General Services Administration

Vendor Customer Self Service (VCSS)

User Guide (Customer)

UPDATED January 25,2024.

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1 **Vendor and Customer Self Service**

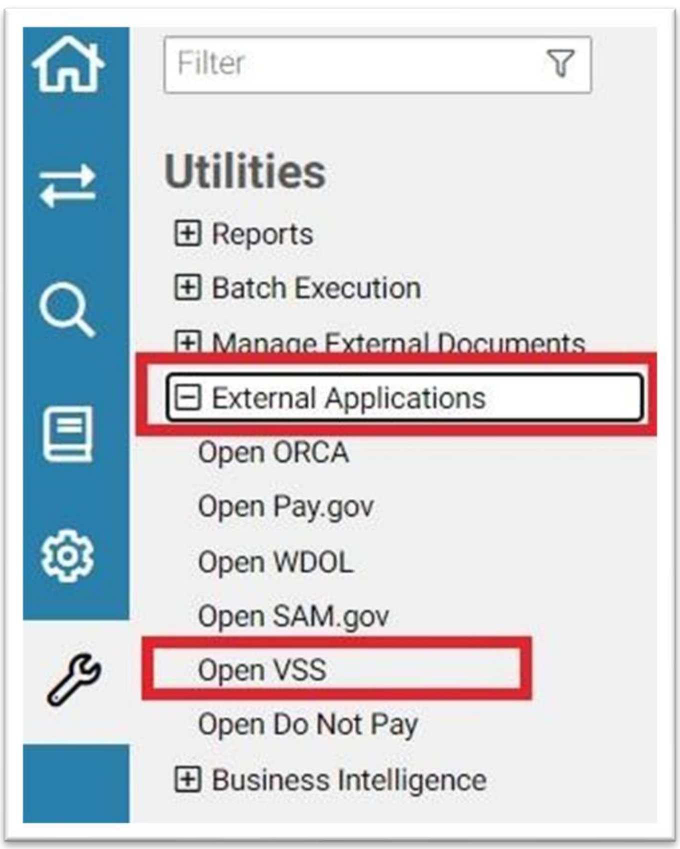
The following section discusses the Vendor and Customer Self Service (VCSS) application and its many functions. For registered account codes, VCSS will provide a single location for customers and financial analysts to view billing information, link to external websites, and export billing data to comma-separated 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.

1.1 VCSS Access - From within Pegasys

VCSS can be accessed by Pegasys users from within Pegasys.

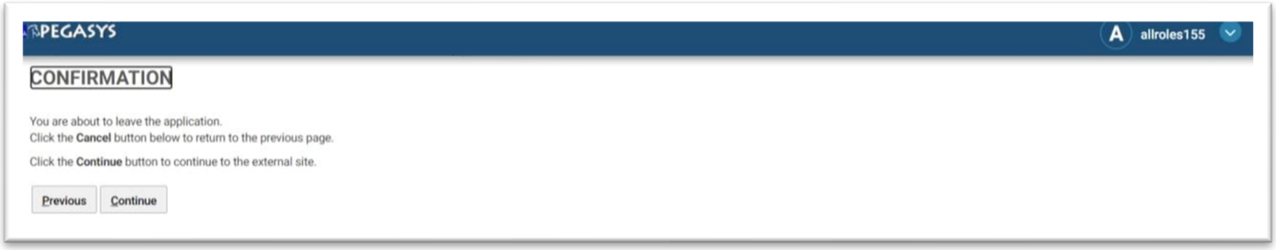
1. Navigate to Utilities → External Applications → Open VSS

Figure 1: Pegasys External Applications Menu



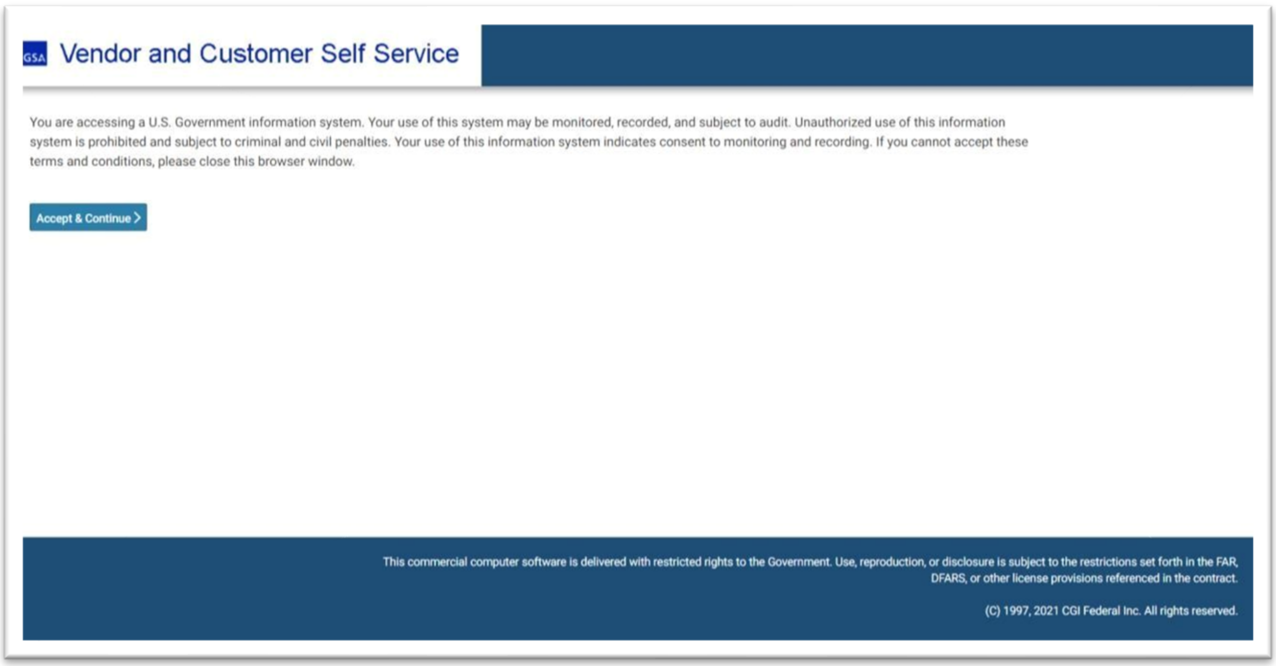
2. The Confirmation page is displayed.

Figure 2: Confirmation Page



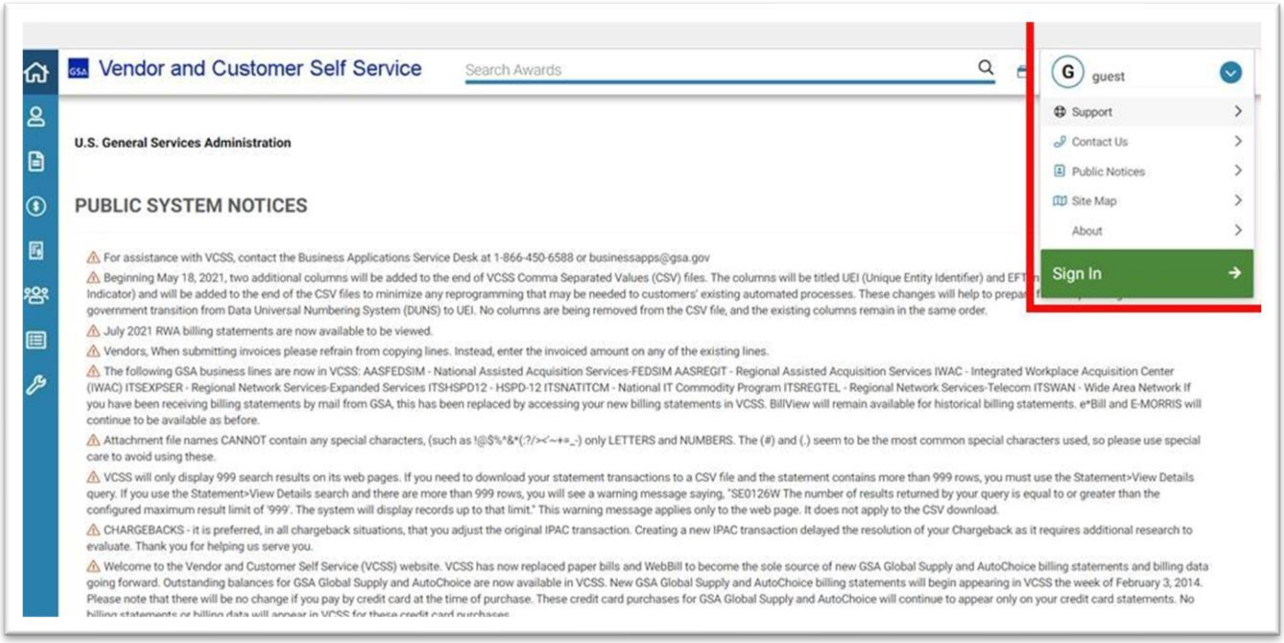
3. Select **Continue**.
4. The Vendor and Customer Self Service page is displayed.

Figure 3: Vendor and Customer Self Service Page



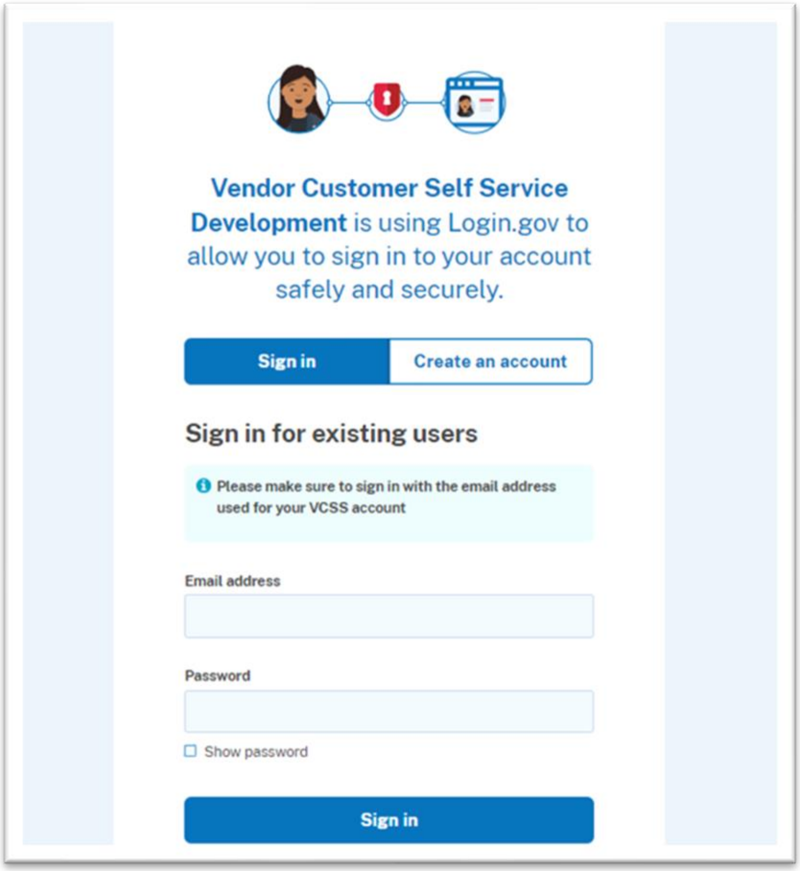
5. Select **Accept & Continue**.
6. The Public System Notices page is displayed.

Figure 4: Public System Notices Page User Menu Drop Down Menu



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

Figure 5: Login.gov Screen



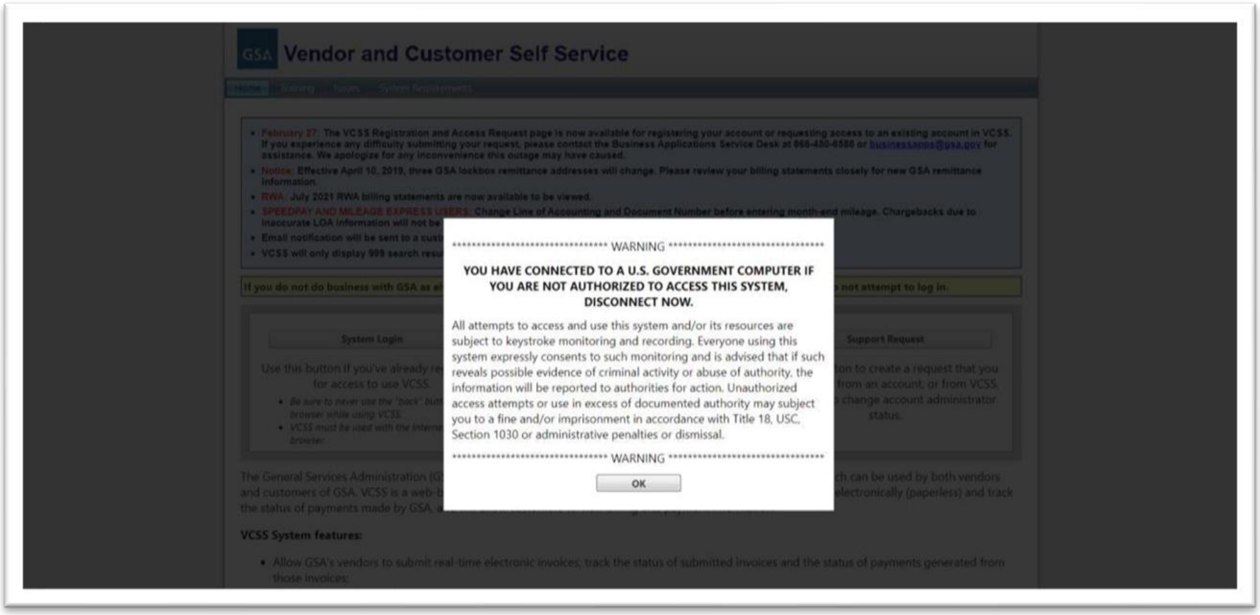
10. Enter your Email Address and password and select **Sign In**.
11. Enter the PIN received on the registered device for Multi-Factor Authentication during the creation of the Login.gov account and select the **[Submit]**

1.2 VCSS Access - From VCSS Website

VCSS can also be accessed directly from the VCSS Website at https://vcss.ocfo.gsa.gov.

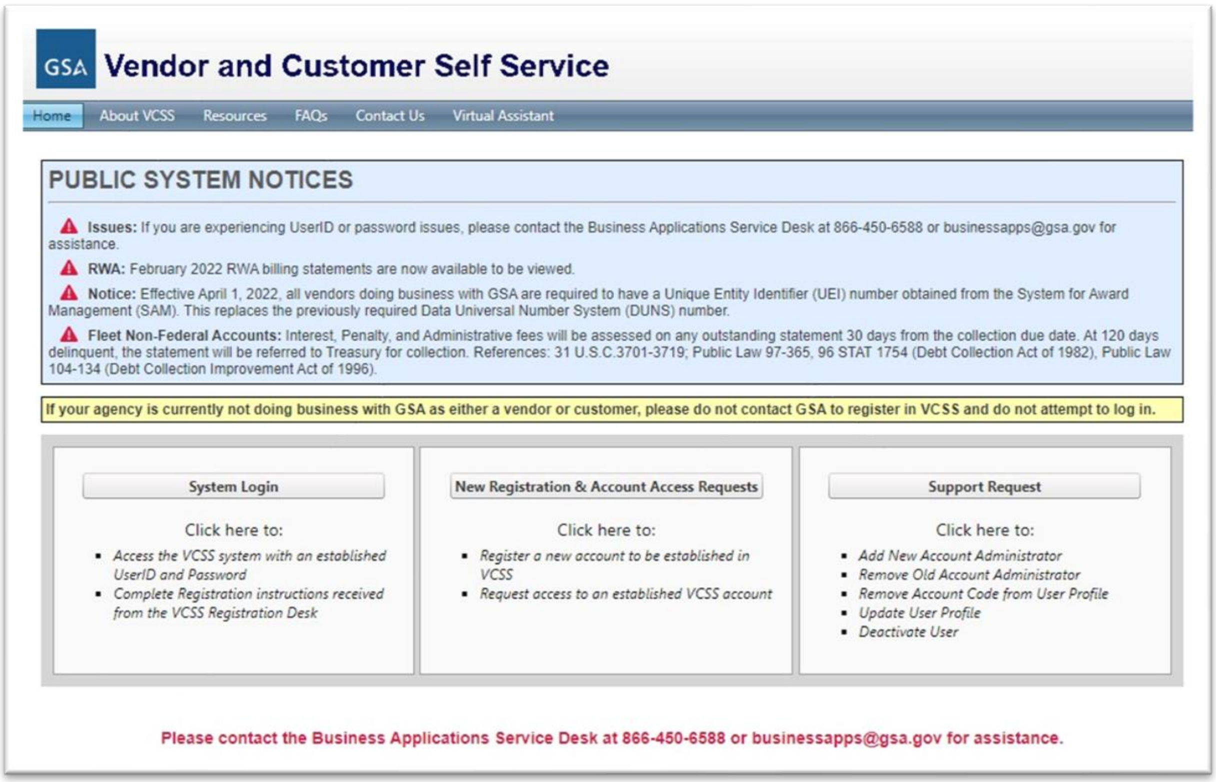
1. Copy and paste or select the link above.
2. A warning message is displayed.

Figure 6: Access Warning Message



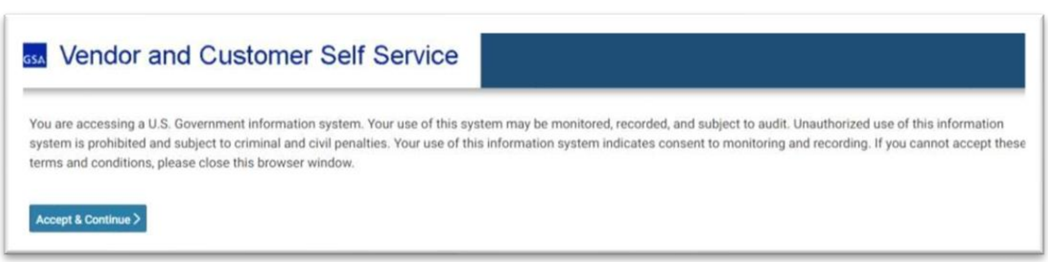
3. Select **Ok**.
4. The GSA Vendor and Customer Self Service page is displayed.

Figure 7: GSA Vendor and Customer Self Service Page



5. Select **System Login**.
6. The Vendor and Customer Self Service page is displayed.

Figure 8: VCSS Homepage



NOTE: This page can be used by any user to launch the VCSS application and subsequently login to by providing appropriate VCSS credentials.

7. Follow the steps in **Section 1.1** starting with step 5.

1.3 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:

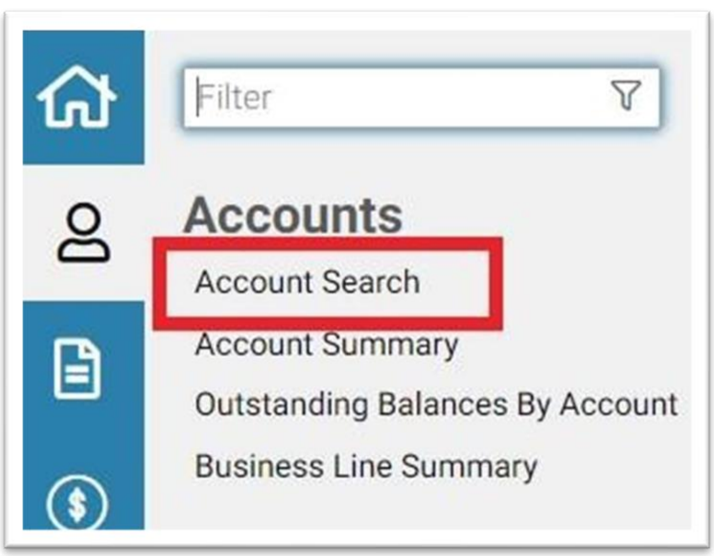
- Account Search
- Account Summary
- Outstanding Balances by Account
- Business Line Summary

1.3.1 VCSS: Account Search

The Account Search page provides users the ability to view accounts information for which they have access. Performing a search for an account allows users to see general information on the account such as the DUNS/BPN number, account code and any addresses belonging to the account. The Account Search 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 Search

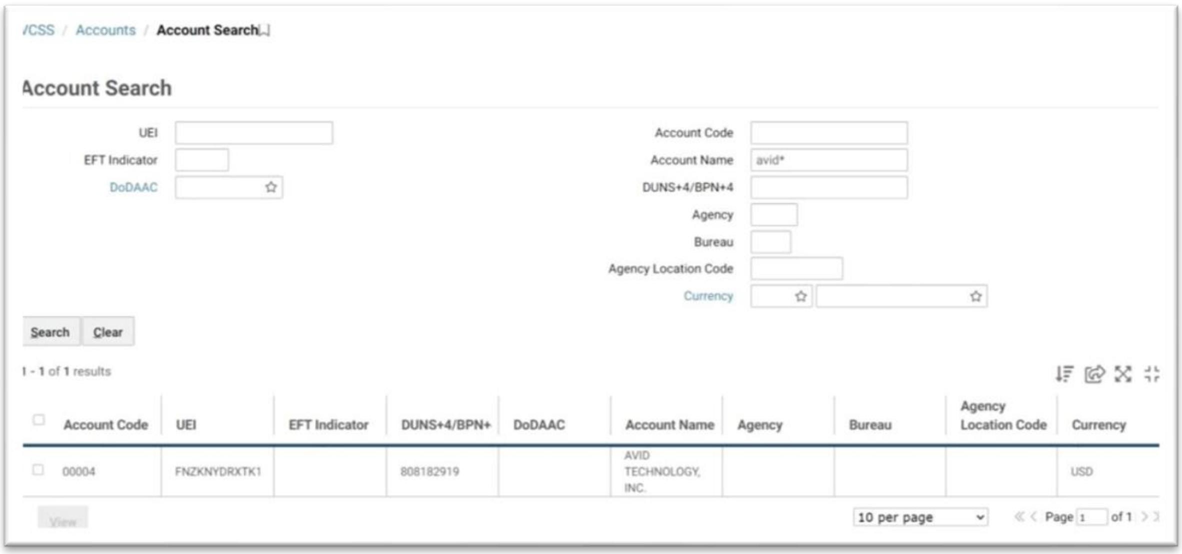
Figure 9: VCSS Account Search



Once the Account Search page is loaded, search criteria should be entered to narrow down search results and find the appropriate customer account. The user then has the ability to view detailed information by selecting a specific account.

NOTE: When a customer accesses the Account Search page, the customer accounts the user has access to should default. If a customer only has one account associated, they will only be able to view that one account. The user then has the ability to view detailed information by selecting a specific account.

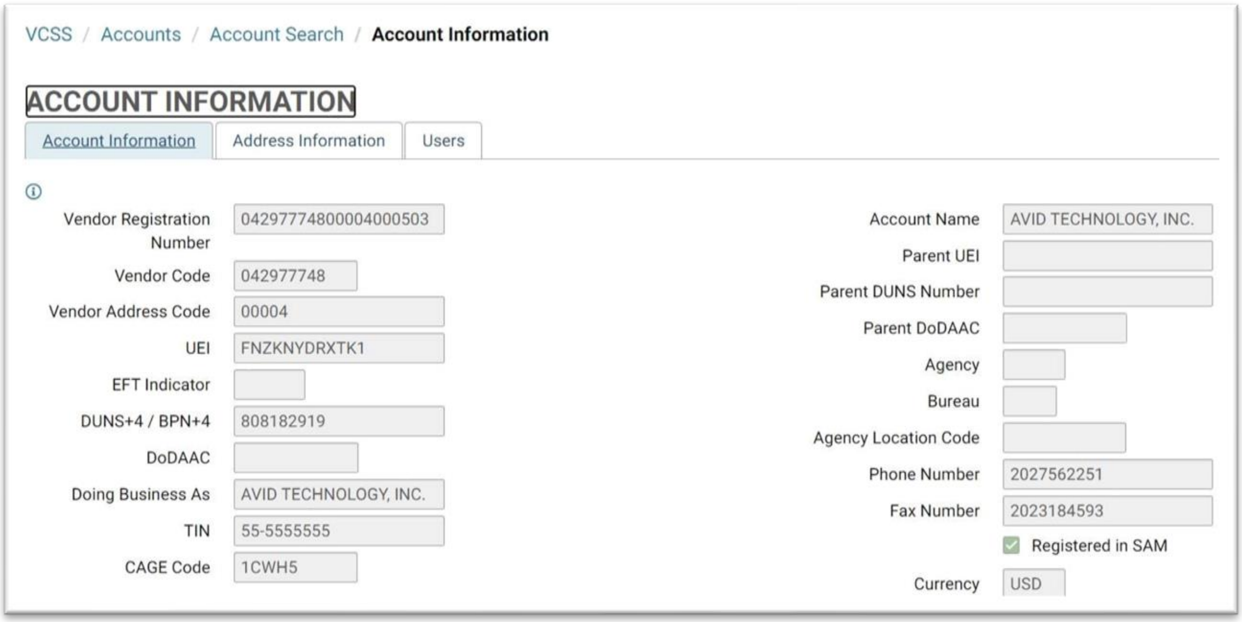
Figure 10: Account Search Page



1.3.1.1 Account Information Detail

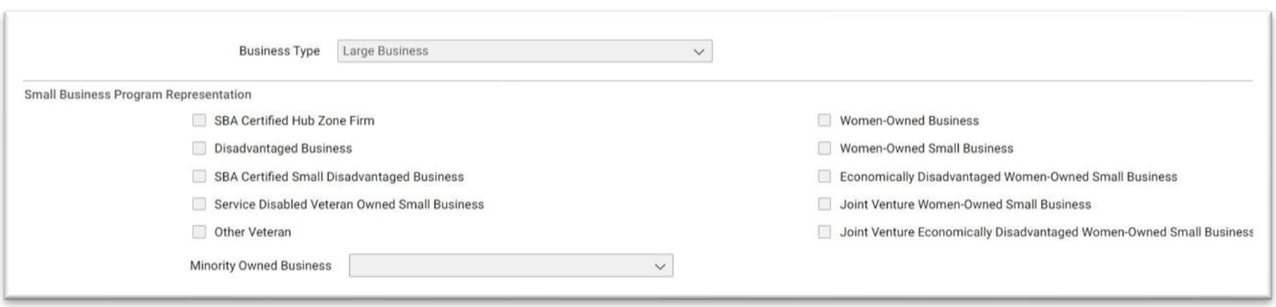
To view the Account Information Detail, the user must select an account. The Account Information Detail page gives general information on the selected account, such as DoDAAC, Agency, and Bureau. All the fields on the Account Information page are read only and are not able to be edited.

Figure 11: Account Information Tab



NOTE: Grayed out fields are protected and cannot be edited as the data is passed to VCSS from other systems and is not the system of record.

Figure 12: Business Type



NOTE: For field definitions and information on sub-sections, please refer to VCSS Online Help. To access Online Help, select the blue down arrow on the User Menu at the top right of the page and select Support.

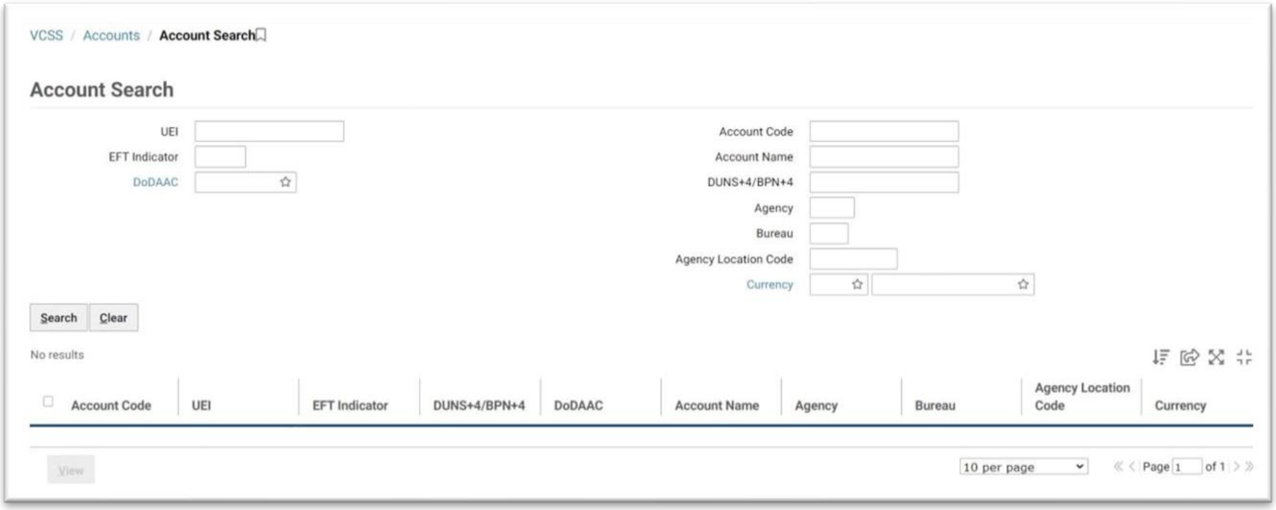
1.3.1.2 Viewing Account Detail from the Account Search Query

Steps to View Account Detail Using Account Search Query:

1. In VCSS navigate to Accounts → Account Search.

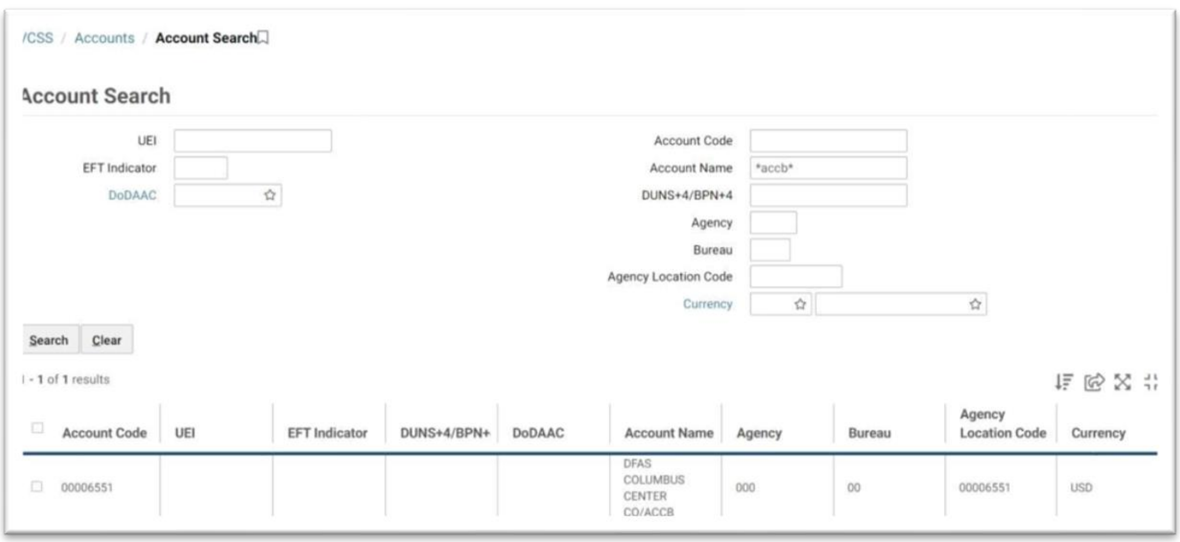
   The Account Search page is displayed.

Figure 13: Account Search Page



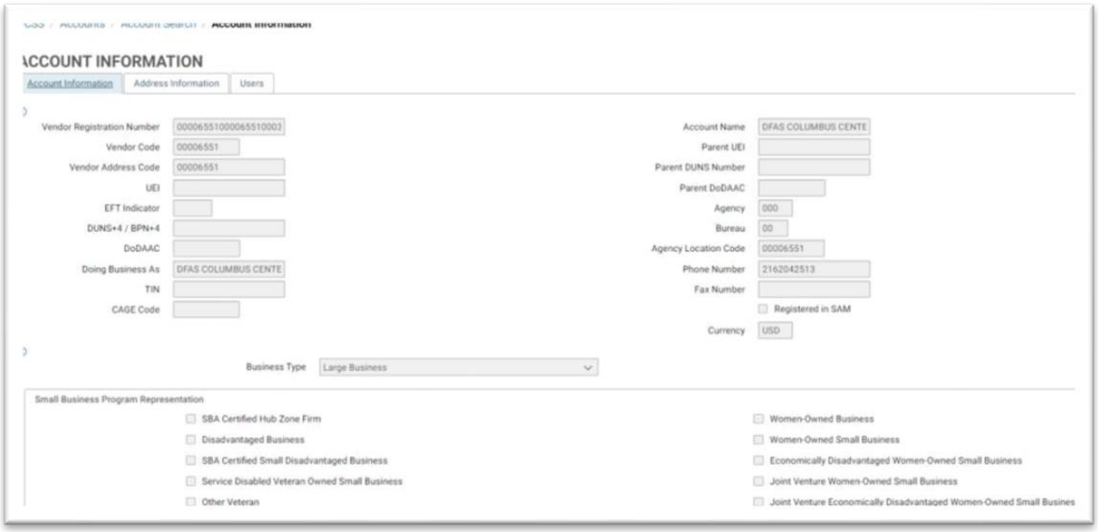
2. Enter the desired search criteria and select Search.
3. Records meeting the entered search criteria will be returned in the item collection.

Figure 14: Account Search and Records in Item Collection



4. Select an Account and select View.
5. The Account Information Detail page is displayed.

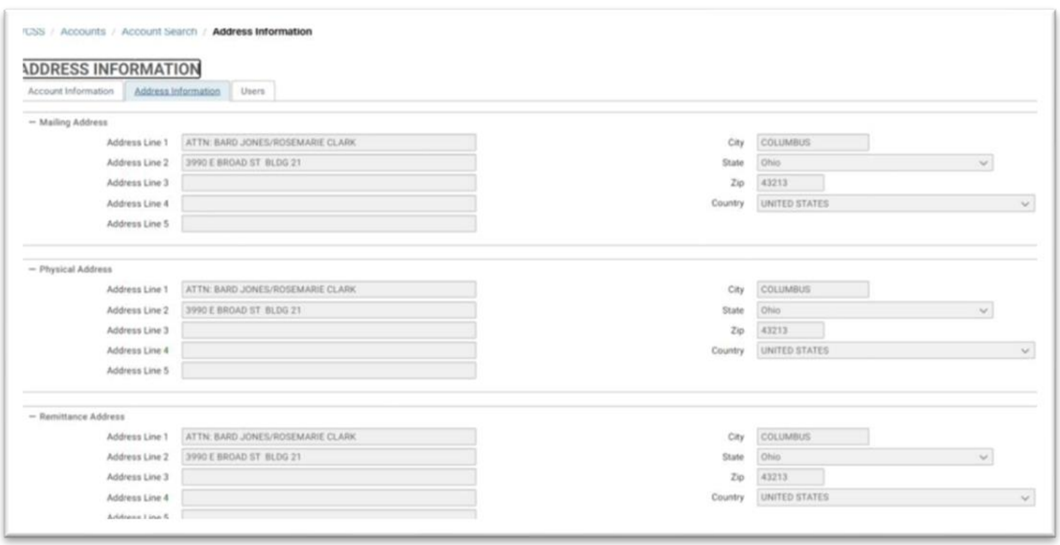
Figure 15: Account Information Detail Tab



6. Select the Address Information tab.

   The Address Information tab is displayed.

Figure 16: Address Information Tab



1.3.1.2.1 Address Types

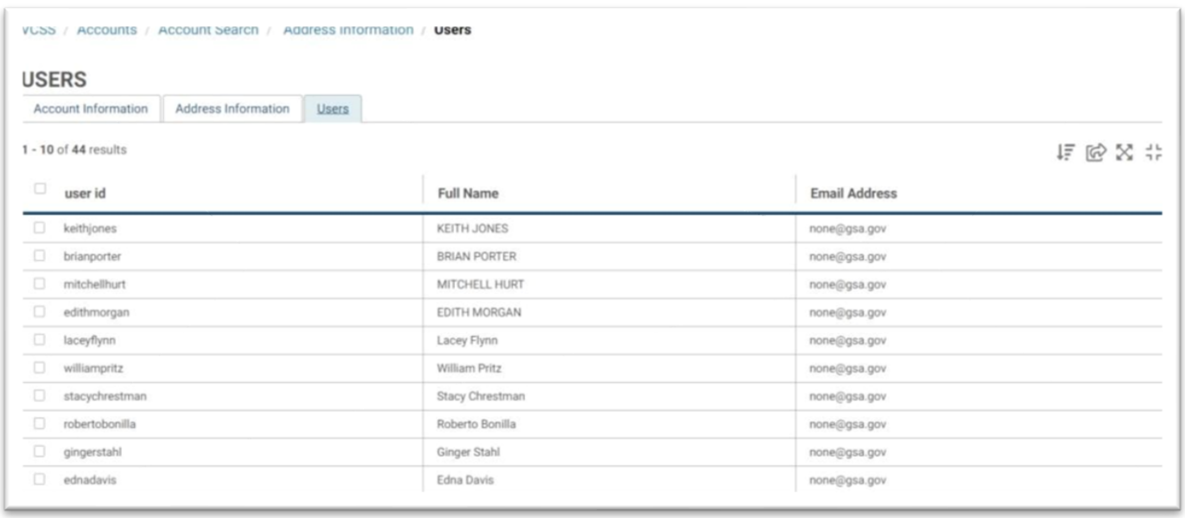
- Mailing Address - Address of where physical correspondence can be mailed
- Physical Address - Physical address of the Customer/Vendor business
- Remittance Address - Address where Remittance (Payments, bills, etc.) should be sent

NOTE: The EVS Monitoring Address is the former D&B Monitoring Address and was changed in the Pegasys 7.8 upgrade due to DUNS UEI conversion. It is the Physical Address that Dun & Bradstreet (D&B) has on file for the associated vendor. The EVS Monitoring Address may be a default address for some vendors since Pegasys is the system of record when transferring vendor data to VCSS.

