U.S. General Services Administration

Billing and Accounts Receivable

BAAR

Vendor and Customer Self Service (VCSS) User Guide

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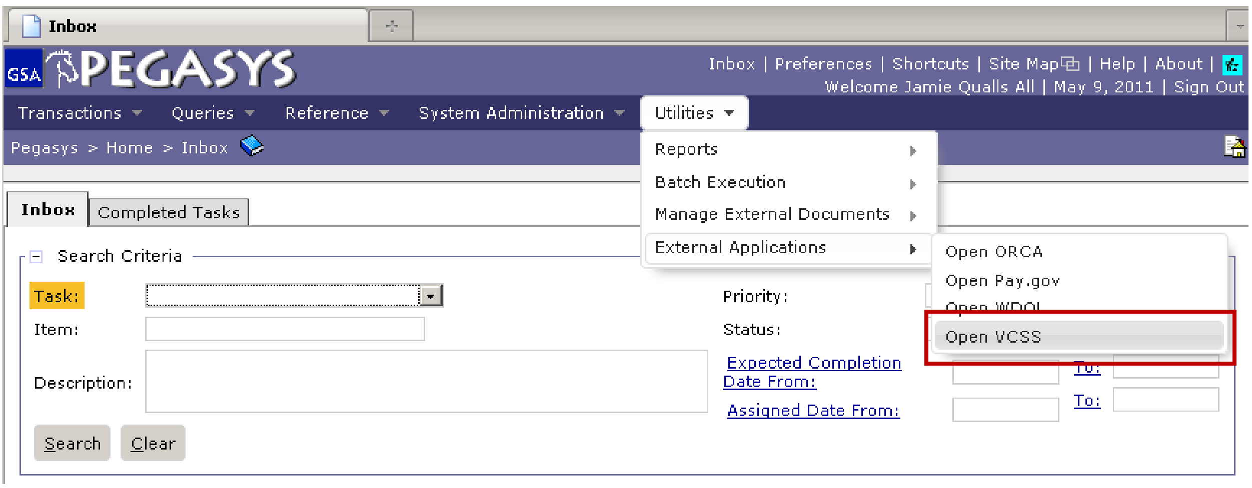
1 Vendor-Customer Self Service

The following chapter will discuss the Vendor-Customer Self Service (VCSS) application and its many functions. 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.

VCSS Access – From within Pegasys:

VCSS can be accessed by GSA Pegasys users from within Pegasys via the Utilities menu:

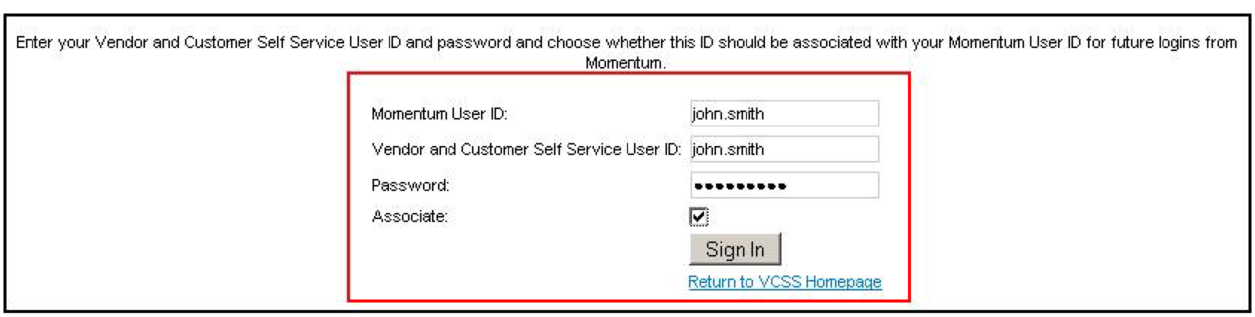
Figure 1-1 Pegasys External Applications Menu



Additionally, GSA Pegasys users may associate their Pegasys user ID with their VCSS user ID. Once associated, the GSA Pegasys user may launch the VCSS application directly from Pegasys and log in without entering their VCSS credentials, providing a seamless transition from one application to another. This "single sign-on" functionality enables GSA Pegasys users to better serve their customers by quickly accessing VCSS and reviewing the same information as seen by the customer.

To enable single sign-on, launch VCSS from Pegasys using the following path: Utilities > External Applications > Open VCSS. Enter your Pegasys user ID, VCSS user ID, VCSS password, and select the Associate flag:

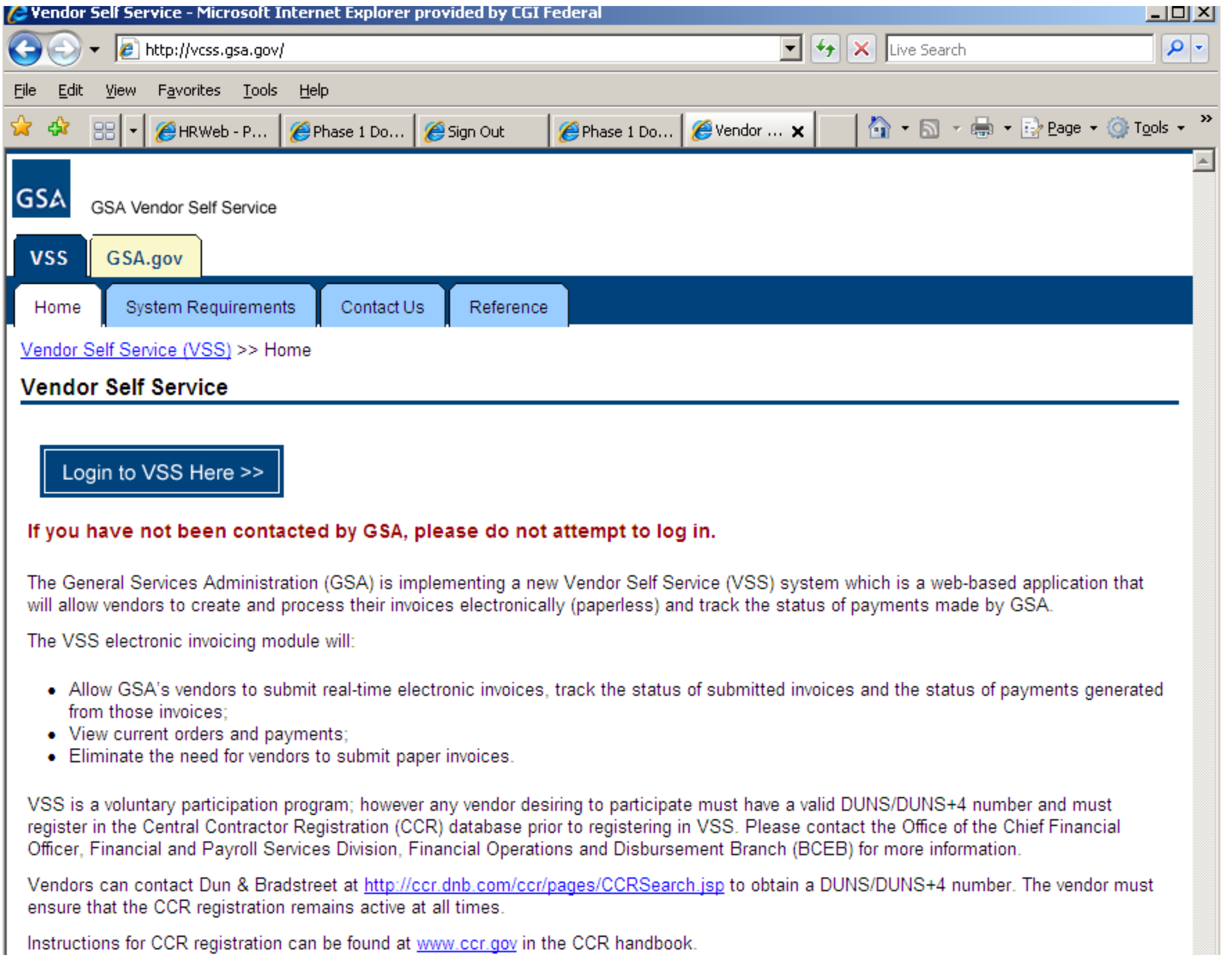
Figure 1-2 VCSS Single Sign-On Page



VCSS Access – From GSA Launch Page:

VCSS can also be accessed directly from the GSA Launch page at http://vcss.gsa.gov:

Figure 1-3 GSA VCSS Launch Page



Please note that this page can be used by both GSA users and GSA customer users to launch the VCSS application and subsequently log in by providing appropriate VCSS credentials.

1.1 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:

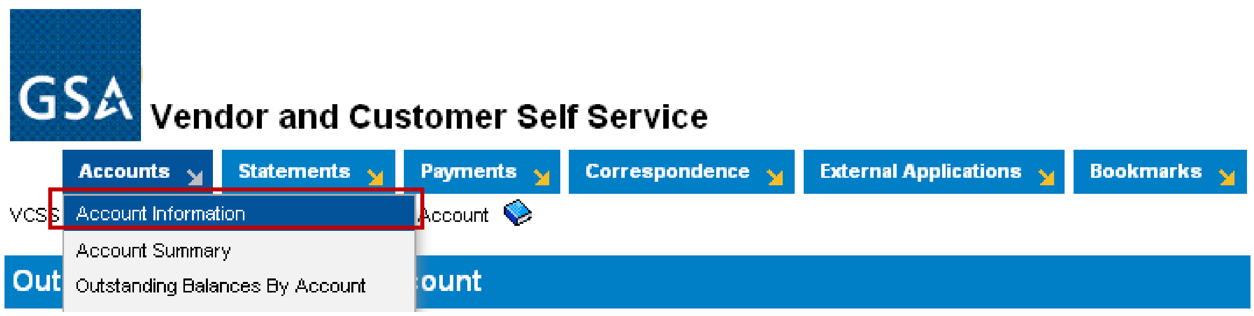
- Account Information
- Account Summary
- Outstanding Balances By Account
- Business Line Summary

1.1.1 VCSS: Account Information

The Account Information page provides users the ability to view accounts information for which they have access. Once a user drills down to a specific account, they are able to see general information on the account such as the DUNS/BPN number, account code and any addresses belonging to the account. The Account Information 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 Information

Figure 1-4: Navigation to Account Information Page

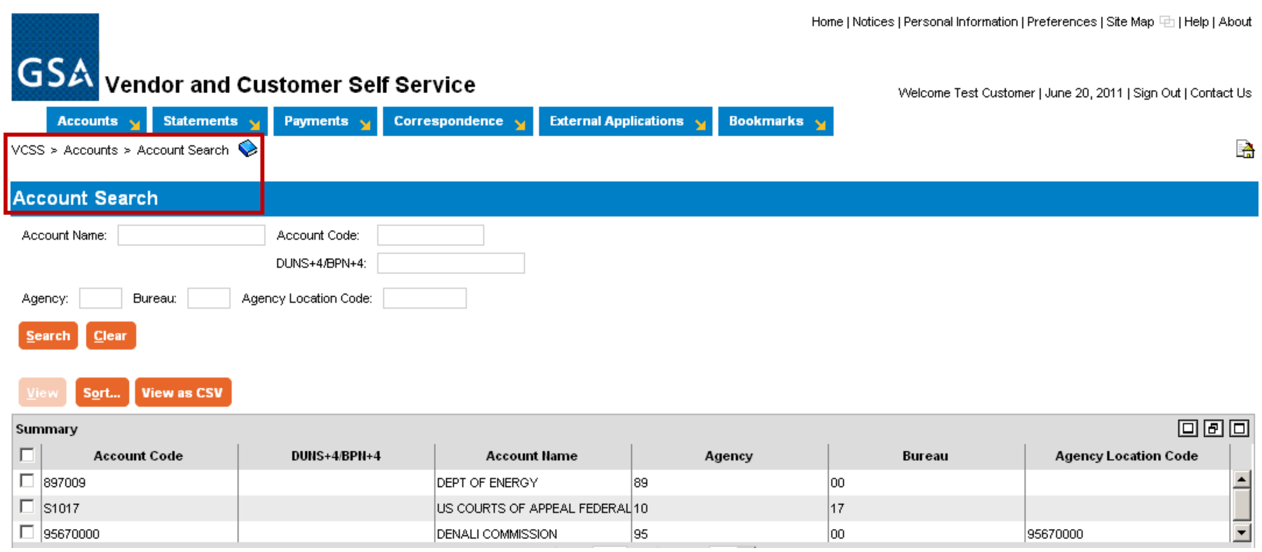


Once the page is loaded, accounts that the user has access to should default. The user will have the ability to view detailed information by selecting a specific account.

1.1.1.1 Search Parameters and Results

The Account Information page does not contain search criteria and will default the appropriate accounts.

