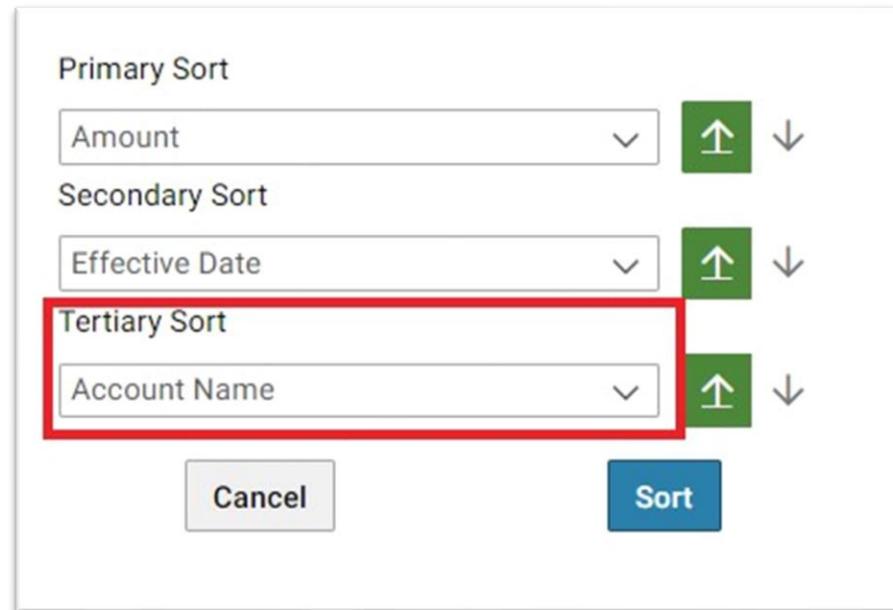
The screenshot shows a dropdown menu for 'Secondary Sort' with the following options:

- Effective Date (selected)
- Solicitation Number
- Account Code
- UEI
- EFT Indicator
- Account Name
- DUNS+4 / BPN+4
- Amount

Each option has up and down arrow buttons to sort in ascending or descending order. A vertical scroll bar is visible on the right side of the dropdown.

5. Select the Tertiary Sort dropdown to display results (i.e., Account Name) as the third order following the Primary and Secondary Sorts.

Figure 37: Tertiary Sort



The screenshot shows a 'Tertiary Sort' dropdown menu with the following options:

- Amount
- Effective Date
- Account Name

The 'Account Name' option is highlighted with a red box. Each option has up and down arrow buttons to sort in ascending or descending order. Below the dropdown are 'Cancel' and 'Sort' buttons.

6. Select the **Sort** button. The results displayed are sorted by the options you selected.

Figure 38: Sort Item Collections Table

Document Number	Transaction Number	Solicitation Number	Account Code	UEI	EFT Indicator	Account Name	DUNS+4 / BPN+4	Amount	Effective Date	Type	Document Status
Totals								\$4,389.84			
PJ010521224256-PJ	PJ010521224256-PJ		00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$48.76	01/05/2020	ORDER	Initial
PJ011321215642-PJ	PJ011321215642-PJ		00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$48.76	01/13/2020	ORDER	Initial
PJ011621093558-PJ	PJ011621093558-PJ		00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$48.76	01/16/2020	ORDER	Initial
PJ011821224616-PJ	PJ011821224616-PJ		00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$48.76	01/18/2020	ORDER	Initial
PJ012621222120-PJ	PJ012621222120-PJ		00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$48.76	01/26/2020	ORDER	Initial

Use the following steps to Export the Item Collections table:

1. Select the **Export** Icon found on the top right of the Item Collections table. This will open the Export window.

Figure 39: Export Icon

Document Number	Transaction Number	Solicitation Number	Account Code	UEI	EFT Indicator	Account Name	DUNS+4 / BPN+4	Amount	Effective Date	Type	Document Status
Totals								\$4,389.84			