1.3.1.3 Users Tab

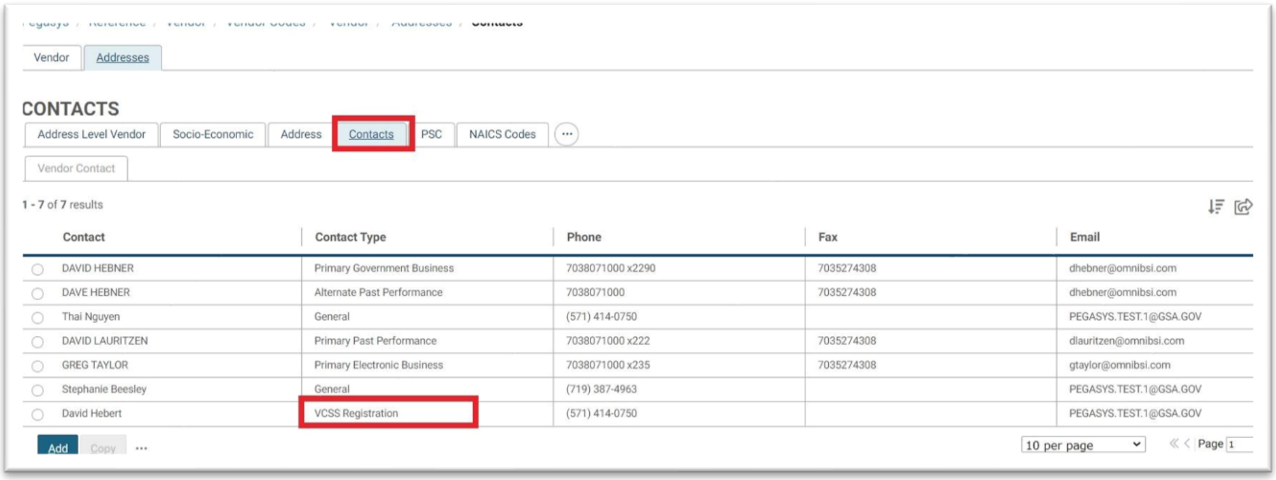
The Users tab is a list of all users ever associated with an account code, both active and inactive as VCSS must retain all associated historical information. Account Administrators do not have the VCSS system authority to remove or delete a user from the account code. Only GSA VCSS IT Security and the Business Application service desk have the system rights to remove a user's access from VCSS. This means users cannot update or change their own User profile information. To do so, please contact the Business Applications Service Desk at 866-450-6588 or businessapps@gsa.gov.

Figure 17: Users Tab



The VCSS Account Administrator information is created, identified and maintained in Pegasys and NOT on the Users tab in VCSS. With Pegasys access, you can identify the Account Administrator by logging into Pegasys and navigate to Reference → Vendor → Search → Vendor Codes. Search for the Vendor and use the breadcrumb trail in the figure below to navigate to the Contacts tab. The staff with the associated Contact Type of VCSS Registration is the VCSS Account Administrator. If you do not have Pegasys access, contact your GSA Fleet Service Representative.

Figure 18: Contacts tab



NOTE: While VCSS is linked to Pegasys, it is important to understand that none of the VCSS contact information input in either system will automatically upload to the other system. Only the Account Administrator, as part of the initial VCSS registration with GSA, has their user information included in both places. Therefore, creating an Account Contact in Pegasys does not update nor equate to a UserID in VCSS. Similarly, a User listed on the User tab of an Account Code in VCSS does not mean that the same person will automatically be listed as a Contact in Pegasys under the same Account Code.

1.3.2 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.

Account → Account Summary

Figure 19: Account Summary Query

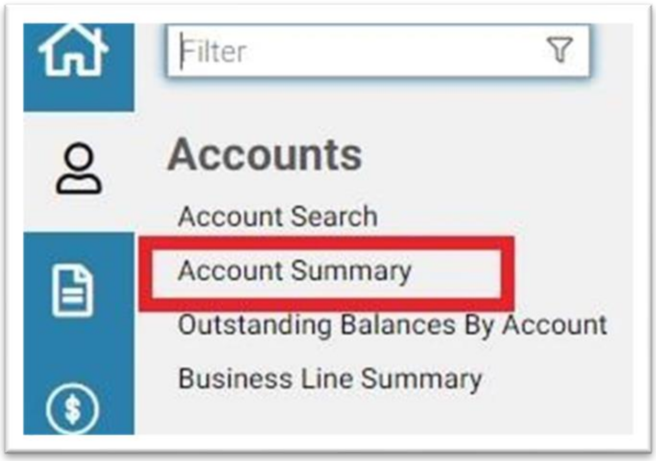


Figure 20: Account Summary Search Criteria and Item Collection

Table 1: Account Summary Fields and Descriptions for Search Criteria

Search Element	**Description**
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.
Search Element	**Description**

UEI	The UEI number for a specific Account.
EFT Indicator	The EFT Indicator number for a specific 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.

Table 2: Account Summary Fields and Descriptions for Item Collection

Search Element	**Description**
Account Code	The unique numeric code for a specific Account.
Account Name	The Account Name.
DUNS+4/BPN+4	The DUNS+4/BPN+4 numbers 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.
Search Element	**Description**
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.

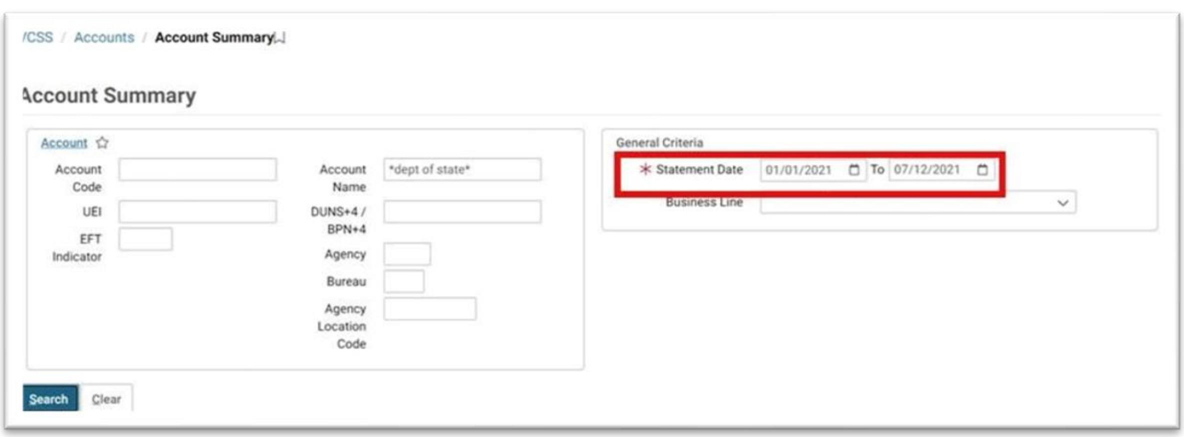
1.3.2.1 Executing a Query Using the Account Summary Query

The following steps describe how to query the Account Summary.

1. In VCSS navigate to Accounts → Account Summary.

   The Accounts Summary page is displayed.

Figure 21: Account Summary Page



Enter the desired Search Criteria, including the following required fields:

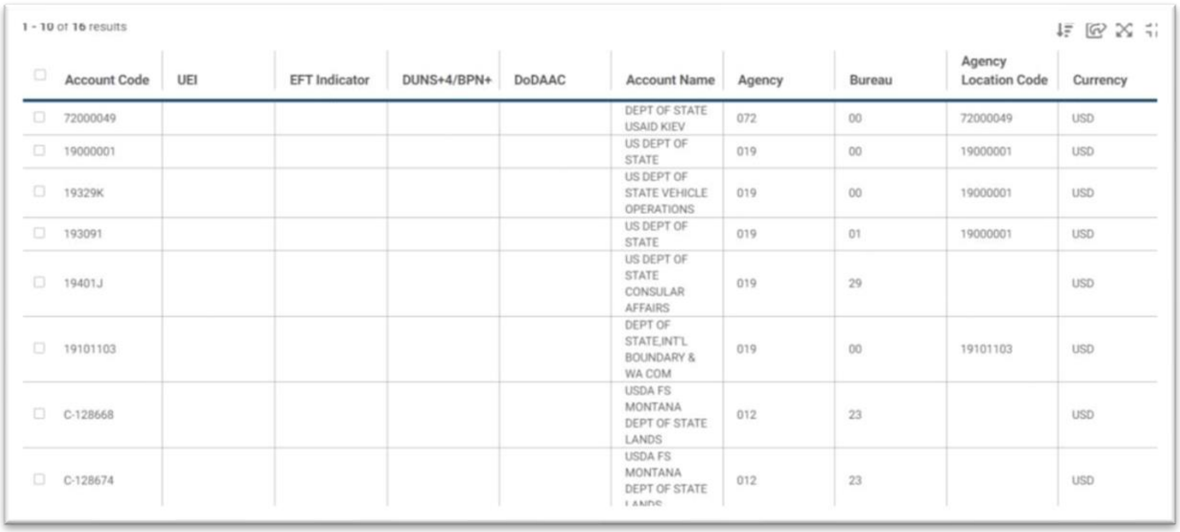
a. Statement Date From: (enter valid date).

b. Statement Date To: (enter valid date).

2. Select the Search button.

The results are returned in the Item Collection.

Figure 22: Results in Item Collection



1 - 10 of 16 results

Account Code	UEI	EFT Indicator	DUNS+4/BPN+	DoDAAC	Account Name	Agency	Bureau	Agency Location Code	Currency
72000049					DEPT OF STATE USAID KIEV	072	00	72000049	USD
19000001					US DEPT OF STATE	019	00	19000001	USD
19329K					US DEPT OF STATE VEHICLE OPERATIONS	019	00	19000001	USD
193091					US DEPT OF STATE	019	01	19000001	USD
19401J					US DEPT OF STATE CONSULAR AFFAIRS	019	29		USD
19101103					DEPT OF STATE,INT'L BOUNDARY & WA COM	019	00	19101103	USD
C-128668					USDA FS MONTANA DEPT OF STATE LANDS	012	23		USD
C-128674					USDA FS MONTANA DEPT OF STATE	012	23		USD

Figure 23: Action Buttons

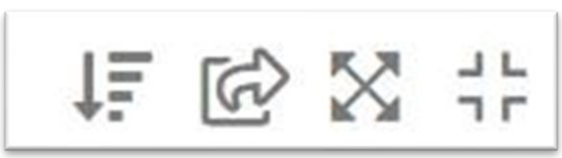


Table 3: Account Summary Fields and Descriptions for Action Buttons

Search Element	Description
Sort	Sorts the records according to the column header selected.
Export	Exports the search results to a CSV or Excel spreadsheet.
Maximize the List	Expands the list to view all items

Restore the list to its original size	After being expanded, returns the list to its original size

1.3.3 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 24: Navigation to Outstanding Balances by Account page

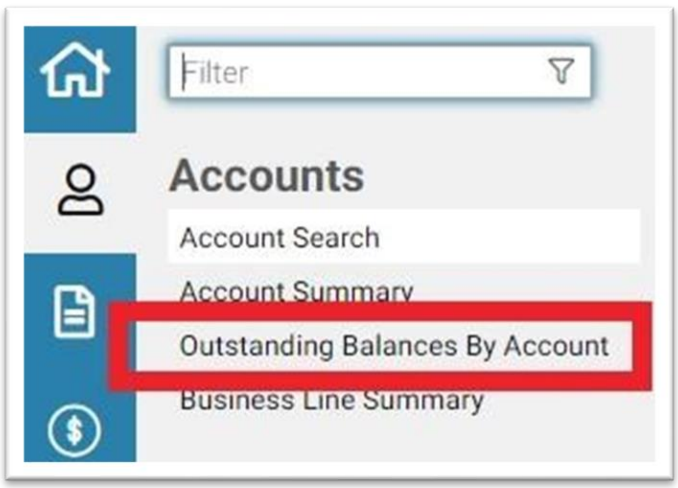


Figure 25: Outstanding Balances by Account Page

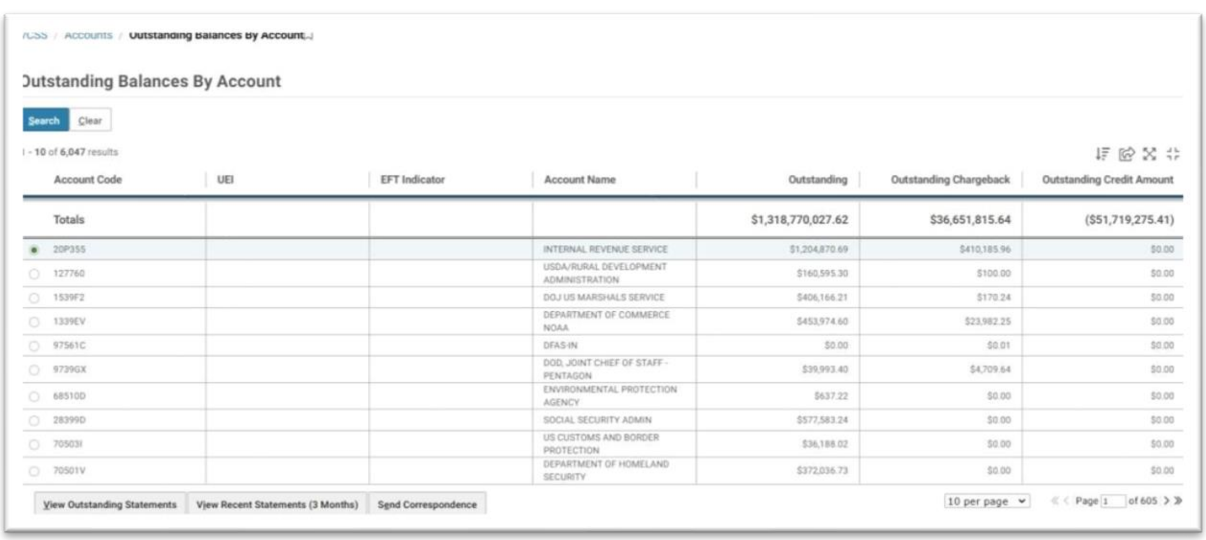


Table 4: Outstanding Balances by Account Item Collection

Search Element	Description
Account Code	The unique numeric code for a specific Account.
UEI	The UEI number for a specific Account.
EFT Indicator	The EFT Indicator number for a specific Account.
Account Name	The name of the account.
Outstanding	Total Outstanding Amount = (Principal Amount + Interest Amount + Penalty Amount + Admin Charges Amount) - (Closed Principal Amount + Closed Interest Amount + Closed Penalty Amount + Closed Admin Charges Amount).
Search Element	**Description**
Outstanding Chargeback	The outstanding chargeback amount for the vendor or addresslevel vendor.
Outstanding Credit Amount	Total Outstanding Credit Amount on BDs = Principal Amount [Credits] - Closed Principal Amount.

Table 5: Outstanding Balances by Account Buttons

Search Element	Description
View Outstanding Statements	Accesses the Billing Statement search page and performs a prepopulated search for the specific vendor and all billing statements.
View Recent Statements (3 Months)	Accesses the Billing Statement search page and performs a prepopulated search for the billing statements.
Send Correspondence	Opens the Send Correspondence page.

1.3.4 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 26: Navigation to Business Line Summary Query

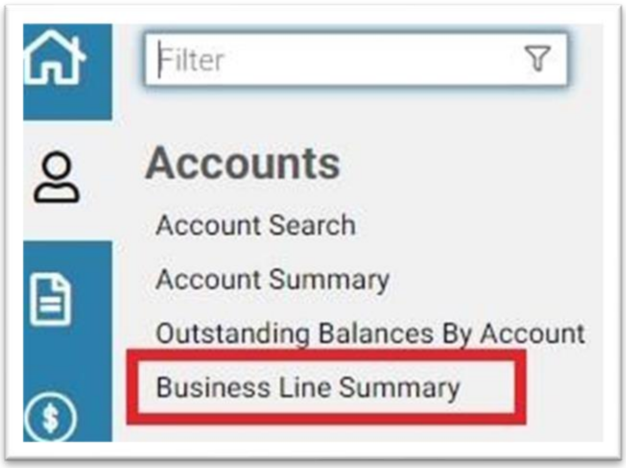


Figure 27: Business Line Summary Search Criteria and Item Collection

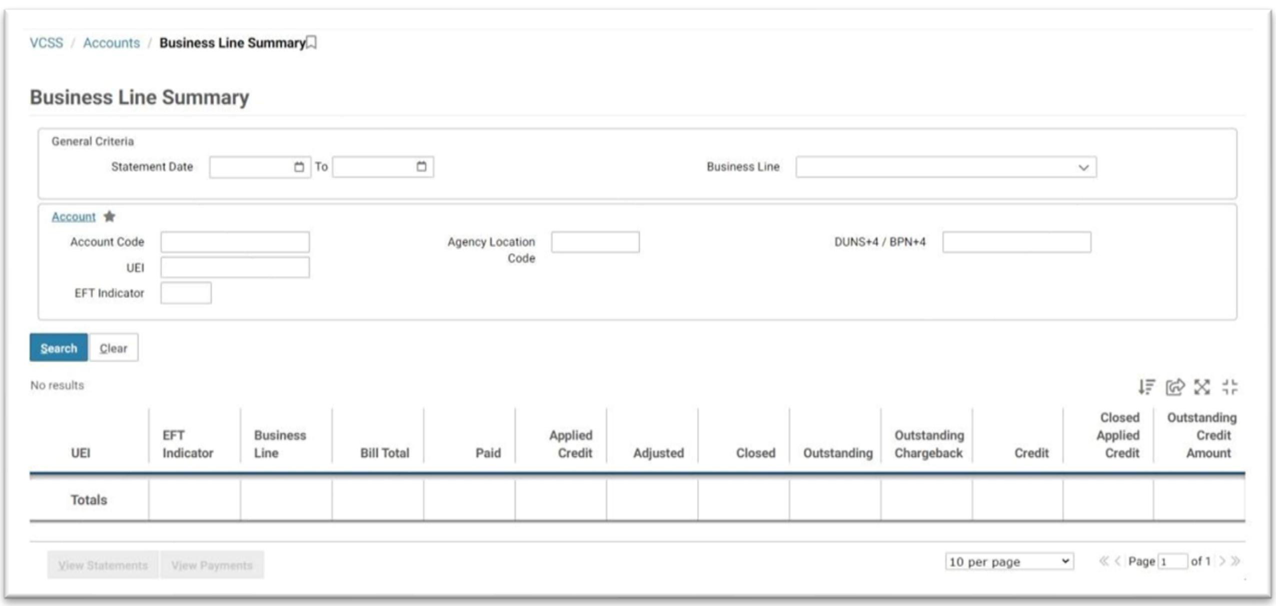


Table 6: Business Line Summary Field Descriptions for Search Criteria Group Box

Search Element	Description
Statement Date (From/To)	The Statement Date range, this field is required and the two dates cannot be over 365 days apart.

UEI	The UEI number for a specific Account.
EFT Indicator	The EFT Indicator number for a specific Account.
DUNS+4/BPN+4	The DUNS+4/BPN+4 numbers for a specific Account.
Agency Location Code	The Agency Location Code.
Business Line	The specific Business Line the query will search for.

Table 7: Business Line Summary Field Descriptions for Item Collection

Search Element	**Description**
Business Line	The specific Business Line the query will search for.
Bill Total	A sum of the bill amounts for a specific business line.
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.
Search Element	**Description**
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 a specific business line.
Closed Applied Credit	A sum of the closed applied credit associated with a specific business line.
Total Outstanding Credit	A sum of the outstanding credit associated with a specific business line.

Table 8: Business Line Summary Field Descriptions for Action Buttons

Search Element	Description
Sort	Sorts the records according to the column header selected.
Export	Exports the search results to a CSV or Excel spreadsheet.
Maximize the List	Expands the list to view all items
Restore the list to its original size	After being expanded, returns the list to its original size

NOTE: Action Buttons are located above the Search Results/Item Collection table to the right. See **Figure 24** for the Action Button icons.

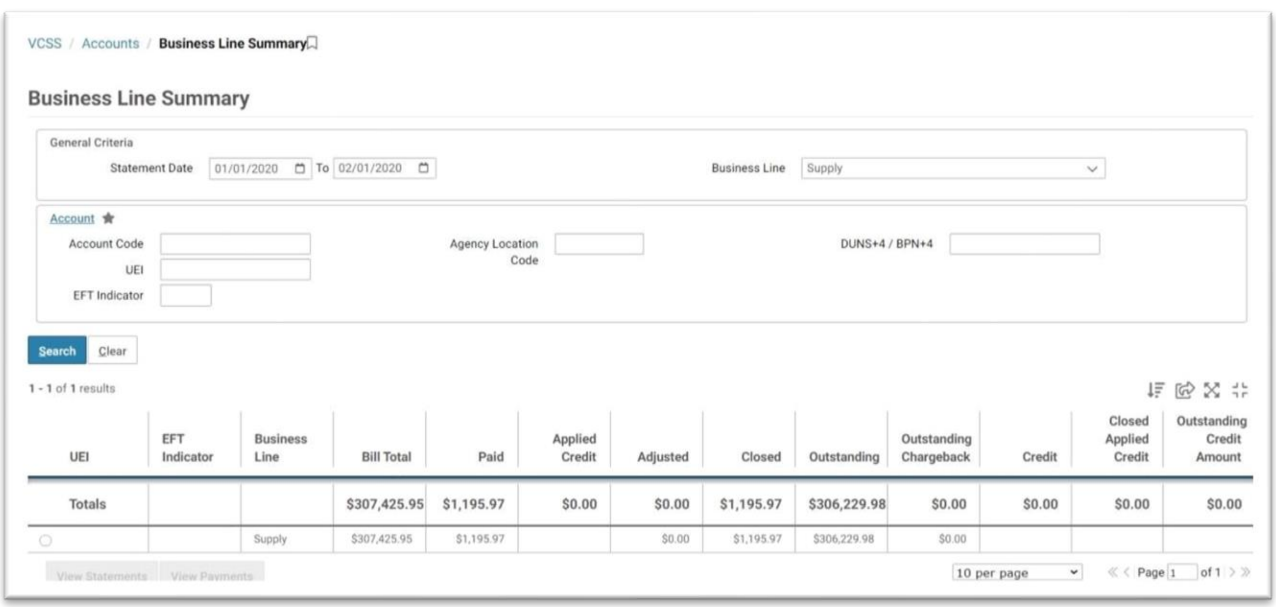
1.3.4.1 Executing a Query Using Business Line Summary

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

1. In VCSS navigate to Accounts → Business Line Summary.

   The Business Line Summary page is displayed.

Figure 28: Business Line Summary page



2. Enter the desired and appropriate Search Criteria.
3. Select the Search button.

The results are returned in the Item Collection.

Figure 29: Item Collection with Records

UEI	EFT Indicator	Business Line	Bill Total	Paid	Applied Credit	Adjusted	Closed	Outstanding	Outstanding Chargeback	Credit	Closed Applied Credit	Outstanding Credit Amount
Totals			$49,953,184.	$45,504,574.	$0.00	$0.00	$45,523,125.	$2,655,868.7	$1,774,190.3	$0.00	$0.00	$0.00
		Rent	$39,611,941.58	$39,116,131.27		$0.00	$39,116,797.10	$349,514.94	$145,629.54			
		Fleet	$2,986,798.59	$2,550,408.76		$0.00	$2,568,294.02	$344,892.74	$73,611.83			
		Supply	$307,425.95	$1,195.97		$0.00	$1,195.97	$306,229.98	$0.00			
		HSPD-12	$37.07	$0.00		$0.00	$0.00	$37.07	$0.00			
		Outlease	$68,191.39	$3,639.35		$0.00	$3,639.35	$64,552.04	$0.00			
		Wide Area Network	$1,324,463.00	$506,869.61		$0.00	$506,869.61	$578.12	$817,015.27			
		Automotive Purchases	$89,947.07	$26,064.06		$0.00	$26,064.06	$63,883.01	$0.00			
		KC Finance Center Billing	$4,859.72	$0.00		$0.00	$0.00	$0.00	$4,859.72			
		Regional Network Services-Telecom	$3,357,263.99	$3,258,899.62		$0.00	$3,258,899.62	$83.60	$98,280.77			
		Reimbursable Work Authorization (RWA)	$833,315.90	$41,365.94		$0.00	$41,365.94	$157,156.73	$634,793.23			

View Statements | View Payments | 10 per page | Page 1 of 2

NOTE: If a business line is selected (as above) and either the View Statements or View Payments buttons are selected, the user will be directed to that particular query with the selected business line defaulted. Selecting the View Statements buttons opens the Statement Query while selecting the View Payments button opens the View Customer Payment Query.

1.4 VCSS: Statements Menu

The Vendor and 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
- Statement Search by Agreement
- View Details
- Dispute Statement/Details
- View Dispute Requests

1.4.1 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 30: Navigation to the View and Print Statements Query

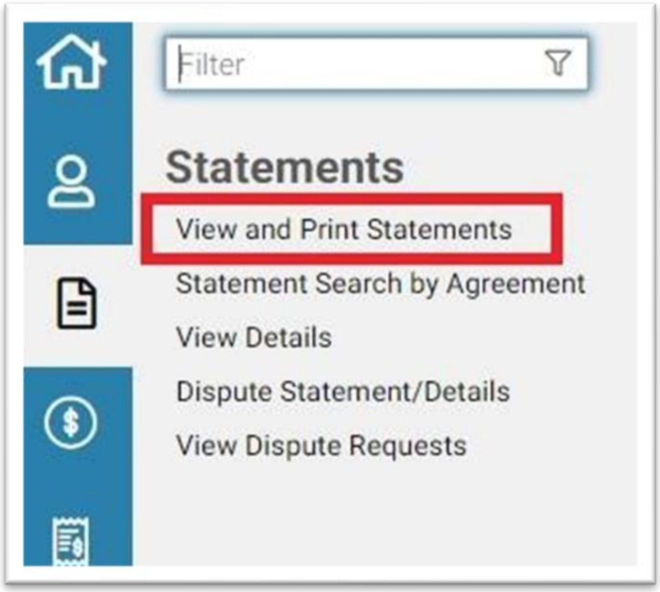


Figure 31: View and Print Statements Search Criteria and Item Collection

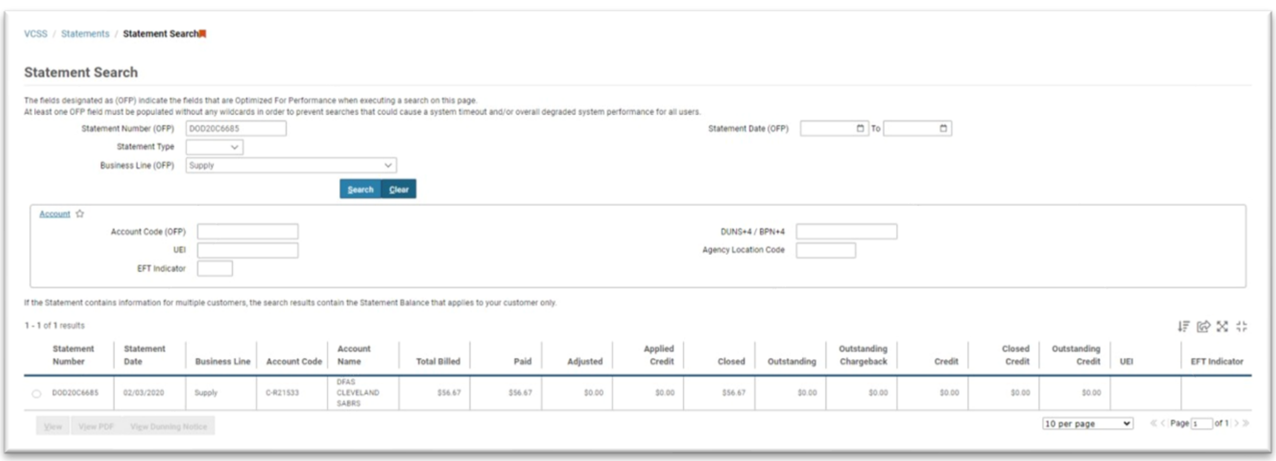


Table 9: Statement Field Descriptions for Search Criteria Group Box

Search Element	Description
Statement Date (to/from)	The Statement Date range.
Statement Number	The specific statement number for an individual statement.
Statement Type	Whether the statement is IPAC or Non-IPAC.

UEI	The UEI number for a specific Account.
EFT Indicator	The EFT Indicator number for a specific Account.
DUNS+4/BPN+4	The DUNS+4/BPN+4 numbers 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.

Table 10: Statement Field Descriptions for Item Collection

Search Element	**Description**
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.

Search Element	Description
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.

Table 11: Statement Field Descriptions for Action Buttons

Search Element	Description
Sort	Sorts the records according to the column header selected.
Export	Exports the search results to a CSV or Excel spreadsheet.
Maximize the List	Expands the list to view all items
Restore the list to its original size	After being expanded, returns the list to its original size

NOTE: Action Buttons are located above the Search Results/Item Collection table to the right. See **Figure 24** for the Action Button icons.

1.4.1.1 View and Print Statement Query Details and Executing a Query

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.

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Figure 32: Statement Information Page

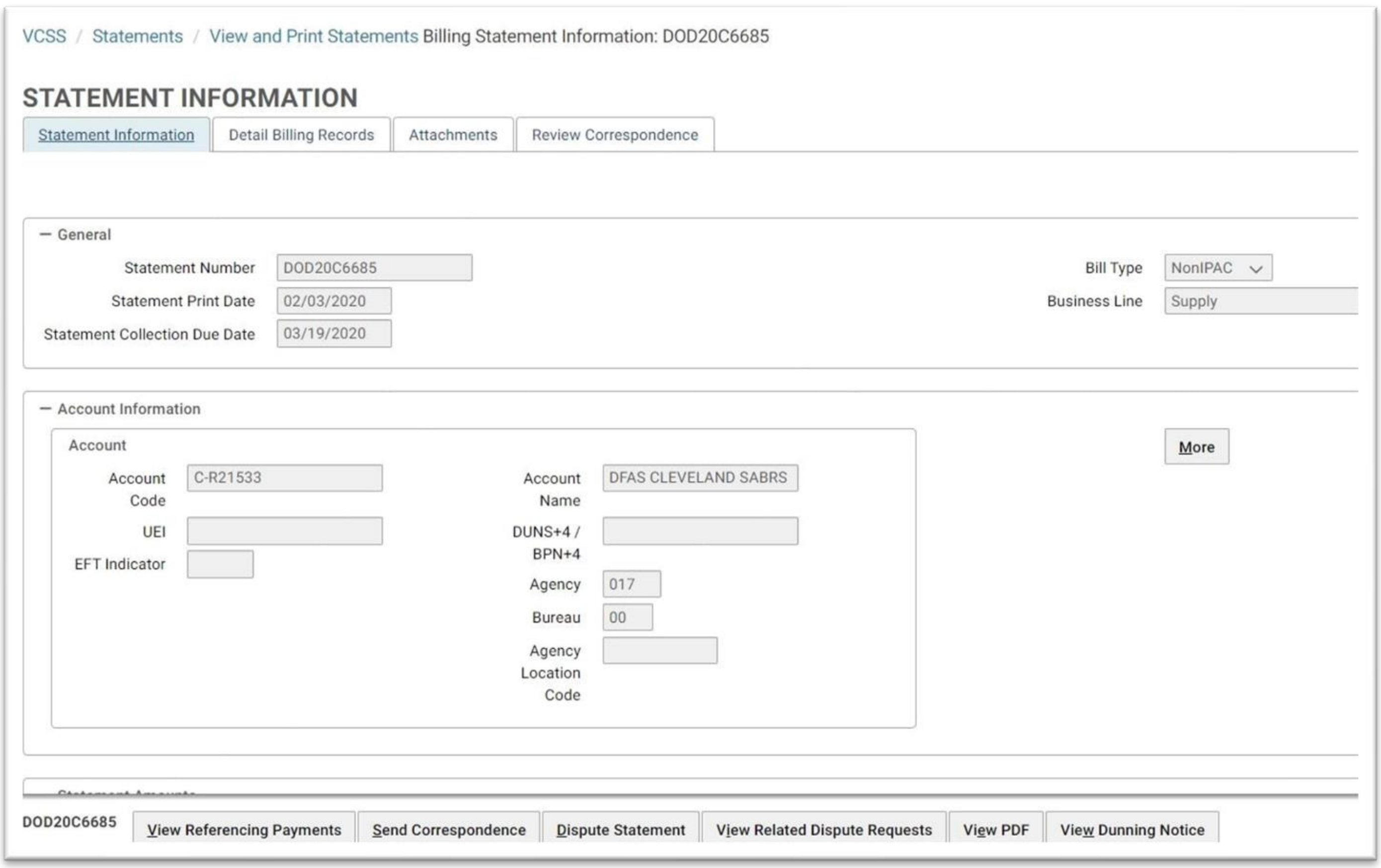


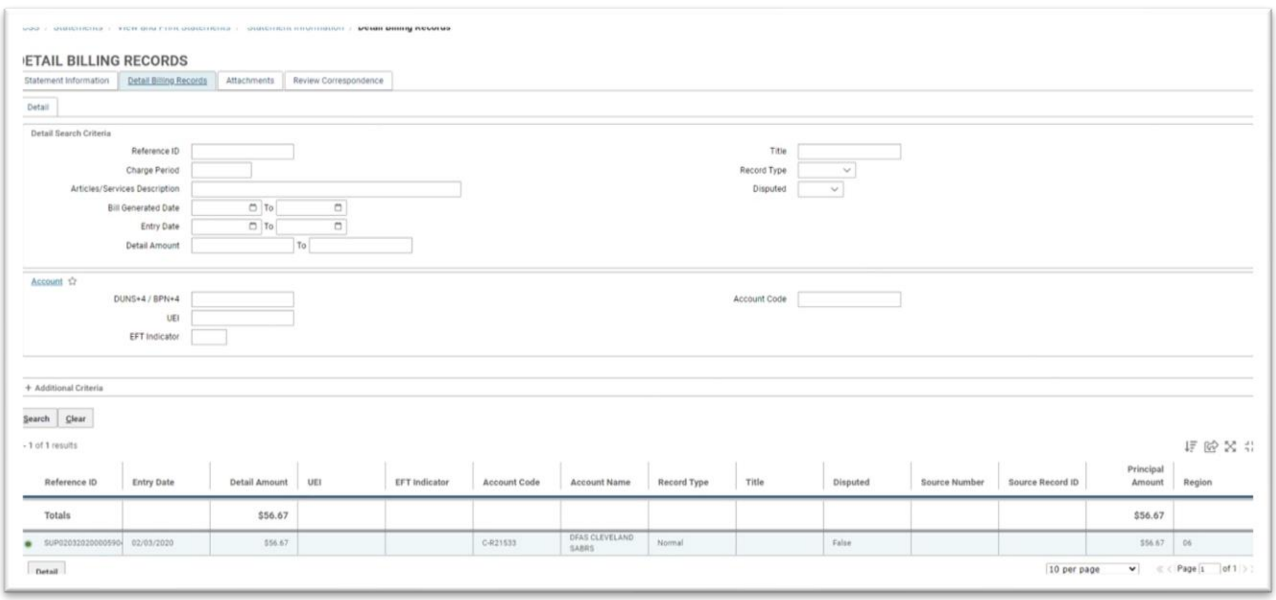
Table 12: Statement Information Buttons

Search Element	Description
View Referencing Payment	Opens the Customer Payments Query
Send Correspondence	Opens the Send Correspondence page
Dispute Statement	Select to dispute the bill. Launches the Dispute Bill screen.

View Related Dispute Requests	The button on the Bill Information tab is enabled only when there are dispute request(s) associated with the document. If so, the user is transported to the View Dispute Requests query.
View PDF	Will open the selected statement in PDF format.
View Dunning Notice	Select to view Dunning Notice if available.