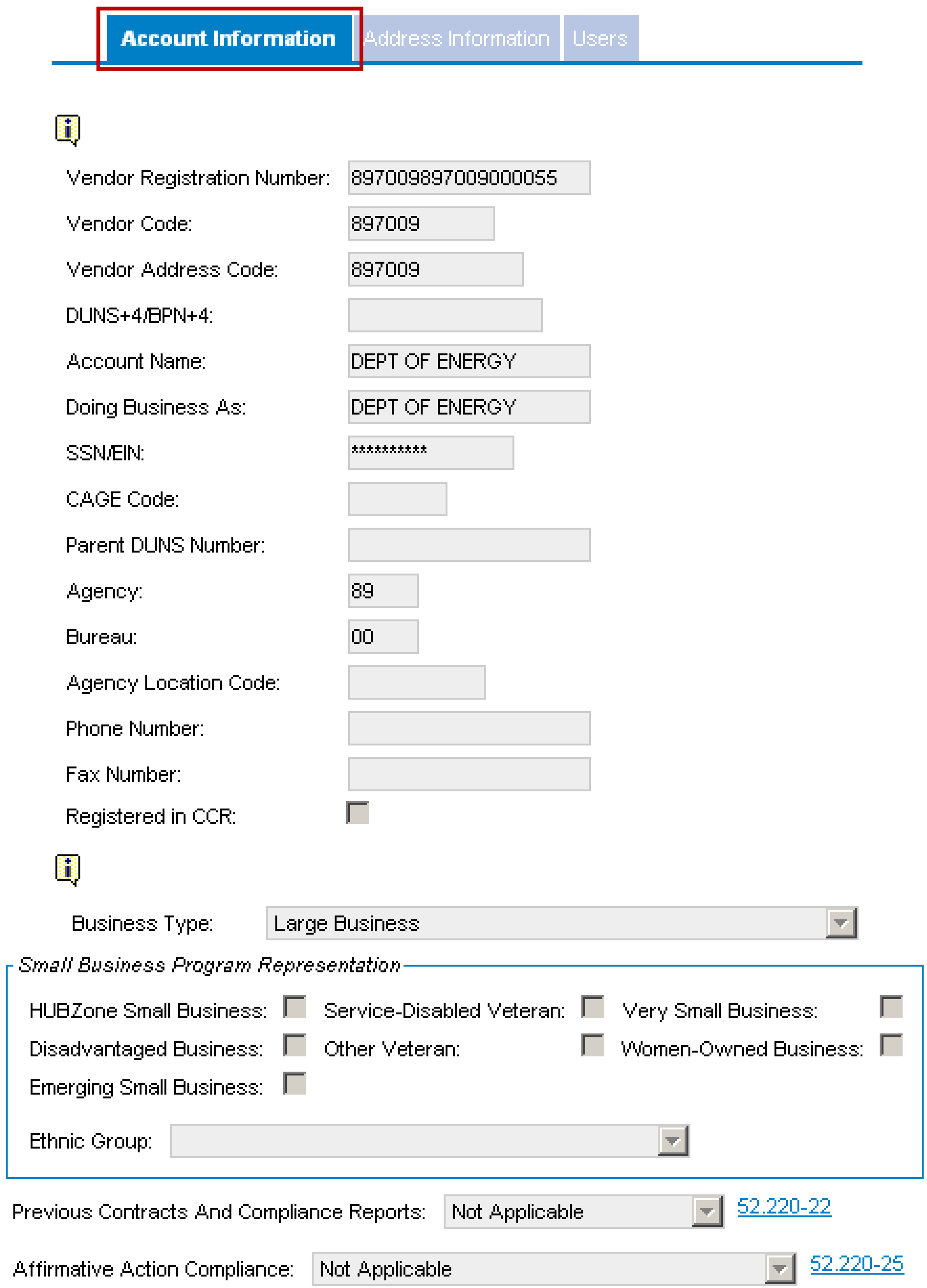
Figure 1-5: Account Information Page



1.1.1.2 Account Information Detail

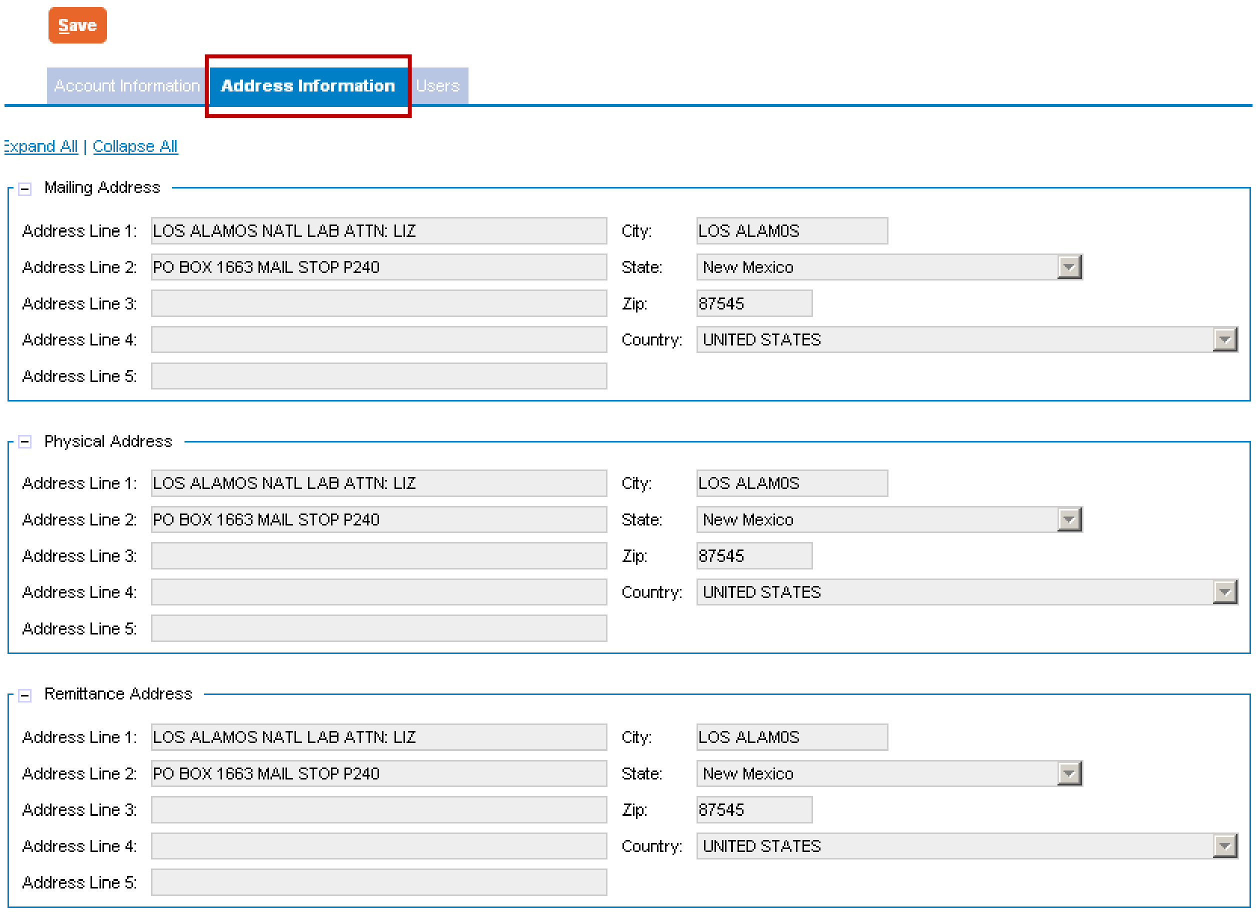
To view the Account information Detail, the user must select an account. The Account Information Detail page gives general information on the selected account, such as SSN/EIN, Agency, and Bureau. All the fields on the Account Information page are read only and are not able to be edited.

Figure 1-6: The Account Information Detail Page



The Address Information page displays the different addresses that belong to the Account. The fields on the Address Information page are read only and are not able to be edited.

Figure 1-7: The Address Information Page

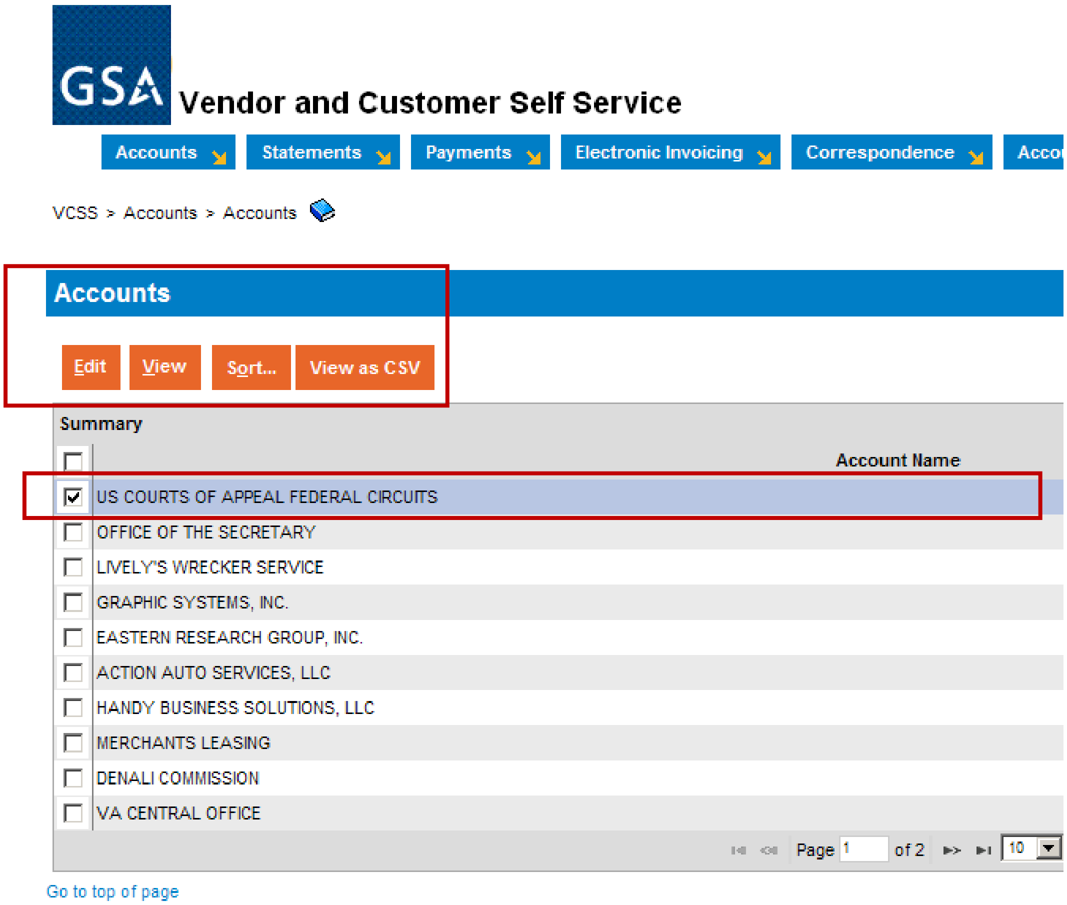


1.1.1.3 Viewing Account Detail from the Account Information Query

Steps to View Account Detail Using Account Information Query:	***Notes***
1. In VCSS navigate to Accounts -> Account Information. The Account Information page is displayed.	

Steps to View Account Detail Using Account Information Query:

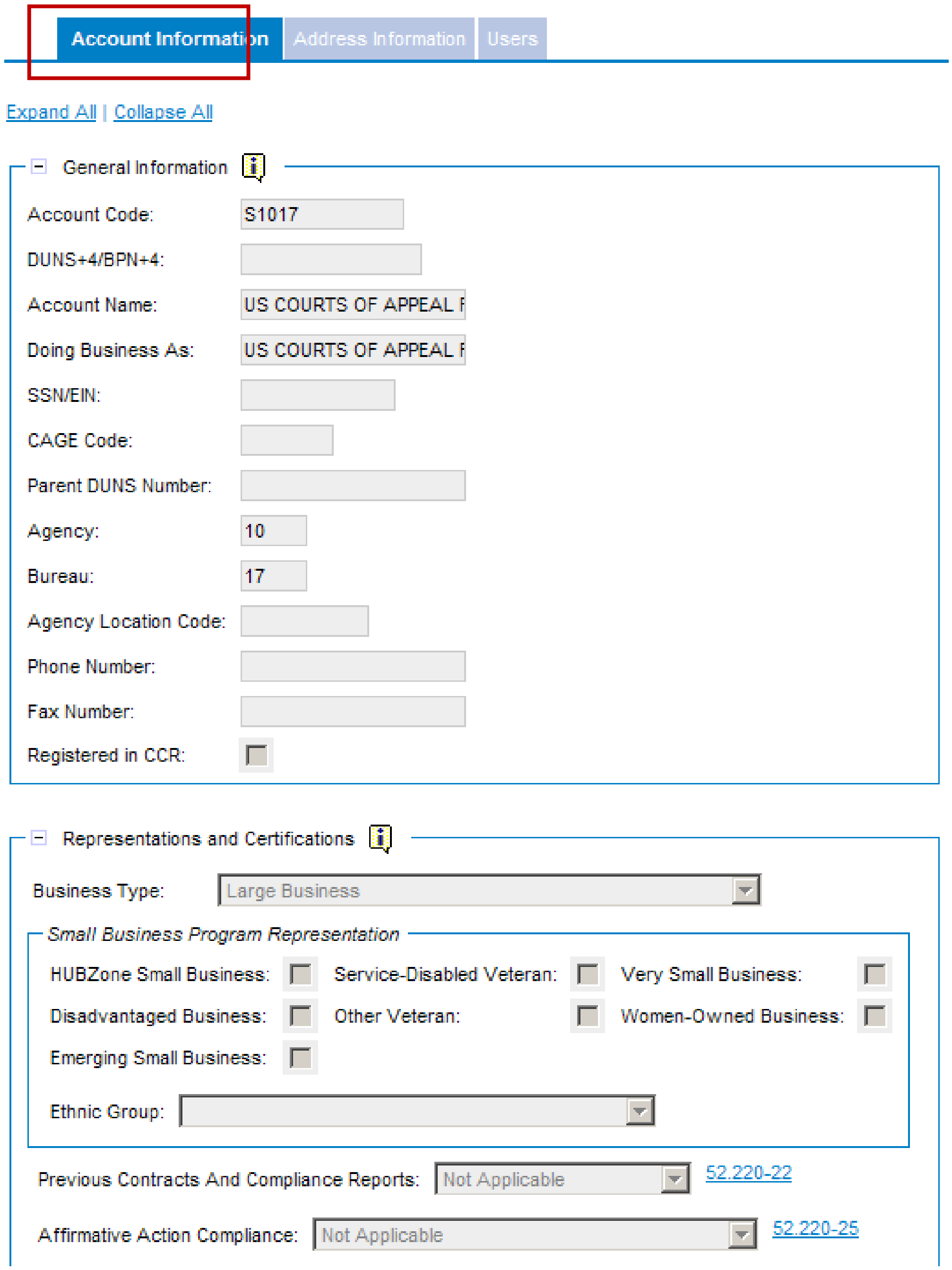
Notes



2. Select an Account and select **View.**

   The Account Information Detail page is displayed.

Steps to View Account Detail Using Account Information Query:	*Notes*

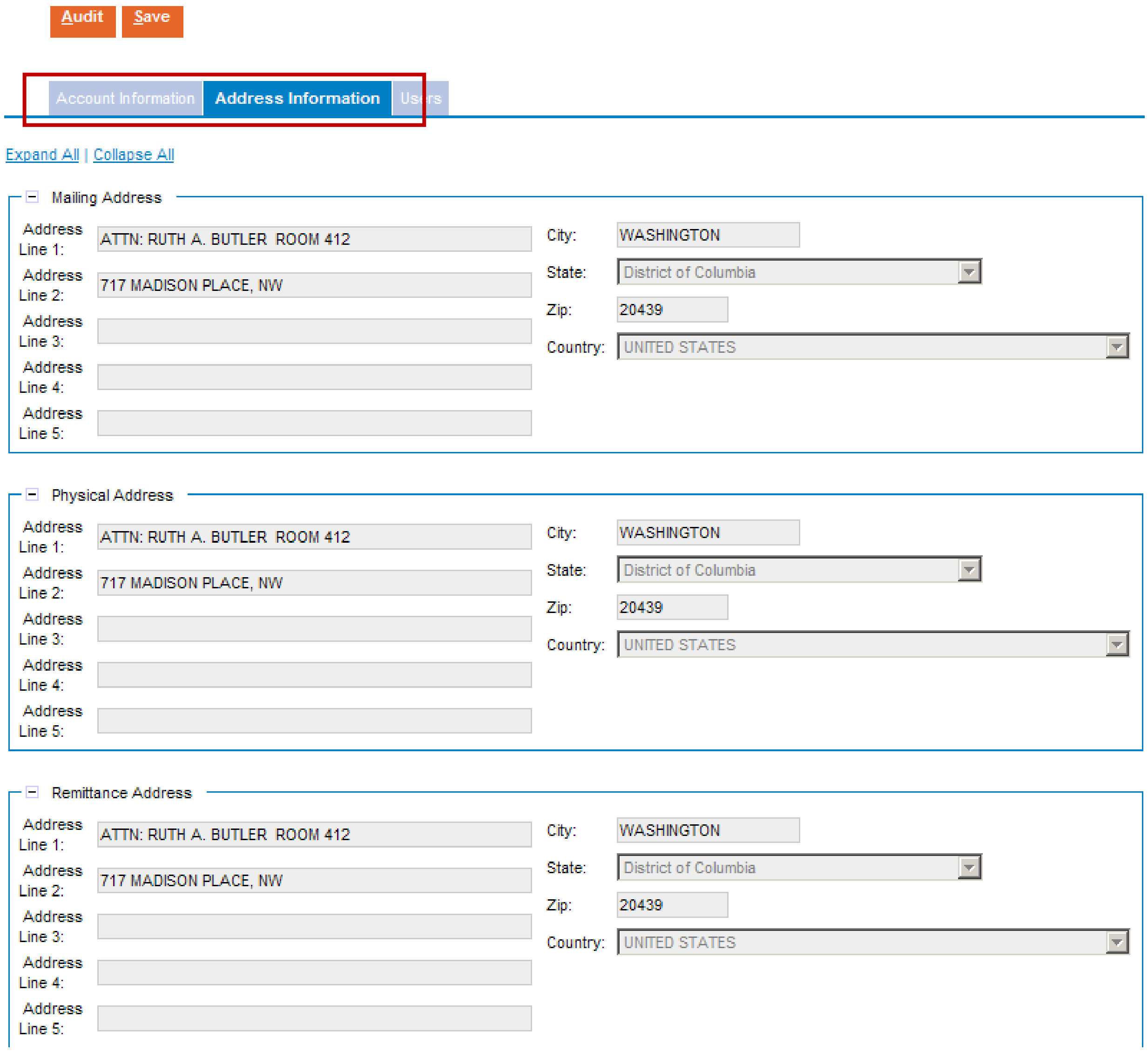


3. Select the **Address Information** tab.

Steps to View Account Detail Using Account Information Query:

Notes

The Address Information tab is displayed.