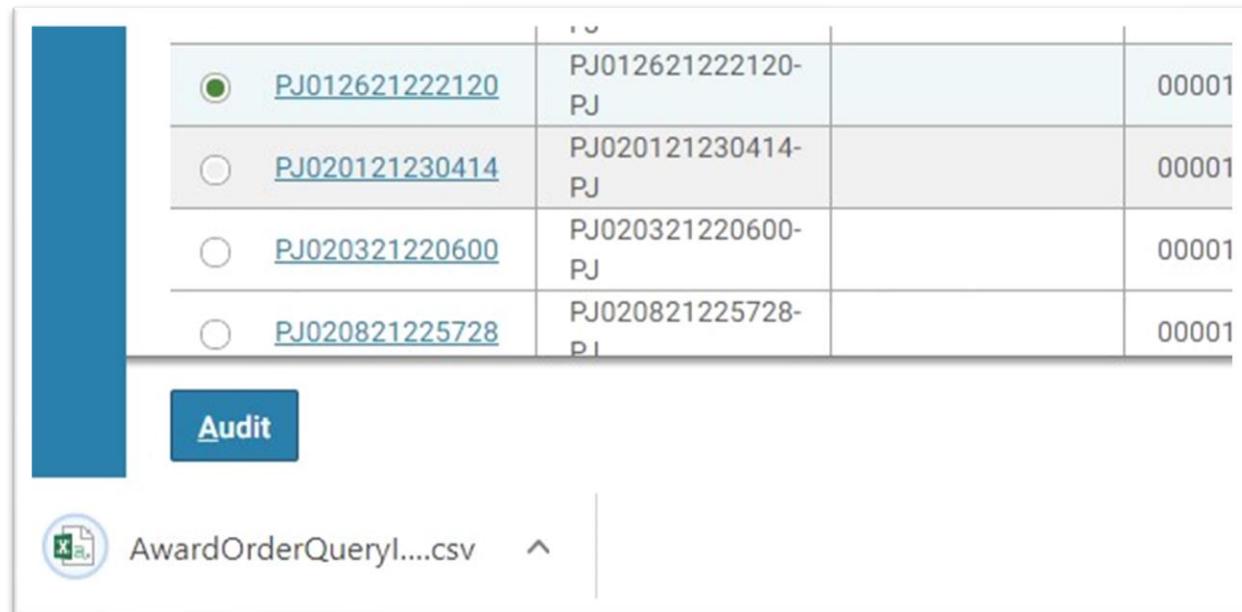
Figure
40: Export Window



2. The user has the option to select “View in CSV” or “View in Excel”.
3. Select “View in CSV”. The table will download and appear on the bottom left corner of the browser. From there the user can open this as an Excel file.

NOTE: Both options download the Item Collections table as an Excel spreadsheet.
“View in Excel” downloads the results as a protected view XSL Excel file, where as
“View in CSV” downloads as a CSV editable Excel file.

Figure
Figure 41: View in CSV Download



The screenshot shows a software interface with a blue vertical sidebar on the left. In the main area, there is a table with four rows. The first row has a green circle icon and the text "PJ012621222120-PJ". The second row has a white circle icon and the text "PJ020121230414-PJ". The third row has a white circle icon and the text "PJ020321220600-PJ". The fourth row has a white circle icon and the text "PJ020821225728-PJ". To the right of the table is a column with the value "00001" repeated four times. Below the table is a blue button labeled "Audit". At the bottom left is a file icon with the text "AwardOrderQueryl....csv".

<input checked="" type="radio"/> PJ012621222120	PJ012621222120-PJ		00001
<input type="radio"/> PJ020121230414	PJ020121230414-PJ		00001
<input type="radio"/> PJ020321220600	PJ020321220600-PJ		00001
<input type="radio"/> PJ020821225728	PJ020821225728-PJ		00001