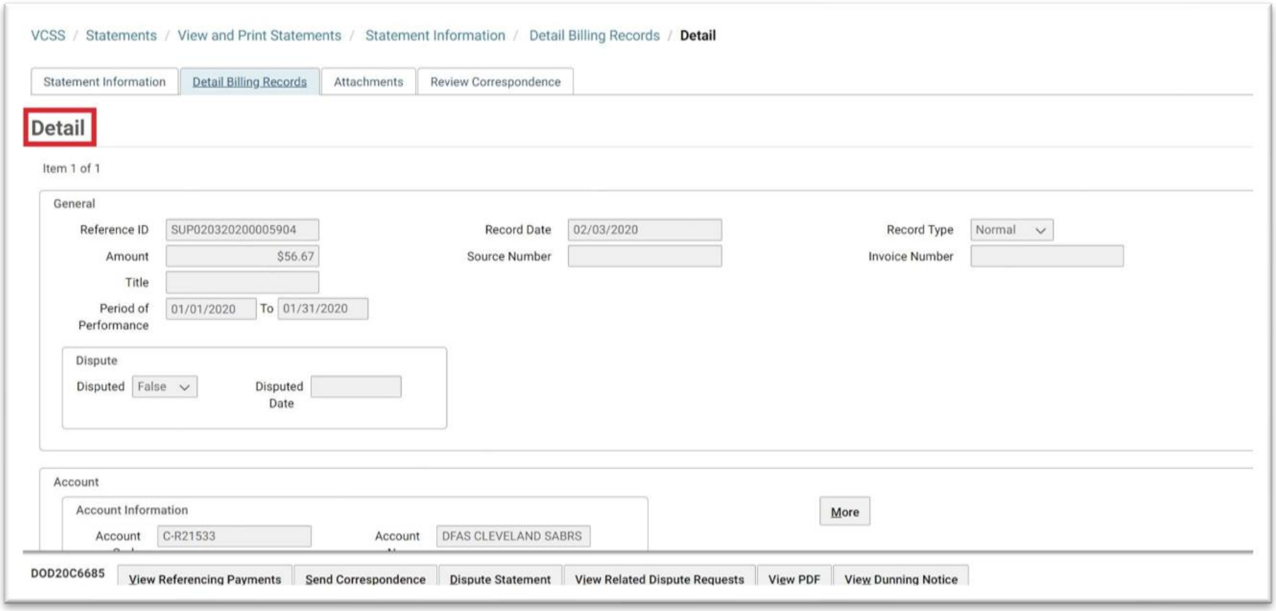
The Detail Billing Records tab shows all the detail records that are associated with the billing documents within the specific statement. The tab includes search criteria to enable the user to search for and view detail billing records.

Figure 33: Detail Billing Records page



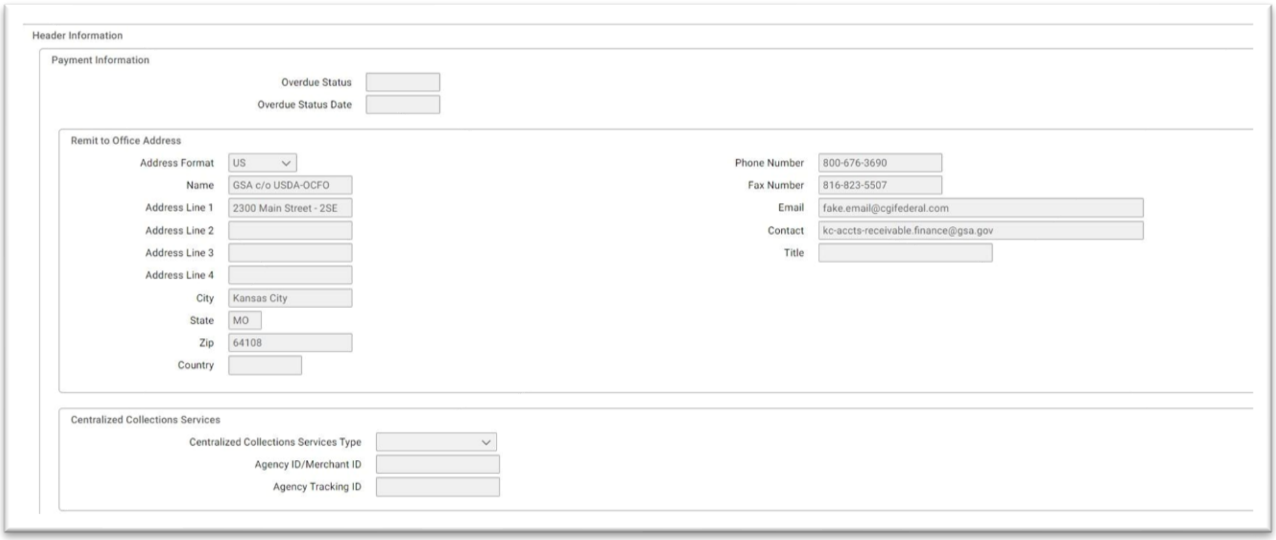
If the user wants to view the expansive set of information included on detail record they are able to select a record and then select Detail.

Figure 34: Statement Detail Record page



The detail page for the detail billing record tab has an item label with various hyperlinks. This page is made up of a general section and a header information section. Within the general section are some of the following fields: reference ID, detail amount, title, period of performance, a dispute sub section, and an account information sub section. To the right are more fields and these are record date, source number, record type, and invoice number. There is a more button below the invoice number field. Below the general section is a header information section which contains a payment information sub section below. At the bottom of the page are the following buttons: view referencing payments, send correspondence, dispute statement, view related dispute requests, view PDF, and view dunning notice.

Figure 35: Statement Detail Record page (continued)



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 36: Review Correspondence Tab

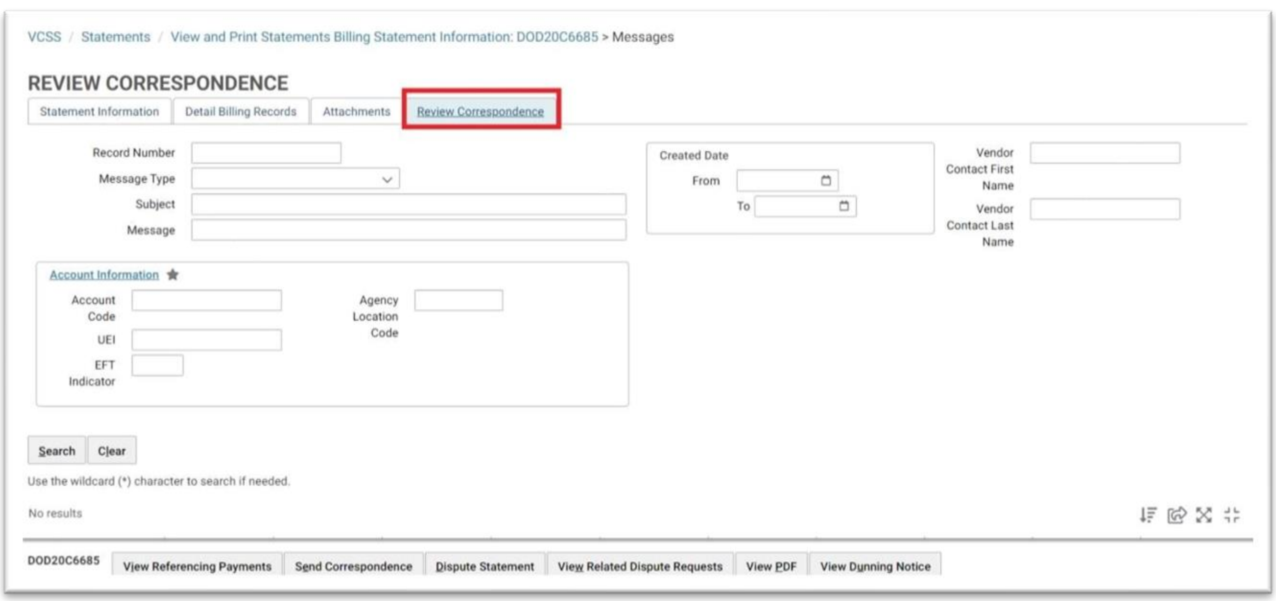
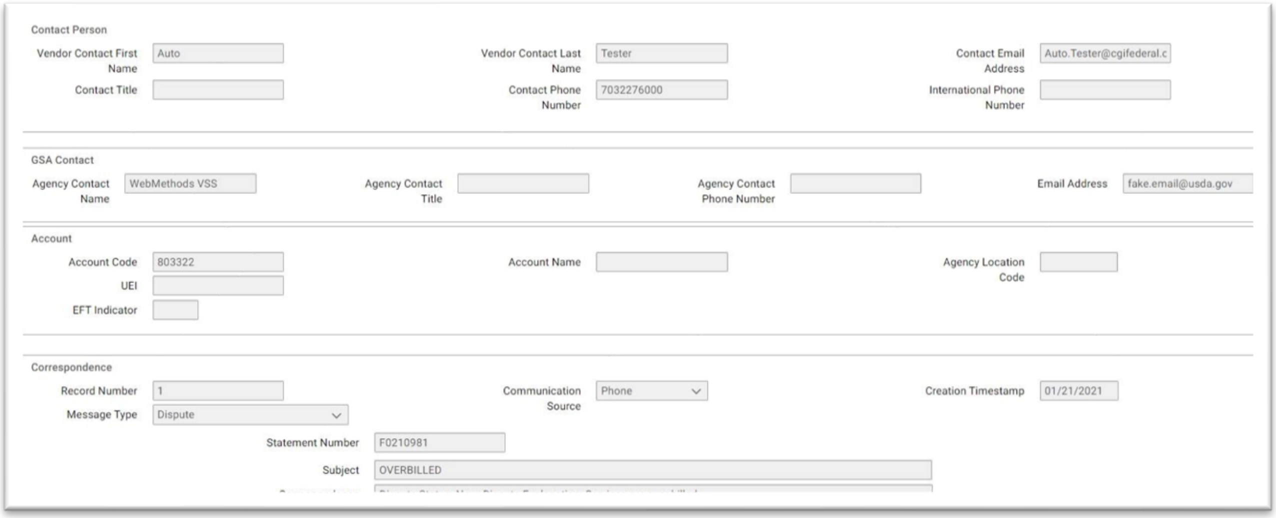


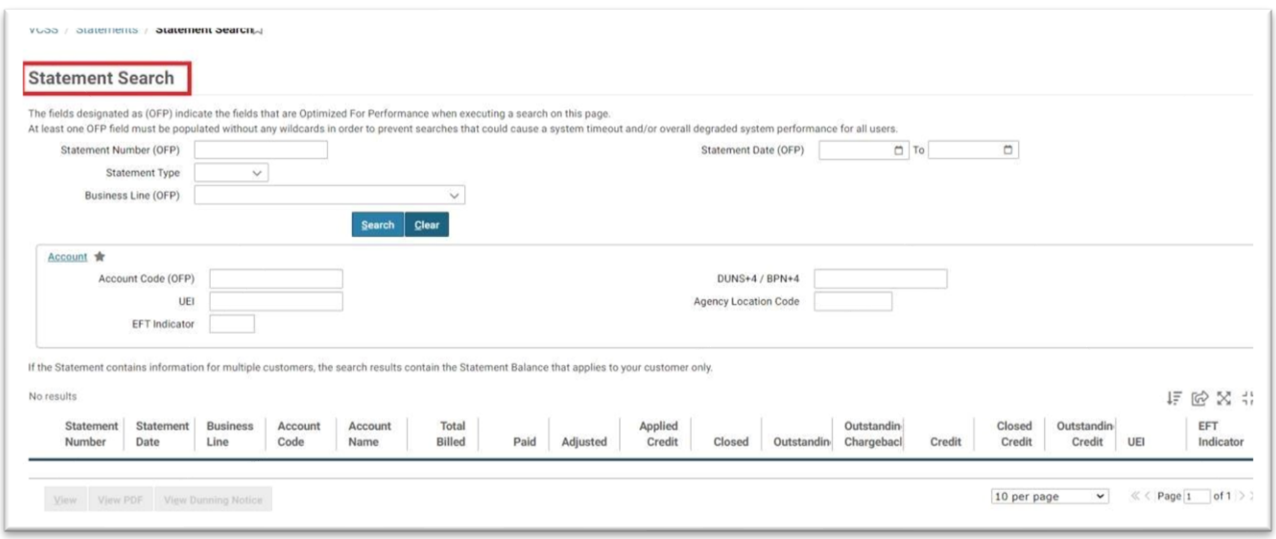
Figure 37: Correspondence Details



To view and print Statements, follow the steps below.

1. In VCSS navigate to Statements → View and Print Statements.

Figure 38: Statements page



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

   The results are returned in the Item Collection.

Figure 39: Item Collection with Record

Statement Number	Statement Date	Business Line	Account Code	Account Name	Total Billed	Paid	Adjusted	Applied Credit	Closed	Outstanding	Outstanding Chargeback	Credit	Closed Credit	Outstanding Credit	UEI	EFT Indicator
DOD20A5867	01/02/2020	Supply	C-W9046W	DFAS COLUMBUS	$56,985.91	$56,859.46	$0.00	$126.45	$56,985.91	$0.00	$0.00	($126.45)	($126.45)	$0.00		

4. Select a Statement.
5. Select View PDF.

   A new window with the PDF is displayed and is ready for printing/downloading.

Figure 40: Statement as PDF

GSA c/o USDA-OCFO
2300 Main Street - 2SE
Kansas City, MO 64108

Supply
01/02/2020
Do not pay these charges. These charges have been settled through the Department of Treasury.

Paying Office
Agency Location Code (ALC):

Paying Office Information
DFAS COLUMBUS 20113
DFAS JDCBB CO
PO BOX 182559
COLUMBUS, OH 43218

Statement Information
Statement Number: DOD20A5867

Contact Us
Phone Number: 800-676-3690
Fax Number: 816-823-5507
Email Address: kc-accts-receivable.finance@gsa.gov

Statement Summary

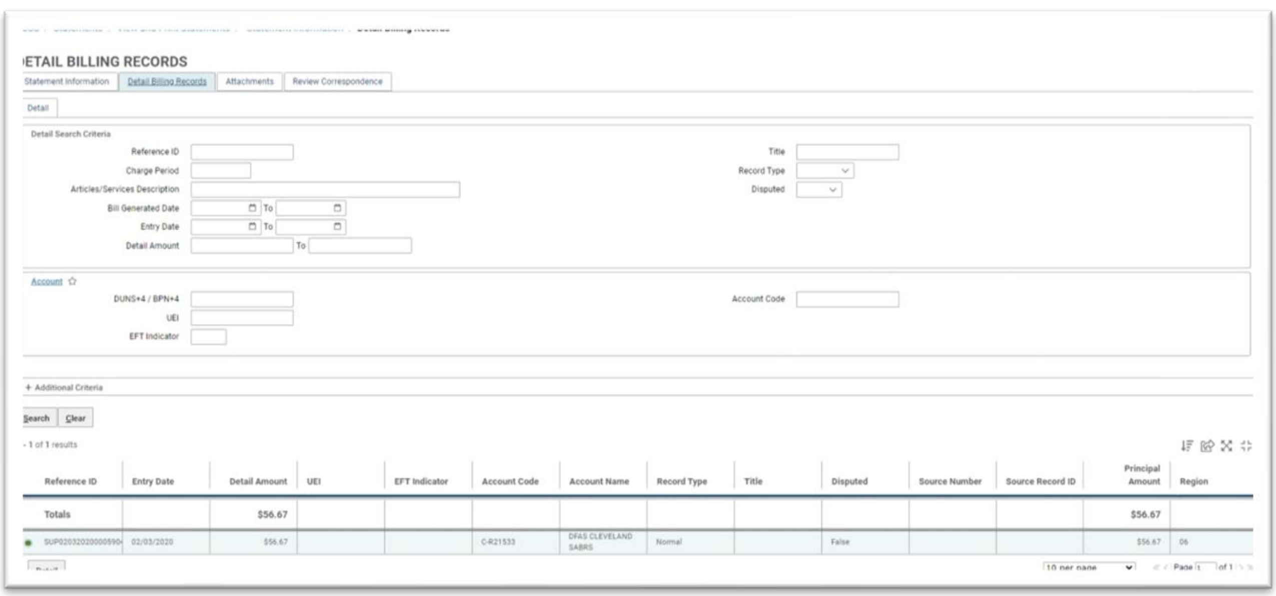
Initial Charges	$56,599.25
Discount	$0.00
Surcharge	$386.66
Total Paid	$56,985.91

Credit Summary
Total Credit ($126.45)

6. To view the details of a record, return to the Statement Search page, and select View.
7. Select the Detail Record Billings Tab.

   The Detail Billing Records Tab is displayed.

Figure 41: Detail Billing Records tab



8. Select a detail record and select Detail.

The detail record is displayed.

Figure 42: Detail Record page

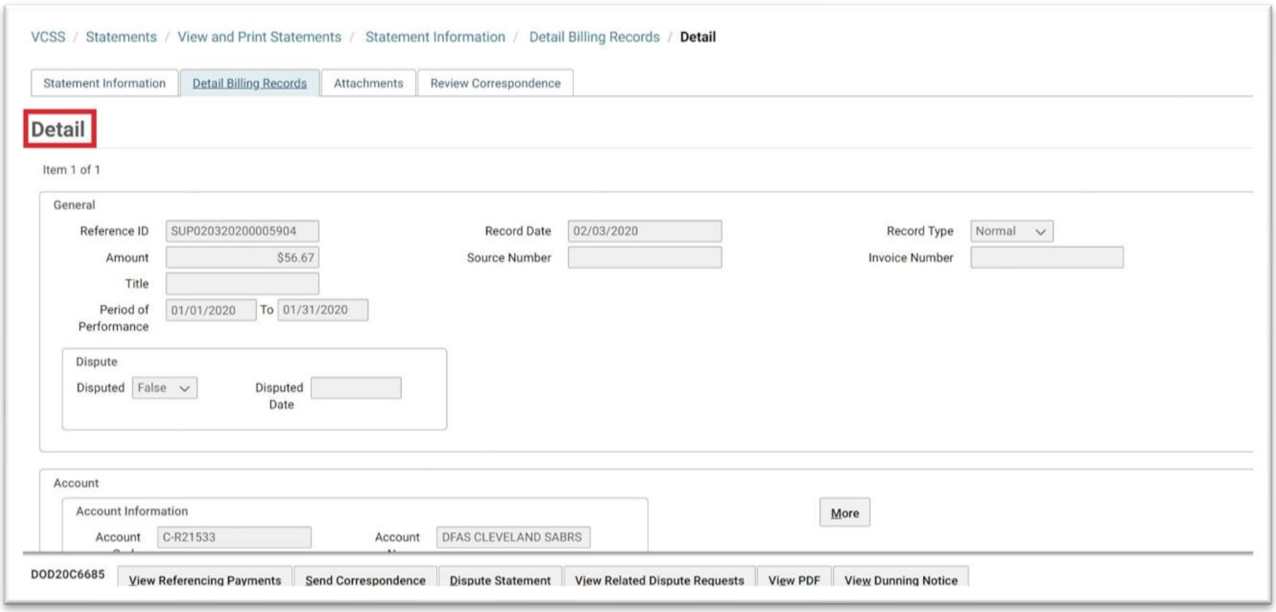


Figure 43: Detail Record Fields

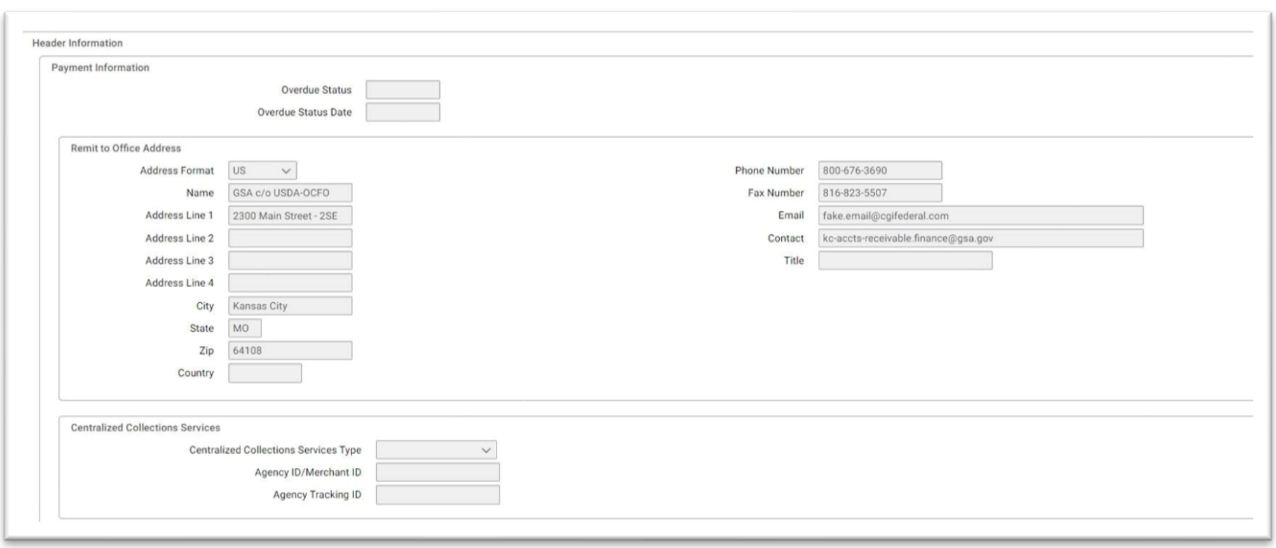
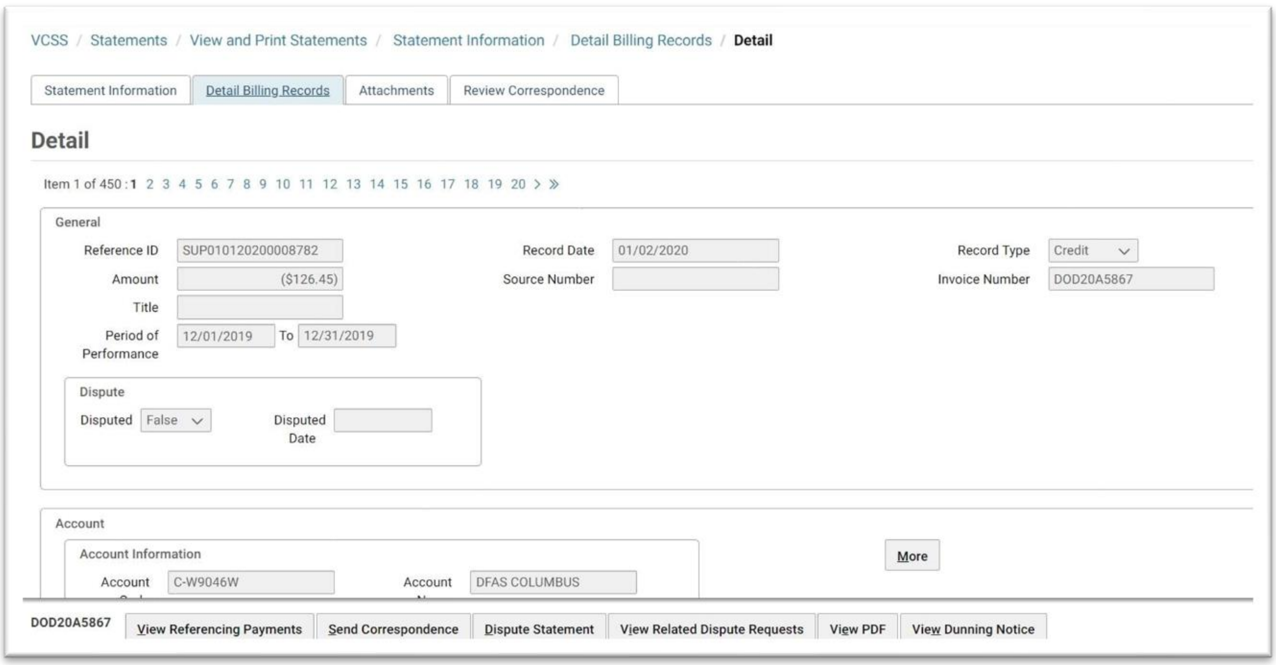


Figure 44: Detail Record Fields (continued 1)

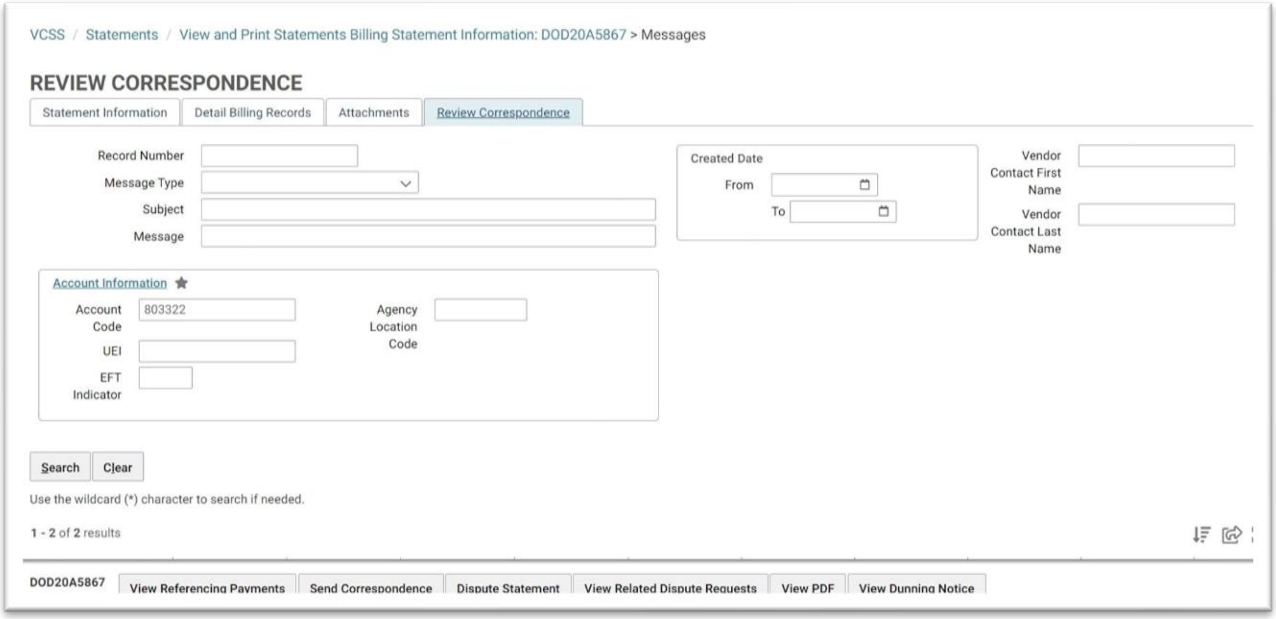
Figure 45: Detail Record Fields (continued 2)



NOTE: Selecting the More button in the Account section in the figure above provides more information about the vendor.

9. Select the Review Correspondence hyperlink tab.

Figure 46: Review Correspondence



The Review Correspondence Tab is displayed.

Figure 47: Review Correspondence Tab with Item Collection

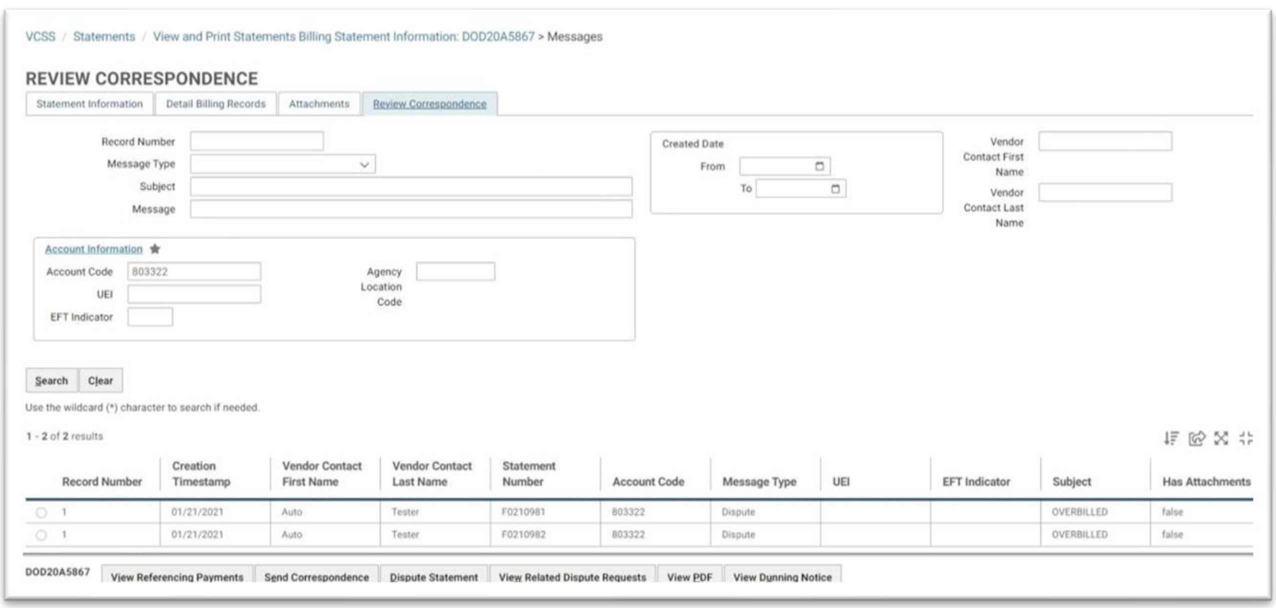
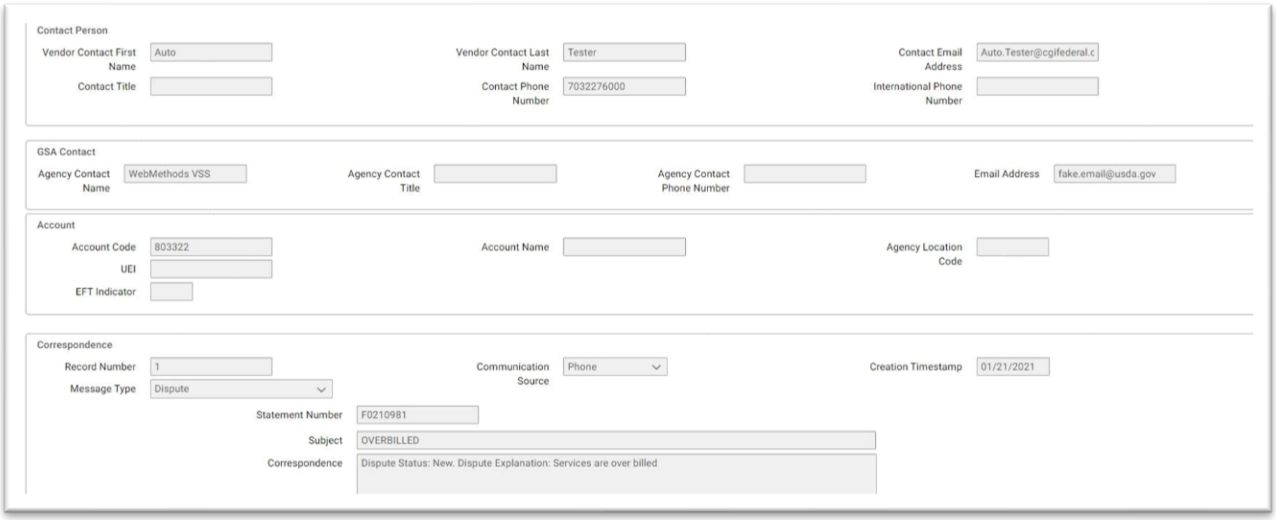


Figure 48: Review Correspondence tab (continued)



1.4.2 VCSS: Statement Search by Agreement

The Statement Search by Account page allows users to search for statements by using their GSA Agreement Number.

Statements → Statement Search by Agreement

Figure 49: Navigation to the Statement Search by Agreement

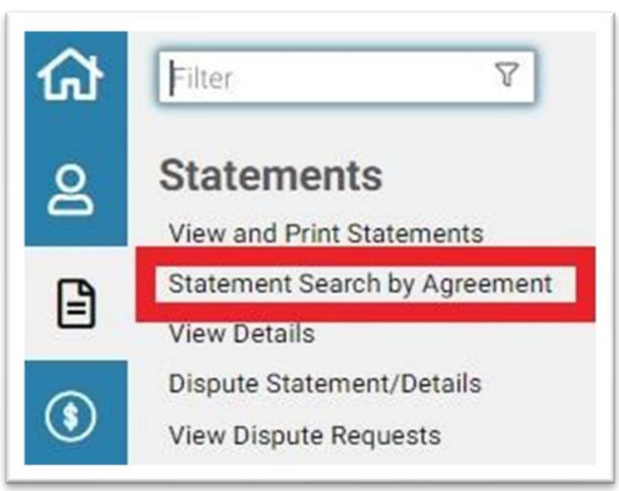
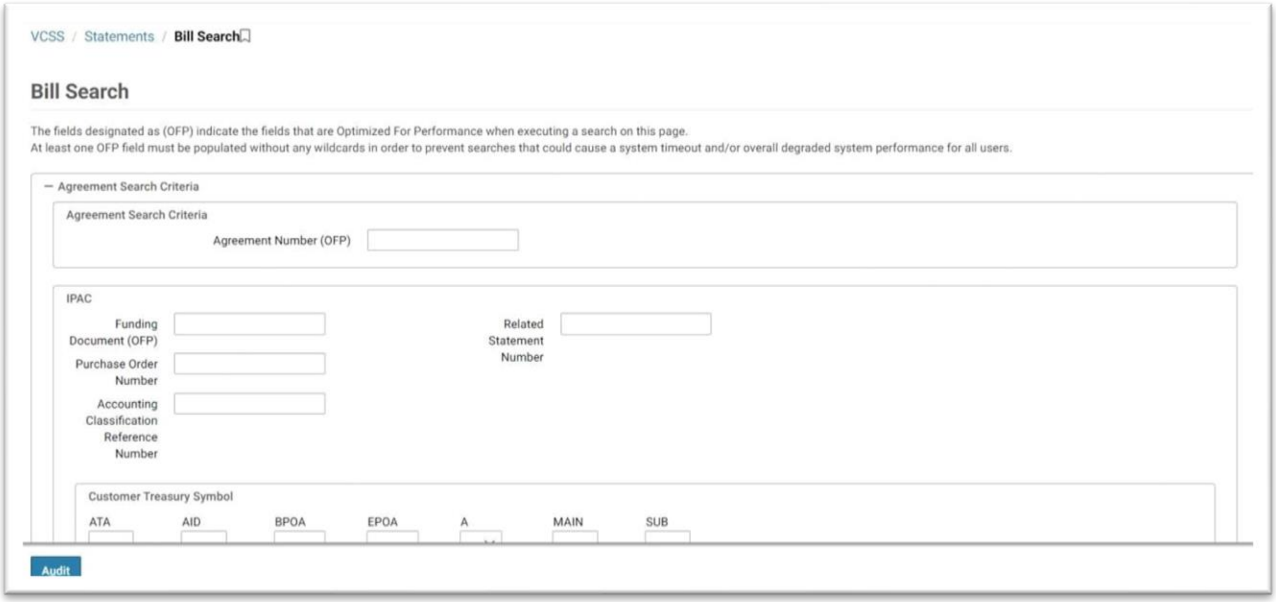


Figure 50: Bill Search Page



1.4.2.1 Executing Steps to View Statement Search by Agreement

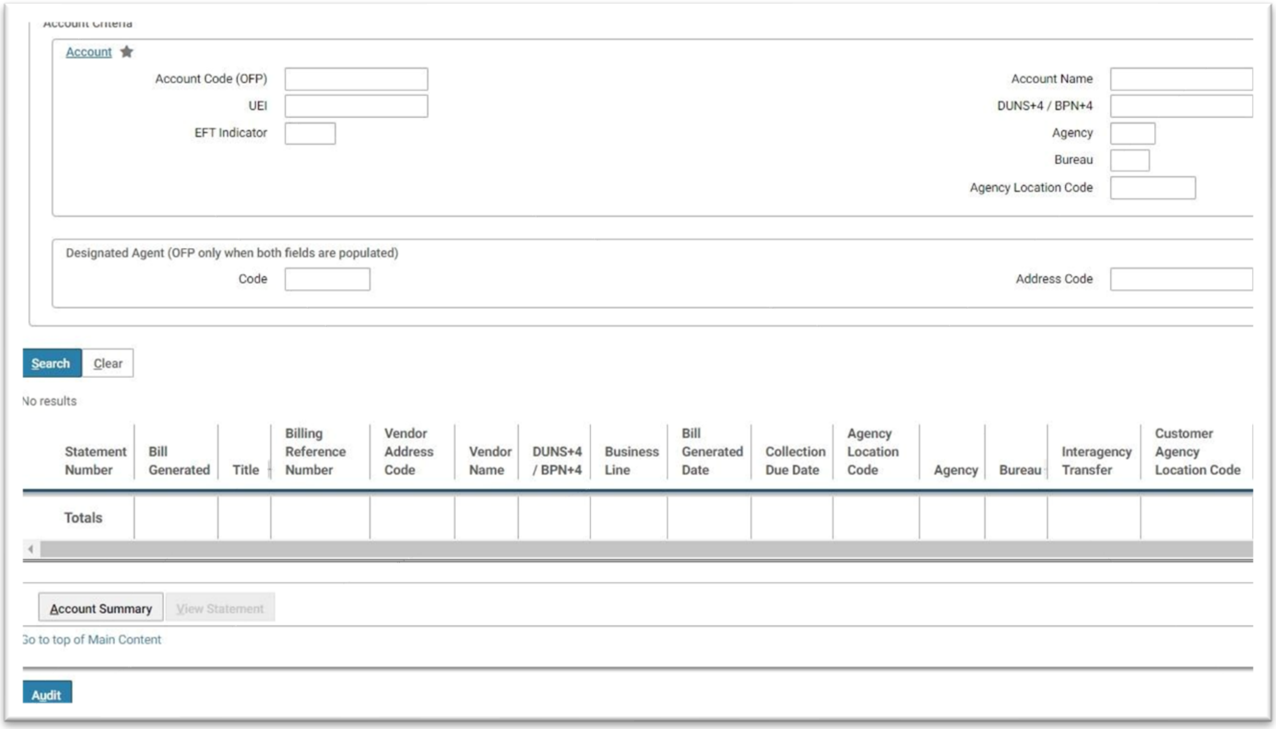
---

Steps to View Statement Search by Agreement:

1. In VCSS navigate to Statements → Statements Search by Agreement.

   The Statement Search by Agreement page is displayed.