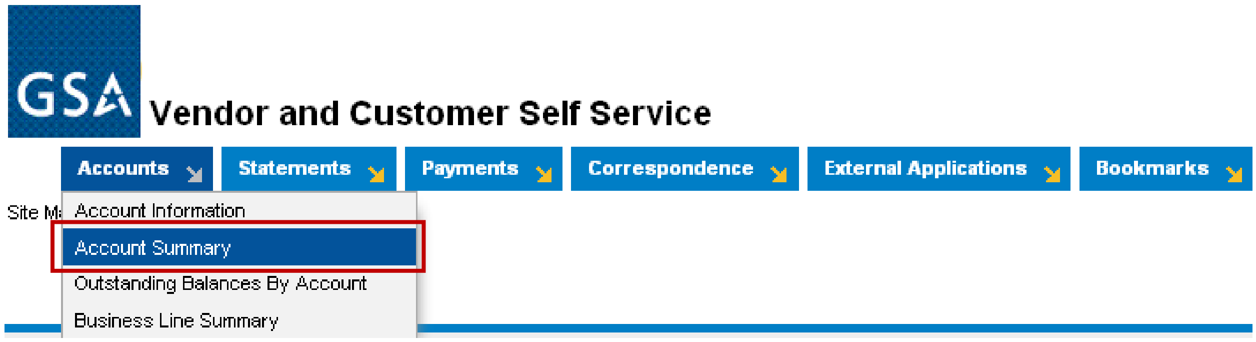


1.1.2 VCSS: Account Summary Query

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.

Accounts > Account Summary

Figure 1-8: Navigation to Account Summary Query



- To search for account summary information, enter the applicable search criteria and select the **Search** button.

1.1.2.1 Account Summary Search Parameters and Results

The Account Summary query contains the search criteria and item collection listed in the table below. The item collection will include multiple total columns with all the data being grouped by account code.

Figure 1-9: Account Summary Search Criteria and Item Collection

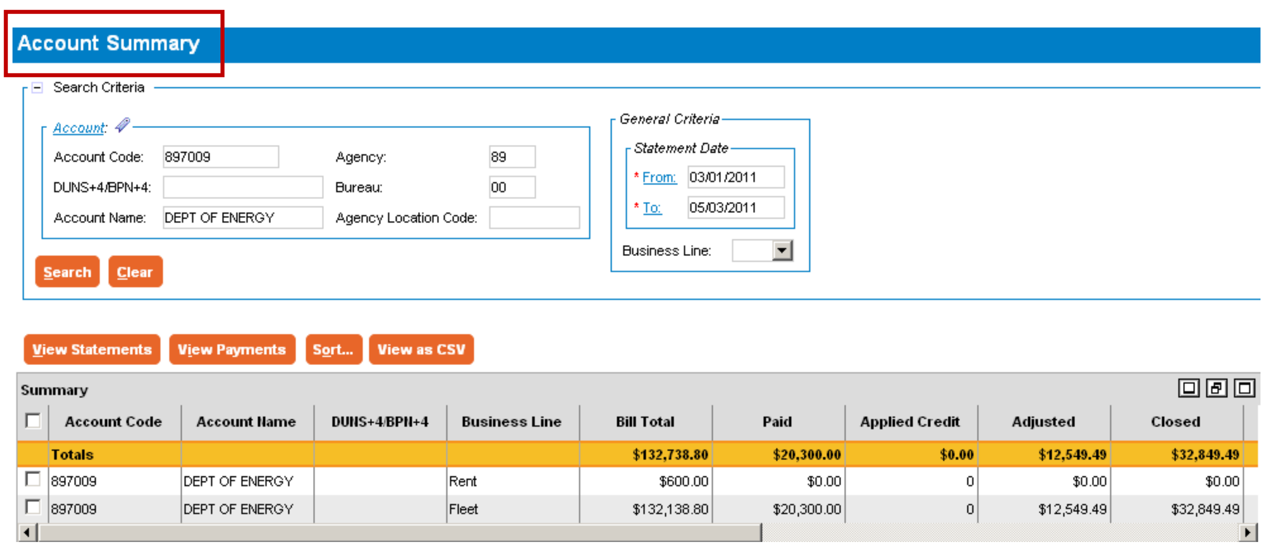


Figure 1-10: Accounts Summary Field Descriptions

Search Element	Description
Search Criteria Group Box	
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
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.
Item Collection	
Account Code	The unique numeric code for a specific Account.
Account Name	The Account Name.
DUNS+4/BPN+4	The DUNS+4/BPN+4 number 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.
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.

Search Element	Description
Action Buttons	
View Statements	This is a shortcut to the View and Print Statements query; if the user has selected an account from the item collection then the account code will be defaulted when the View Statements page is loaded.
View Payments	This is a shortcut to the View Customer Payments query; if the user has selected an account from the item collection then the account code will be defaulted when the View Customer Payments page is loaded.
View as CSV	Exports the search results to a CSV spreadsheet.
Sort…	Sorts the records according to the column header selected.

1.1.2.2 Executing a Query Using the Account Summary Query

The following steps describe how to query the Account Summary.

Steps to Execute a Query Using Account Summary: ***Notes***

1. In VCSS navigate to Accounts -> Account Summary.

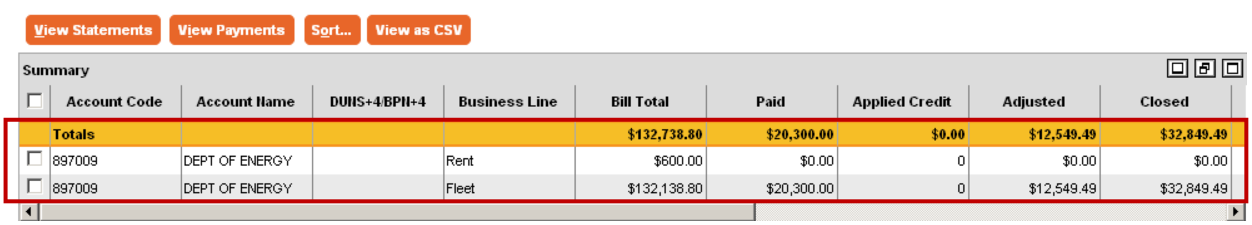
   The Accounts Summary page is displayed.

2. Enter the desired **Search Criteria**, including the following required fields:

   - **Statement Date From**: (enter valid date)
   - **Statement Date To**: (enter valid date)

3. Select the **Search** button.

   The results are returned in the Item Collection.



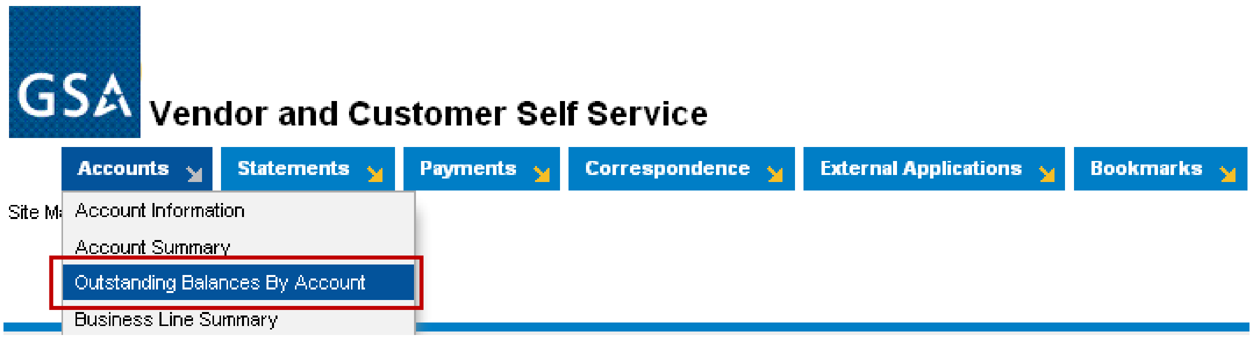
Note: If an account is selected and either the View Customer Payments or View Statements buttons are selected, the user will be directed to that particular query with the selected account defaulted.

1.1.3 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 1-11: Navigation to Outstanding Balances by Account Page



1.1.3.1 Outstanding Balances by Account Search Parameters and Results

The Outstanding Balances by Account page does not contain any search criteria but includes the fields and action buttons listed below.

Figure 1-12: Outstanding Balances by Account Page

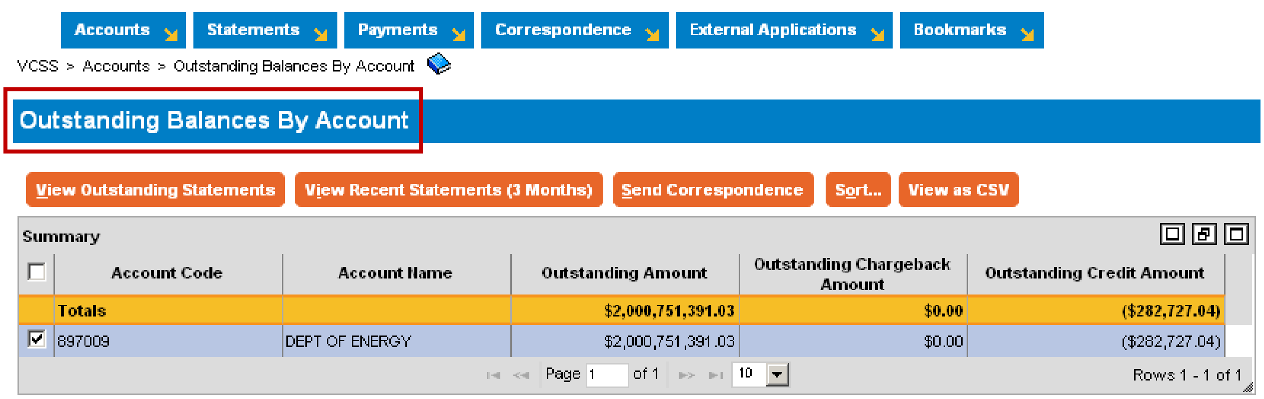


Figure 1-13: Outstanding Balances by Account Field Descriptions

Search Element	Description
	Item Collection
Account Name	The name of the specific account.
Account Code	The unique numeric code for a specific Account.

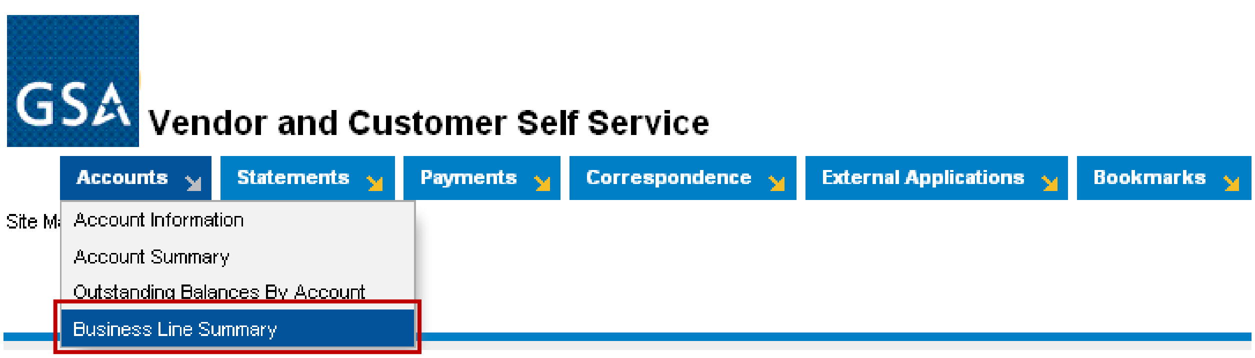
Search Element	Description
Outstanding Balance	A sum of the outstanding balance for the specific Account.
Outstanding Chargeback	A sum of the outstanding chargeback amount for the specific Account.
Outstanding Credit Amount	A sum of the outstanding credit amount for the specific Account.
Action Buttons	
View Outstanding Statements	When a specific Account is selected, clicking this button will direct the user to the View Statements query and perform a pre-populated search for the specific vendor and all statements with an outstanding amount > 0.
View Recent Statements (3 months)	When a specific Account is selected, clicking this button will direct the user to the View Statements query and perform a pre-populated search for the specific vendor and all statements within the last three months.
Send Correspondence	When a specific Account is selected, clicking this button will direct the user to the Account Correspondence page with all the vendor information pre-populated. The full correspondence steps will be covered later in the document.
View as CSV	Exports the search results to a CSV spreadsheet.
Sort…	Sorts the records according to the column header selected.

1.1.4 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 1-14: Navigation to the Business Line Summary Query



- To search for business line summary information, enter the applicable search criteria and select the **Search** button.

1.1.4.1 Business Line Summary Search Parameters and Results

The Business Line Summary query is used to search for business line information using criteria listed in the table below. The Item Collection will include multiple totals columns with all the data being grouped by business line.

Figure 1-15: Business Line Summary Search Criteria and Item Collection

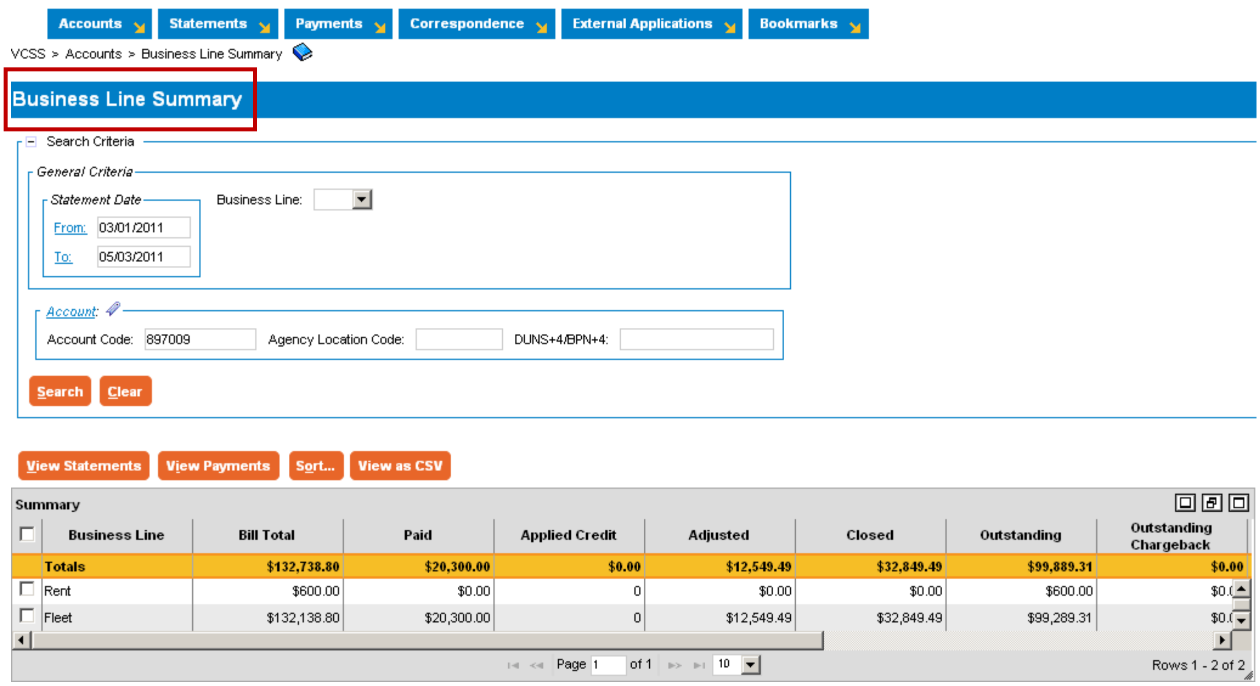


Figure 1-16: Business Line Summary Field Descriptions

Search Element	Description
	Search Criteria Group Box
Statement Date (From/To)	The Statement Date range, this field is required and the two dates cannot be over 365 days apart.
DUNS+4/BPN+4	The DUNS+4/BPN+4 number for a specific Account.
Agency Location Code	The Agency Location Code.
Business Line	The specific Business Line the query will search for.
	Item Collection
Business Line	The specific Business Line the query will search for.
Bill Total	A sum of the bill amounts for a specific business line.