Figure
42: CSV Excel File

A	B	C	D	E	F	G	H	I	J	K	L	M
Document	Transactio	Solicitatio	Account	UEI	EFT Indica	Account N	DUNS+4 /	Amount	Effective	C Type	Document	Status
1 PJ0105212 PJ010521224256-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	48.76	1/5/2020	Order		Initial		
2 PJ0113212 PJ011321215642-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	48.76	#####	Order		Initial		
3 PJ0116210 PJ011621093558-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	48.76	#####	Order		Initial		
4 PJ0118212 PJ011821224616-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	48.76	#####	Order		Initial		
5 PJ0126212 PJ012621222120-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	48.76	#####	Order		Initial		
6 PJ0201212 PJ020121230414-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	48.76	2/1/2020	Order		Initial		
7 PJ0203212 PJ020321220600-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	48.76	2/3/2020	Order		Initial		
8 PJ0208212 PJ020821225728-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	48.76	2/8/2020	Order		Initial		
9 PJ0210212 PJ021021222105-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	48.76	#####	Order		Initial		
10 PJ0105212 PJ010521224114-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	123.45	1/5/2020	Order		Initial		
11 PJ0113212 PJ011321215442-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	123.45	#####	Order		Initial		
12 PJ011621C PJ011621093415-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	123.45	#####	Order		Initial		
13 PJ0118212 PJ011821224438-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	123.45	#####	Order		Initial		
14 PJ0126212 PJ012621221916-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	123.45	#####	Order		Initial		
15 PJ0201212 PJ020121230241-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	123.45	2/1/2020	Order		Initial		
16 PJ0203212 PJ020321220401-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	123.45	2/3/2020	Order		Initial		
17 PJ0208212 PJ020821225545-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	123.45	2/8/2020	Order		Initial		
18 PJ0210212 PJ021021221906-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	123.45	#####	Order		Initial		
19 PJ0105212 PJ010521224321-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	315.55	1/5/2020	Order		Initial		
20 PJ0113212 PJ011321215712-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	315.55	#####	Order		Initial		
21 PJ011621C PJ011621093633-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	315.55	#####	Order		Initial		
22 PJ0118212 PJ011821224641-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	315.55	#####	Order		Initial		
23 PJ0126212 PJ012621222150-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	315.55	#####	Order		Initial		
24 PJ0201212 PJ020121230448-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	315.55	2/1/2020	Order		Initial		
25 PJ0203212 PJ020321220630-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	315.55	2/3/2020	Order		Initial		
26 PJ0208212 PJ020821225758-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	315.55	2/8/2020	Order		Initial		
27 PJ0210212 PJ021021222135-PJ			1 TRKEP1HEBNSS	CGI FEDER	1.46E+08	315.55	#####	Order		Initial		

Use the following steps to Maximize the Item Collections table:

1. Select the **Maximize** Icon on the Top right of the Item Collections table. The table will expand and allow you to view the results with a full view of the table.

Figure 43: Maximize Icon



**Figure
44: Maximized Table**

Totals							\$4,389.84			
<input type="radio"/> PJ010521224256-PJ	PJ010521224256-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$48.76	01/05/2020	ORDER	Initial
<input type="radio"/> PJ011321215642-PJ	PJ011321215642-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$48.76	01/13/2020	ORDER	Initial
<input type="radio"/> PJ011621093558-PJ	PJ011621093558-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$48.76	01/16/2020	ORDER	Initial
<input type="radio"/> PJ011821224616-PJ	PJ011821224616-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$48.76	01/18/2020	ORDER	Initial
<input type="radio"/> PJ012621222120-PJ	PJ012621222120-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$48.76	01/26/2020	ORDER	Initial
<input type="radio"/> PJ020121230414-PJ	PJ020121230414-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$48.76	02/01/2020	ORDER	Initial
<input type="radio"/> PJ020321220600-PJ	PJ020321220600-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$48.76	02/03/2020	ORDER	Initial
<input type="radio"/> PJ020821225728-PJ	PJ020821225728-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$48.76	02/08/2020	ORDER	Initial
<input type="radio"/> PJ021021222105-PJ	PJ021021222105-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$48.76	02/10/2020	ORDER	Initial
<input type="radio"/> PJ010521224114-PJ	PJ010521224114-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$123.45	01/05/2020	ORDER	Initial
<input type="radio"/> PJ011321215442-PJ	PJ011321215442-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$123.45	01/13/2020	ORDER	Initial
<input type="radio"/> PJ011621093415-PJ	PJ011621093415-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$123.45	01/16/2020	ORDER	Initial
<input type="radio"/> PJ011821224438-PJ	PJ011821224438-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$123.45	01/18/2020	ORDER	Initial
<input type="radio"/> PJ0126212221916-PJ	PJ0126212221916-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$123.45	01/26/2020	ORDER	Initial
<input type="radio"/> PJ020121230241-PJ	PJ020121230241-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$123.45	02/01/2020	ORDER	Initial
<input type="radio"/> PJ020321220401-PJ	PJ020321220401-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$123.45	02/03/2020	ORDER	Initial
<input type="radio"/> PJ020821225545-PJ	PJ020821225545-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$123.45	02/08/2020	ORDER	Initial

Use the following steps to Restore the size of the Item Collections table:

1. To view the table in a more condensed manner, select the **Restore** Icon.

Figure 45: Restored Table Size

Document Number	Transaction Number	Solicitation Number	Account Code	UEI	EFT Indicator	Account Name	DUNS+4 / BPN+4	Amount	Effective Date	Type	Document Status
Totals											
								\$4,389.84			
<input type="radio"/> PJ010521224256-PJ	PJ010521224256-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$48.76	01/05/2020	ORDER	Initial	
<input type="radio"/> PJ011321215642-PJ	PJ011321215642-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$48.76	01/13/2020	ORDER	Initial	
<input type="radio"/> PJ011621093558-PJ	PJ011621093558-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$48.76	01/16/2020	ORDER	Initial	
<input type="radio"/> PJ011821224616-PJ	PJ011821224616-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$48.76	01/18/2020	ORDER	Initial	
<input type="radio"/> PJ012621222120-PJ	PJ012621222120-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$48.76	01/26/2020	ORDER	Initial	
<input type="radio"/> PJ020121230414-PJ	PJ020121230414-PJ	00001	TRKEP1HEBNSS		CGI FEDERAL INC.	145969783	\$48.76	02/01/2020	ORDER	Initial	

Use the following steps to show more results on the Item Collections table:

Figure

1. To view more results on the Item Collections table, select the right arrow to go to the next page.

NOTE: The user can select the right arrow or the double stacked right arrow to navigate to the very last page available.

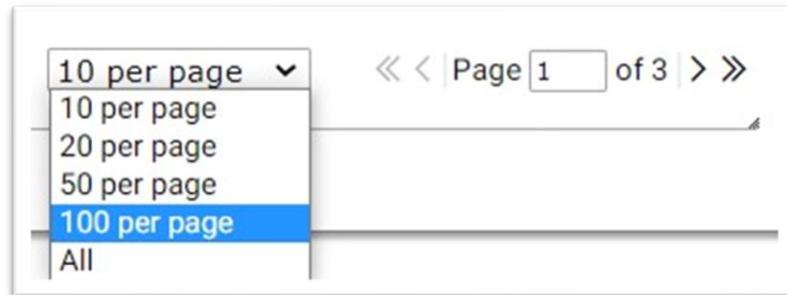
Figure 46: Navigate to the Next Page

'16/2020	ORDER	Initial
'18/2020	ORDER	Initial
'26/2020	ORDER	Initial
'01/2020	ORDER	Initial

10 per page ▾ << | Page 1 of 3 | >>

2. To view more results on each page of the Item Collections table, select the dropdown option and select your desired per page option (i.e., All).

Figure 47: Show More Results Dropdown Option



2.5 Session Timeout

When the user logs into VCSS, a VCSS session starts. If the session remains inactive for more than fifteen minutes (i.e., the user does not interact with VCSS), the session is terminated. If desired, the user may access VCSS to login again. If the session is terminated prior to any saving action, all work in VCSS is lost and the user would have to re-perform work after logging back in.

3 Vendor and Customer Registration and Maintenance

3.1 Registrant Information

This section provides instructions for completing the Registration process in VCSS.

3.1.1 Step 1 - Registration Code

Completion of Registration Process:

1. The requestor will receive an email from the VCSS Registration Desk with a single use PIN and detailed instructions on how to complete the registration process.
2. From the left side menu on the VCSS Home page, select Account → New Registration.