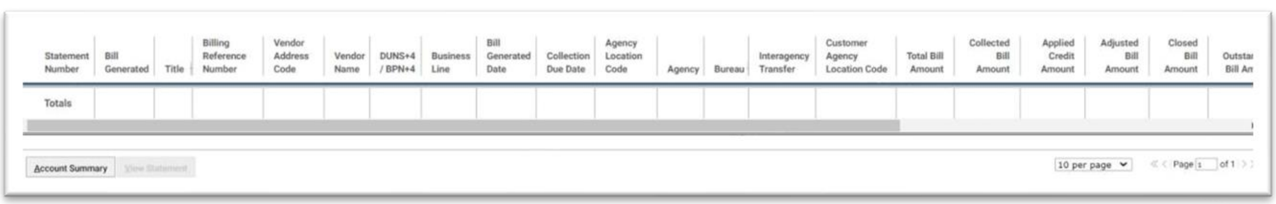
Figure 51: Bill Search Page (continued)



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

   The results are returned in the Item Collection.

Figure 52: Item Collection (continued)



4. In order to view the statement, select the View Statement button.

1.4.3 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 53: Navigation to View Details Query

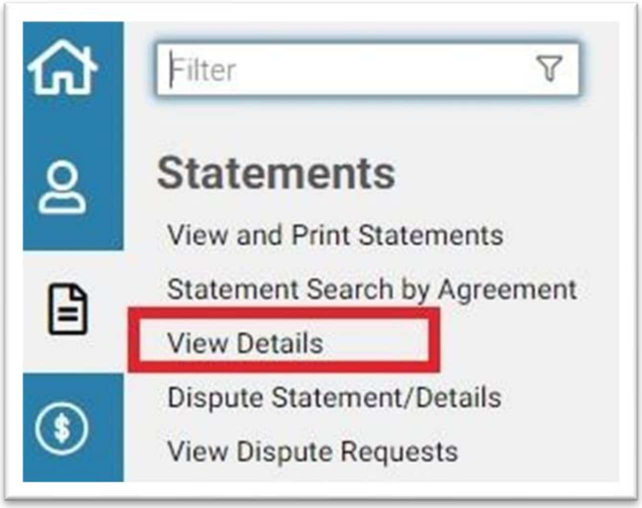


Table 13: View Details Query Search Criteria Field Descriptions for Search Criteria Group Box

Search Element	**Description**
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 NonIPAC.
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.

Table 14: View Details Query Search Criteria Field Descriptions for Account Criteria

Search Element	Description
DUNS+4/BPN+4	A unique numbering system that is used to identify a business.

Search Element	Description
Account Code	The account code on the record.

Table 15: View Details Query Search Criteria Field Descriptions for Additional Criteria

Search Element	Description
Charge Period	Date of the charge related to the Detail billing Record.
Articles/Services Description	Indicates the items or services on the transaction.

Table 16: View Details Query Search Criteria Field Descriptions for IPAC

Search Element	Description
Purchase Order Number	The Purchase Order Number associated with the record.
Related Statement Number	Previously billed Statement Number 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.

Table 17: View Details Query Search Criteria Field Descriptions for Fleet Detail Billing Elements

Search Element	Description
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.

Table 18: View Details Query Search Criteria Field Descriptions for Rent Detail Billing Elements

Search Element	Description
Building Name	The Building Name associated with the Detail Billing Record.
OA Number	The OA number associated with the record.

Table 19: View Details Query Search Criteria Field Descriptions for Item Collection

Search Element	Description
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 NonIPAC.
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.
OA Number	The OA number associated with the record.

Table 20: View Details Query Search Criteria Field Descriptions for Action Buttons

Search Element	**Description**
Sort	Sorts the records according to the column header selected.
Export	Exports the search results to a CSV or Excel spreadsheet.
Maximize the List	Expands the list to view all items
Restore the list to its original size	After being expanded, returns the list to its original size

NOTE: Action Buttons are located above the Search Results/Item Collection table to the right. See **Figure 24** for the Action Button icons.

Figure 54: View Details Query Search Criteria

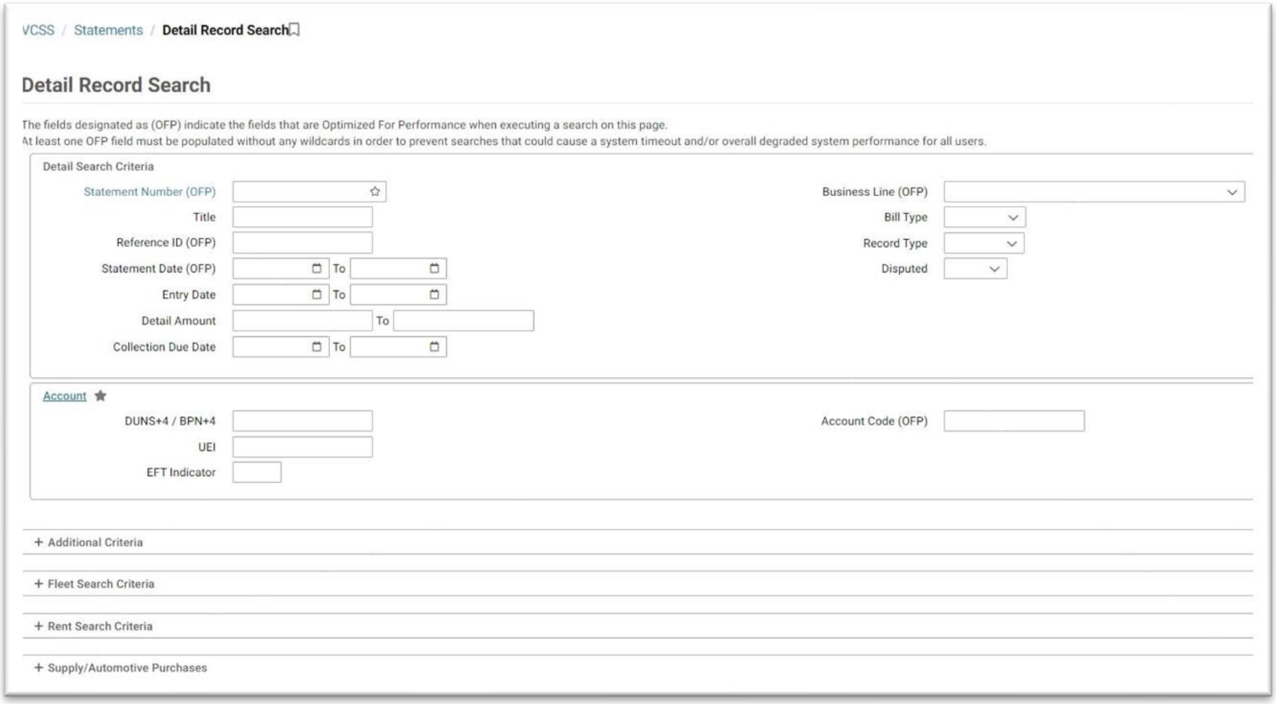
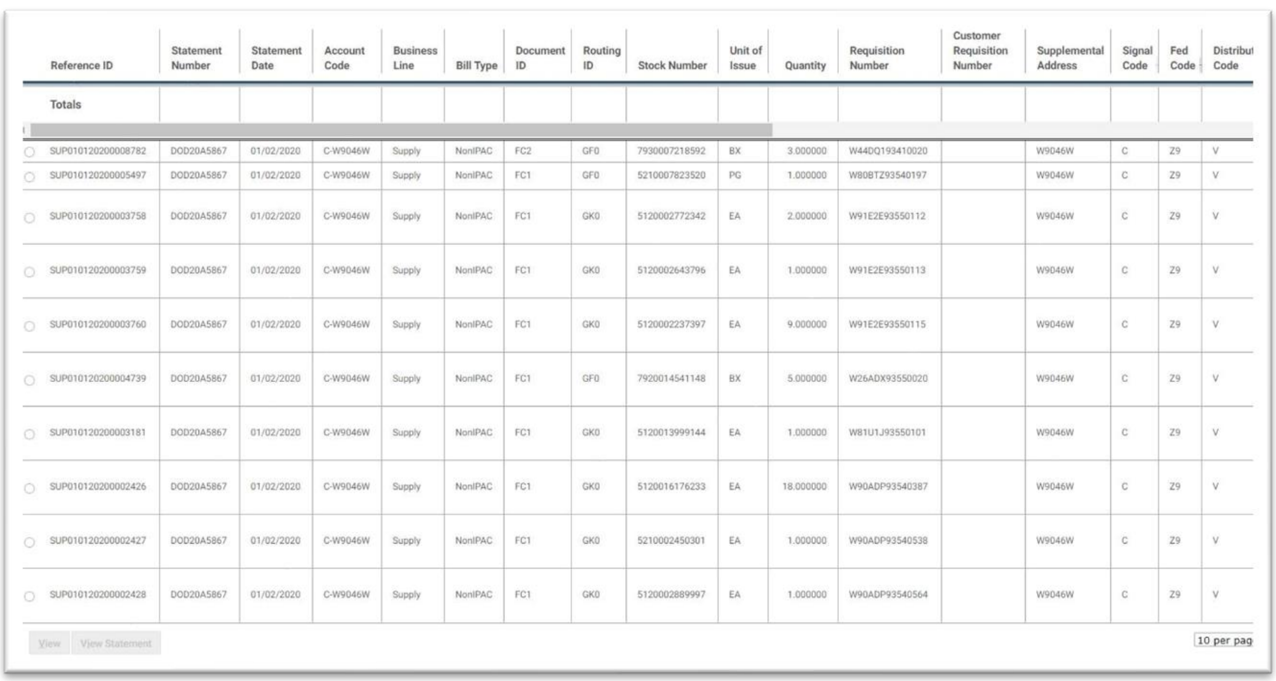


Figure 55: Details Query Item Collection



Reference ID	Statement Number	Statement Date	Account Code	Business Line	Bill Type	Document ID	Routing ID	Stock Number	Unit of Issue	Quantity	Requisition Number	Customer Requisition Number	Supplemental Address	Signal Code	Fed Code	Distribut Code
Totals																
SUP010120200008782	DOD20A5867	01/02/2020	C-W9046W	Supply	NonIPAC	FC2	GF0	7930007218592	BX	3.000000	W44DQ193410020		W9046W	C	Z9	V
SUP010120200005497	DOD20A5867	01/02/2020	C-W9046W	Supply	NonIPAC	FC1	GF0	5210007823520	PG	1.000000	W80BTZ93540197		W9046W	C	Z9	V
SUP010120200003758	DOD20A5867	01/02/2020	C-W9046W	Supply	NonIPAC	FC1	GK0	5120002772342	EA	2.000000	W91E2E93550112		W9046W	C	Z9	V
SUP010120200003759	DOD20A5867	01/02/2020	C-W9046W	Supply	NonIPAC	FC1	GK0	5120002643796	EA	1.000000	W91E2E93550113		W9046W	C	Z9	V
SUP010120200003760	DOD20A5867	01/02/2020	C-W9046W	Supply	NonIPAC	FC1	GK0	5120002237397	EA	9.000000	W91E2E93550115		W9046W	C	Z9	V
SUP010120200004739	DOD20A5867	01/02/2020	C-W9046W	Supply	NonIPAC	FC1	GF0	7920014541148	BX	5.000000	W26ADX93550020		W9046W	C	Z9	V
SUP010120200003181	DOD20A5867	01/02/2020	C-W9046W	Supply	NonIPAC	FC1	GK0	5120013999144	EA	1.000000	W81U1J93550101		W9046W	C	Z9	V
SUP010120200002426	DOD20A5867	01/02/2020	C-W9046W	Supply	NonIPAC	FC1	GK0	5120016176233	EA	18.000000	W90ADP93540387		W9046W	C	Z9	V
SUP010120200002427	DOD20A5867	01/02/2020	C-W9046W	Supply	NonIPAC	FC1	GK0	5210002450301	EA	1.000000	W90ADP93540538		W9046W	C	Z9	V
SUP010120200002428	DOD20A5867	01/02/2020	C-W9046W	Supply	NonIPAC	FC1	GK0	5120002889997	EA	1.000000	W90ADP93540564		W9046W	C	Z9	V

View | View Statement | 10 per pag

1.4.3.1 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 56: View Details Detail page

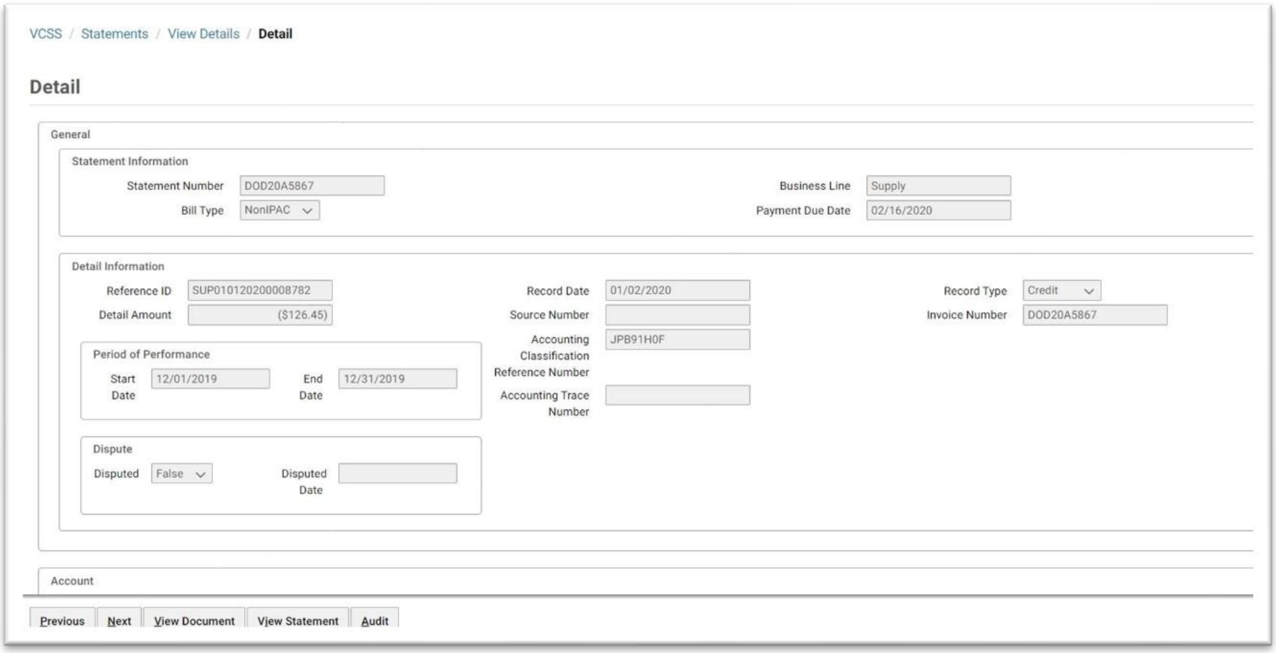


Figure 57: View Details Page (continued)

1.4.3.2 Executing a Query Using View Details

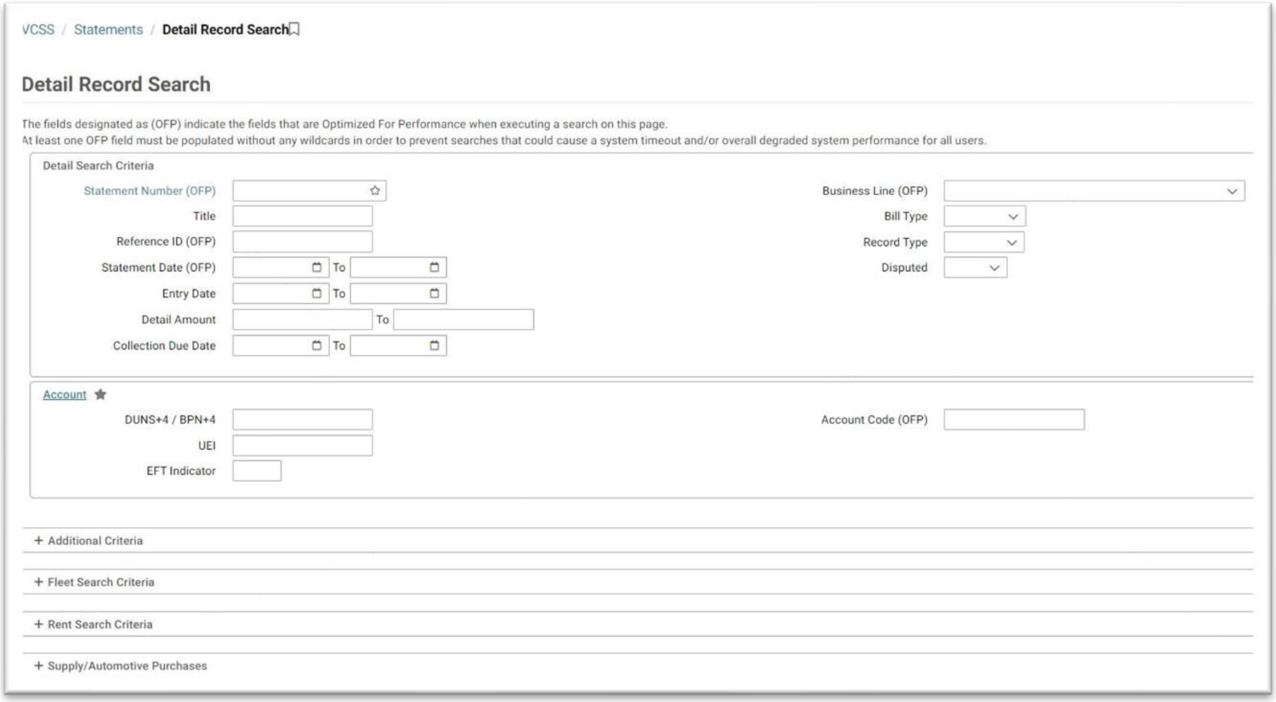
To use the View Details Query in VCSS, follow the steps below.

Steps to Execute a Query Using View Details Query:

1. In VCSS navigate to Statements → View Details.

The View Details page is displayed.

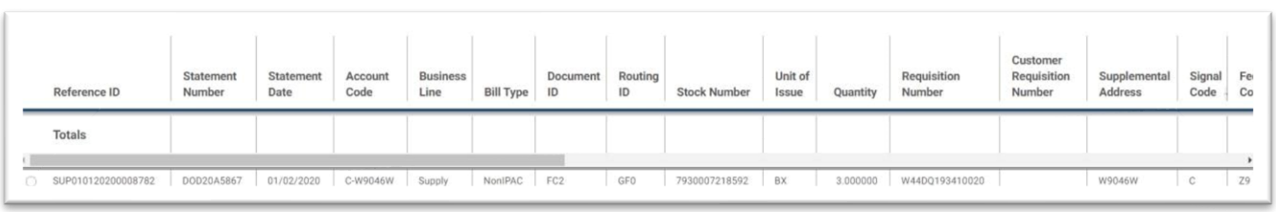
Figure 58: View Details page



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

   The results are returned in the Item Collection.

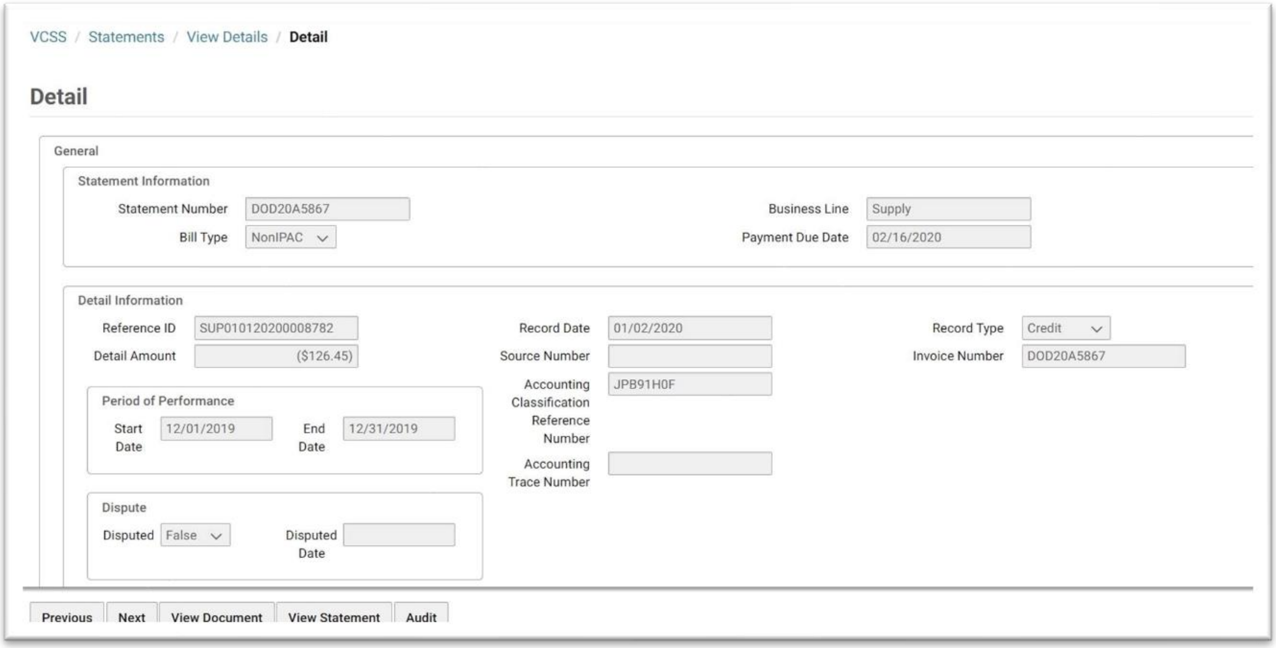
Figure 59: Item Collection with Result



4. Select a Detail Record.
5. Select View.

   The Detail Record is displayed.

Figure 60: Details Record

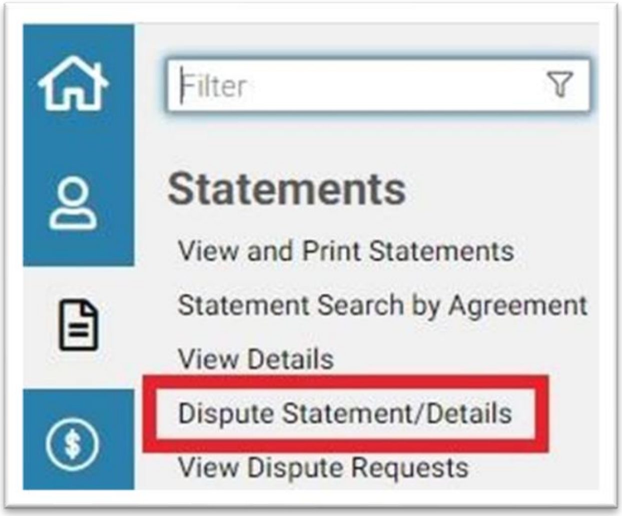


1.4.4 VCSS: Dispute Statement

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 customers who believe they have been billed incorrectly, to bring the error to the attention of the users. The dispute wizard will walk users step by step through the entire process of disputing.

Statements → Dispute Statement/Details

Figure 61: Dispute Statement/Details



1.4.4.1 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:

1. In VCSS navigate to Statements → Dispute Statement/Details.

   The Dispute Wizard page is displayed.

Figure 62: Dispute Wizard Page

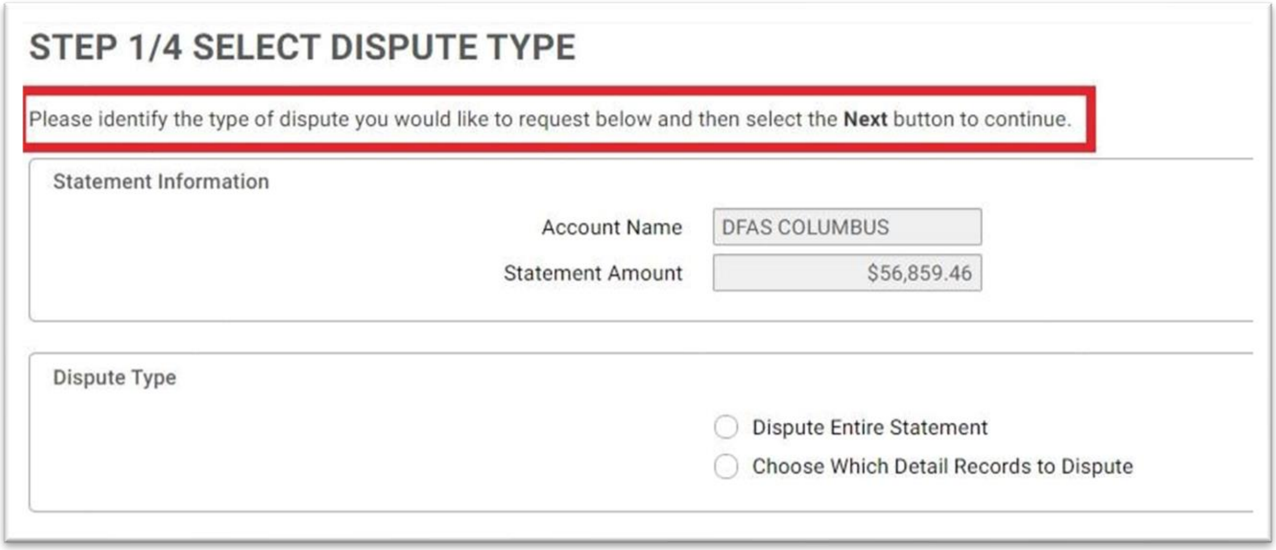
2. Enter the desired Statement Number.

   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.

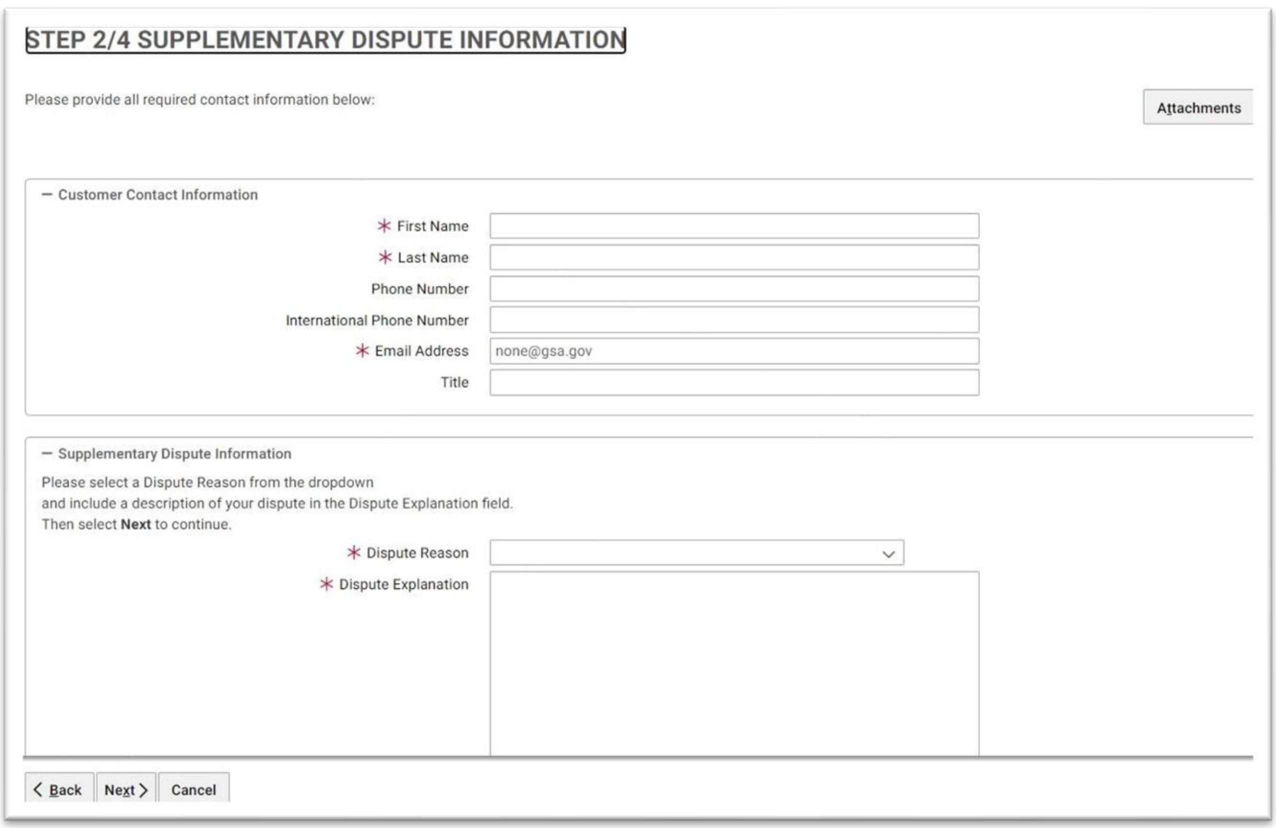
   The Type of Dispute page is displayed.

Figure 63: Type of Dispute Page



4. The user confirms the Dispute Entire Statement button is selected and chooses Next. The Supplementary Dispute Information page is displayed.

Figure 64: Supplementary Dispute Information page

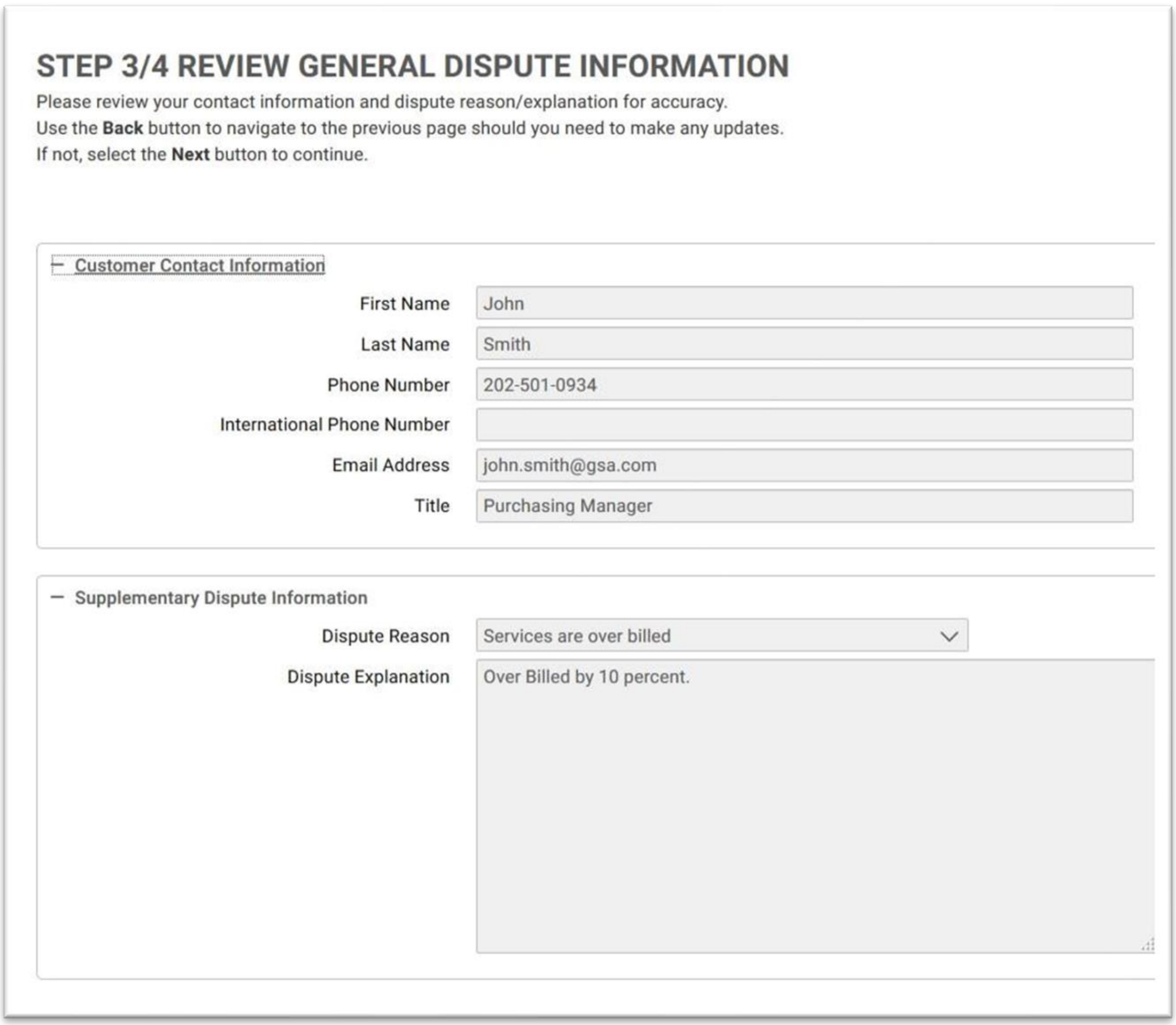


5. The user fills out the required fields (First Name, Last Name, Email Address, Phone Number, Dispute Reason and Dispute Explanation) and selects Next.

   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.

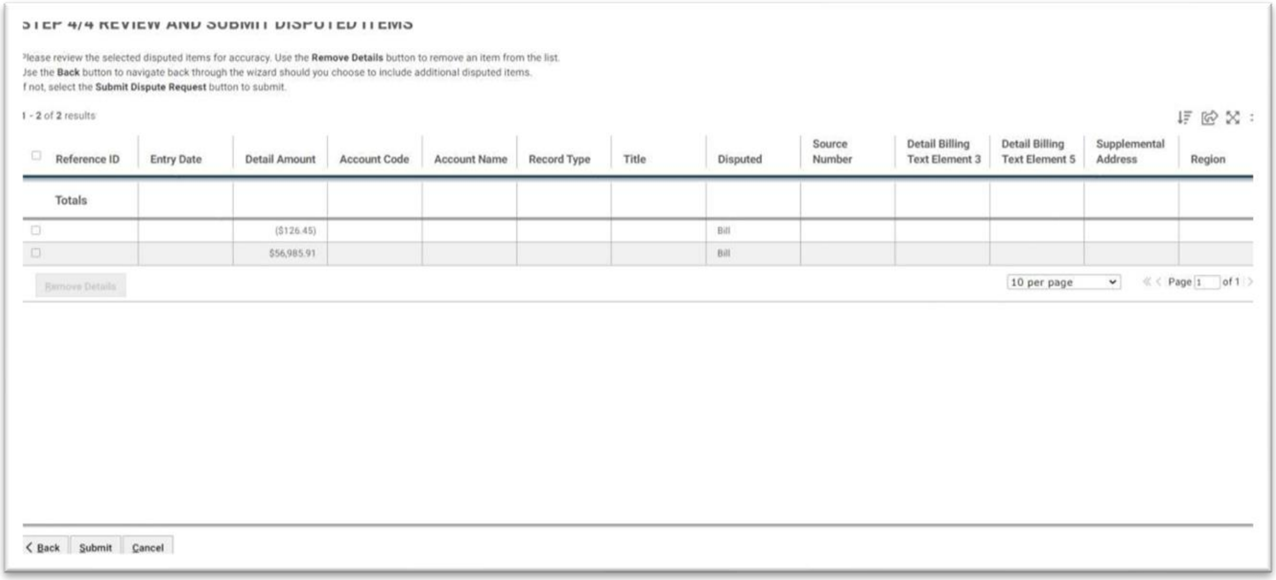
Figure 65: General Dispute Information page



6. 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.

Figure 66: Disputed Items Review page



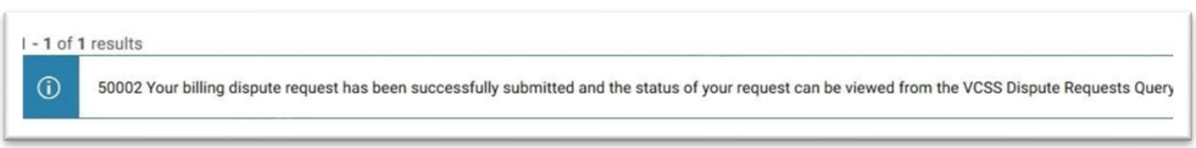
7. The user reviews the items and confirms that everything is correct and selects Submit Dispute Request.

   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 Pegasys 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.

Figure 67: Submitted Message



1.4.4.2 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:

1. In VCSS navigate to Statements → Dispute Statement/Details.

   The Dispute Wizard page is displayed.