Search Element	Description
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.
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 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.
Action Buttons	
View Statements	This is a shortcut to the View and Print Statements query; if the user has selected a business line from the item collection then the business line will be defaulted when the View Statements page is loaded.
View Payments	This is a shortcut to the View Customer Payments query; if the user has selected a business line from the item collection then the business line will be defaulted when the View Customer Payments page is loaded.
View as CSV	Exports the search results to a CSV spreadsheet.
Sort…	Sorts the records according to the column header selected.

1.1.4.2 Executing a Query Using Business Line Summary

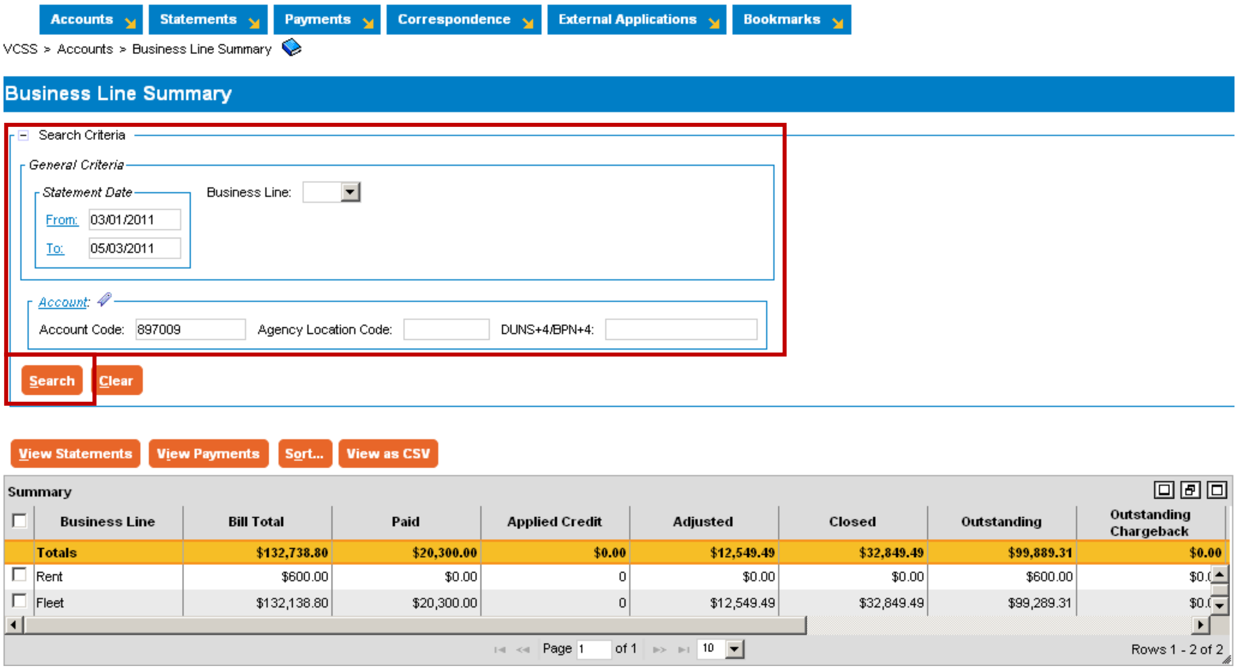
The following steps describe how to use the Business Line Summary query in VCSS.

Steps to Execute a Query Using Business Line Summary:	***Notes***

1. In VCSS navigate to Accounts -> Business Line Summary.

Steps to Execute a Query Using Business Line Summary: ***Notes***

The Business Line Summary page is displayed.



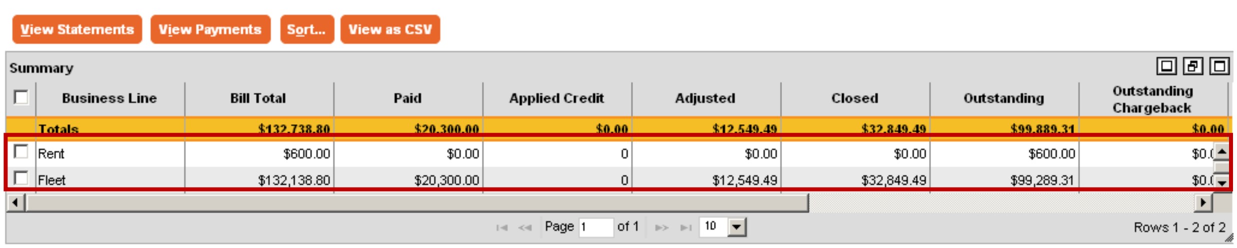
Enter the desired and appropriate **Search Criteria.**

.

Select the **Search** button.

.

The results are returned in the Item Collection.



Note: If a business line is selected (as above) and either the View Customer Payments or View Statements buttons are selected, the user will be directed to that particular query with the selected business line defaulted.

1.2 VCSS: Statements Menu

The Vendor-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:

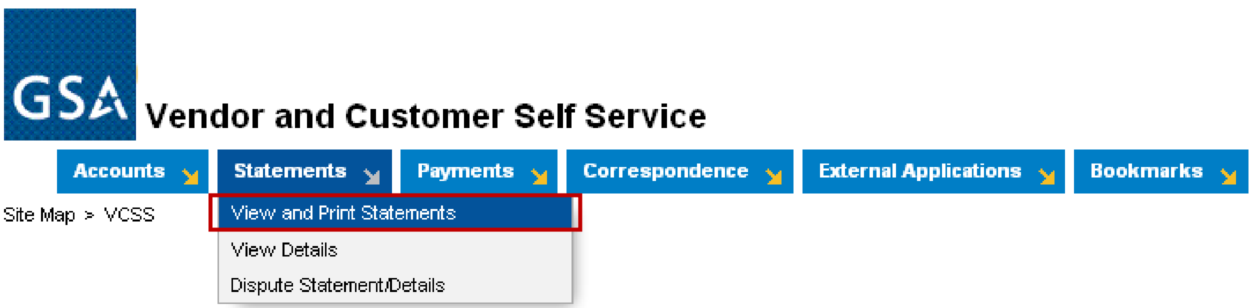
- View or Print Statements
- View Details
- Dispute Statement/Details

1.2.1 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 1-17: Navigation to the View and Print Statements Query



1.2.1.1 View and Print Statement Search Parameters and Results

The View and Print Statements query contains the search criteria and item collection listed below. The Item Collection will include multiple totals columns.

Figure 1-18: View and Print Statements Search Criteria and Item Collection

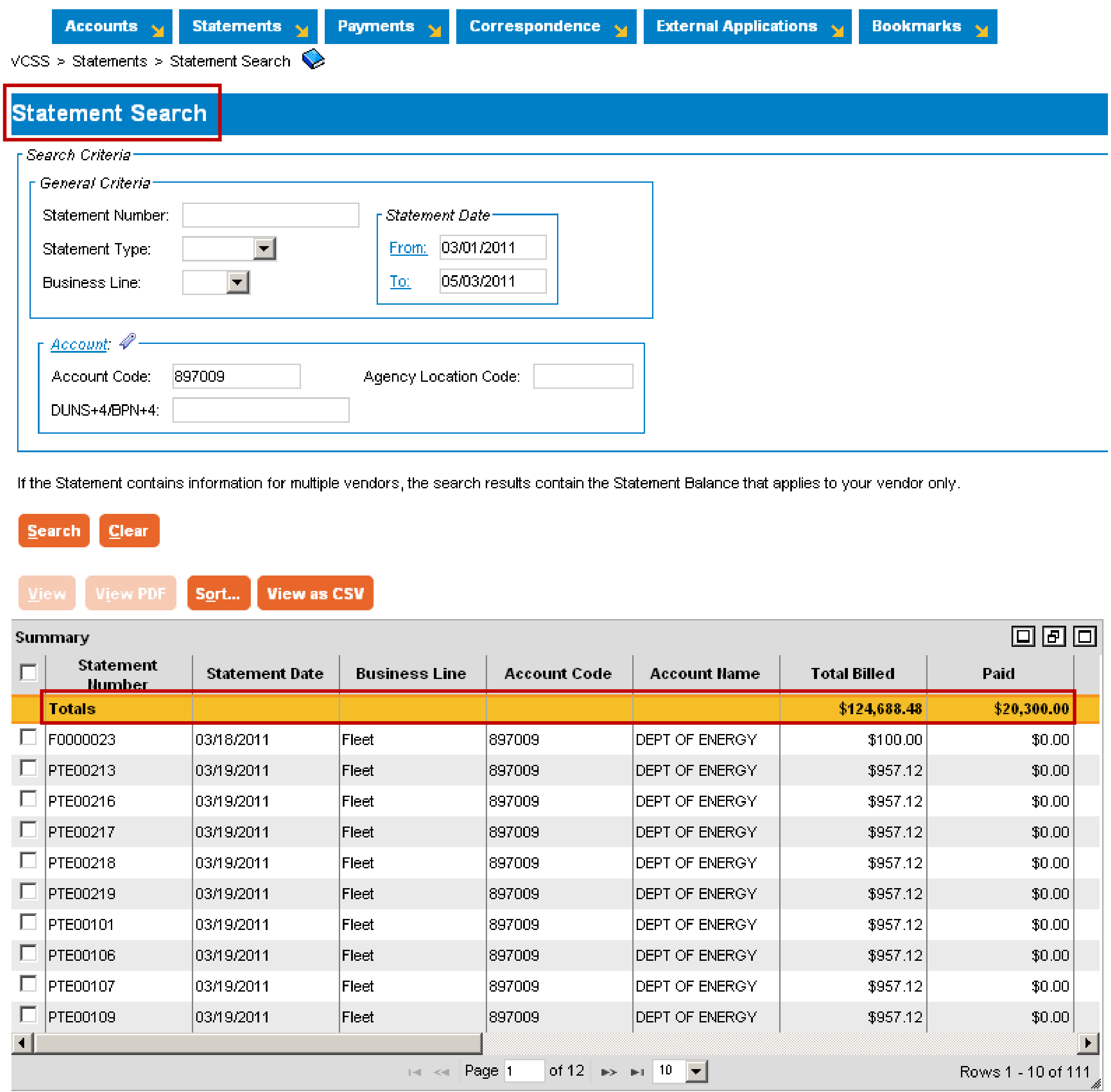


Figure 1-19: View and Print Statements Field Descriptions

Search Element	Description
Search Criteria Group Box	
Statement Date (to/from)	The Statement Date range.
Statement Number	The specific statement number for an individual statement.

Search Element	Description
Statement Type	Whether the statement is IPAC or Non-IPAC.
DUNS+4/BPN+4	The DUNS+4/BPN+4 number 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.
Item Collection	
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.
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.
Action Buttons	
View	Will take the user to the statement information page for the selected statement.
View PDF	Will open the selected statement in PDF format.
View as CSV	Exports the search results to a CSV spreadsheet.
Sort…	Sorts the records according to the column header selected.

1.2.1.2 View and Print Statement Query Details

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.

Figure 1-20: Statement Information Page

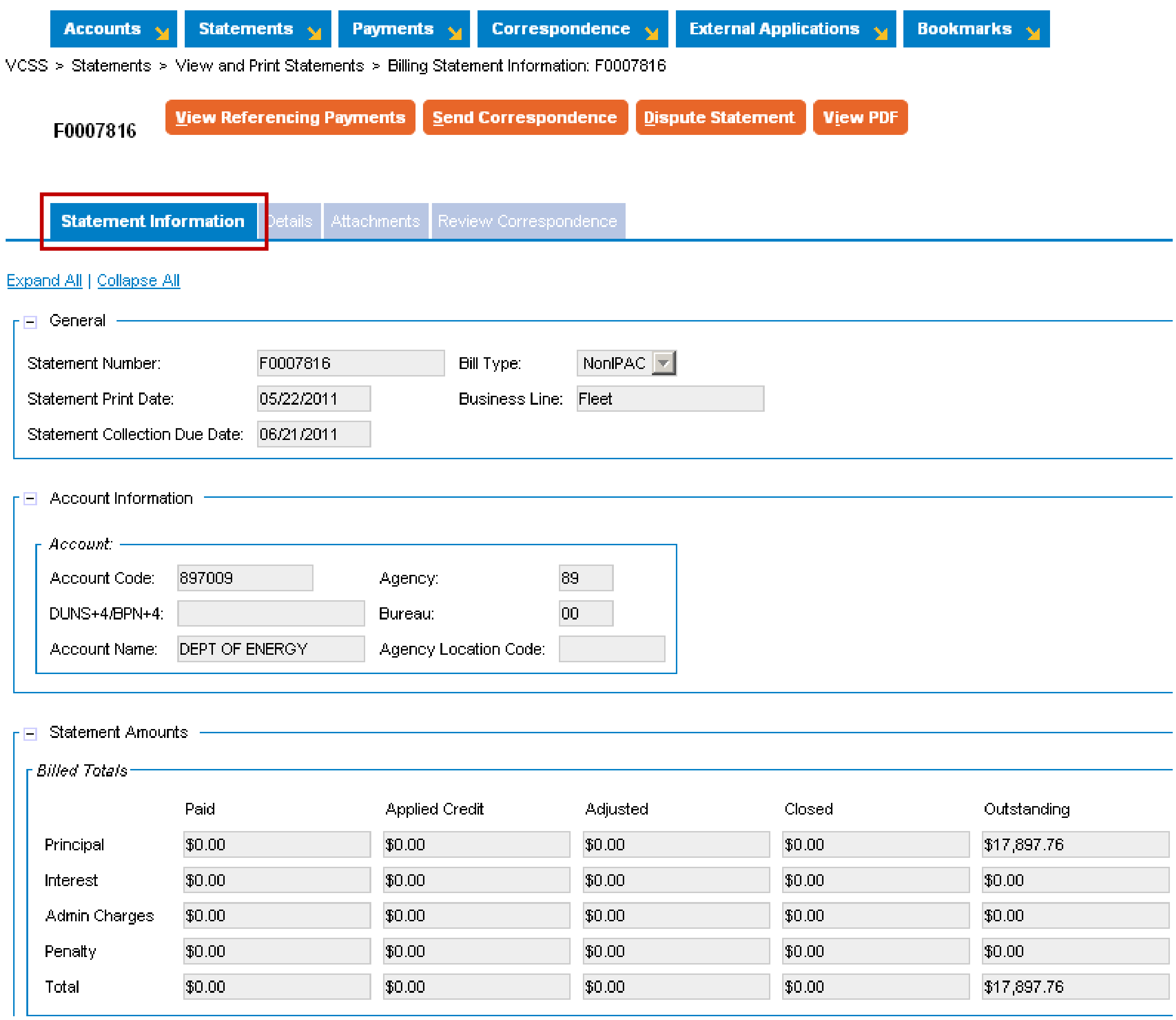
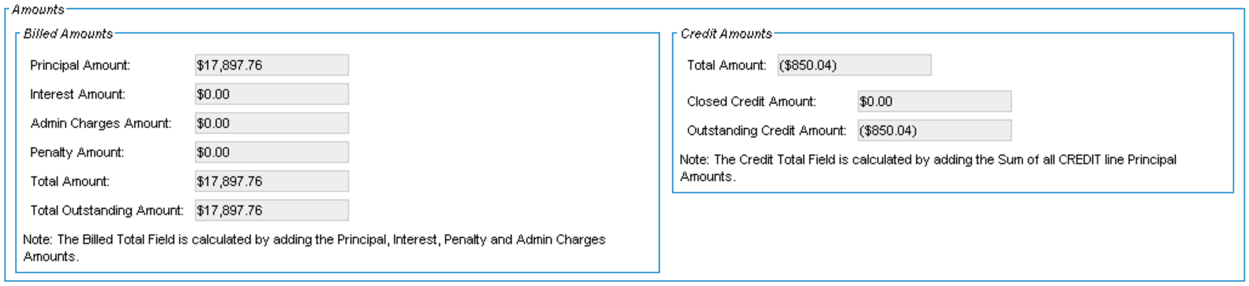
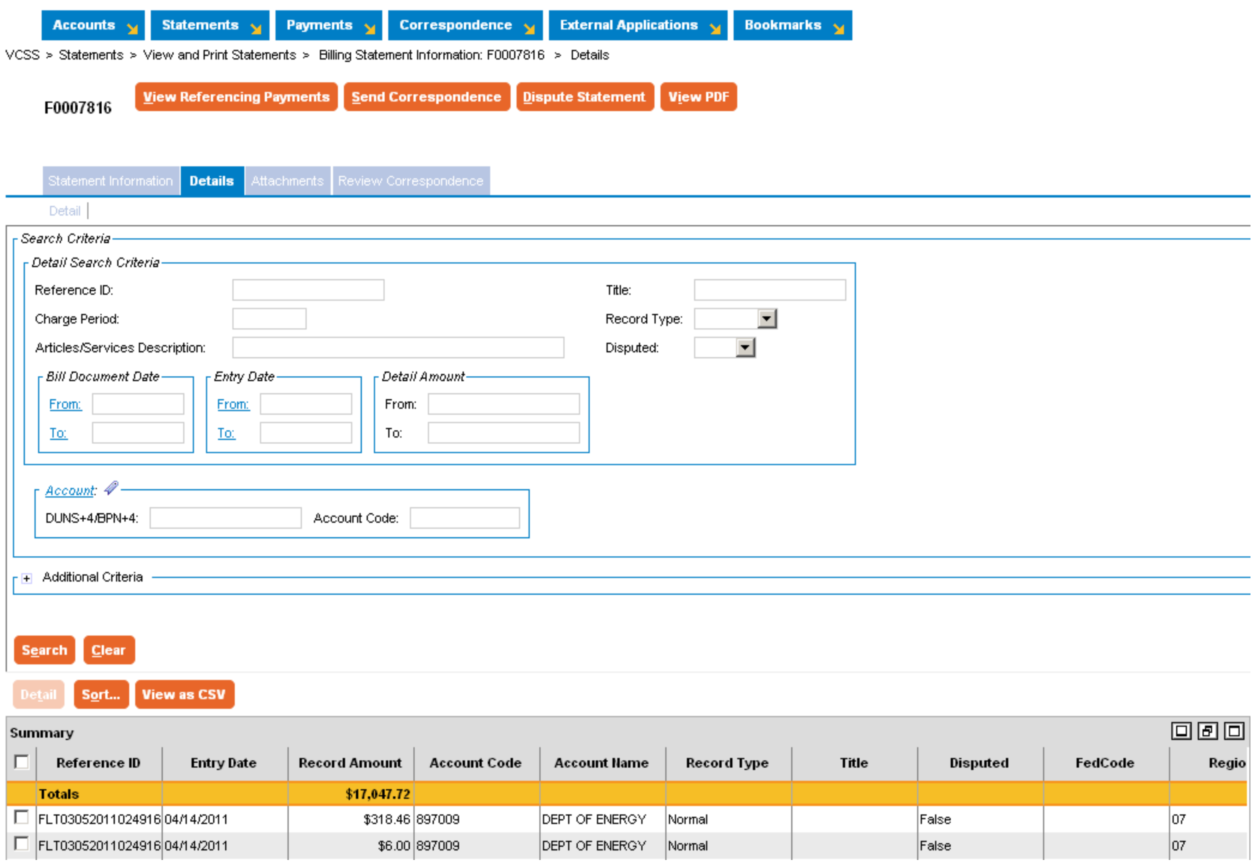