Figure 48: New Registration Link

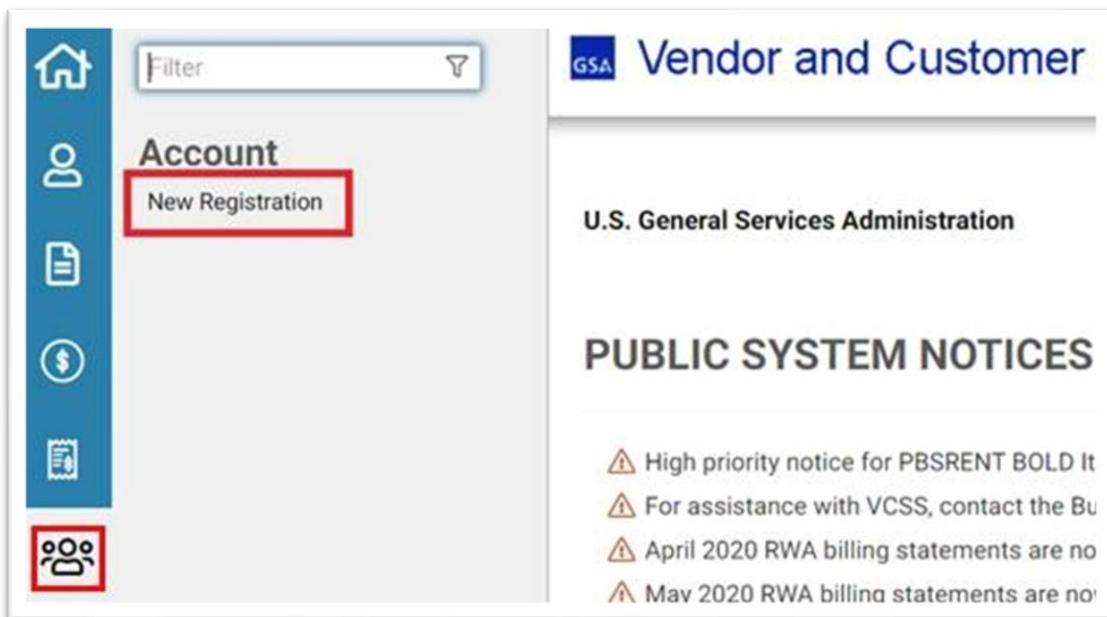


Figure 49: Step 1 of Registration Wizard

A screenshot of the 'Step 1 OF 2: ENTER REGISTRATION INFORMATION' screen. It contains a heading, a descriptive text asking for PIN and Email Address, and two input fields labeled 'Email Address' and 'PIN', both marked with a red asterisk indicating they are required. The background is white with a light gray border around the form area.

3. Enter the email address and PIN in the Registration Information section.
4. Select the [Next] button to continue to Step 2 of the Registration Wizard. Step 2 of the Registration Wizard displays.

Step 2 of the Registration Wizard allows the requestor to set up user information.

Figure 50: Step 2 of Registration Wizard

The screenshot shows the 'STEP 2 OF 2: ENTER USER INFORMATION' page. At the top, there is a note: 'If you are an existing user, enter your existing User ID and password. If you are a new user, complete the information below to establish a new User ID. Once approved, an Email will be sent to the provided Email Address. The system usage permissions assigned to the user ID will be determined by the agency upon approval.' Below this, there is a 'User Type' section with two radio buttons: 'I am an existing user' (unchecked) and 'I am a new user' (checked). The 'User Information' section contains five fields: 'User ID' (marked with a red asterisk), 'Phone Number', 'Fax Number', 'Full Name' (marked with a red asterisk), and 'Email Address' (marked with a red asterisk). At the bottom of the page are three buttons: '< Back', 'Finish' (highlighted in blue), and 'Cancel'.

5. If the requestor is an existing user, select the 'I am an existing user' radio button and enter the existing **User ID** in the Existing User Information box.
6. If the requestor is a new user, enter the new user information in the New User Information section. The User ID should be a compilation of the user's first and last name. For Example, Joe Wonder would have the user id of joewonder.
 - a. Select [**Finish**].
 - b. The requestor will now be directed to Login.gov for multi-factor authentication, where they will input their credentials.
 - c. After entering credentials, a new screen will prompt the user to enter the PIN.
 - d. Enter the PIN received on the registered device for Multi-Factor Authentication during the creation of the Login.gov account and select the [**Submit**]
 - e. Upon authentication, Login.gov will redirect the user to the Review Registration page.
6. Review the requestor information and select [**Submit**]. The requestor will receive a system-generated message indicating that the registration in VCSS is complete.
7. If the requestor is a new user, once the registration has been approved, an email will be sent to the email address associated with the registration.

Figure 51: Registration Confirmation



3.1.2 E-Mail Notifications

- Registration requests are submitted through the VCSS Web Portal to GSA's Registration Desk for processing. VCSS verifies registration submission to the registrant via an email with a confirmation number beginning with "VR".
- The VCSS Registration Desk receives the registration request, processes the necessary requirements and emails the registrant with a unique PIN number and instructions to continue the registration process. If there is an issue with processing, the Registration Desk will contact the registrant for details.
- Once the registrant successfully submits the PIN number and contact information in VCSS as instructed, a notification is generated to the GSA VCSS IT Security Desk identifying a new VCSS user to be processed. After completing a security protocol, VCSS Security will notify the registrant their access to VCSS has been approved. If the user is new to VCSS, they will receive the confirmation email containing their UserID after the registration is approved. If this is an additional account added to the registrant's current User ID, they will receive one email notifying them the account has been added and is now active to use.