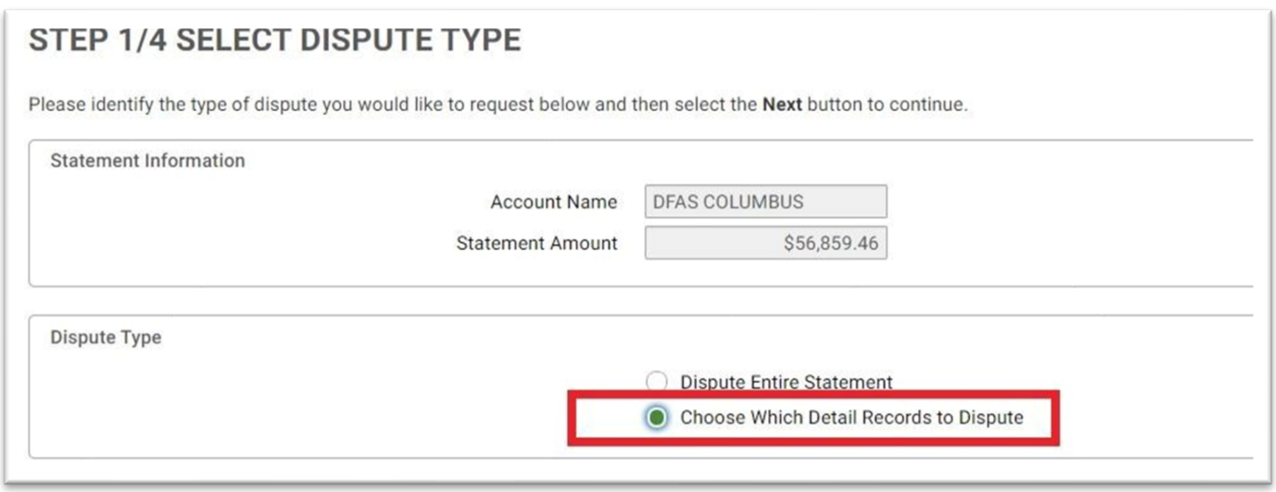
Figure 68: Dispute Wizard page (continued)

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.

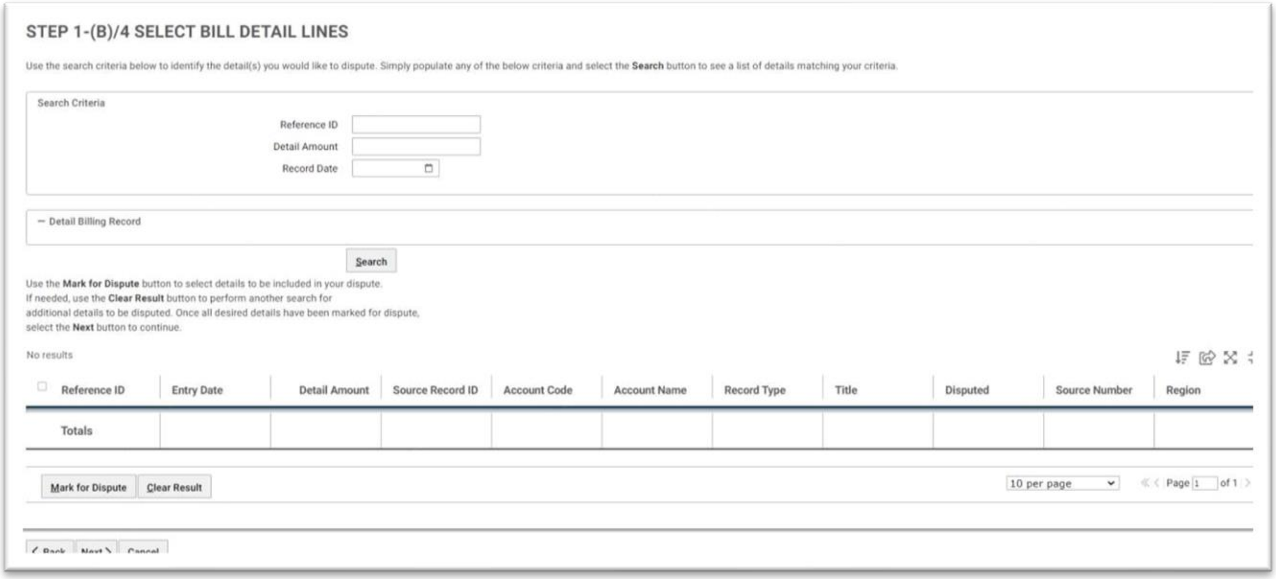
Figure 69: Type of Dispute page (continued)



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

The Choose Details to Dispute page is displayed.

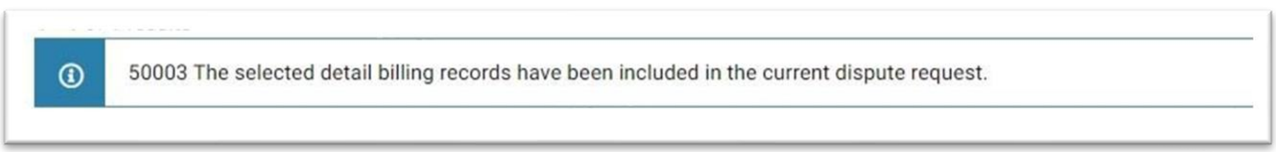
Figure 70: Choose Details to Dispute page



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

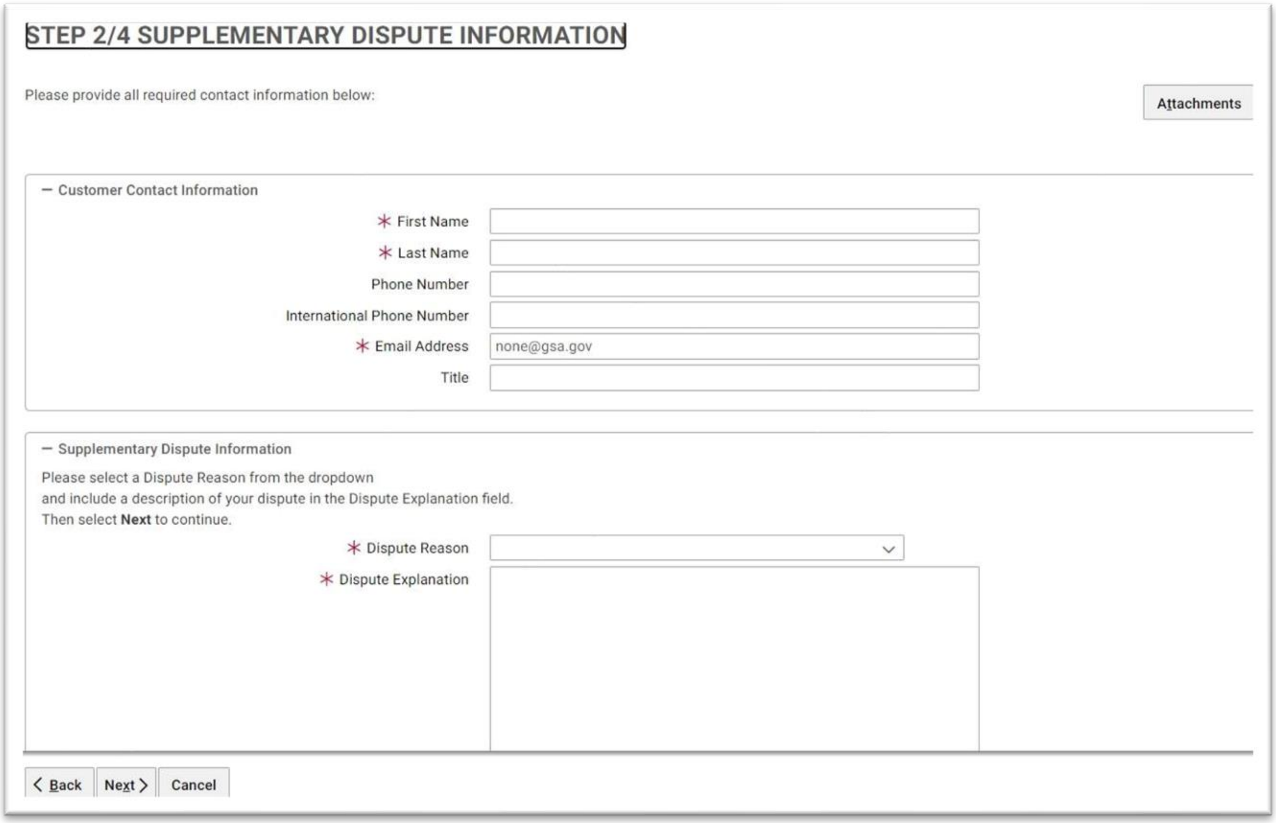
Figure 71: Detail Billing Records have been included in Dispute Request message



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

   The Supplementary Dispute Information page is displayed.

Figure 72: Supplementary Dispute Information page (continued)

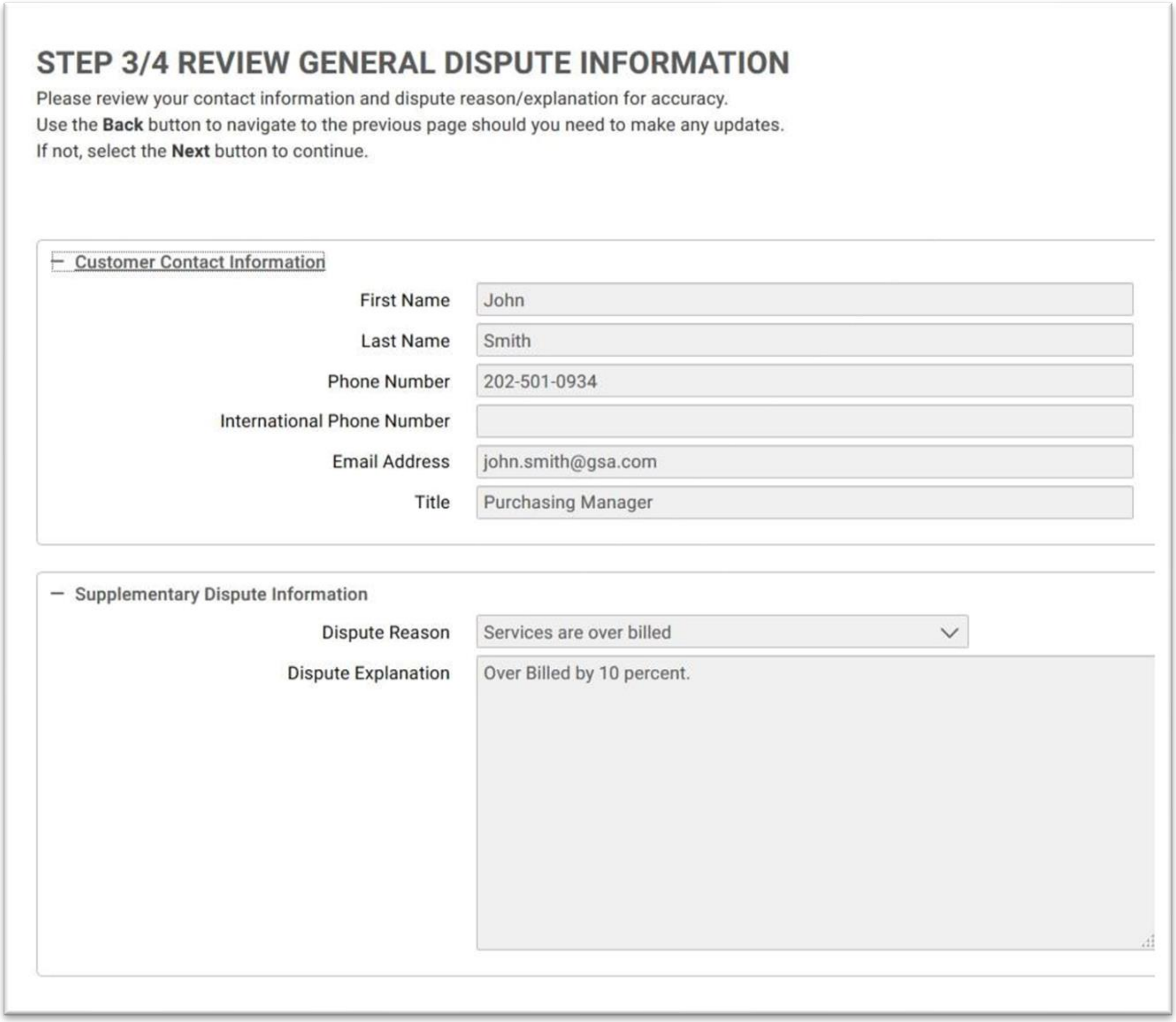


5. The user fills out the required fields (First Name, Last Name, Email Address, Phone Number, Dispute Reason and Dispute Explanation) and selects Next.

   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.

Figure 73: General Dispute Information page (continued)


STEP 3/4 REVIEW GENERAL DISPUTE INFORMATION

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.

− Customer Contact Information

First Name	John
Last Name	Smith
Phone Number	202-501-0934
International Phone Number	
Email Address	john.smith@gsa.com
Title	Purchasing Manager

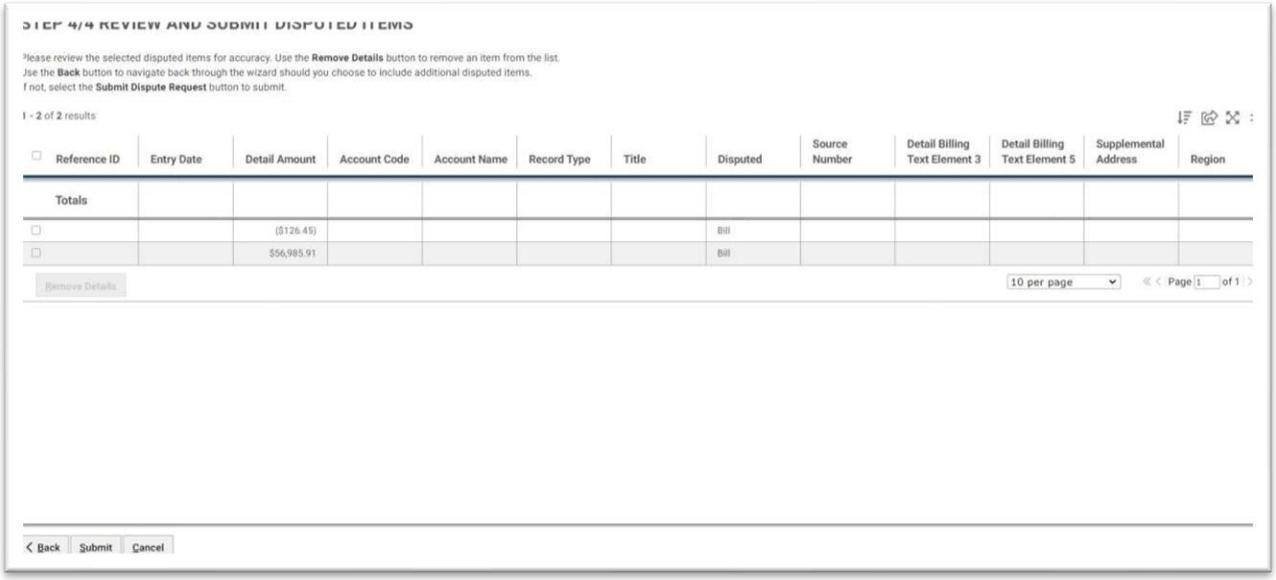
− Supplementary Dispute Information

Dispute Reason	Services are over billed
Dispute Explanation	Over Billed by 10 percent.

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

The Disputed Items Review page is displayed.

Figure 74: Disputed Items Review page (continued)



7. 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 Pegasys 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.

Figure 75: Dispute Request has been submitted successfully message

1.4.5 VCSS: View Dispute Requests

The Dispute Requests page provides users the ability to search for disputed requests associated with their customer accounts. User will have the ability to view a listing of dispute requests associated with their account, view status, resolution, and detail items associated with each request. Users will also be able to send correspondence regarding the statement associated with the request and review existing correspondence regarding the statement associated with the request.

Statements → View Dispute Requests

Figure 76: Navigation to View Dispute Requests Page

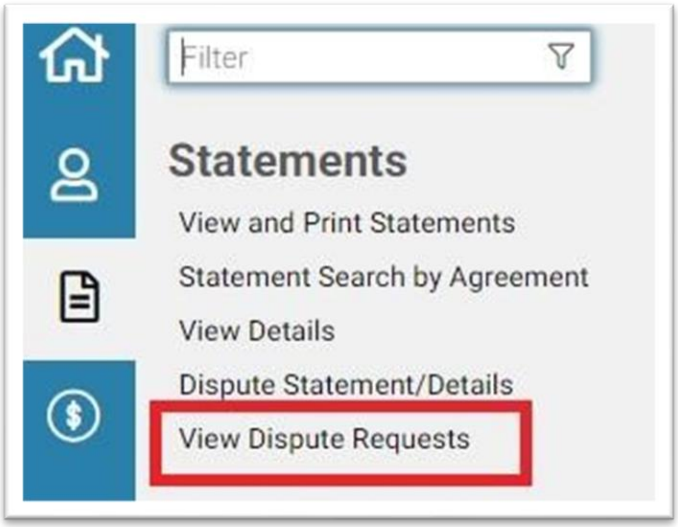
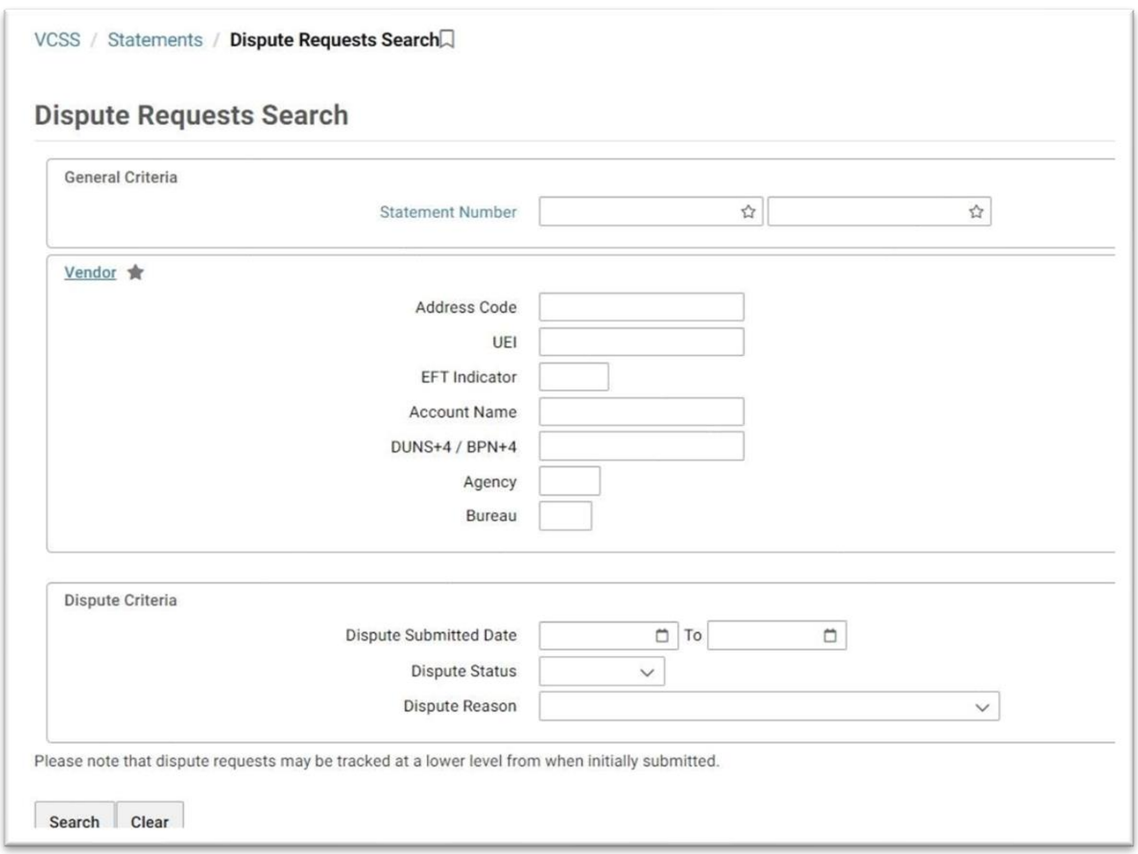


Figure 77: Dispute Requests Search



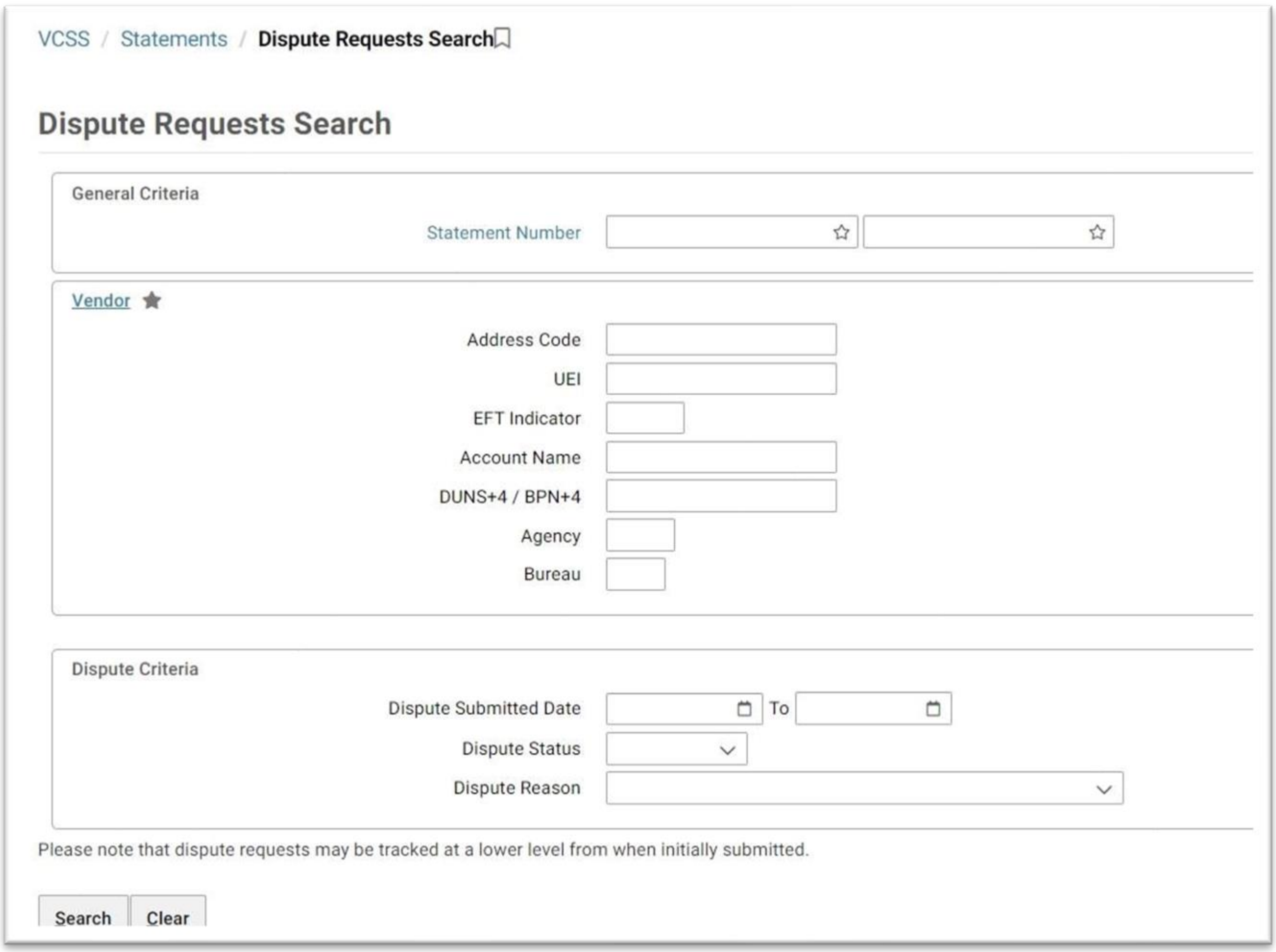
1.4.5.1 Executing Steps to View Dispute Requests

Steps to View Dispute Requests:

1. In VCSS navigate to Statements → View Dispute Requests.

   Dispute Requests search page displays.

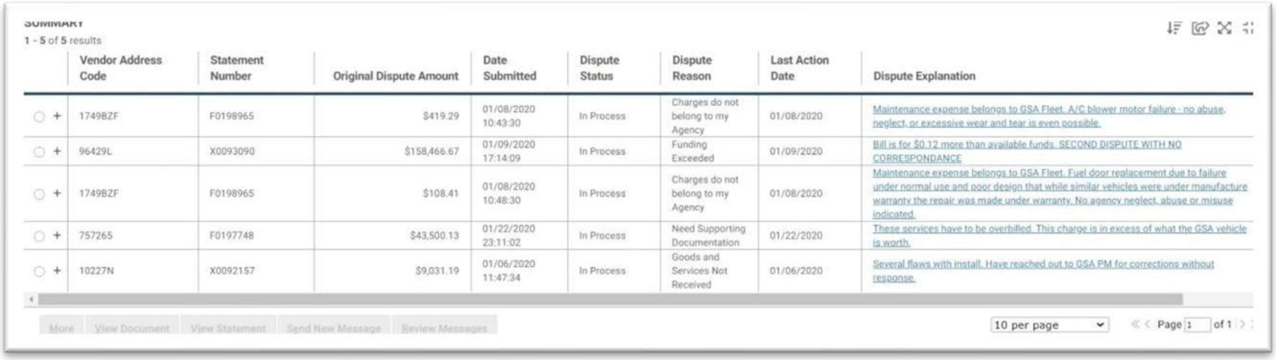
Figure 78: Dispute Requests Search page



2. Enter the Search criteria.
3. Select the Search Button.

   The results are displayed in the item collection.

Figure 79: Item Collection with Results



Vendor Address Code	Statement Number	Original Dispute Amount	Date Submitted	Dispute Status	Dispute Reason	Last Action Date	Dispute Explanation
1749BZF	F0198965	$419.29	01/08/2020 10:43:30	In Process	Charges do not belong to my Agency	01/08/2020	Maintenance expense belongs to GSA Fleet. A/C blower motor failure - no abuse, neglect, or excessive wear and tear is even possible.
96429L	X0093090	$158,466.67	01/09/2020 17:14:09	In Process	Funding Exceeded	01/09/2020	Bill is for $0.12 more than available funds. SECOND DISPUTE WITH NO CORRESPONDANCE
1749BZF	F0198965	$108.41	01/08/2020 10:48:30	In Process	Charges do not belong to my Agency	01/08/2020	Maintenance expense belongs to GSA Fleet. Fuel door replacement due to failure under normal use and poor design that while similar vehicles were under manufacture warranty the repair was made under warranty. No agency neglect, abuse or misuse indicated.
757265	F0197748	$43,500.13	01/22/2020 23:11:02	In Process	Need Supporting Documentation	01/22/2020	These services have to be overbilled. This charge is in excess of what the GSA vehicle is worth.
10227N	X0092157	$9,031.19	01/06/2020 11:47:34	In Process	Goods and Services Not Received	01/06/2020	Several flaws with install. Have reached out to GSA PM for corrections without response.

4. If the dispute was logged for specific records, the page provides the ability to view the Detail Billing Record Identifier and the Disputed Amount. To view this information select the + icon to drill down the record.

Figure 80: Item Collection results

Vendor Address Code	Statement Number	Original Dispute Amount	Date Submitted	Dispute Status	Dispute Reason	Last Action Date	Dispute Explanation
1749BZF	F0198965	$419.29	01/08/2020 10:43:30	In Process	Charges do not belong to my Agency	01/08/2020	Maintenance expense belongs to GSA Fleet. A/C blower motor failure - no abuse, neglect, or excessive wear and tear is even possible.

DISPUTE LINES

1 - 1 of 1 results

Detail Billing Record Identifier	Historical Disp
FLT112220190003704	

5. Select the Statement Number and select the Send New Message button to bring you to the Send Correspondence Page.

On the Send Correspondence Page, you can send correspondence to Pegasys.

Figure 81: Send New Message button

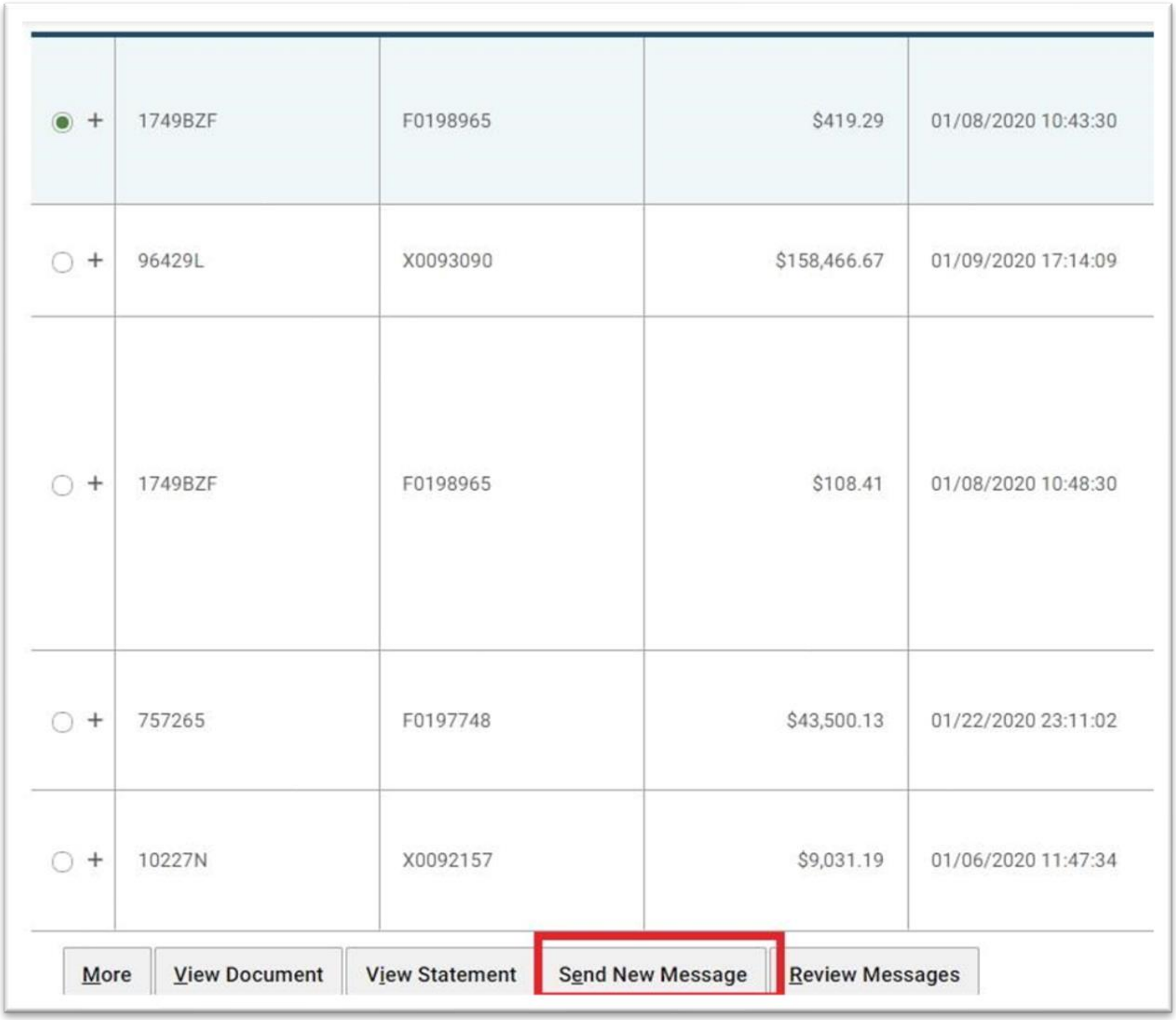
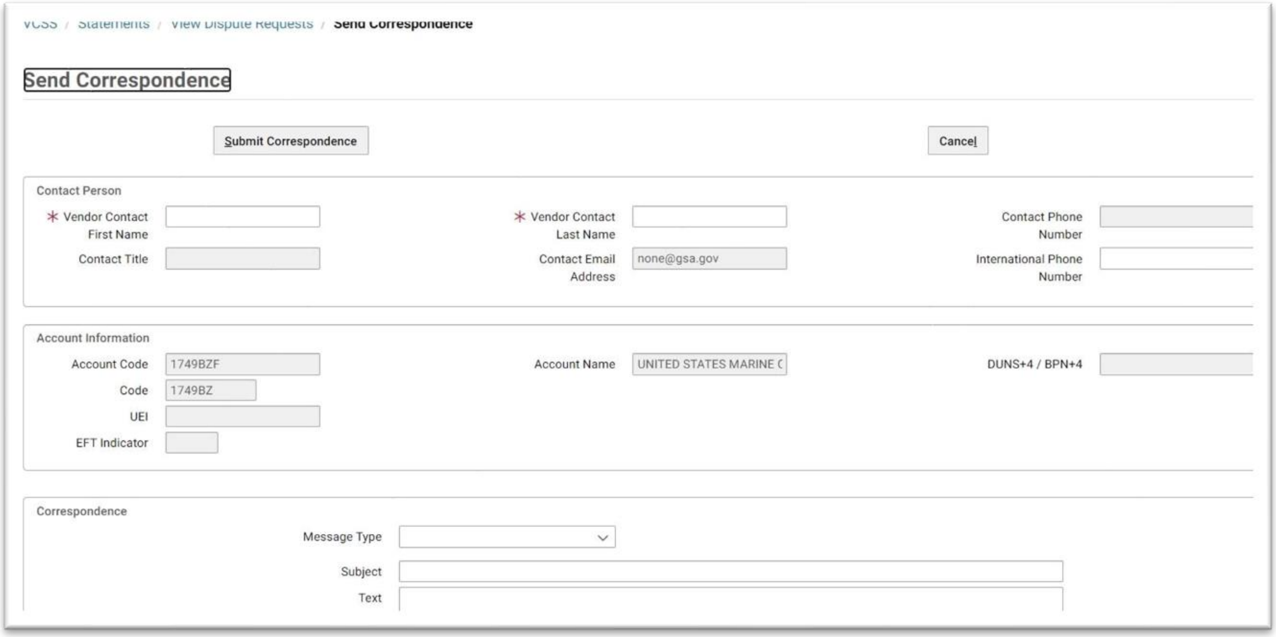


Figure 82: Send Correspondence Fields and Values



6. To view correspondence, select the Statement Number and then the Review Messages button to bring up the Review Correspondence Page.