Figure 1-21: Statement Information Page Continued



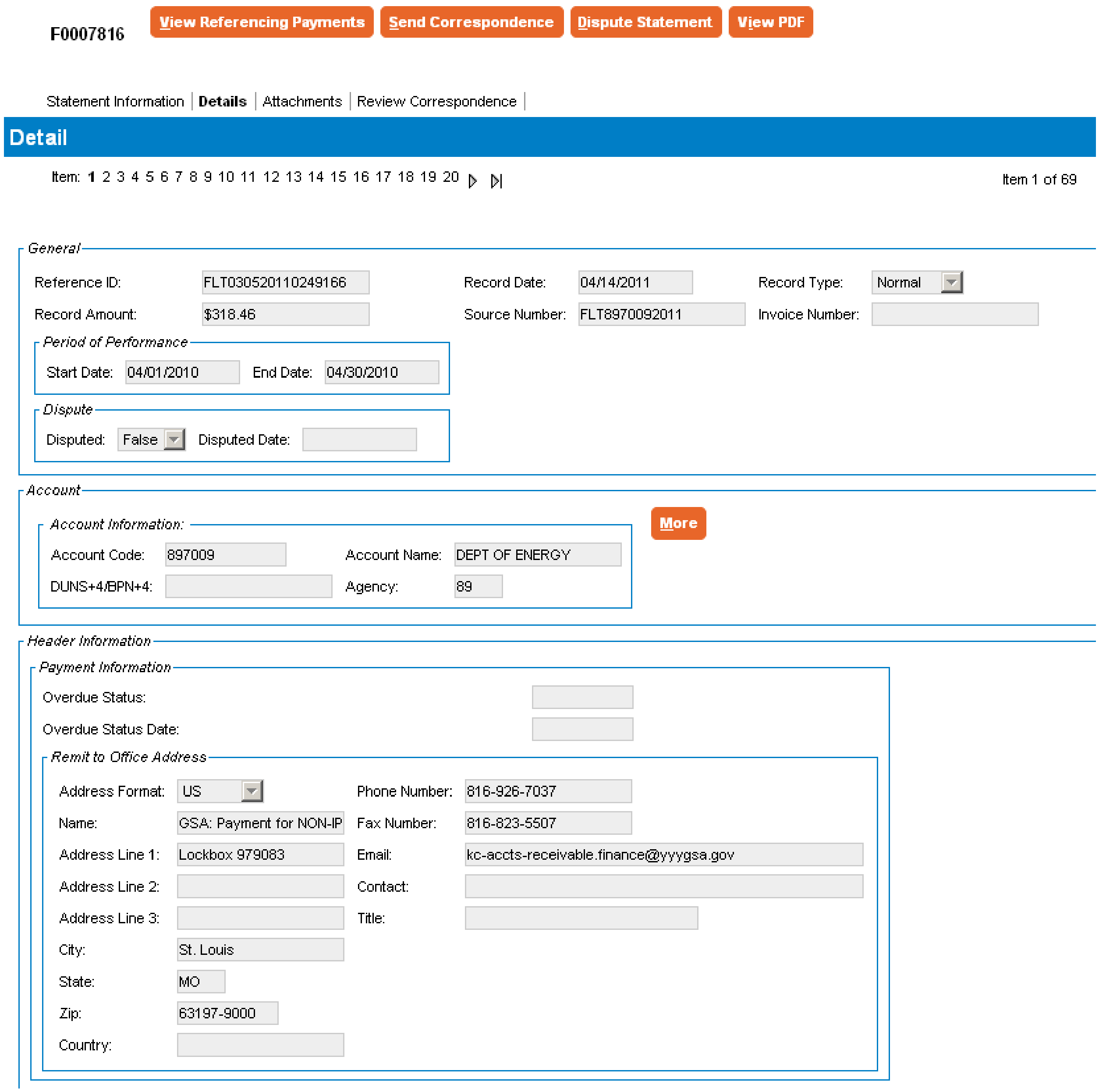
The Details tab shows all the detail records that are associated with the billing documents within the specific statement. The details tab includes search criteria to enable the user to search for and view detail billing records.

Figure 1-22: Statement Detail 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 1-23: Statement Detail Record Page


F0007816 View Referencing Payments | Send Correspondence | Dispute Statement | View PDF

Statement Information | Details | Attachments | Review Correspondence |

Detail

Item: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 Item 1 of 69

General

Reference ID: FLT030520110249166 Record Date: 04/14/2011 Record Type: Normal

Record Amount: $318.46 Source Number: FLT8970092011 Invoice Number:

Period of Performance

Start Date: 04/01/2010 End Date: 04/30/2010

Dispute

Disputed: False Disputed Date:

Account

Account Information: More

Account Code: 897009 Account Name: DEPT OF ENERGY

DUNS+4/BPN+4: Agency: 89

Header Information

Payment Information

Overdue Status:

Overdue Status Date:

Remit to Office Address

Address Format: US Phone Number: 816-926-7037

Name: GSA: Payment for NON-IP Fax Number: 816-823-5507

Address Line 1: Lockbox 979083 Email: kc-accts-receivable.finance@yyygsa.gov

Address Line 2: Contact:

Address Line 3: Title:

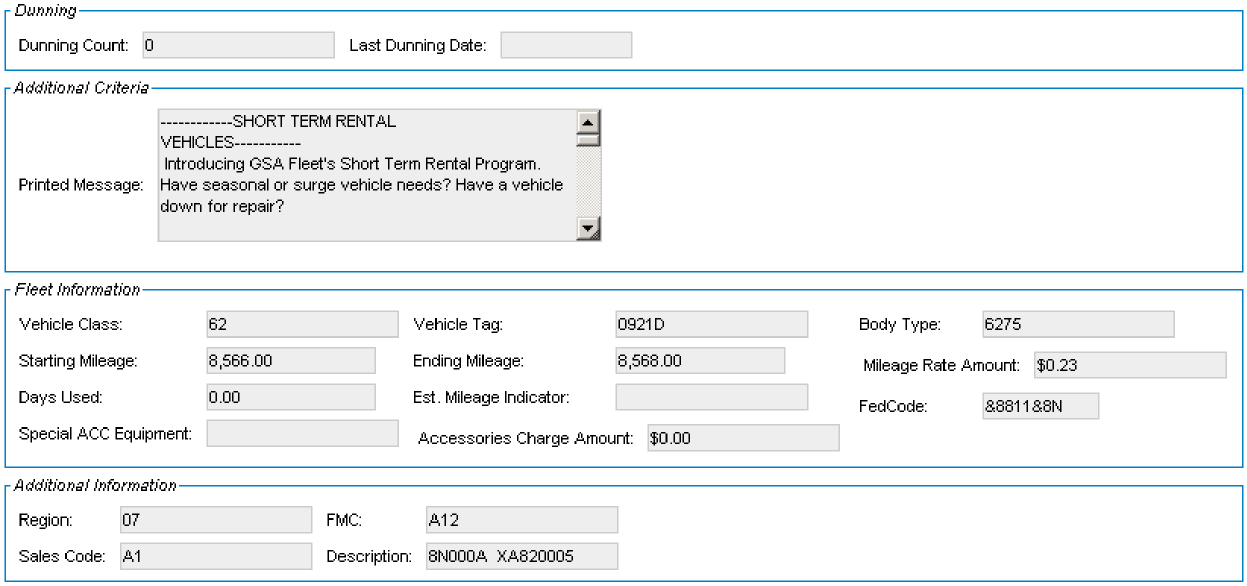
City: St. Louis

State: MO

Zip: 63197-9000

Country:

Figure 1-24: Statement Detail Record Page



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 1-25: Review Correspondence Tab

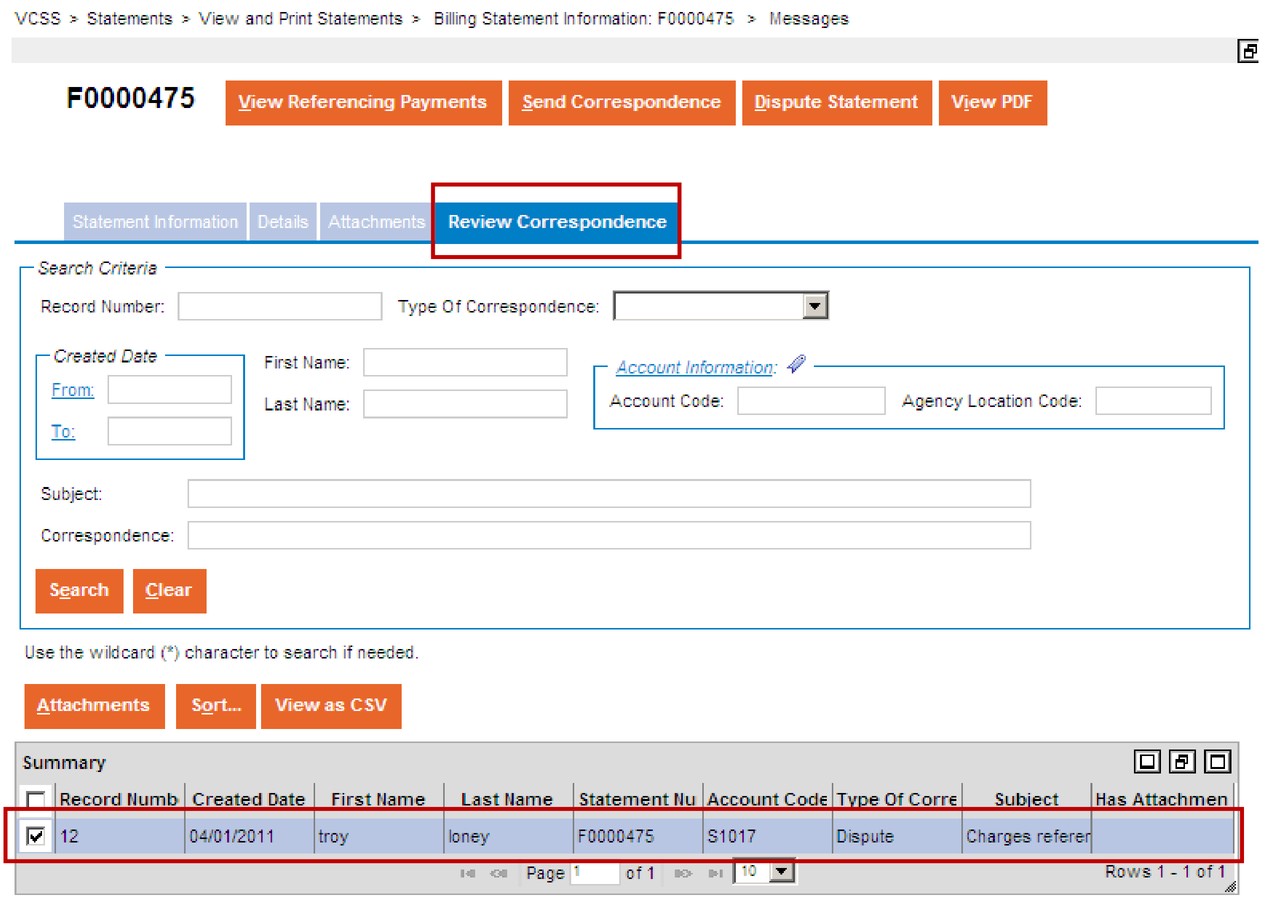
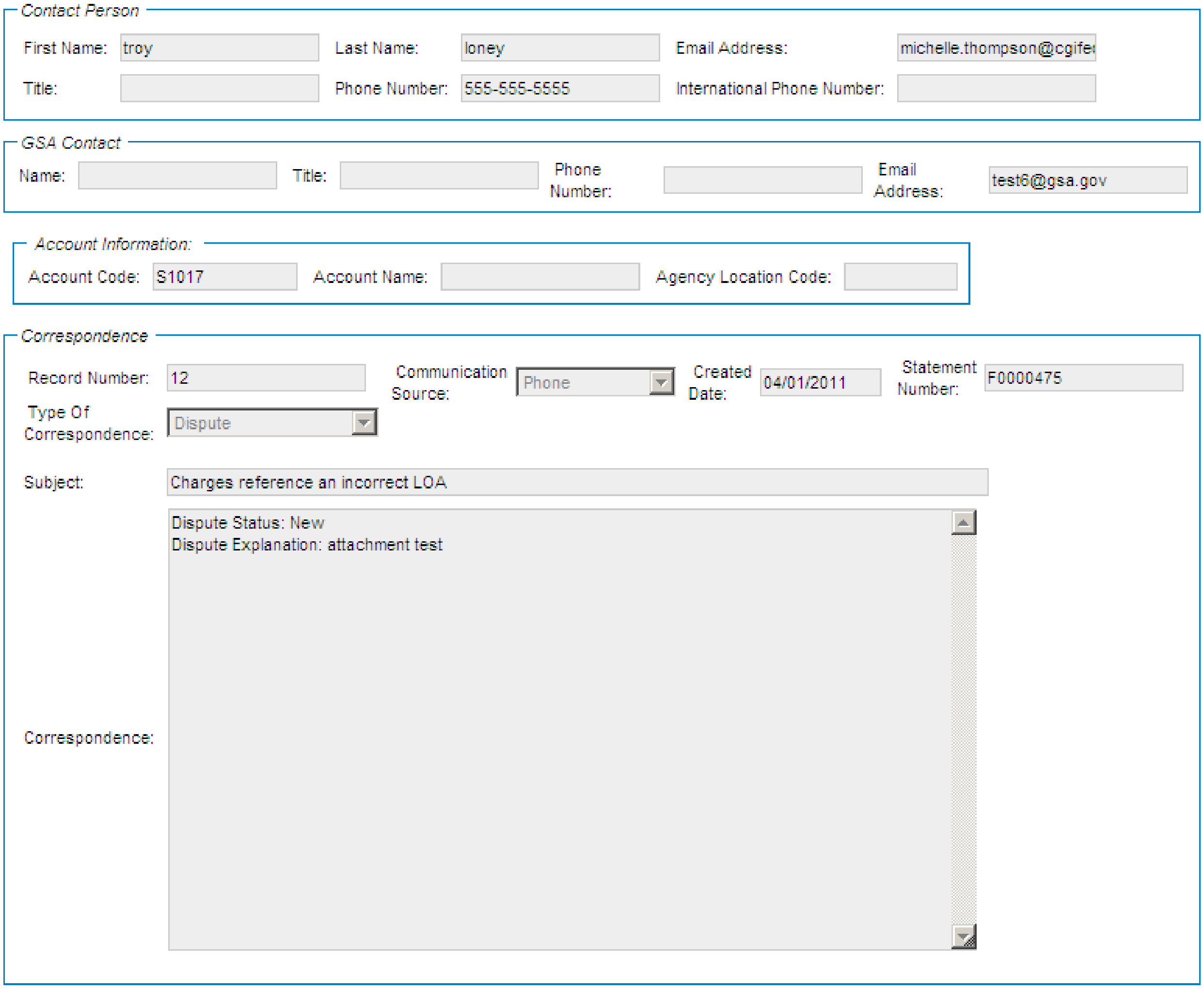


Figure 1-26: Correspondence Details

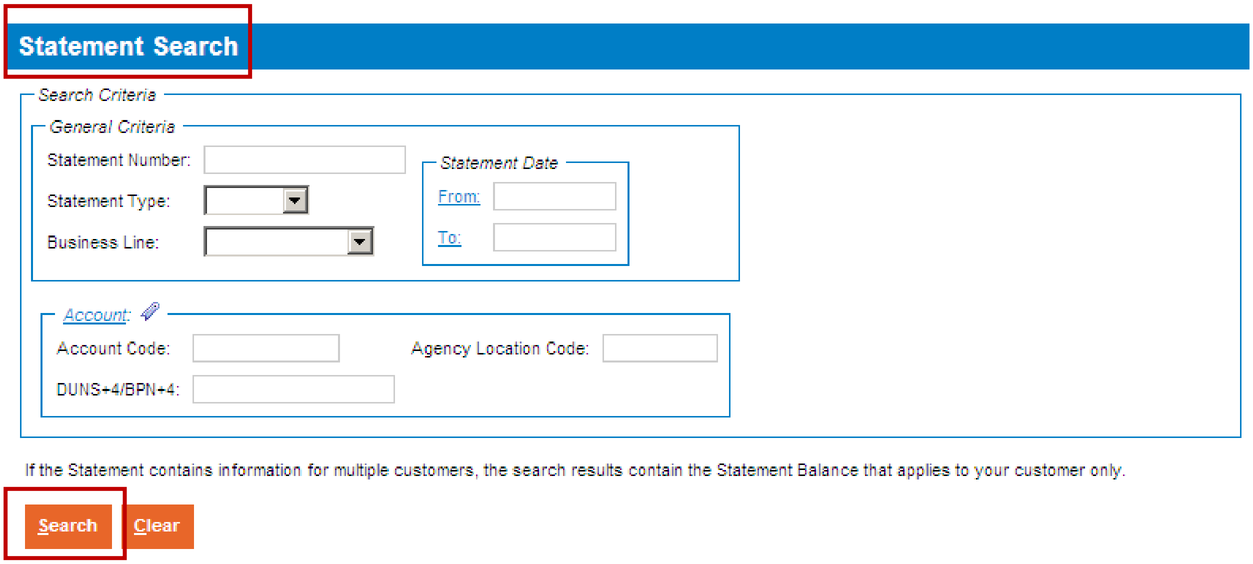


1.2.1.3 Executing a Query Using View and Print Statements

To view and print Statements, follow the steps below.

Steps to Execute a Query Using View and Print Statements Query:	***Notes***
1. In VCSS navigate to Statements => View and Print Statements. The View and Print Statements page is displayed.	

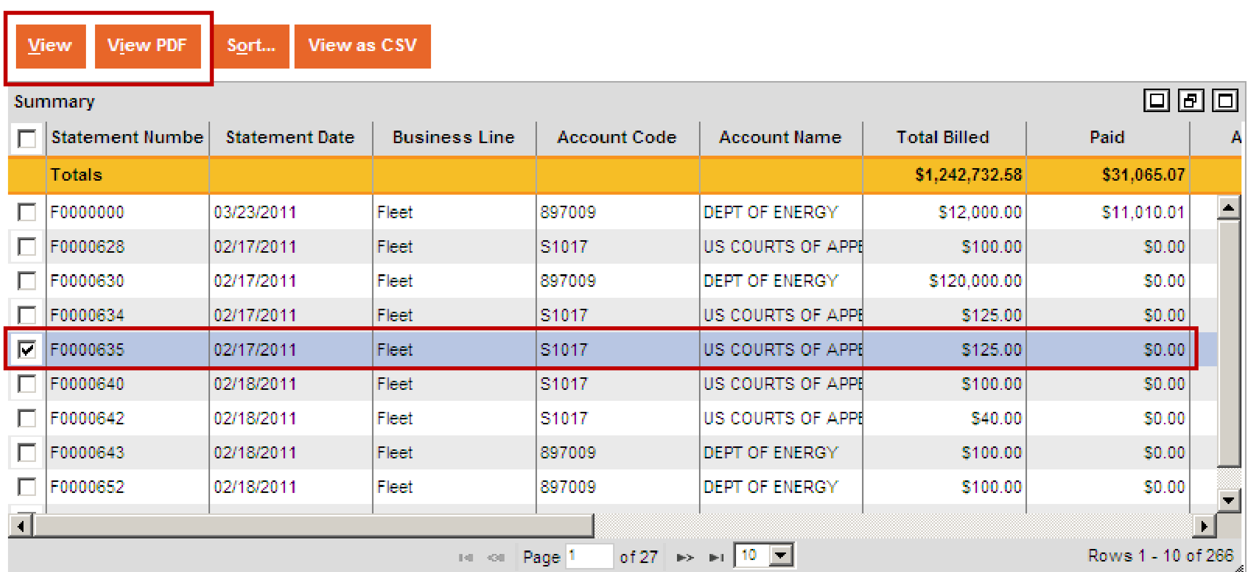
Steps to Execute a Query Using View and Print Statements Query: ***Notes***



2. Enter the desired **Search Criteria.**

3. Select the **Search** button.

The results are returned in the Item Collection.

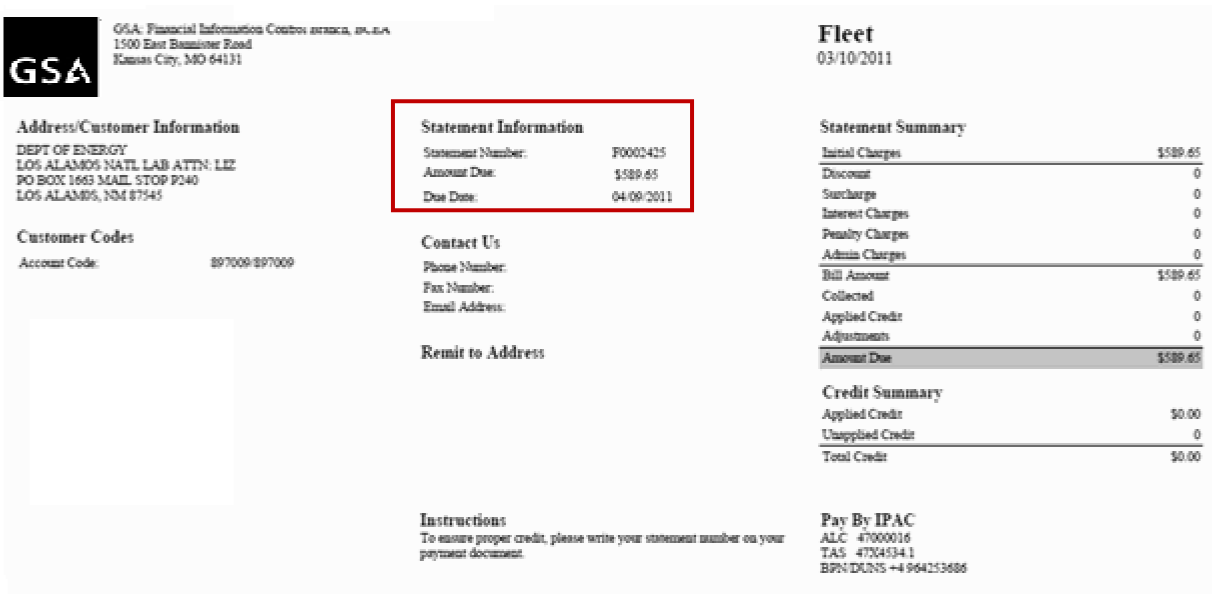


Steps to Execute a Query Using View and Print Statements Query: ***Notes***

4. Select a Statement.

5. Select **View as PDF.**

   A new window with the PDF is displayed, close the PDF.



GSA: Financial Information Control Branch, BCEA
1500 East Bannister Road
Kansas City, MO 64131

Fleet
03/10/2011

Address/Customer Information

DEPT OF ENERGY
LOS ALAMOS NATL LAB ATTN: LIZ
PO BOX 1663 MAIL STOP P240
LOS ALAMOS, NM 87545

Customer Codes

Account Code:	897009/897009

Statement Information

Statement Number:	F0002425
Amount Due:	$589.65
Due Date:	04/09/2011

Contact Us

Phone Number:
Fax Number:
Email Address:

Remit to Address

Statement Summary

Initial Charges	$589.65
Discount	0
Surcharge	0
Interest Charges	0
Penalty Charges	0
Admin Charges	0
Bill Amount	$589.65
Collected	0
Applied Credit	0
Adjustments	0
Amount Due	$589.65

Credit Summary

Applied Credit	$0.00
Unapplied Credit	0
Total Credit	$0.00

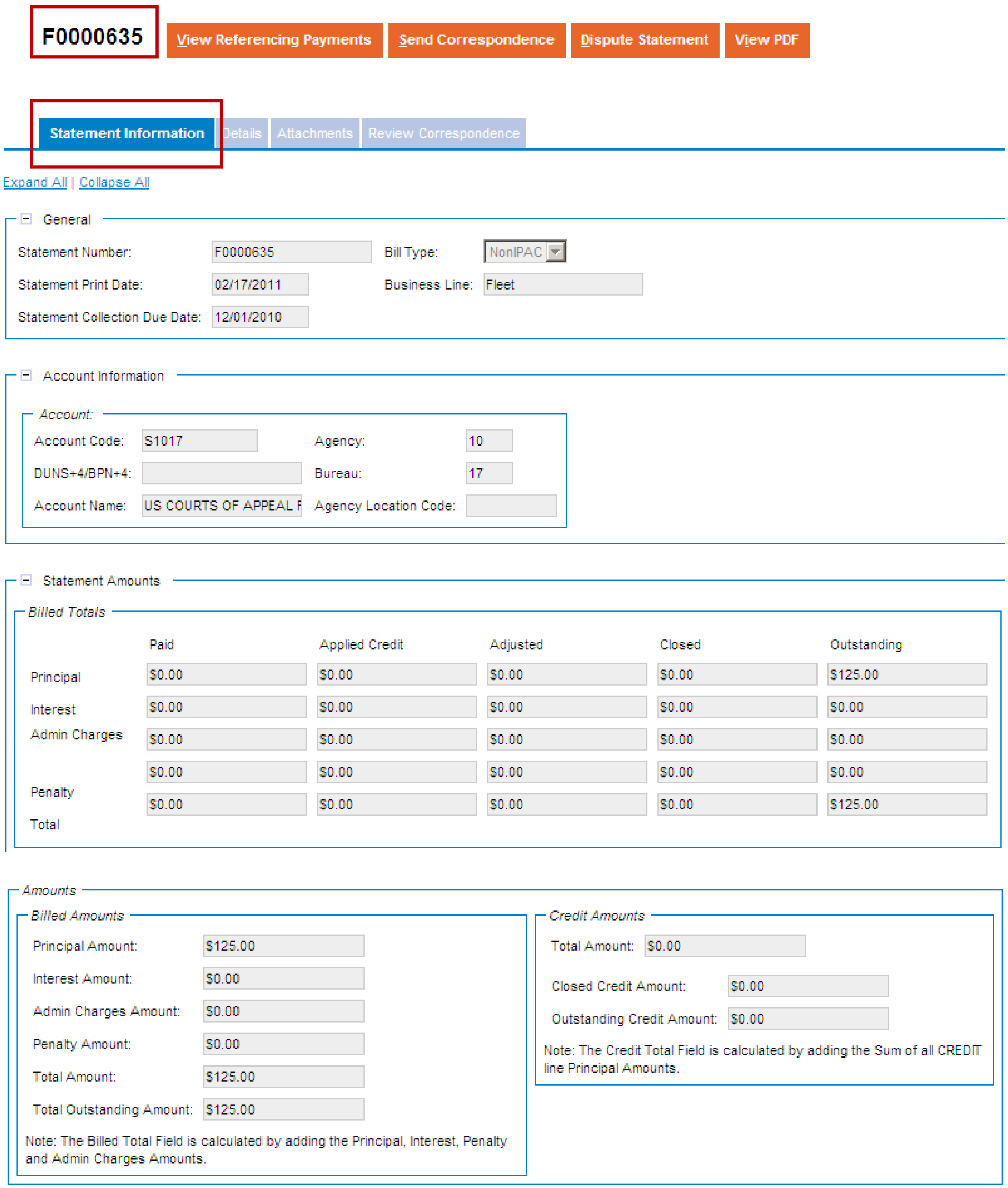
Instructions
To ensure proper credit, please write your statement number on your payment document.