Figure 83: Review Messages button

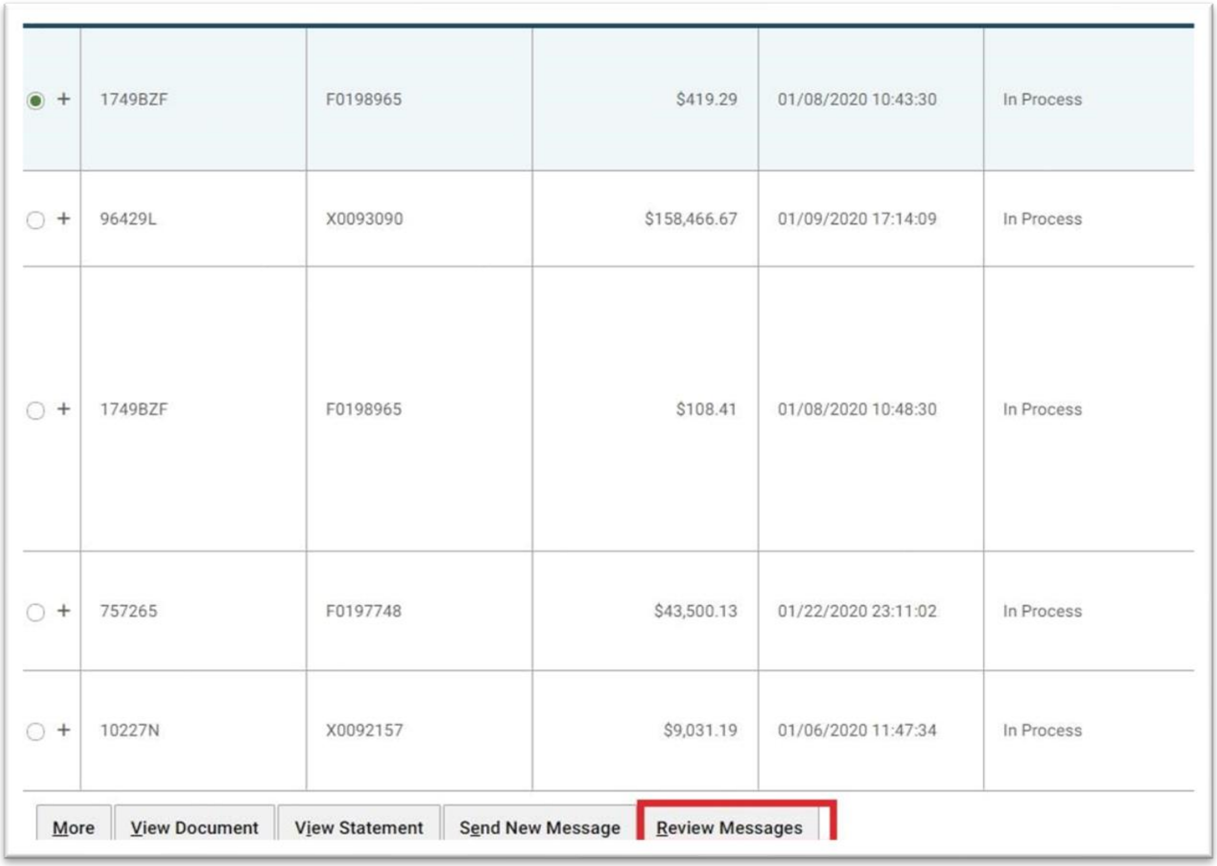


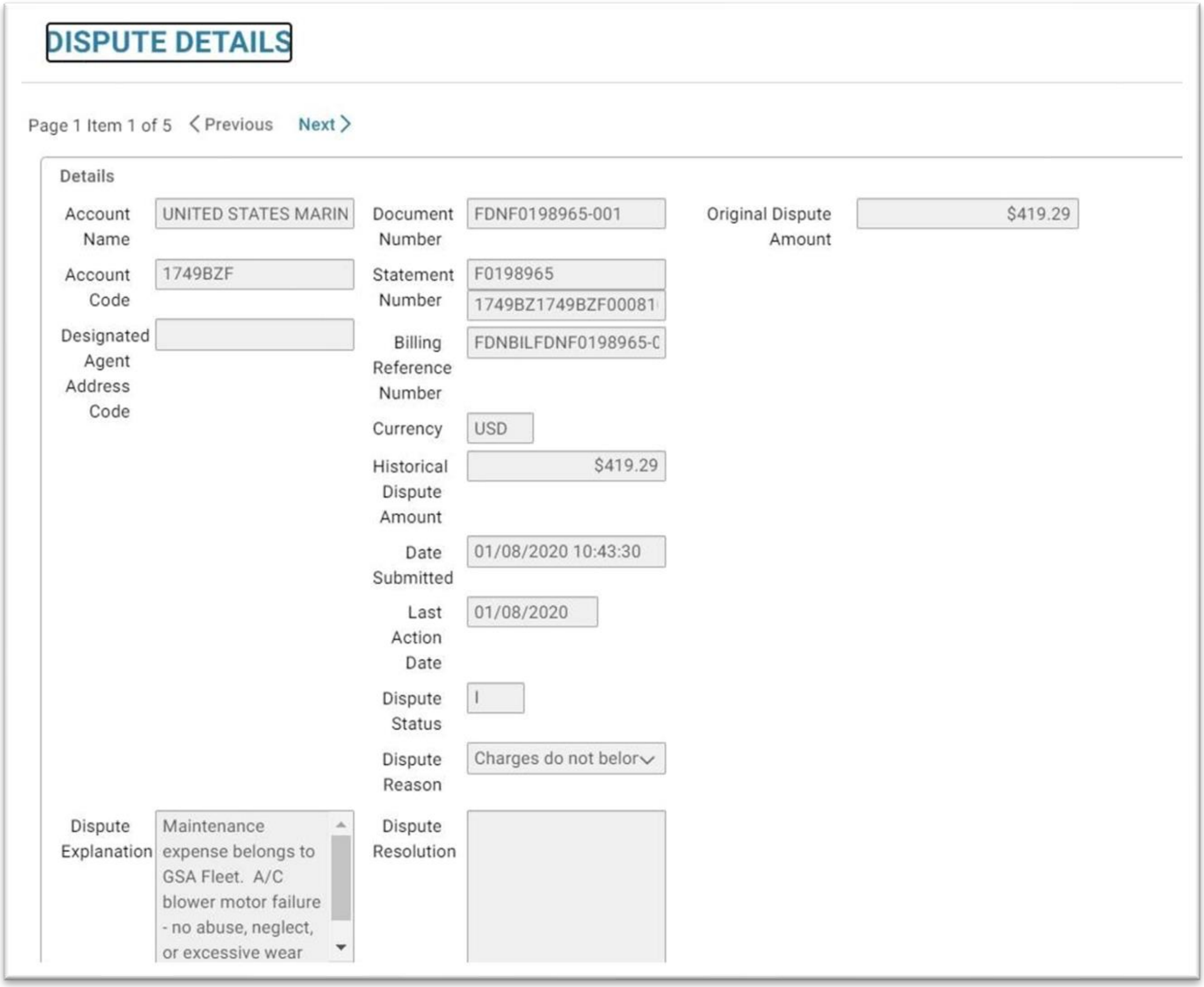
Figure 84: Action Successful Message

7. To view the Dispute Details Screen, select the Statement Number and then select the More button. The Dispute Explanation and Dispute Resolution fields have selectable values that when selected, also opens the Dispute Details Screen. The Dispute Details Screen displays details relating to the dispute.

Figure 85: Dispute Details Screen

Vendor Address Code	Statement Number	Amount	Date Submitted	Dispute Status	Dispute Reason	Last Action Date	Dispute Explanation	Dispute Resolution
1749BZF	F0198965	$419.29	01/08/2020 10:43:30	In Process	Charges do not belong to my Agency	01/08/2020	Maintenance expense belongs to GSA Fleet. A/C blower motor failure - no abuse, neglect, or excessive wear and tear is even possible.	-
96429L	X0093090	$158,466.67	01/09/2020 17:14:09	In Process	Funding Exceeded	01/09/2020	Bill is for $0.12 more than available funds. SECOND DISPUTE WITH NO CORRESPONDANCE	-
1749BZF	F0198965	$108.41	01/08/2020 10:48:30	In Process	Charges do not belong to my Agency	01/08/2020	Maintenance expense belongs to GSA Fleet. Fuel door replacement due to failure under normal use and poor design that while similar vehicles were under manufacture warranty the repair was made under warranty. No agency neglect, abuse or misuse indicated.	-
757265	F0197748	$43,500.13	01/22/2020 23:11:02	In Process	Need Supporting Documentation	01/22/2020	These services have to be overbilled. This charge is in excess of what the GSA vehicle is worth.	-
10227N	X0092157	$9,031.19	01/06/2020 11:47:34	In Process	Goods and Services Not Received	01/06/2020	Several flaws with install. Have reached out to GSA PM for corrections without response.	-

Figure 86: Dispute Details



1.5 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.

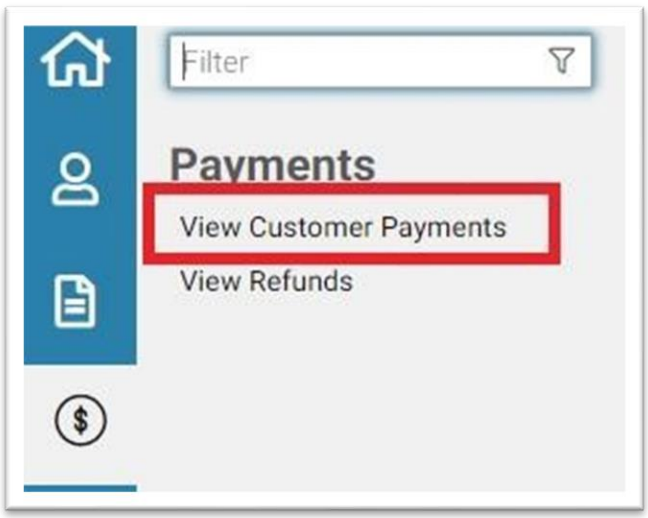
1.5.1 VCSS: View Customer Payments

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 87: Navigation to View Customer Payments Query



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

Figure 88: View Customer Payments Search Criteria and Item Collection

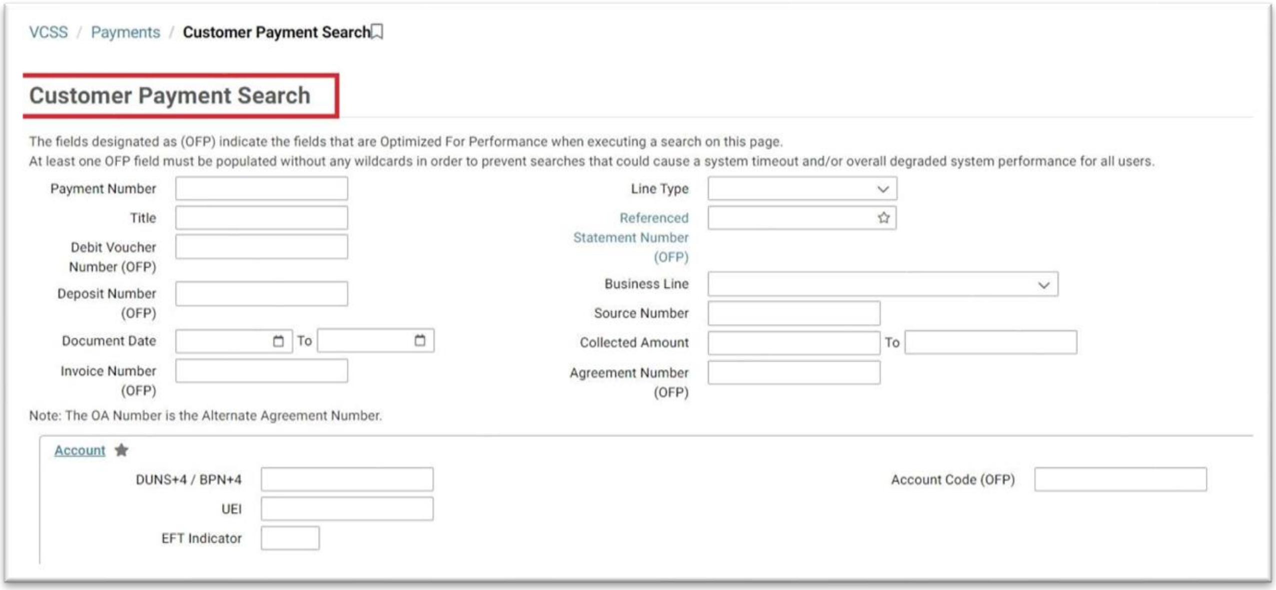


Figure 88: Item Collection with Results (continued)

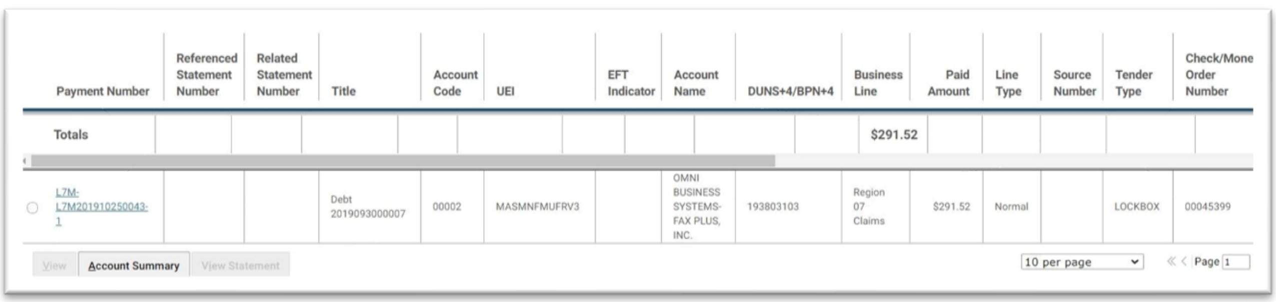


Table 21: View Customer Payments Field Descriptions

Search Element	**Description**
Search Criteria Group Box	Search Criteria Group Box
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.

Table 22: View Customer Payments Field Descriptions for Account Criteria

Search Elements	**Descriptions**
Account Code	The account code on the payment.
Search Elements	**Descriptions**
DUNS+4/BPN+4	The DUNS+4/BPN+4 on the payment.
UEI	The UEI number for a specific Account.
EFT Indicator	The EFT Indicator number for a specific Account.

Table 23: View Customer Payments Field Descriptions for Payment Information

Search Elements	**Descriptions**

Payment Information	The type of payment, valid values are: Cash, Check, CR Offset, CR Refund, Electronic, IPAC, Lockbox, and Pay.gov.
Check/Money Order Number	The pre-printed number of the check or money order.

Table 24: View Customer Payments Field Descriptions for IPAC

Search Element	**Description**
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.

Table 25: View Customer Payments Field Descriptions for Item Collection

Search Element	**Description**
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.
UEI	The UEI number for a specific Account.
EFT Indicator	The EFT Indicator number for a specific Account.
DUNS+4/BPN+4	The DUNS+4/BPN+4 on the payment.
Search Element	**Description**

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.
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.

Table 26: View Customer Payments Field Descriptions for Action Buttons

Search Element	**Description**
Sort	Sorts the records according to the column header selected.
Export	Exports the search results to a CSV or Excel spreadsheet.

Maximize the List	Expands the list to view all items
Restore the list to its original size	After being expanded, returns the list to its original size

NOTE: Action Buttons are located above the Search Results/Item Collection table to the right. See **Figure 24** for the Action Button icons.

Table 27: View Customer Payments Field Descriptions for Search Criteria Group Box

Search Element	**Description**
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.

1.5.1.1 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 90: Payment Information page with Values

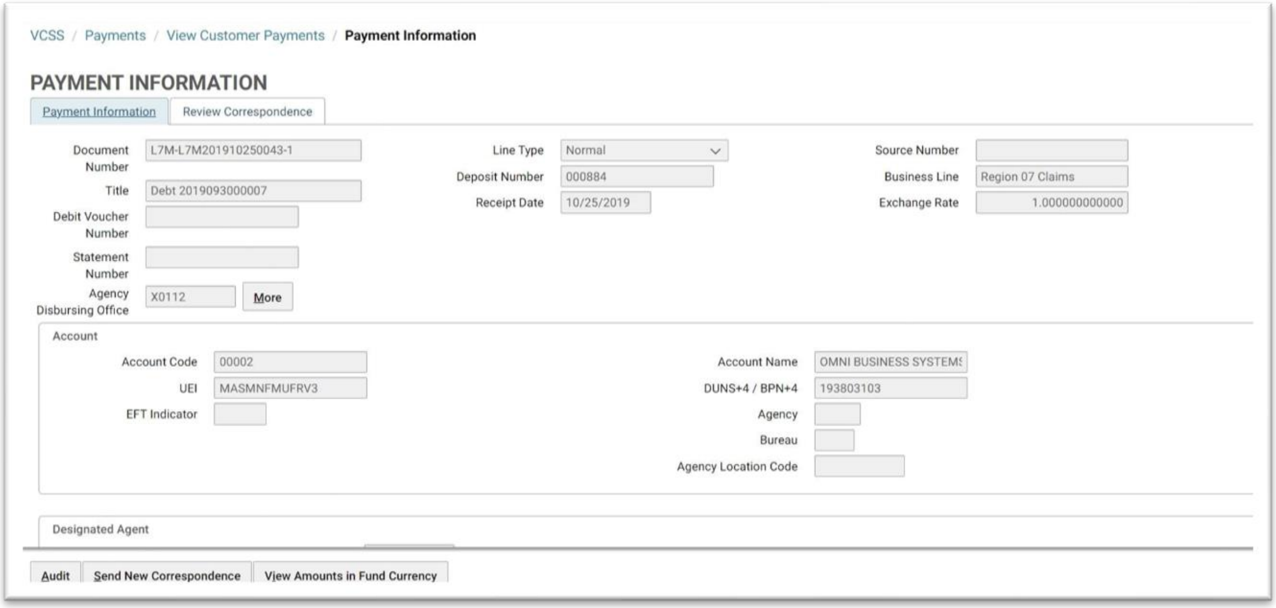
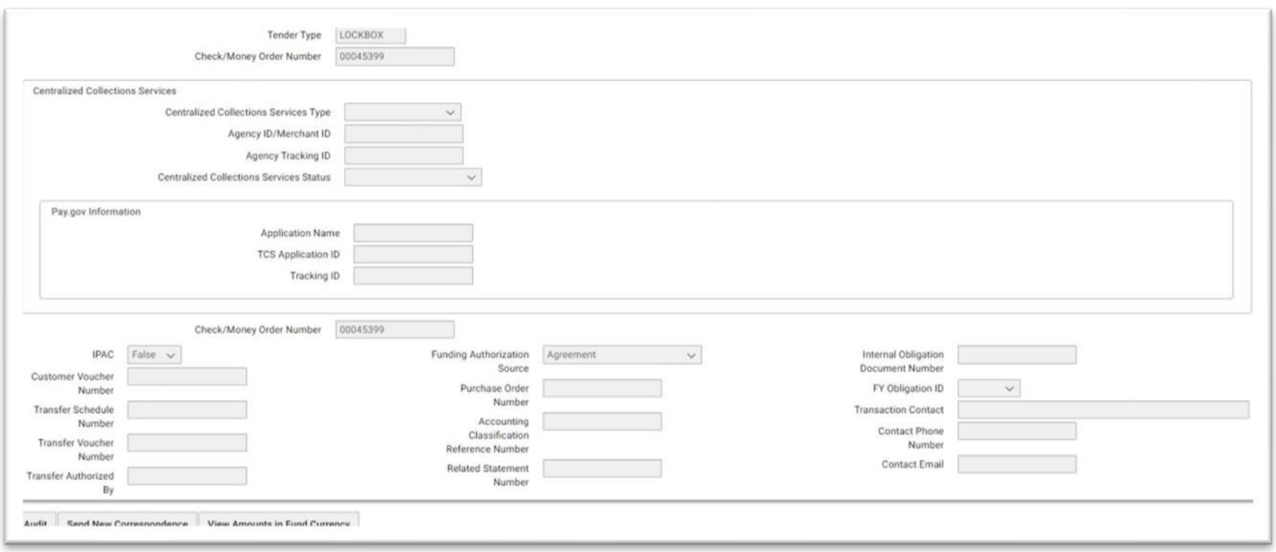
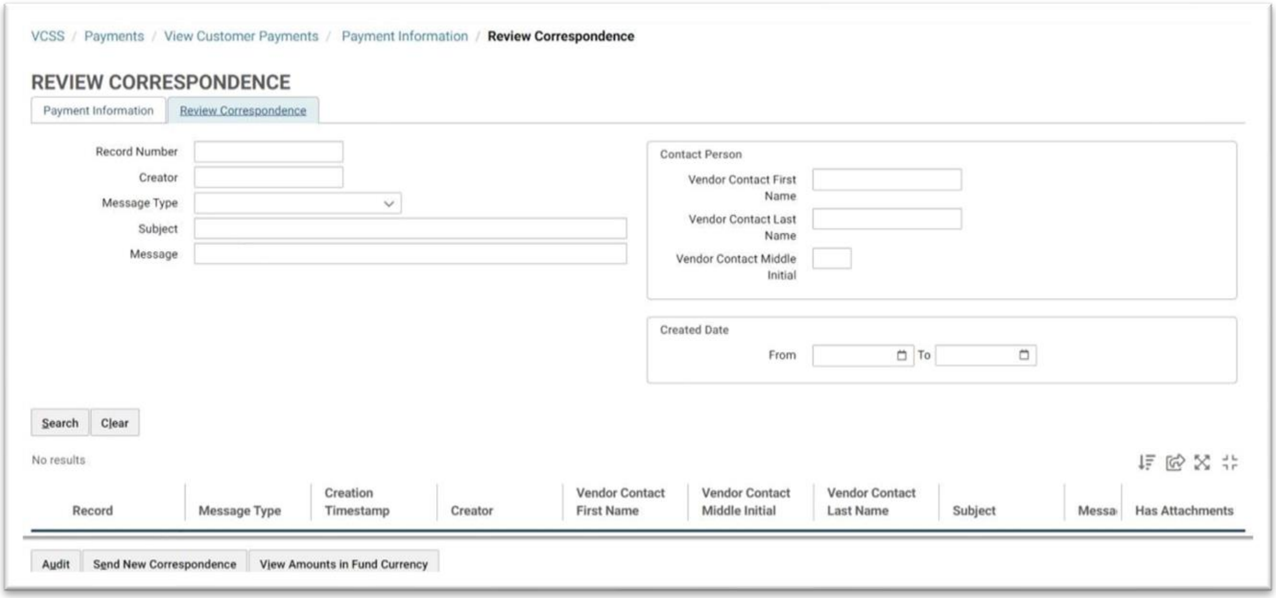


Figure 91: Tender Type Section



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 Pegasys about the payment.

Figure 92: View Payment Correspondence Tab



1.5.1.2 Executing a Query Using the View Customer Payments Query

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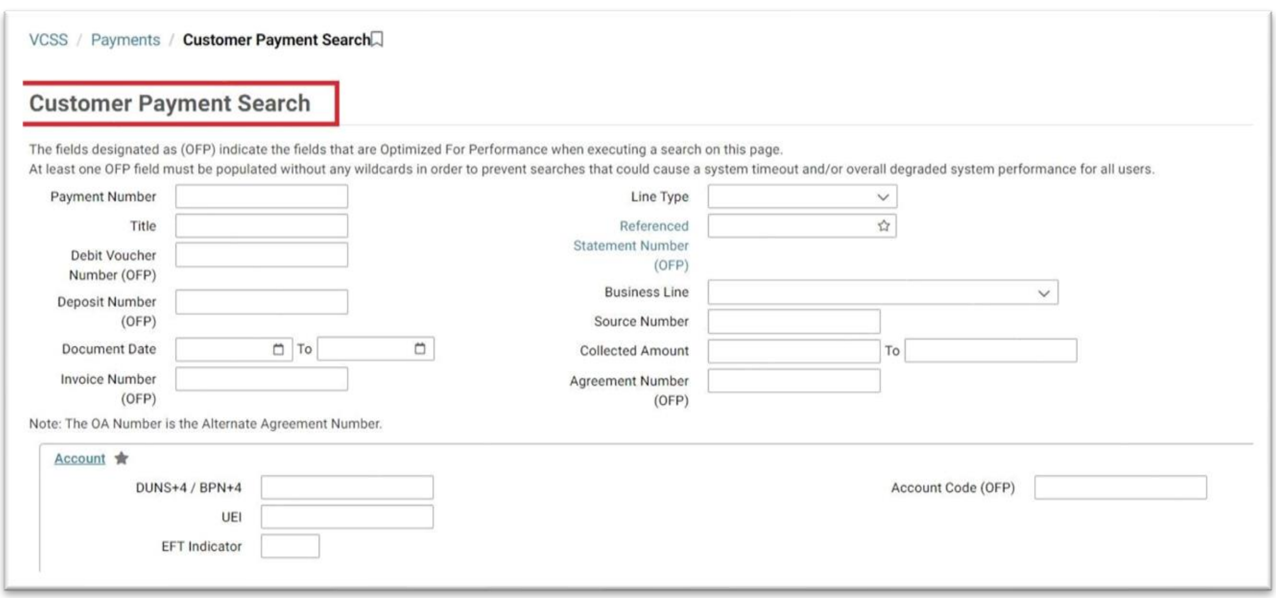
1. In VCSS navigate to Payments → View Customer Payments.

   The View Customer Payments Query page will be displayed.

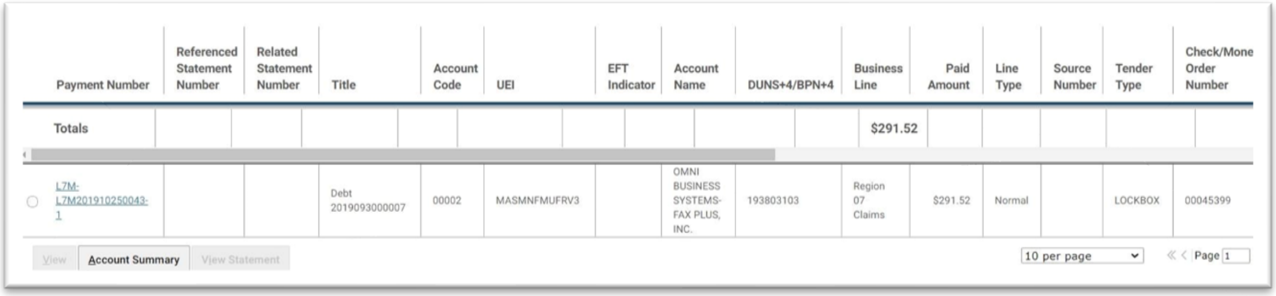
Figure 93: Customer Payment Search Criteria



2. Enter the desired search criteria and select Search.

   The results are returned in the item collection.

Figure 94: Item Collection with Selected Record



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.

Figure 95: Payment Information page

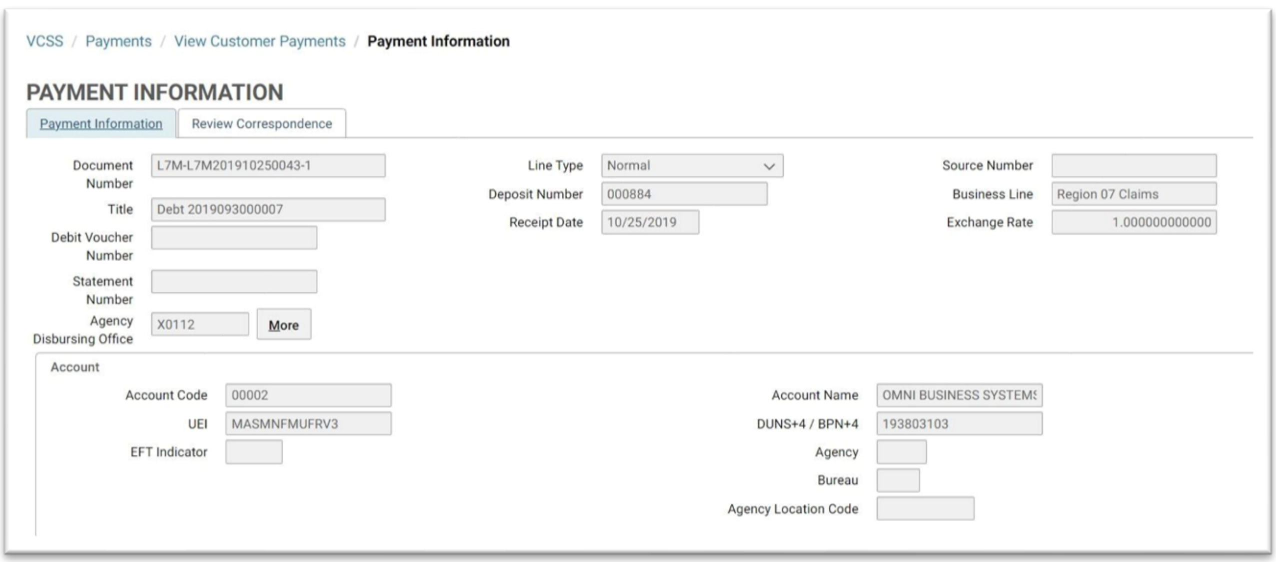
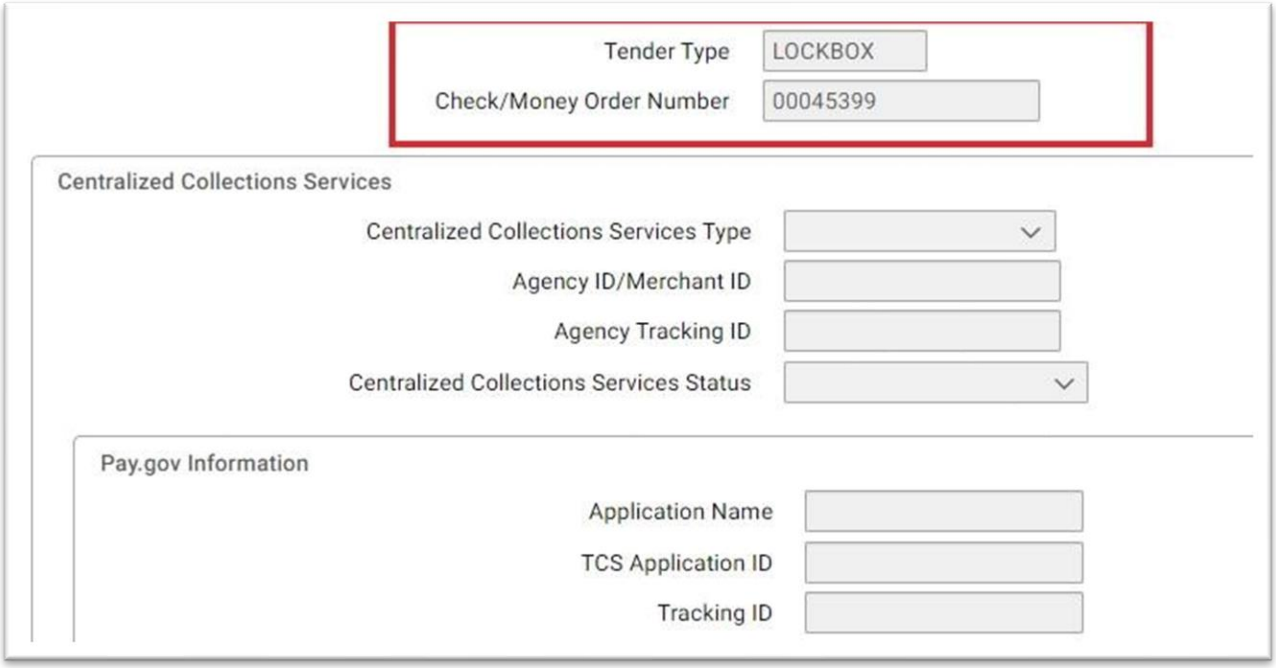


Figure 96: Payment Amounts with Values

Figure 97: Tender Type

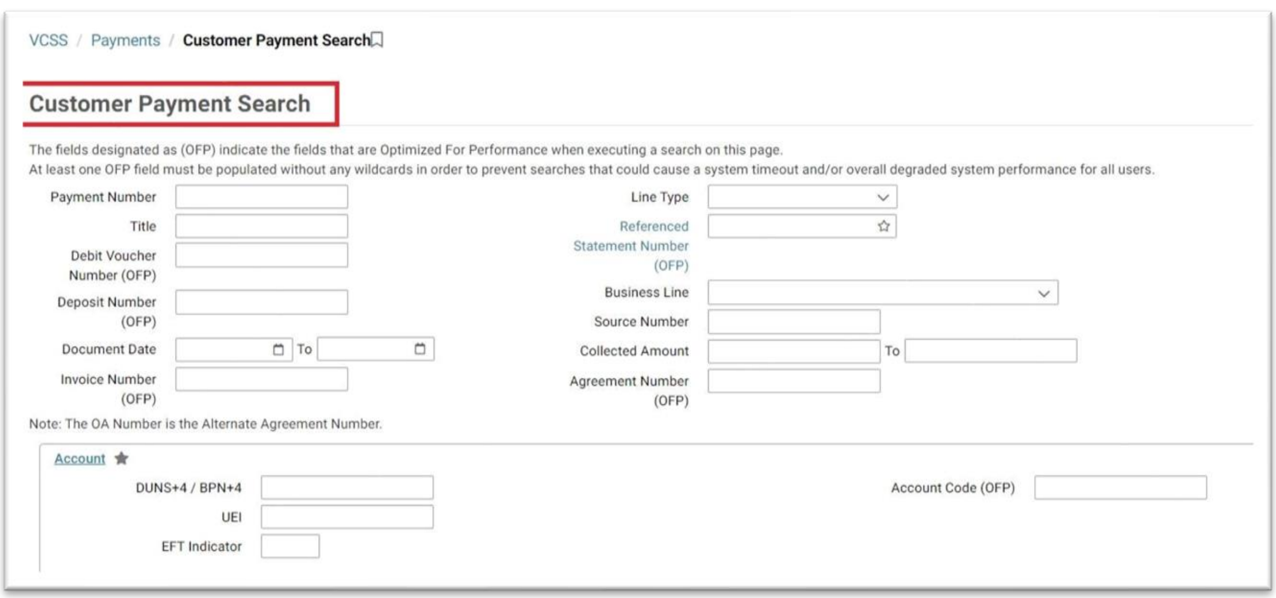


1.5.1.3 Searching and Creating Correspondence Using the View Customer Payments Query

1. In VCSS navigate to Payments → View Customer Payments.

   The View Customer Payments Query page will be displayed.

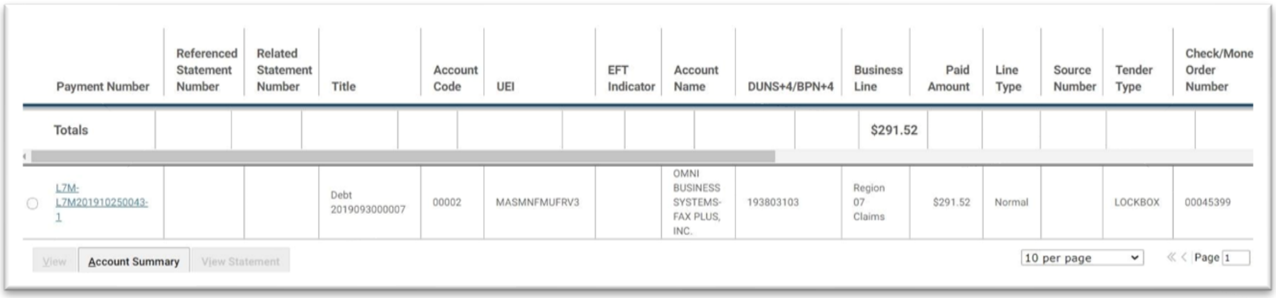
Figure 98: View Customer Payments Query page



2. Enter the desired search criteria and select Search.

The results are returned in the item collection.

Figure 99: Customer Payments Query Item Collection



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.

Figure 100: View Payment Information page

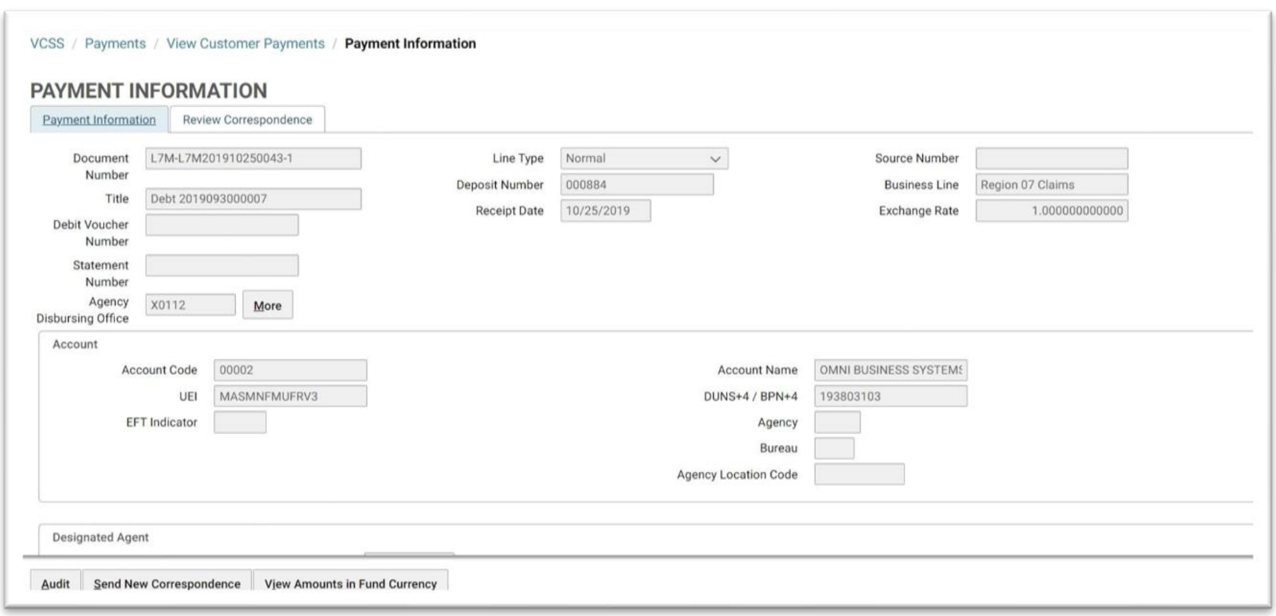
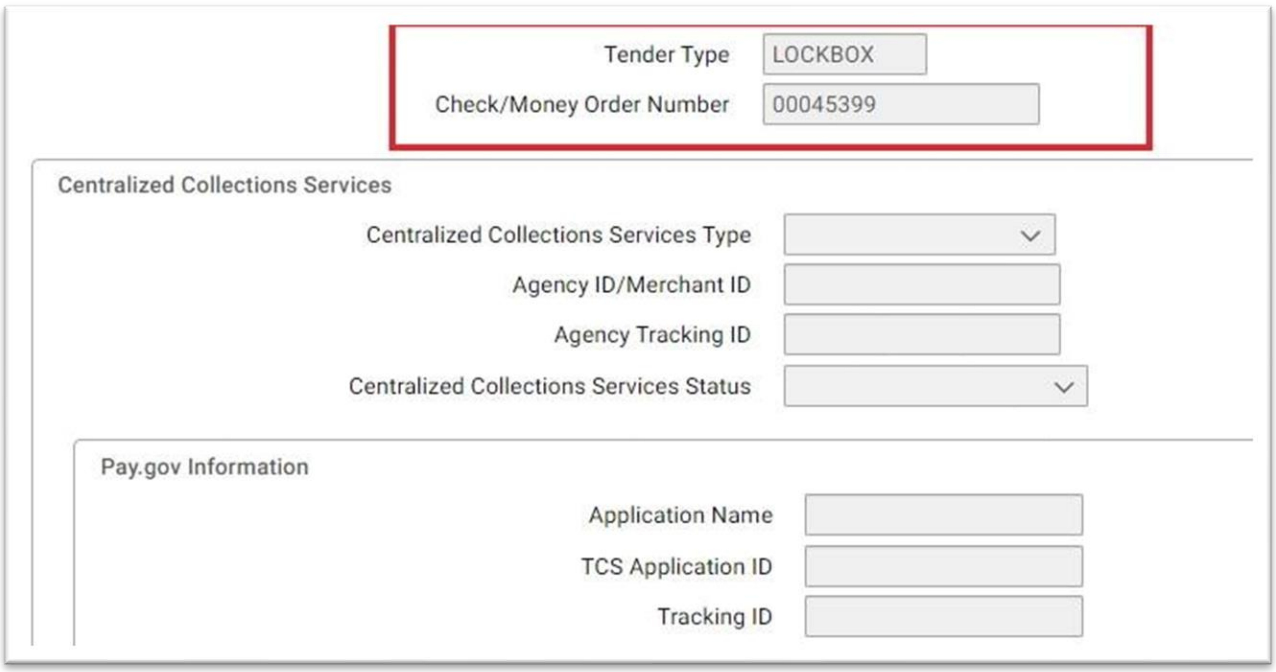


Figure 101: Payment Amounts

Figure 102: Tender Type information



5. Select the Correspondence tab.

    The correspondence search is displayed.