Pay By IPAC
ALC 47000016
TAS 47X4534.1
BPN/DUNS +4 964253686

6. Select **View.**

Steps to Execute a Query Using View and Print Statements Query:

Notes

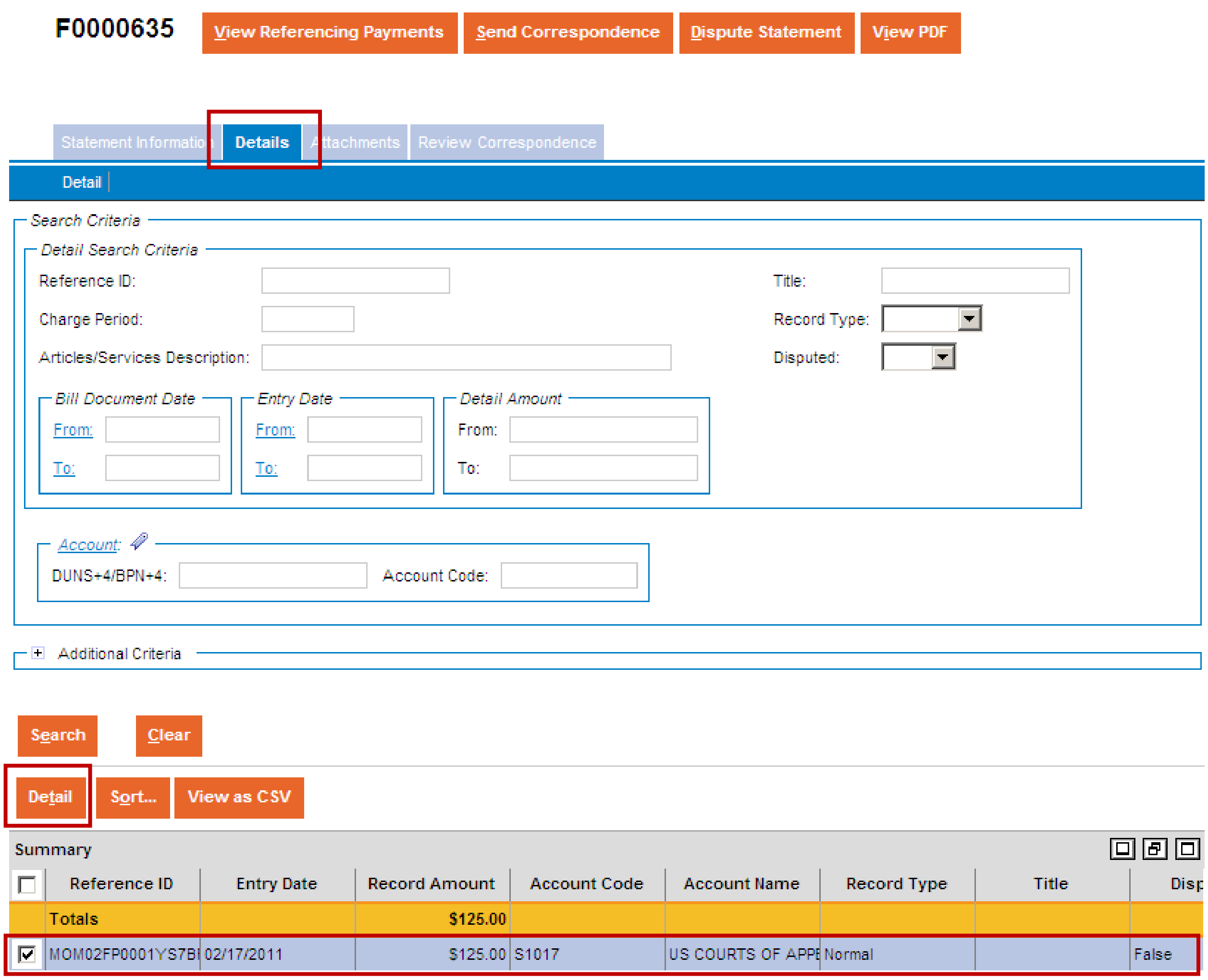


Steps to Execute a Query Using View and Print Statements Query:

Notes

7. Select the **Details** Tab.

The Details Tab is displayed.

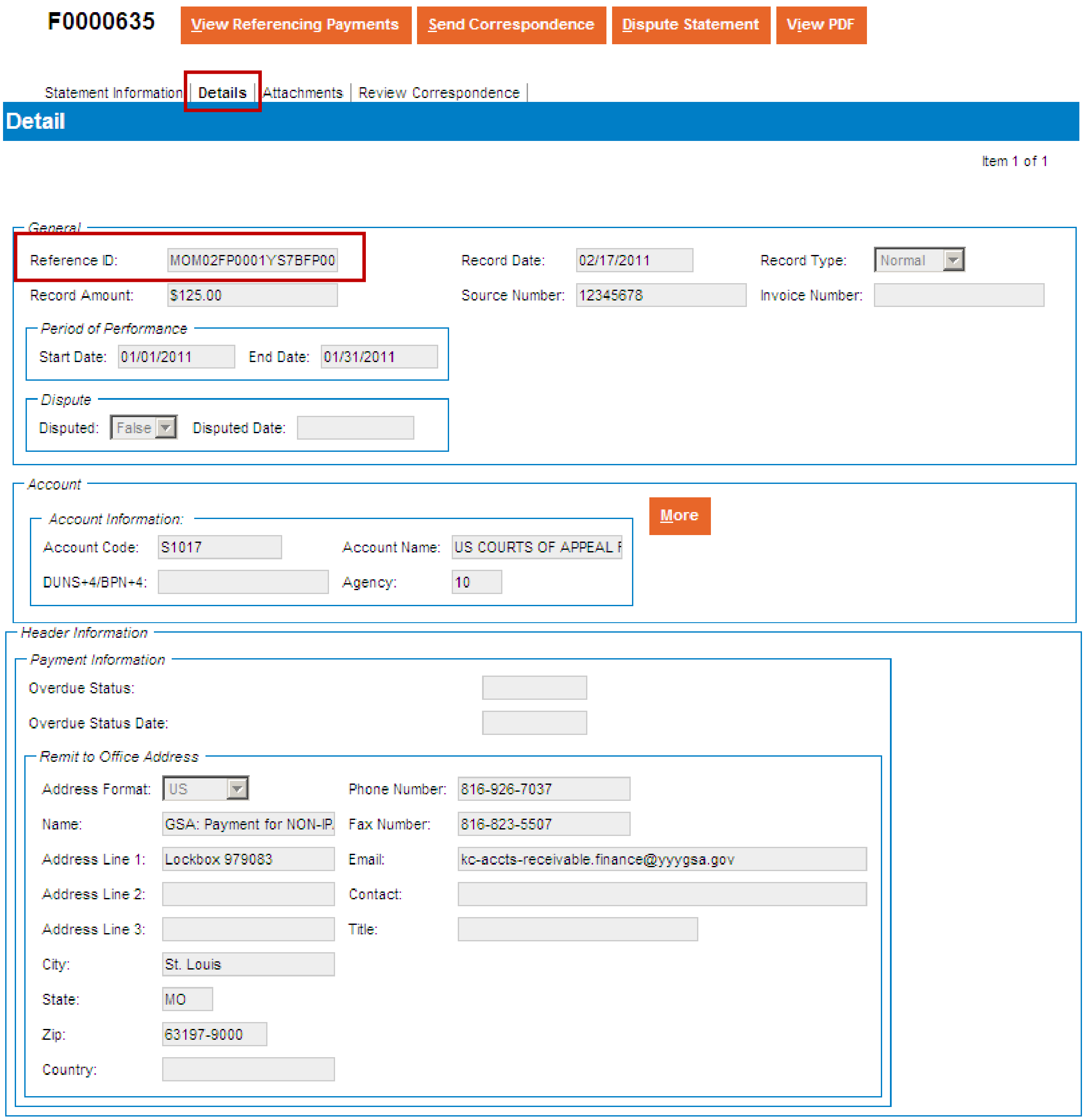


8. Select a detail record and select **Detail.**

The detail record is displayed.

Steps to Execute a Query Using View and Print Statements Query:

Notes



F0000635

View Referencing Payments | Send Correspondence | Dispute Statement | View PDF

Statement Information | Details | Attachments | Review Correspondence

Detail

Item 1 of 1

General

Reference ID: MOM02FP0001YS7BFP00
Record Date: 02/17/2011
Record Type: Normal
Record Amount: $125.00
Source Number: 12345678
Invoice Number:

Period of Performance

Start Date: 01/01/2011
End Date: 01/31/2011

Dispute

Disputed: False
Disputed Date:

Account

Account Information:

More

Account Code: S1017
Account Name: US COURTS OF APPEAL F
DUNS+4/BPN+4:
Agency: 10

Header Information

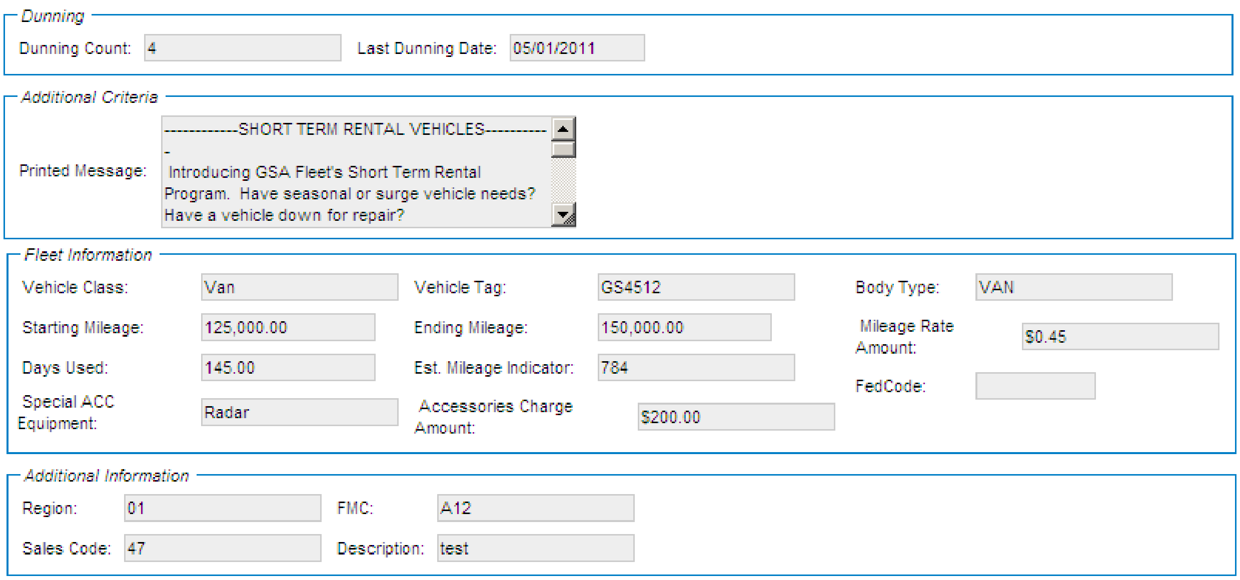
Payment Information

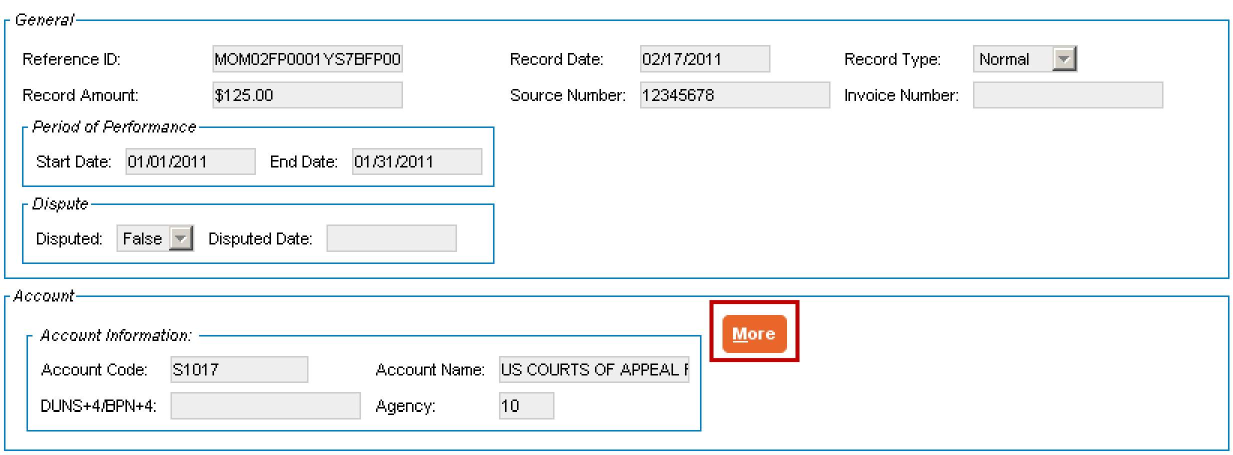
Overdue Status:
Overdue Status Date:

Remit to Office Address

Address Format: US
Phone Number: 816-926-7037
Name: GSA: Payment for NON-IP
Fax Number: 816-823-5507
Address Line 1: Lockbox 979083
Email: kc-accts-receivable.finance@yyygsa.gov
Address Line 2:
Contact:
Address Line 3:
Title:
City: St. Louis
State: MO
Zip: 63197-9000
Country:

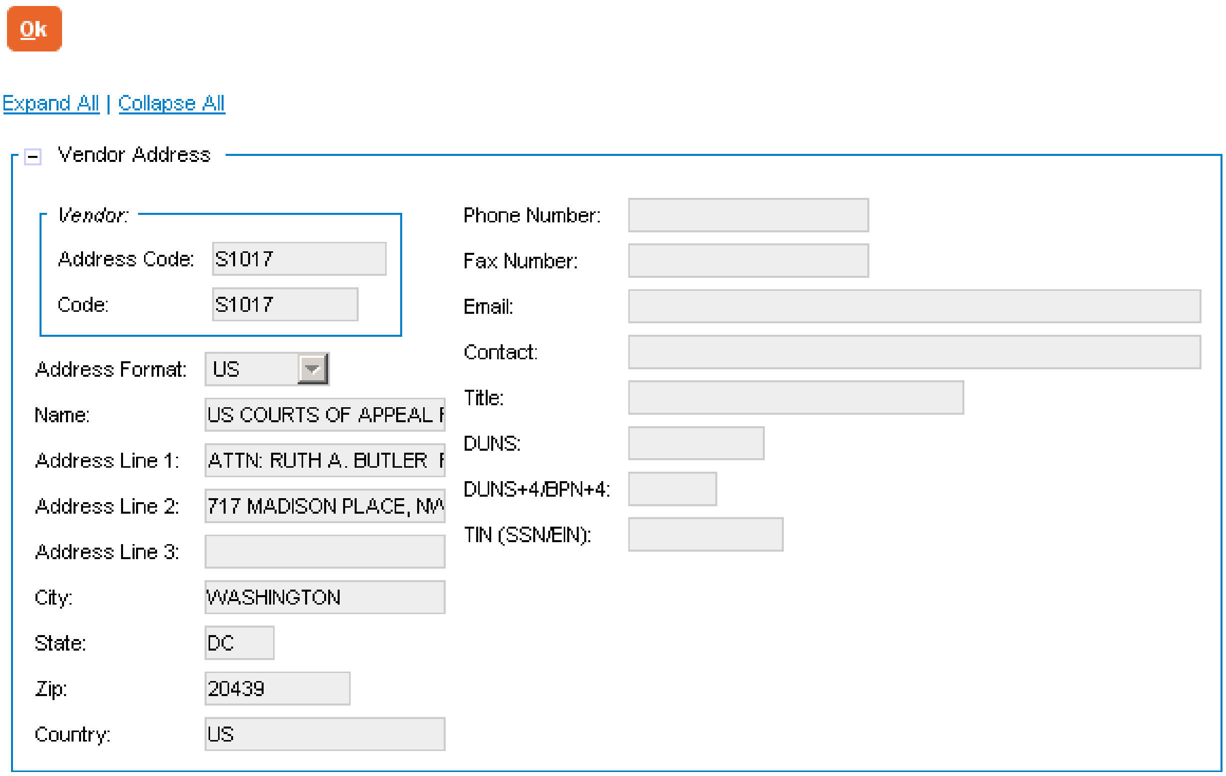
Steps to Execute a Query Using View and Print Statements Query:	*Notes*