Figure 103: Review Correspondence Search Criteria and Item Collection

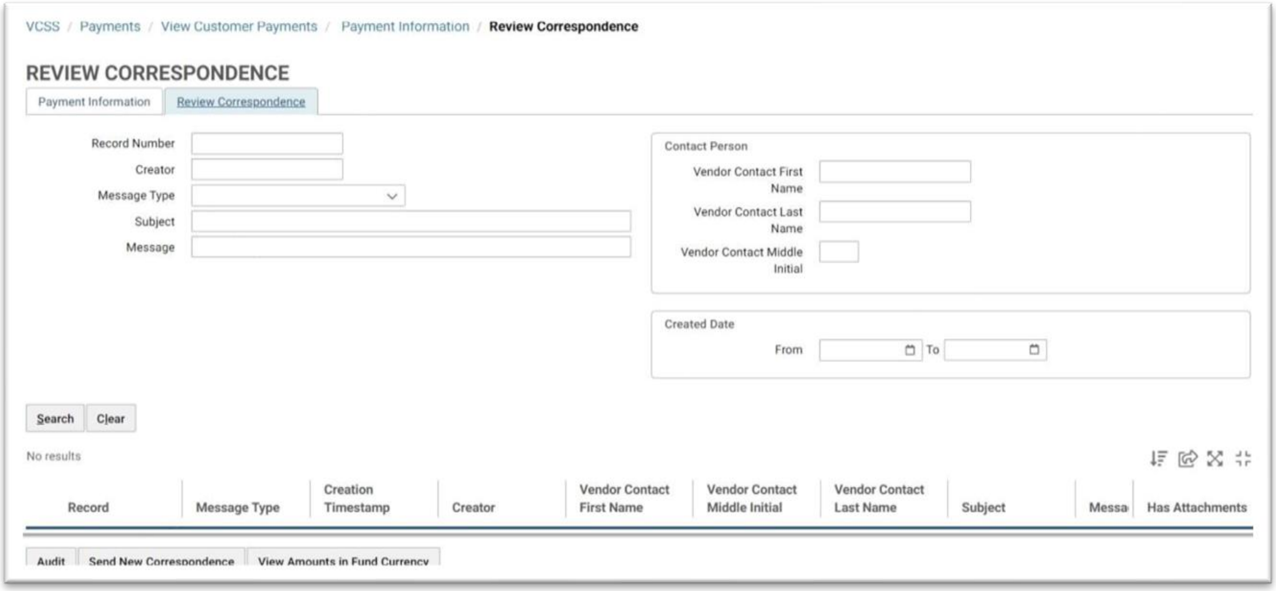
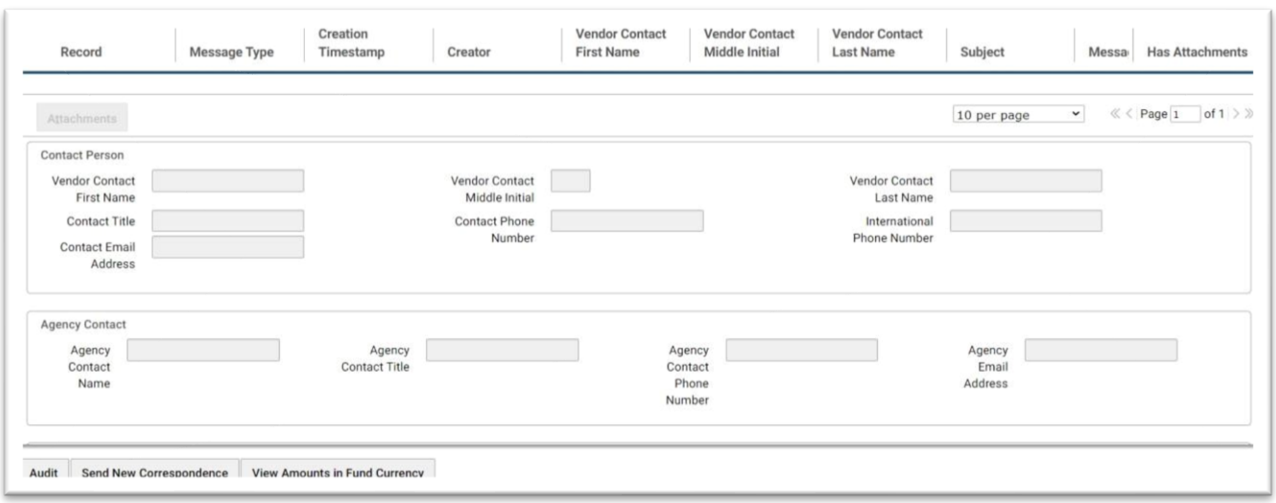


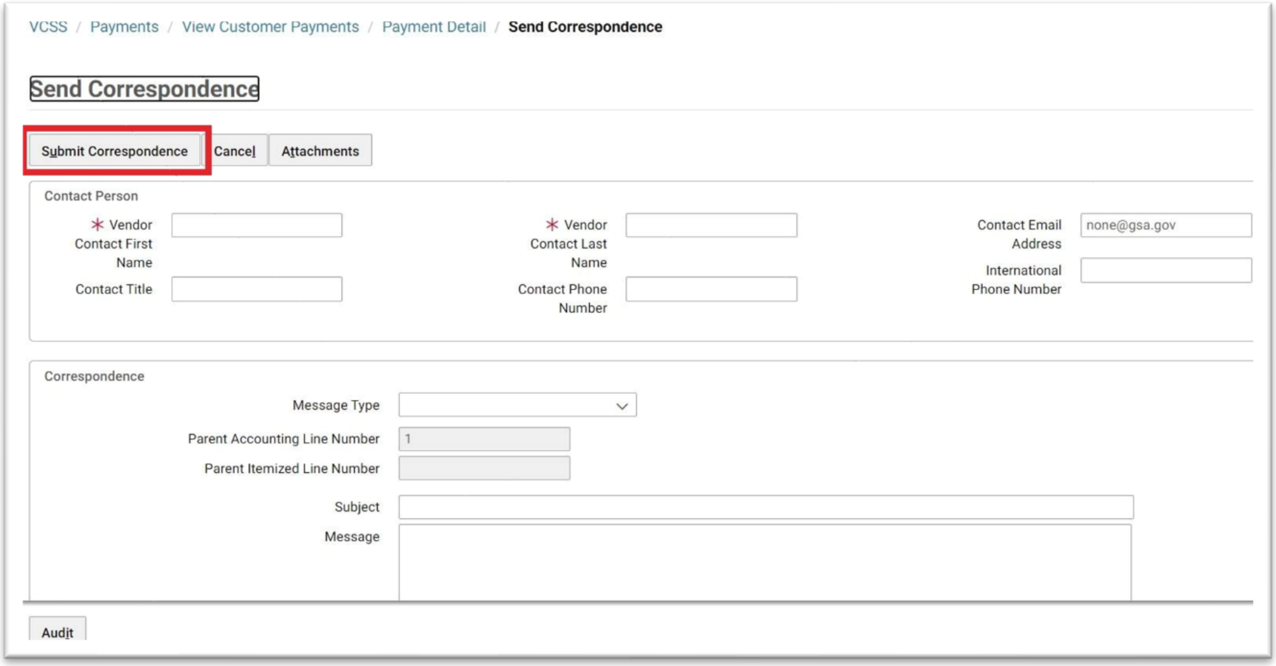
Figure 104: Item Collection



6. Enter the desired search criteria.
7. Select a correspondence record from the item collection and view its details below.
8. Select the Send New Correspondence button.

   The Send Correspondence page is displayed.

Figure 105: Send Correspondence Tab with Button



9. 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.

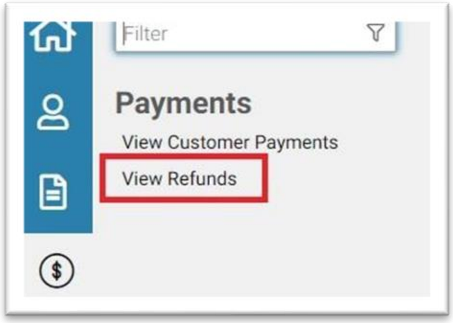
1.5.2 VCSS: View Refunds

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 106: Navigation to the View Refunds Query



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

Figure 107: View Refunds Search Criteria and Item Collection

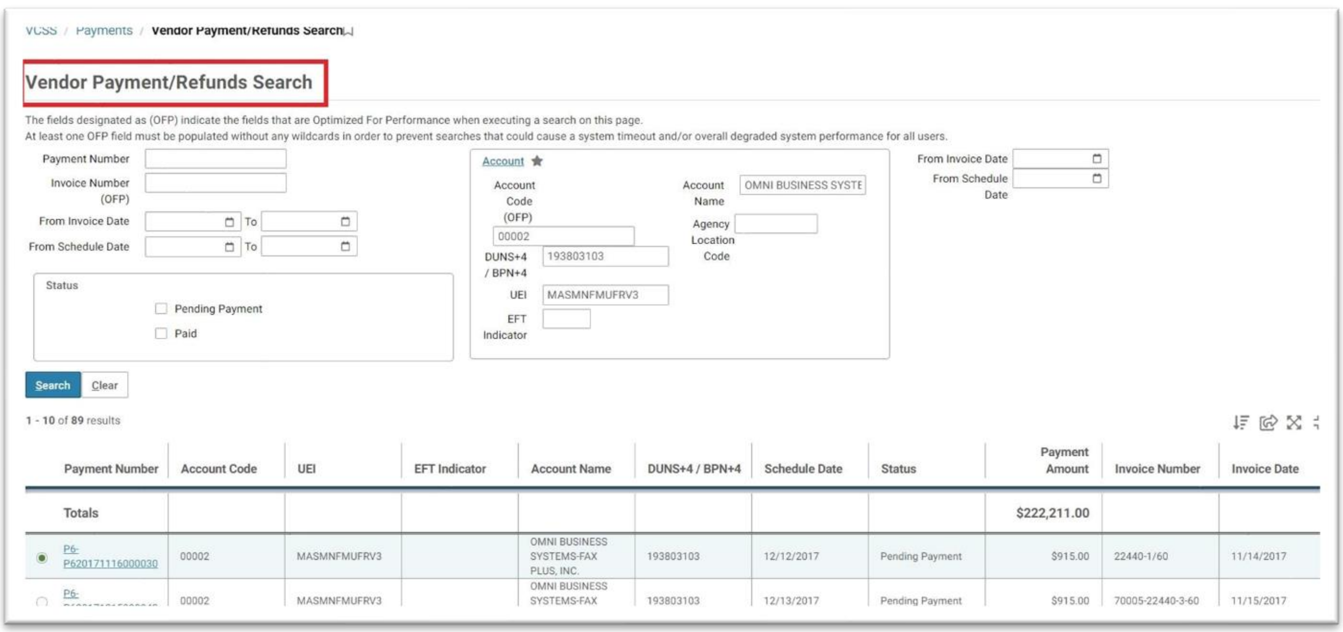


Table 28: View Refunds Field Descriptions for Search Criteria Group Box

Search Element	Description
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.
UEI	The UEI number for a specific Account.
EFT Indicator	The EFT Indicator number for a specific Account.
Account Name	The account name associated with the payment.
Agency Location Code	The Customer ALC associated with the payment.
Search Element	**Description**
Status	The Status of the Payment/Refund, valid values are Pending Payment and Paid.

Table 29: View Refunds Field Descriptions for Item Collection

Search Element	**Description**
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.
UEI	The UEI number for a specific Account.

EFT Indicator	The EFT Indicator number for a specific 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.

Table 30: View Refunds Field Descriptions for Action Buttons

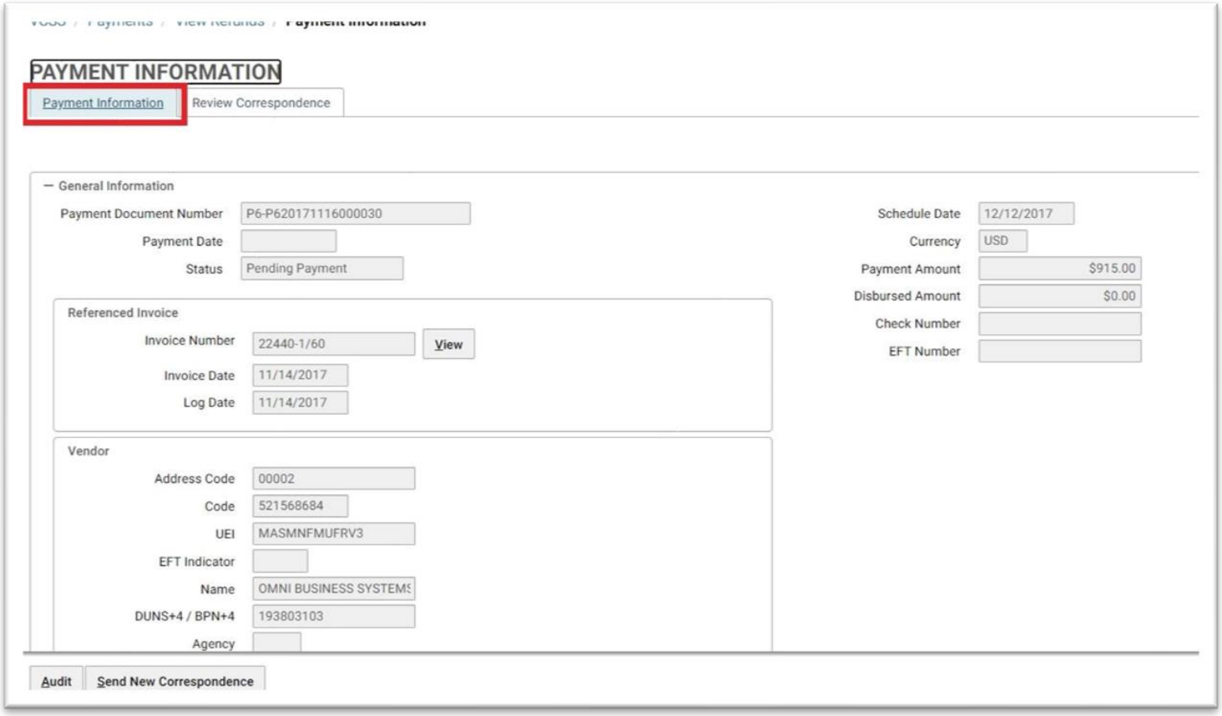
Search Element	**Description**
Sort	Sorts the records according to the column header selected.
Export	Exports the search results to a CSV or Excel spreadsheet.
Maximize the List	Expands the list to view all items
Restore the list to its original size	After being expanded, returns the list to its original size

NOTE: Action Buttons are located above the Search Results/Item Collection table to the right. See **Figure 24** for the Action Button icons.

1.5.2.1 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 108: Refund Information page



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 109: The Review Refunds Review Correspondence Tab

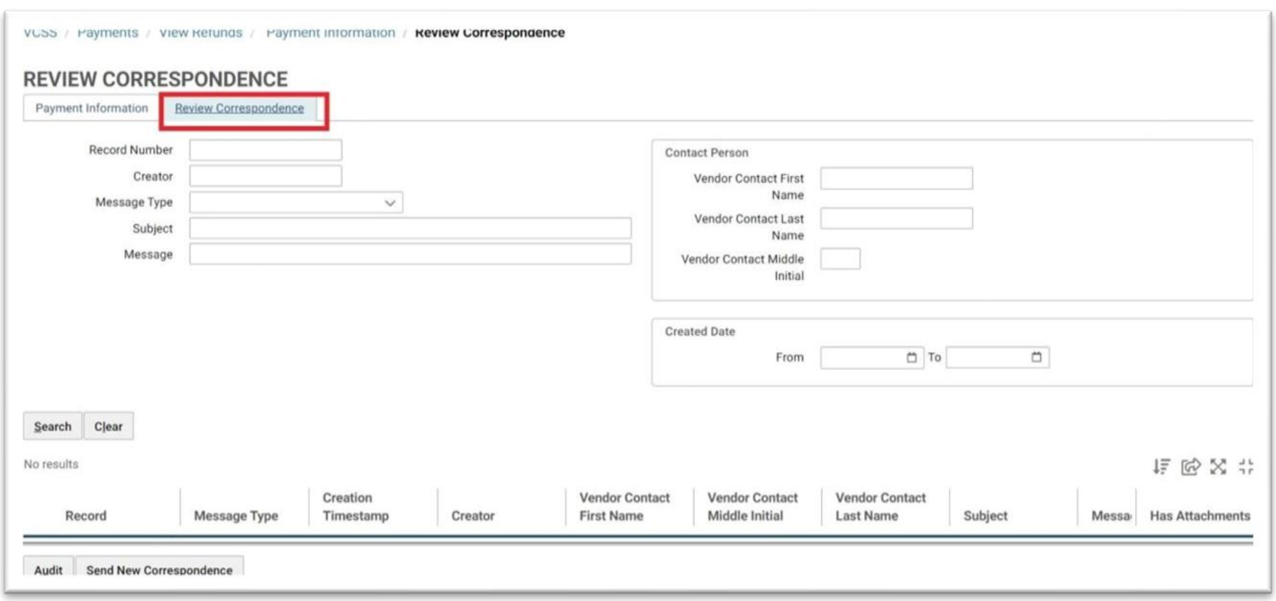
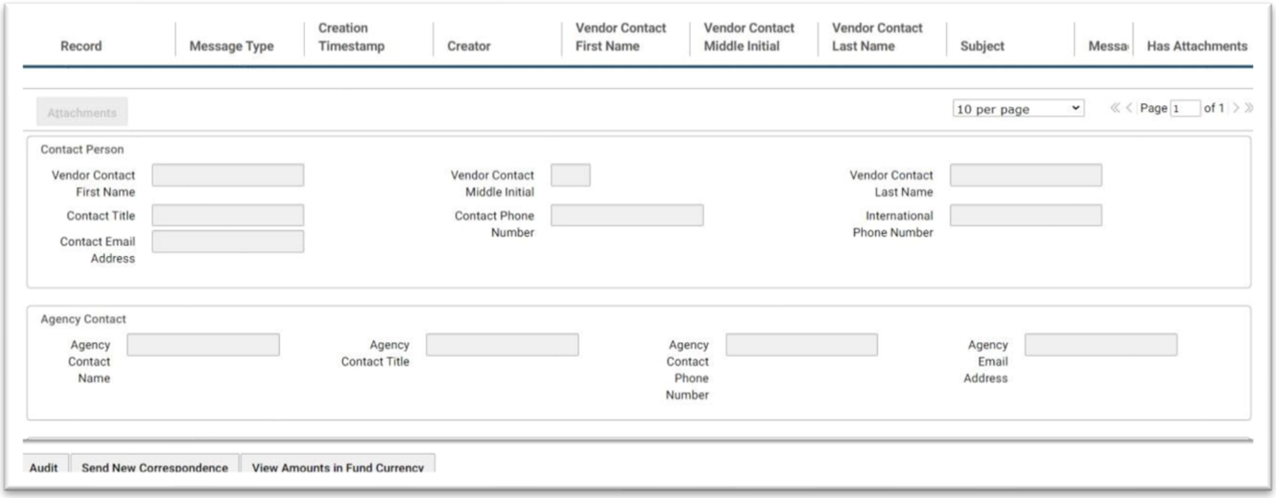


Figure 110: Contact Information



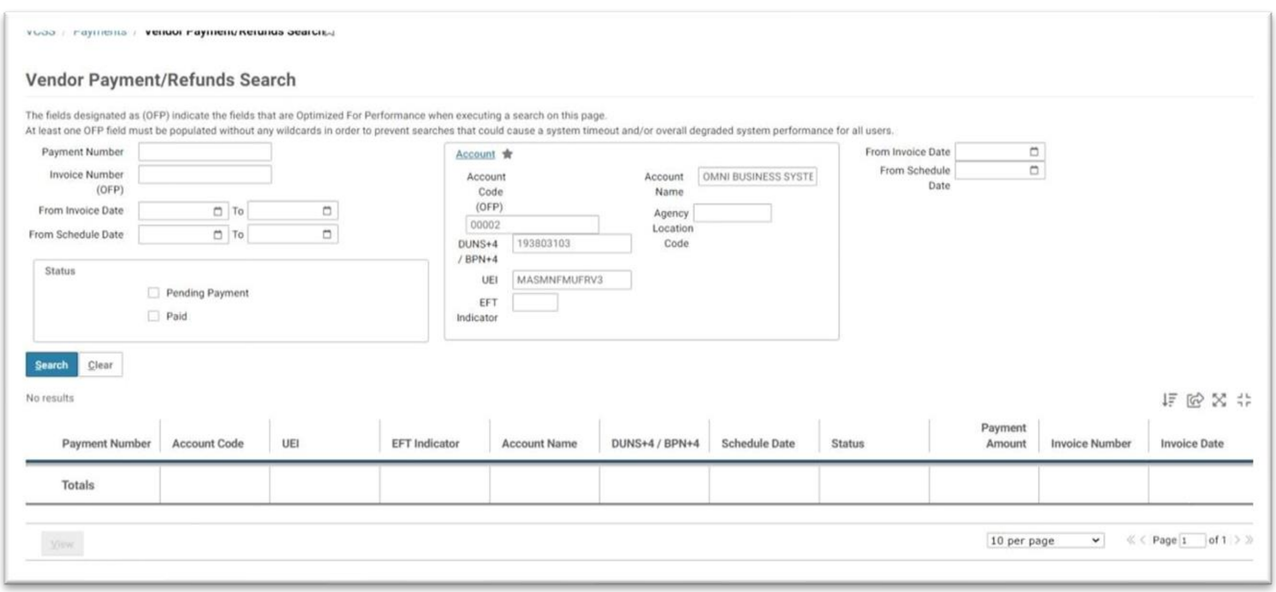
1.5.2.2 Executing a Query Using the View Refunds Query

Steps to Execute a Query Using the View Refunds Query:

1. In VCSS navigate to Payments → View Refunds.

   The View Refunds Query page will be displayed.

Figure 111: Vendor Payment/Refunds Search Page



2. Enter the desired search criteria and select Search.

   The results are returned in the item collection.

Figure 112: Results in the item collection (continued)

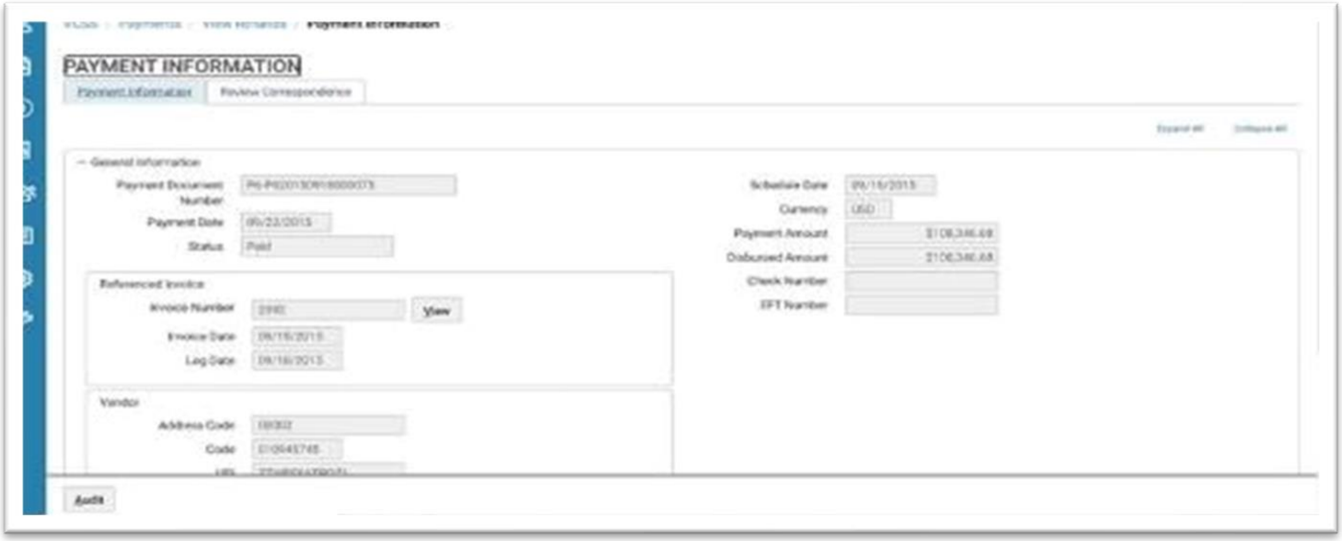
Payment Number	Account Code	UEI	EFT Indicator	Account Name	DUNS+4 / BPN+4	Schedule Date	Status	Payment Amount	Invoice Number	Invoice Date
Totals								$222,211.00		
P6-P620171116000030	00002	MASMNFMUFRV3		OMNI BUSINESS SYSTEMS-FAX PLUS, INC.	193803103	12/12/2017	Pending Payment	$915.00	22440-1/60	11/14/2017
P6-P620171215000042	00002	MASMNFMUFRV3		OMNI BUSINESS SYSTEMS-FAX PLUS, INC.	193803103	12/13/2017	Pending Payment	$915.00	70005-22440-3-60	11/15/2017
P6-P620171219000011	00002	MASMNFMUFRV3		OMNI BUSINESS SYSTEMS-FAX PLUS, INC.	193803103	12/12/2017	Pending Payment	$915.00	22440-2/60	11/14/2017
P6-P620171221000021	00002	MASMNFMUFRV3		OMNI BUSINESS SYSTEMS-FAX PLUS, INC.	193803103	01/18/2018	Pending Payment	$915.00	70005-252440-4/60	12/15/2017
P6-P620180103000006	00002	MASMNFMUFRV3		OMNI BUSINESS SYSTEMS-FAX PLUS, INC.	193803103	01/18/2018	Pending Payment	$915.00	70005-22440-4/60	12/19/2017
P6-P620190516000010	00002	MASMNFMUFRV3		OMNI BUSINESS SYSTEMS-FAX PLUS, INC.	193803103	05/24/2019	Pending Payment	$470.76	GLC23123-2/60	04/25/2019
P6-P620190516000012	00002	MASMNFMUFRV3		OMNI BUSINESS SYSTEMS-FAX PLUS, INC.	193803103	05/23/2019	Paid	$470.76	GLC23123-1/60	04/25/2019
P6-P620190516000018	00002	MASMNFMUFRV3		OMNI BUSINESS SYSTEMS-FAX	193803103	05/24/2019	Pending Payment	$470.76	GLC23123-3/60	04/25/2019

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.

113: View refund information page



1.5.2.3 Searching and Creating Correspondence Using the View Refund Query

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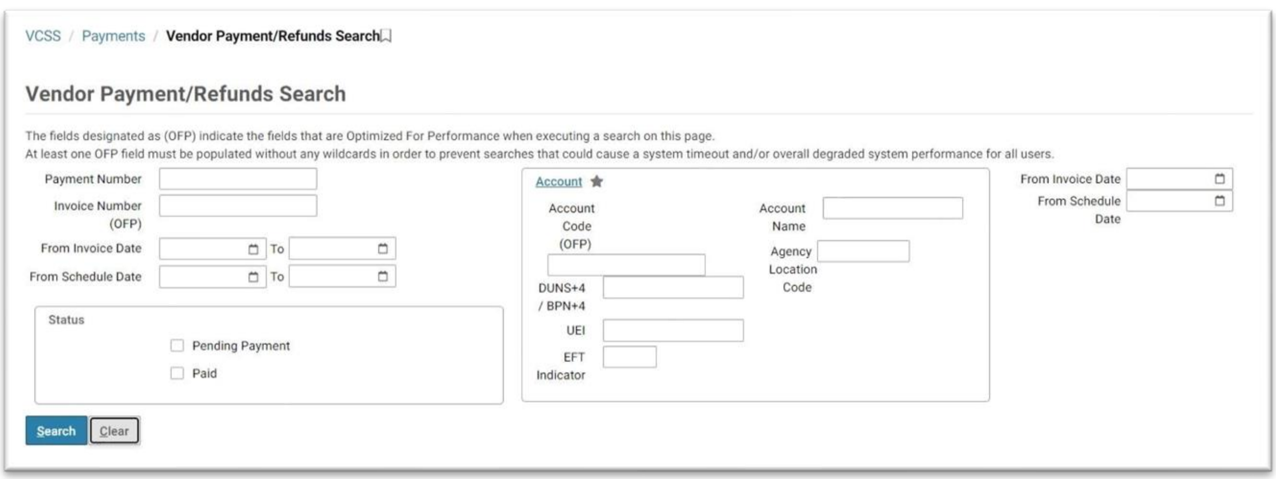
Steps to Search and Create Correspondence Using the View Refund Query:

1. In VCSS navigate to Payments → View Refunds.

   The View Refunds Query page will be displayed.

Figure 114: View Refunds Query page



2. Enter the desired search criteria and select Search.

   The results are returned in the item collection.

Figure 115: Results in the Item Collection

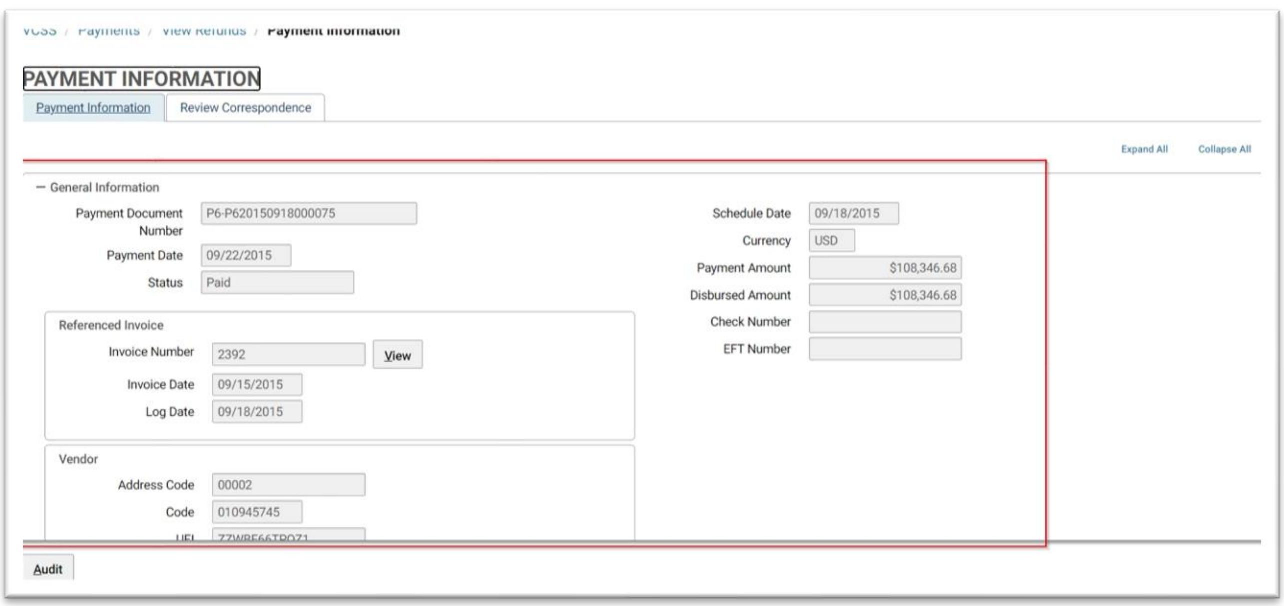
	Payment Number	Account Code	UEI	EFT Indicator	Account Name	DUNS+4 / BPN+4	Schedule Date	Status	Payment Amount	Invoice Number	Invoice Date
	Totals								$222,211.00		
○	P6-P620171116000030	00002	MASMNFMUFRV3		OMNI BUSINESS SYSTEMS-FAX PLUS, INC.	193803103	12/12/2017	Pending Payment	$915.00	22440-1/60	11/14/2017
○	P6-P620171215000042	00002	MASMNFMUFRV3		OMNI BUSINESS SYSTEMS-FAX PLUS, INC.	193803103	12/13/2017	Pending Payment	$915.00	70005-22440-3-60	11/15/2017
○	P6-P620171219000011	00002	MASMNFMUFRV3		OMNI BUSINESS SYSTEMS-FAX PLUS, INC.	193803103	12/12/2017	Pending Payment	$915.00	22440-2/60	11/14/2017
○	P6-P620171221000021	00002	MASMNFMUFRV3		OMNI BUSINESS SYSTEMS-FAX PLUS, INC.	193803103	01/18/2018	Pending Payment	$915.00	70005-252440-4/60	12/15/2017
○	P6-P620180103000006	00002	MASMNFMUFRV3		OMNI BUSINESS SYSTEMS-FAX PLUS, INC.	193803103	01/18/2018	Pending Payment	$915.00	70005-22440-4/60	12/19/2017
○	P6-P620190516000010	00002	MASMNFMUFRV3		OMNI BUSINESS SYSTEMS-FAX PLUS, INC.	193803103	05/24/2019	Pending Payment	$470.76	GLC23123-2/60	04/25/2019
○	P6-P620190516000012	00002	MASMNFMUFRV3		OMNI BUSINESS SYSTEMS-FAX PLUS, INC.	193803103	05/23/2019	Paid	$470.76	GLC23123-1/60	04/25/2019
○	P6-P620190516000018	00002	MASMNFMUFRV3		OMNI BUSINESS SYSTEMS-FAX	193803103	05/24/2019	Pending Payment	$470.76	GLC23123-3/60	04/25/2019

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

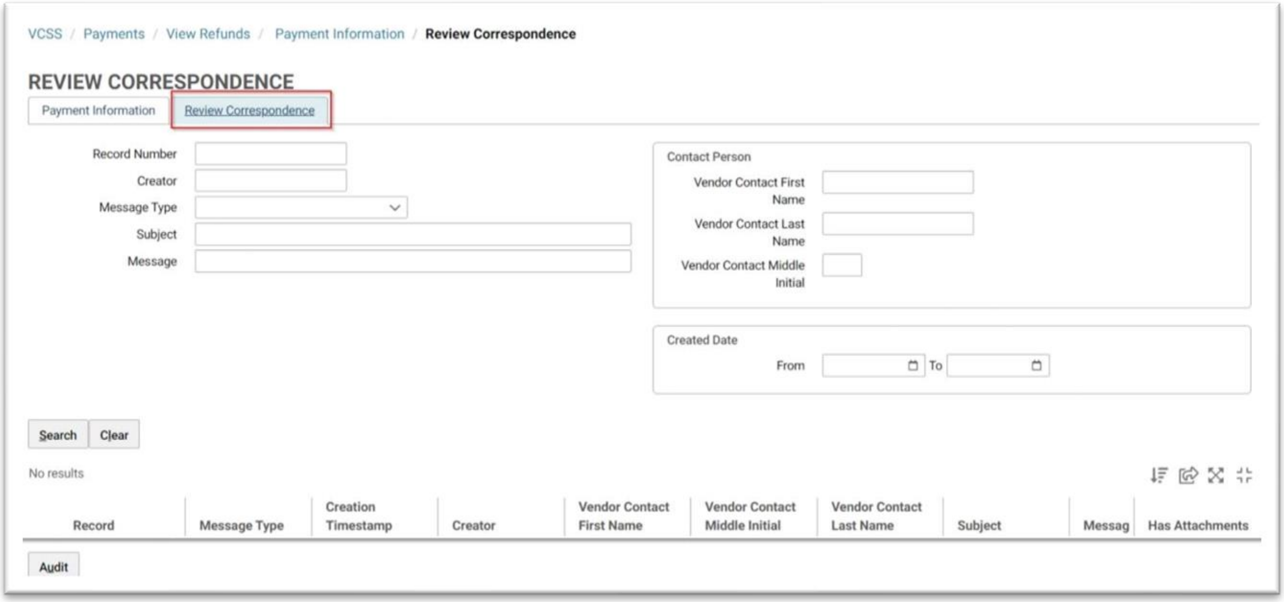
Figure 116: View Payment/Refund Information page



5. Select the Review Correspondence tab.

   The Correspondence search is displayed.

117: Correspondence search page



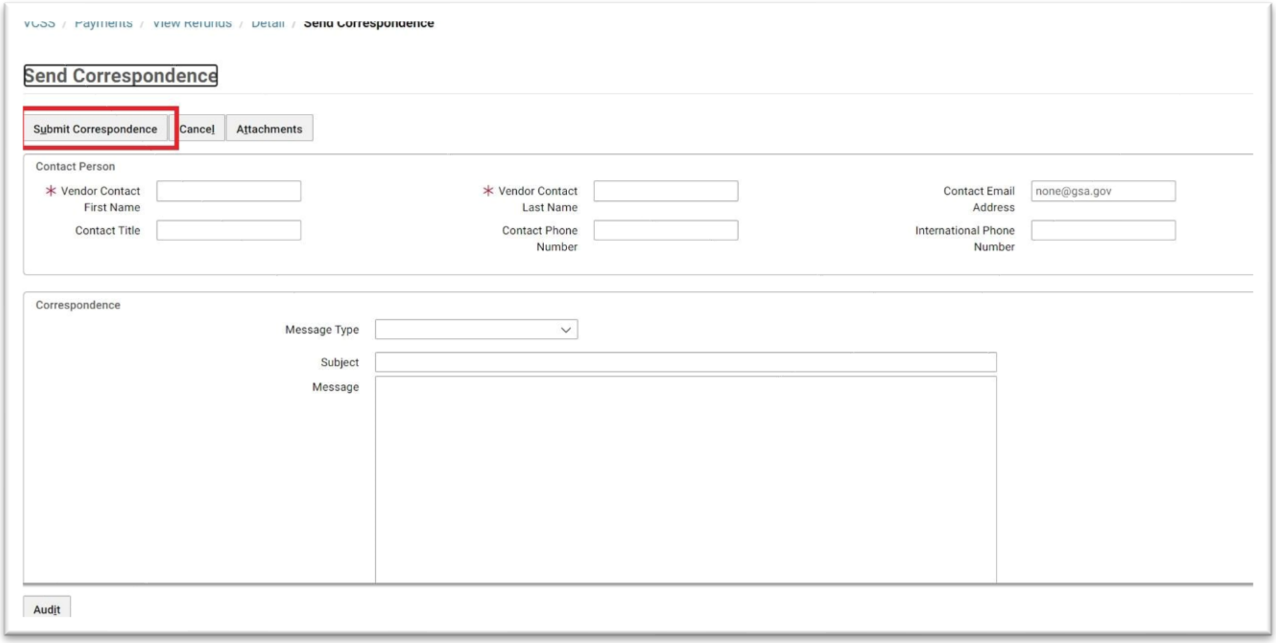
NOTE: The review correspondence tab has some of the following fields below: record number, creator, type of correspondence, subject, and correspondence. There is a contact person sub section to the right and below that is a created date sub section. Below these fields and sub sections is a search button and a clear button. Below these buttons is an item collection table where the columns makeup the parameters for each row. Each row represents a record retrieved from the search criteria above. Below this table is an attachments button. There is a contact person section, an agency contact section, and a correspondence section below. The contact person contains the following fields: first name, title, email address, middle initial, phone number, last name, and international phone number. The agency contact section contains the following fields: name, title, phone number, and agency email address. The correspondence section has some of the following fields: record number, type of correspondence, parent itemized line number, creator, communication source, and created date. At the bottom of the page is an audit button and a send new correspondence button.

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.
8. Select the Send New Correspondence button.
9. The Send Correspondence page is displayed.

Figure 120: Send Correspondence page



10. Fill out all the fields and select Submit Correspondence.

1.6 VCSS: Correspondence Menu

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

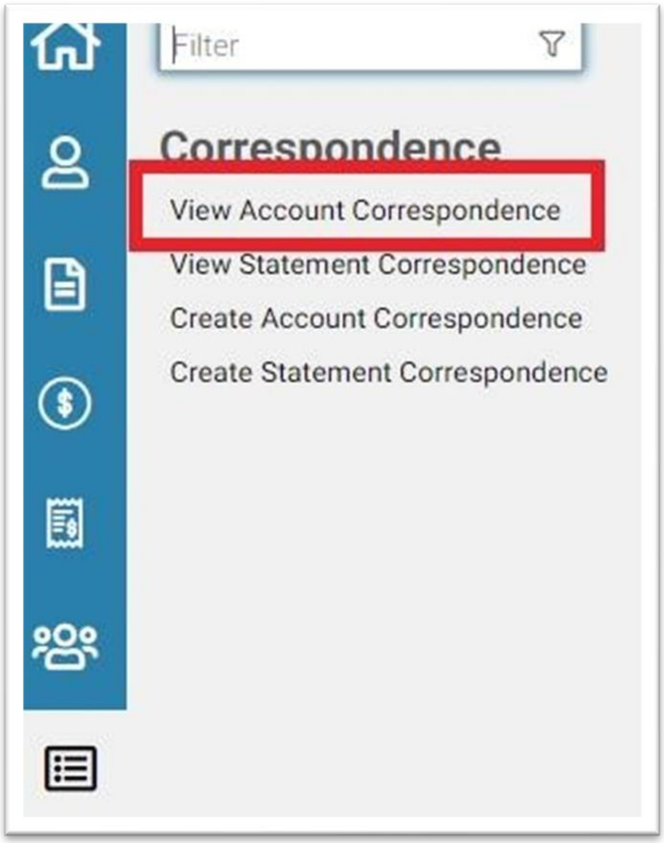
- View Account Correspondence.
- View Statement Correspondence.
- Create Account Correspondence.
- Create Statement Correspondence.

1.6.1 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 121: Navigation to View Account Correspondence page



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

Figure 122: View Account Correspondence Search Criteria and Item Collection

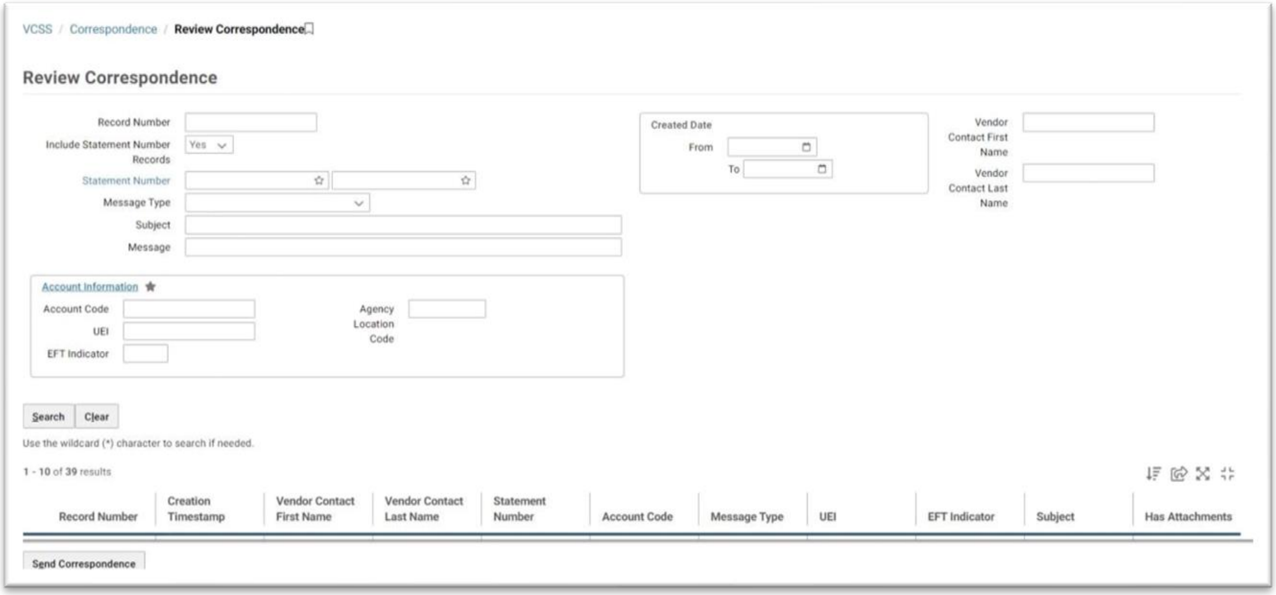


Table 31: View Account Correspondence Field Descriptions for Search Criteria Group Box

Search Element	Description
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.

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.

Table 32: View Account Correspondence Field Descriptions for Item Collection

Search Element	**Description**
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.
Search Element	**Description**
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.

Table 33: View Account Correspondence Field Descriptions for Action Buttons

Search Element	Descriptions
Sort	Sorts the records according to the column header selected.
Export	Exports the search results to a CSV or Excel spreadsheet.
Maximize the List	Expands the list to view all items
Restore the list to its original size	After being expanded, returns the list to its original size

NOTE: Action Buttons are located above the Search Results/Item Collection table to the right. See **Figure 24** for the Action Button icons.

1.6.1.1 Executing a Query Using the View Account Correspondence Query

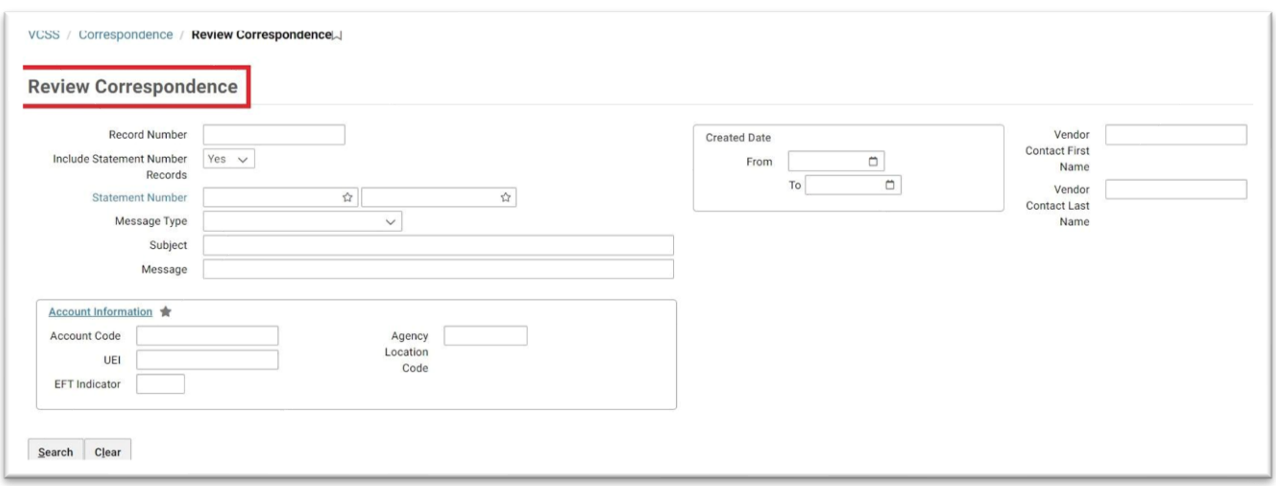
---

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

1. In VCSS navigate to Correspondence → View Account Correspondence.

    The View Account Correspondence Query page will be displayed.

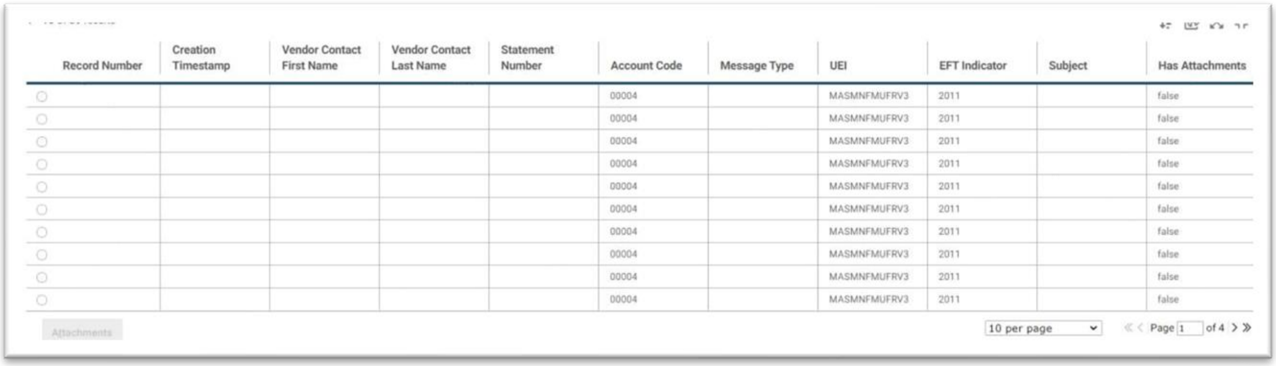
Figure 121: View Account Correspondence Query Page



2. Enter the desired search criteria and select Search.

    The search results and item collection are displayed.

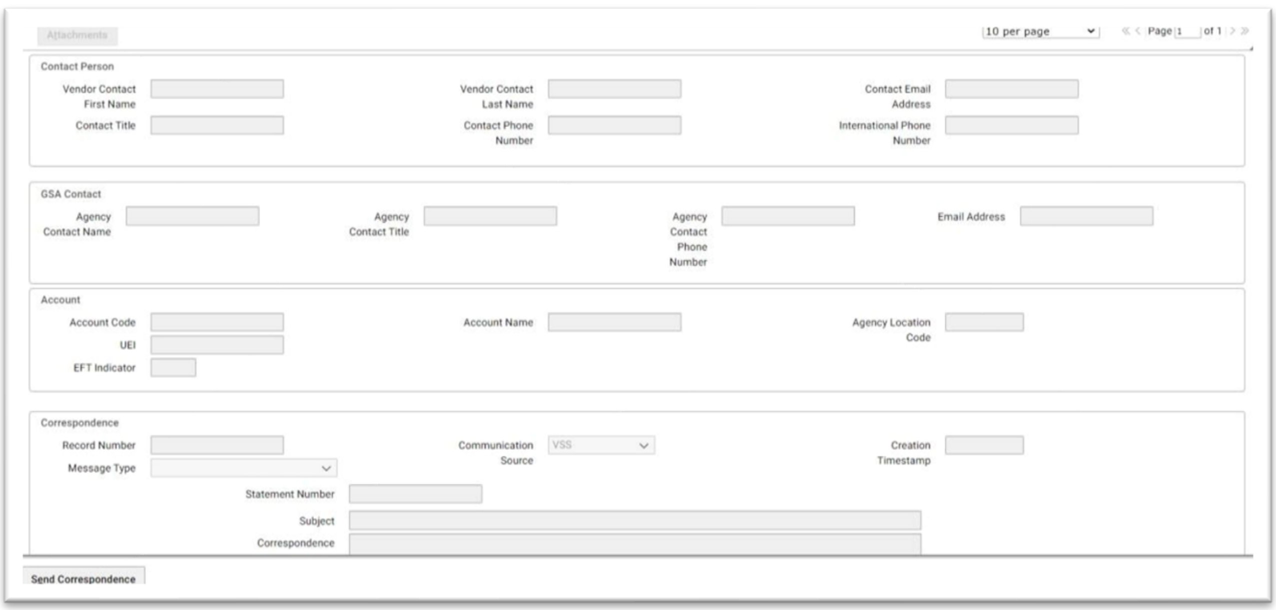
Figure 122: Search Results and Item Collection



3. Select a correspondence record.

   The correspondence record detail is displayed.

Figure 123: Correspondence Record Detail



1.6.2 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 124: Navigation to View Statement Correspondence page

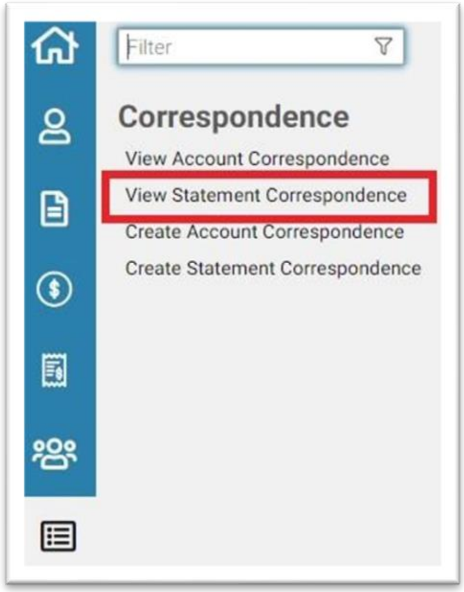


Figure 125: Statement Number Selection Page

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

Figure 126: Review Statement Correspondence Page

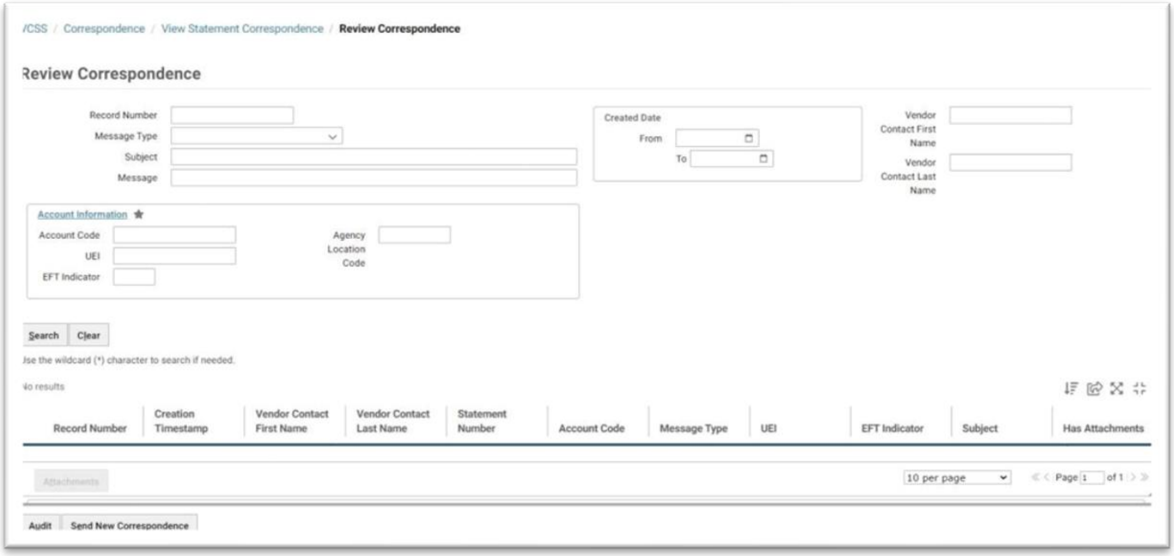


Table 34: View Statement Correspondence Field Descriptions for Search Criteria Group Box

Search Element	Description
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.
Search Element	**Description**
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.

Table 35: View Statement Correspondence Field Descriptions for Item Collection

Search Element	**Description**
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.

Table 36: View Statement Correspondence Field Descriptions for Action Buttons

Search Element	**Description**

Sort	Sorts the records according to the column header selected.
Export	Exports the search results to a CSV or Excel spreadsheet.
Maximize the List	Expands the list to view all items
Search Element	**Description**
Restore the list to its original size	After being expanded, returns the list to its original size

NOTE: Action Buttons are located above the Search Results/Item Collection table to the right. See **Figure 24** for the Action Button icons.

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

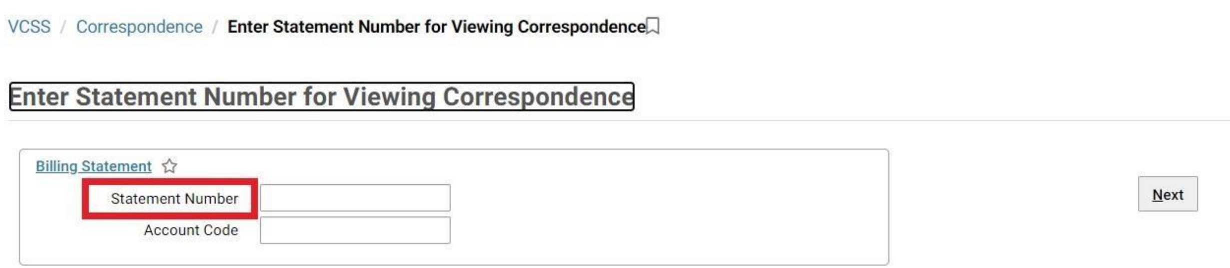
---

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

1. In VCSS navigate to Correspondence → View Statement Correspondence.

   The Statement Selection Screen will be displayed.

Figure 128: Statement Selection Screen

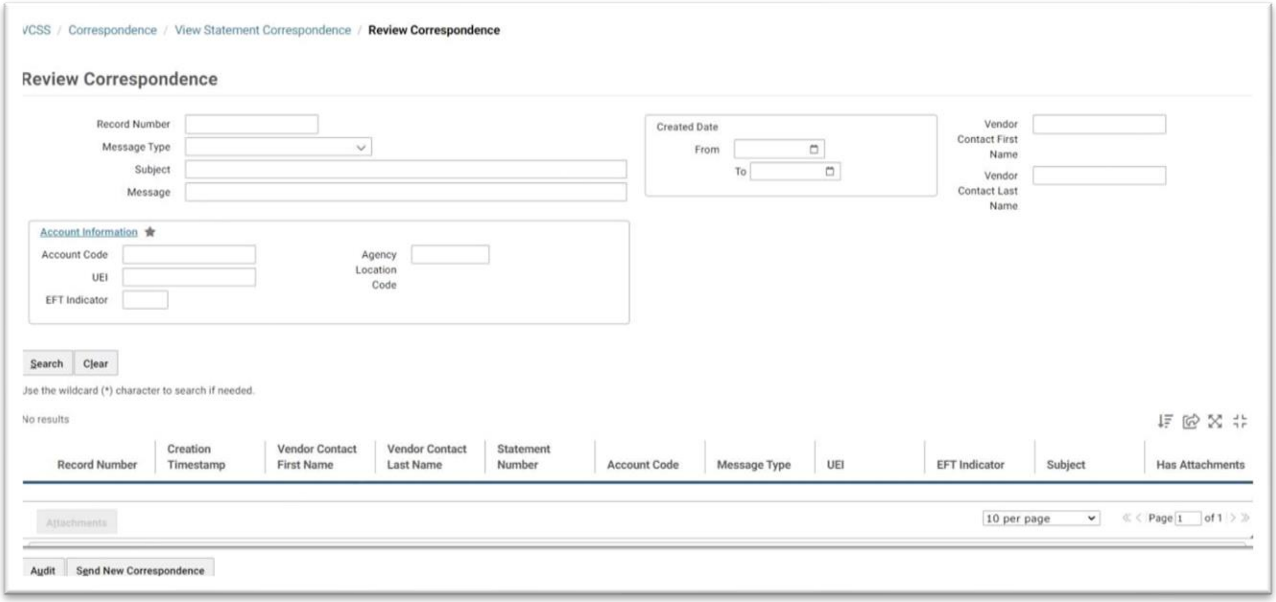


2. Enter the desired Statement Number and select the Next button.

   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.

   The Review Correspondence Page is displayed.

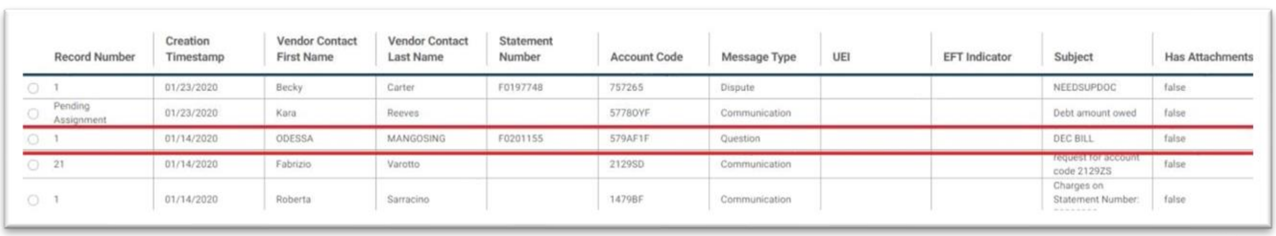
Figure 128: Review Correspondence page



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

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

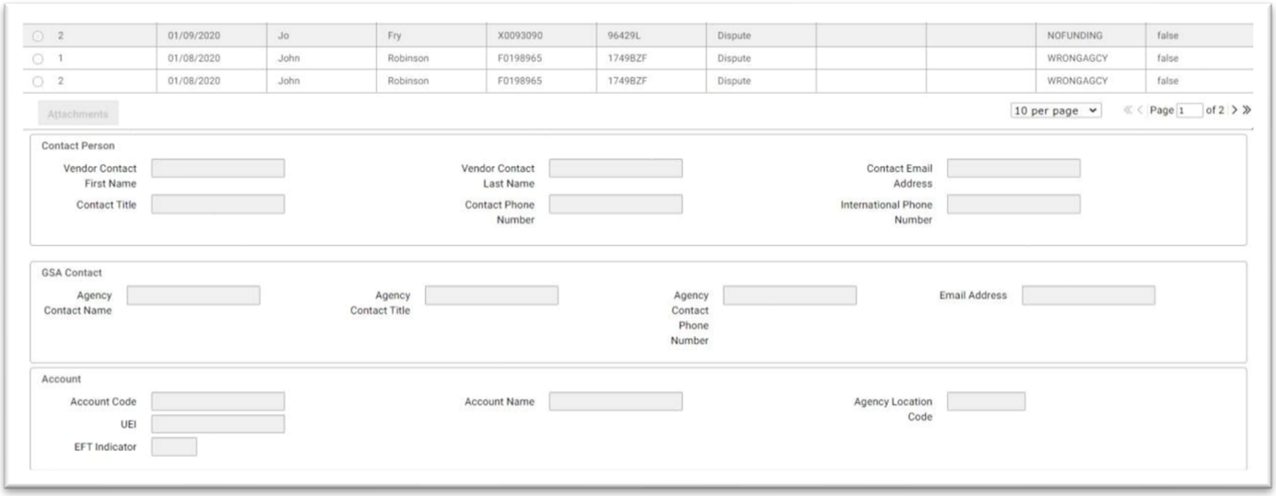
Figure 129: Records in Item Collection



Record Number	Creation Timestamp	Vendor Contact First Name	Vendor Contact Last Name	Statement Number	Account Code	Message Type	UEI	EFT Indicator	Subject	Has Attachments
1	01/23/2020	Becky	Carter	F0197748	757265	Dispute			NEEDSUPDOC	false
Pending Assignment	01/23/2020	Kara	Reeves		5778OYF	Communication			Debt amount owed	false
1	01/14/2020	ODESSA	MANGOSING	F0201155	579AF1F	Question			DEC BILL	false
21	01/14/2020	Fabrizio	Varotto		2129SD	Communication			request for account code 2129ZS	false
1	01/14/2020	Roberta	Sarracino		1479BF	Communication			Charges on Statement Number:	false

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

Figure 130: Record in Item Collection and View the correspondence in the fields

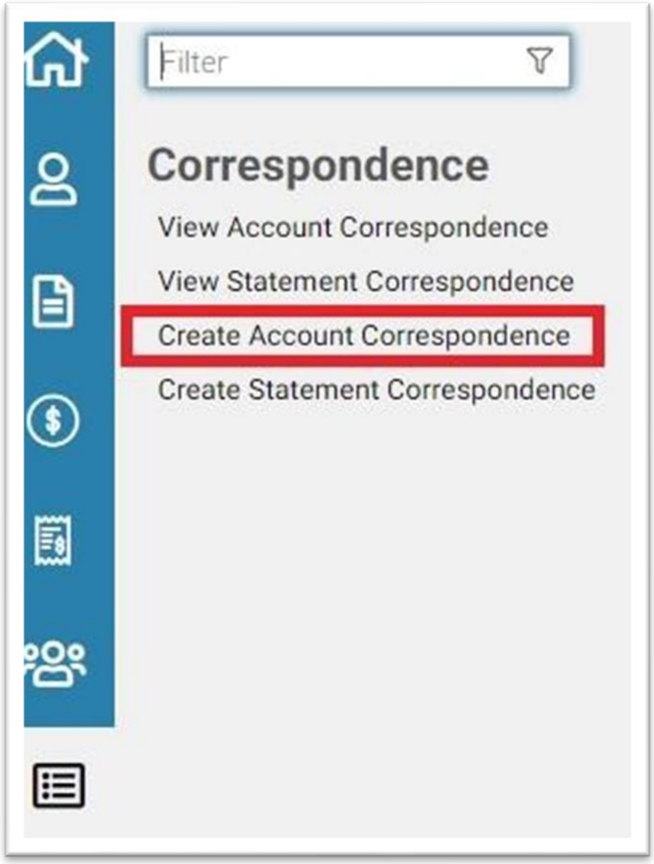


1.6.3 VCSS: Create Account Correspondence

The Create Account Correspondence page allows the user to create correspondence to send to Pegasys 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 131: Navigation to Create Account Correspondence page



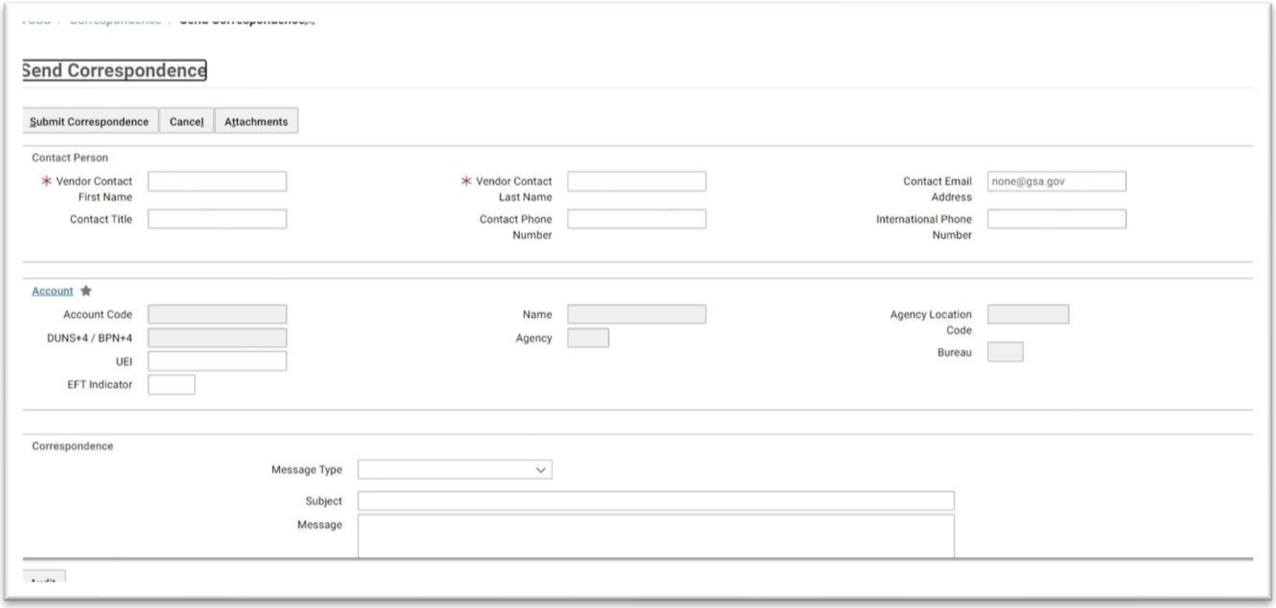
1.6.3.1 Creating an Account Correspondence Record

Steps to Creating an Account Correspondence Record:

1. In VCSS navigate to Correspondence → Create Account Correspondence.

   The Create Account Correspondence page will be displayed.

Figure 132: Create Account Correspondence page



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.

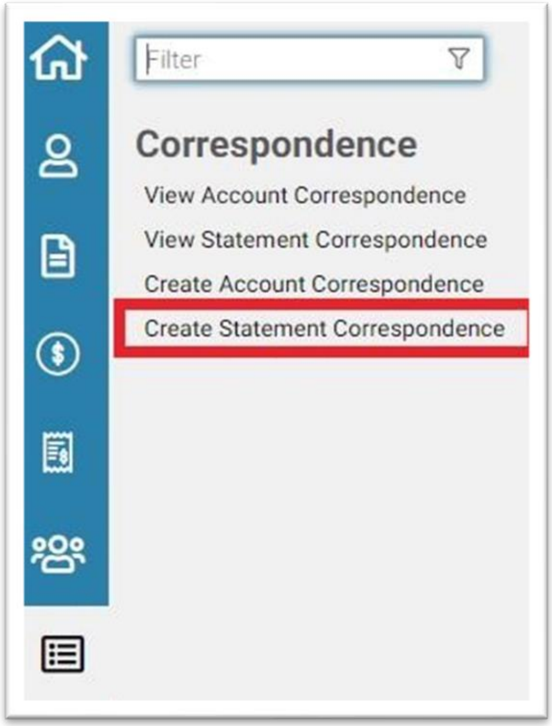
3. Select the Submit Correspondence button.

   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.

1.6.4 VCSS: Create Statement Correspondence

The Create Statement Correspondence page allows the user to create a correspondence to send to Pegasys 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 133: Navigation to Create Statement Correspondence page



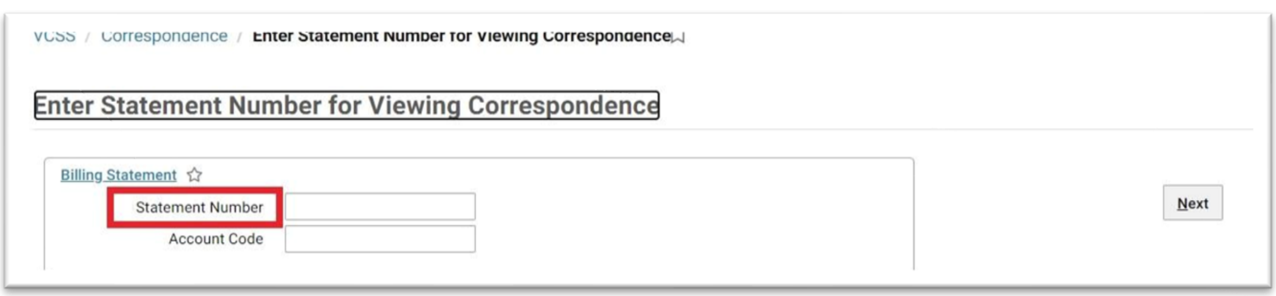
1.6.4.1 Creating a Statement Correspondence Record

Steps to Creating an Account Correspondence in VCSS:

1. In VCSS navigate to Correspondence → Create Statement Correspondence.

   The Statement Selection page will be displayed

Figure 134: Statement Selection page



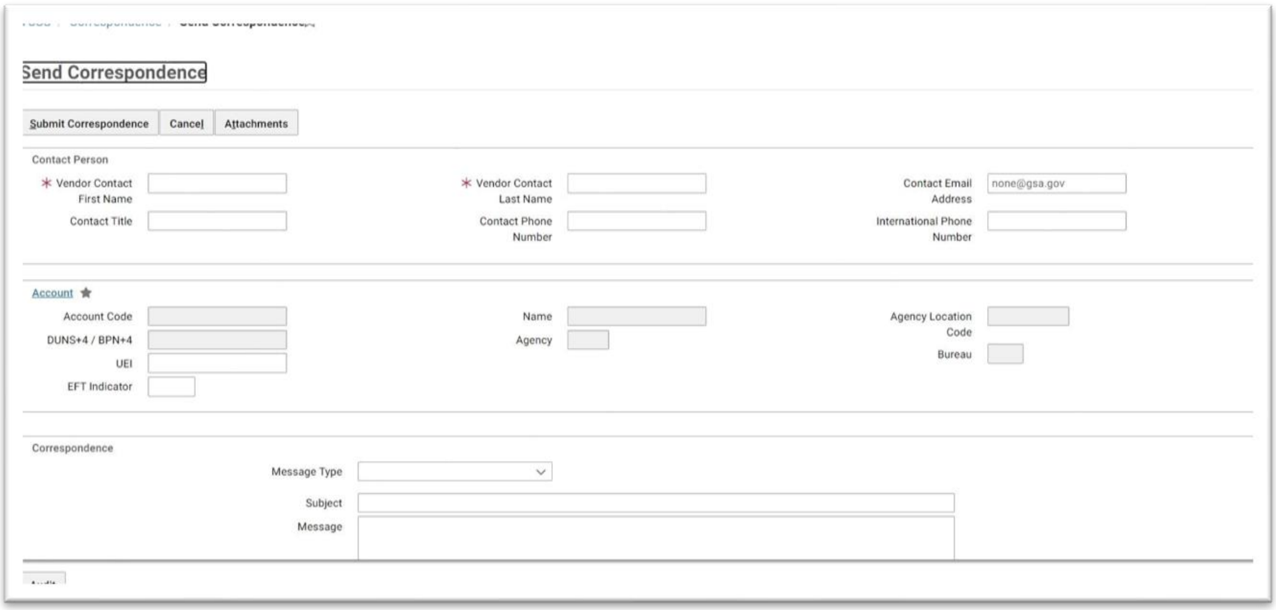
2. Enter the Statement Number the correspondence is regarding.

   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.

Figure 135: Create Statement Correspondence page



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.

1.7 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:

Figure 136: External Applications Menu