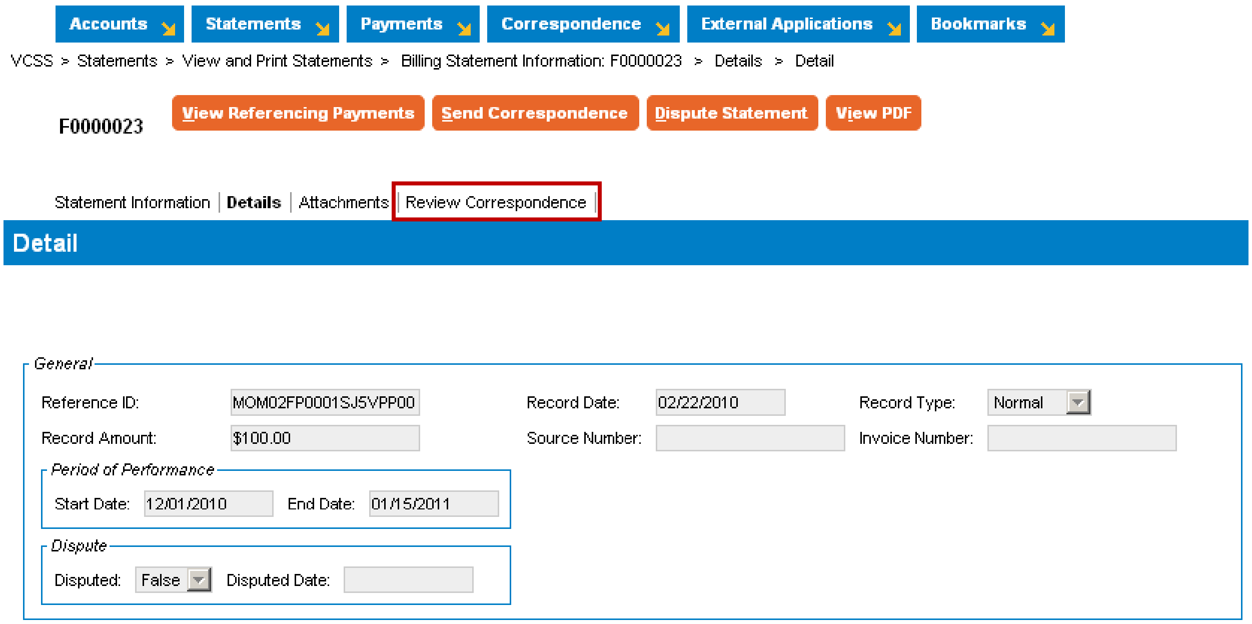
*Note: Selecting the **More** button provides more information about the vendor.*

Steps to Execute a Query Using View and Print Statements Query:	*Notes*



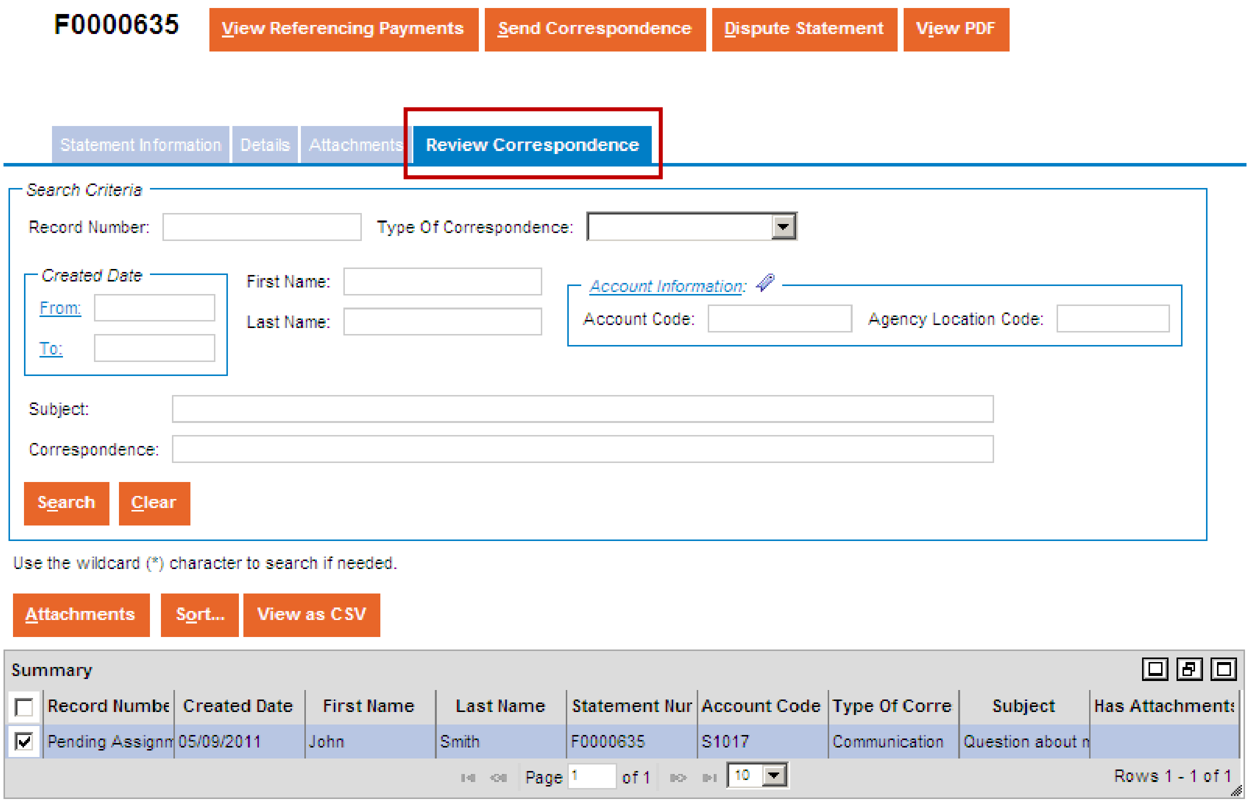
9. Select the **Review Correspondence** hyperlink.

Steps to Execute a Query Using View and Print Statements Query: ***Notes***

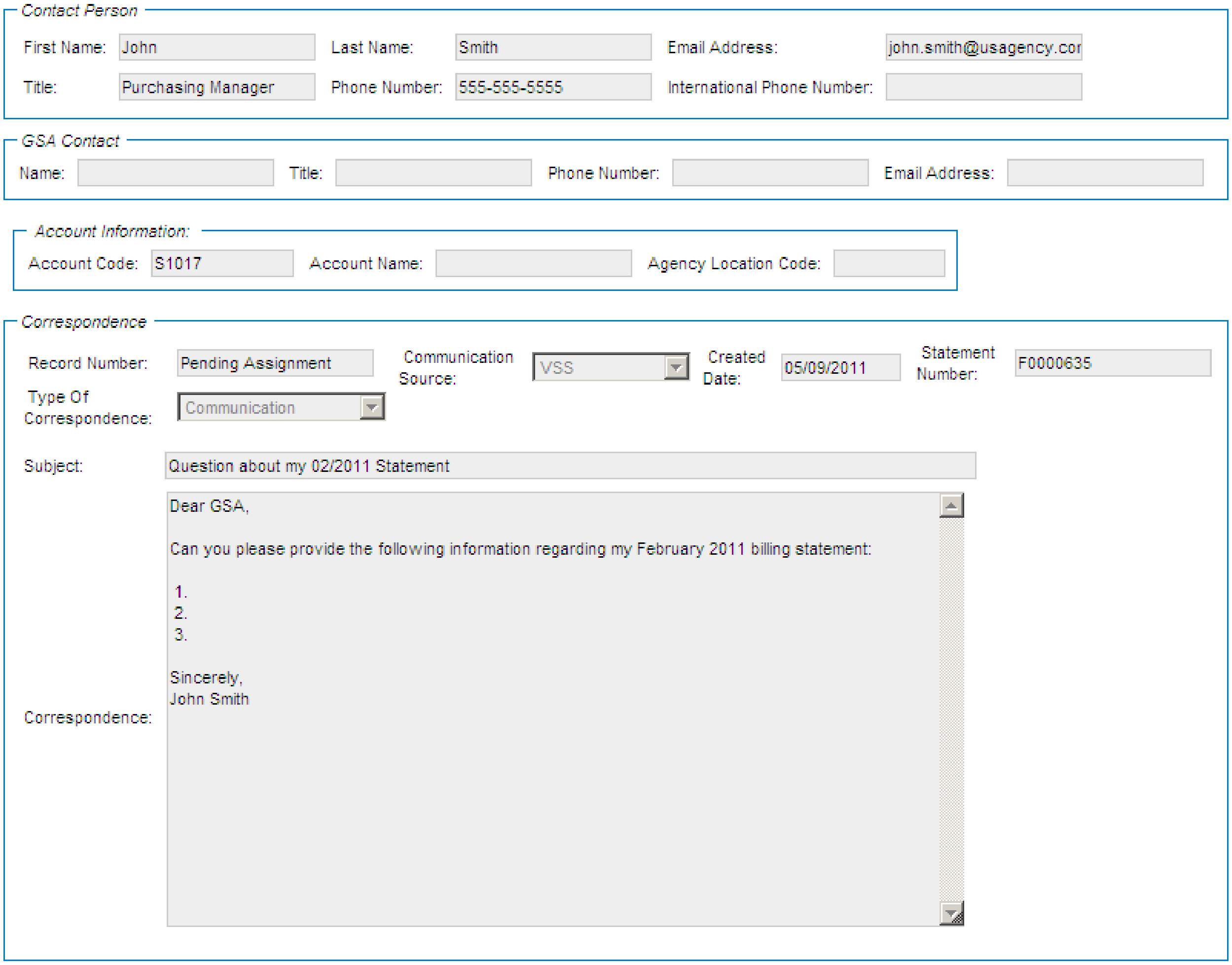


The Review Correspondence Tab is displayed.

Steps to Execute a Query Using View and Print Statements Query:	*Notes*



Steps to Execute a Query Using View and Print Statements Query: ***Notes***



1.2.2 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 1-27: Navigation to View Details Query

1.2.2.1 View Details Search Parameters and Results

The View Details query searches for details using criteria listed in the table below. The Item Collection will include detailed information located in the Statement, including specific business line items. The item collection fields will change based on the detail records returned. For example, if all the detail records are for Fleet only, Rent specific fields will not be displayed. If the detail records returned are for both Fleet and Rent, all fields will be displayed in the item collection.

Figure 1-28: View Details Query Search Criteria and Item Collection

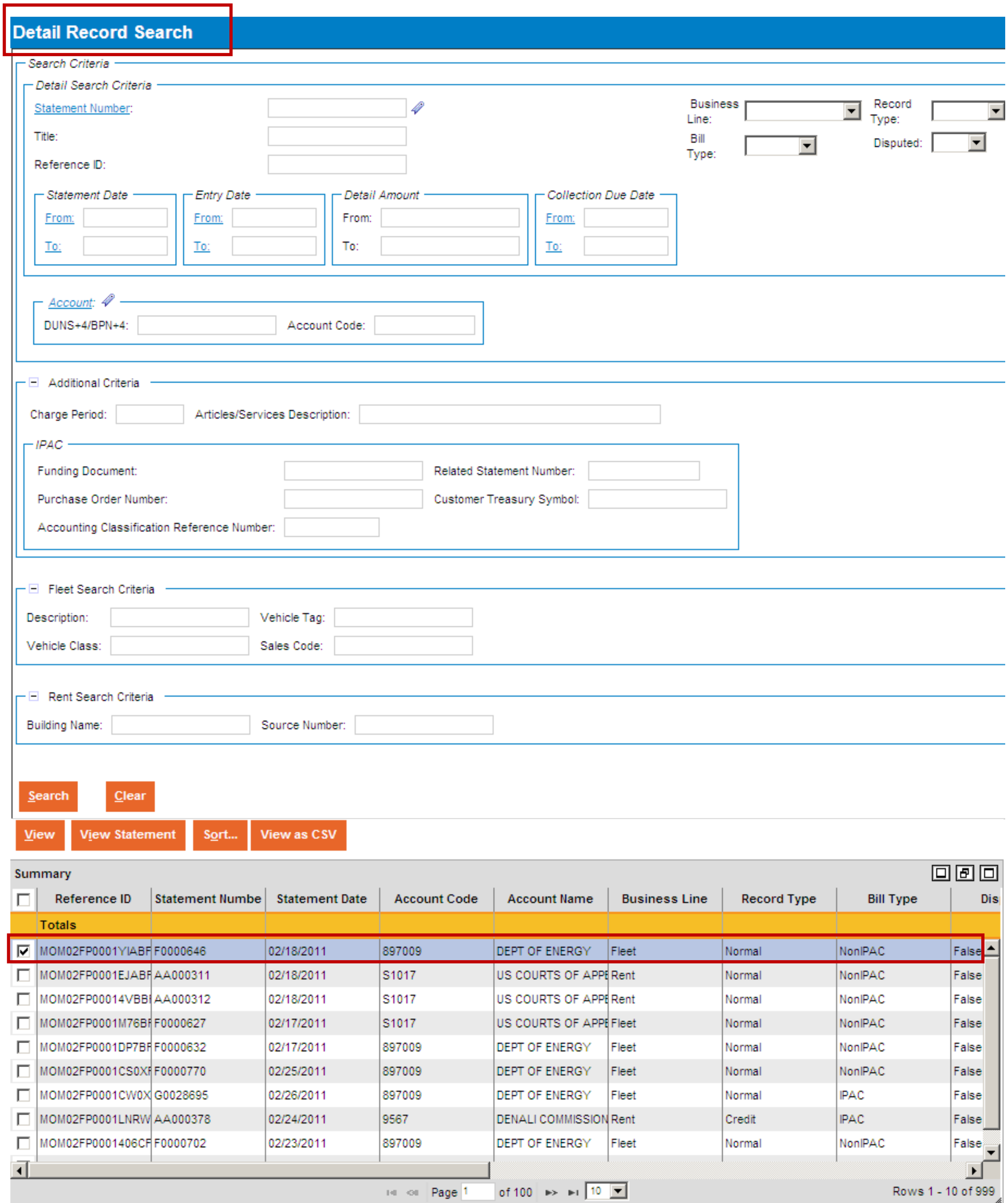


Figure 1-29: View Details Query Search Criteria Field Descriptions

Search Element	Description
Search Criteria Group Box	
Detail Criteria	
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 Non-IPAC.
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.
Account Criteria	
DUNS+4/BPN+4	A unique numbering system that is used to identify a business.
Account Code	The account code on the record.
Additional Criteria	
Charge Period	Date of the charge related to the Detail billing Record.
Articles/Services Description	Indicates the items or services on the transaction.
IPAC	
Purchase Order Number	The Purchase Order Number associated with the record.
Related Statement Number	Previously billed Statement Number's 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.
Fleet Detail Billing Elements	
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.

Search Element	Description
Rent Detail Billing Elements	
Building Name	The Building Name associated with the Detail Billing Record.
OA Number	The OA number associated with the record.
Item Collection	
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 Non-IPAC.
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. Record
OA Number	The OA number associated with the record.
Action Buttons	
View	Will take the user to the detail information page.
View Document	Will open the document associated with the selected Detail record.
View Statement	Will open the statement associated with the selected Detail record.
View as CSV	Exports the search results to a CSV spreadsheet.
Sort…	Sorts the records according to the column header selected.

1.2.2.2 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 1-30: View Details Detail Page

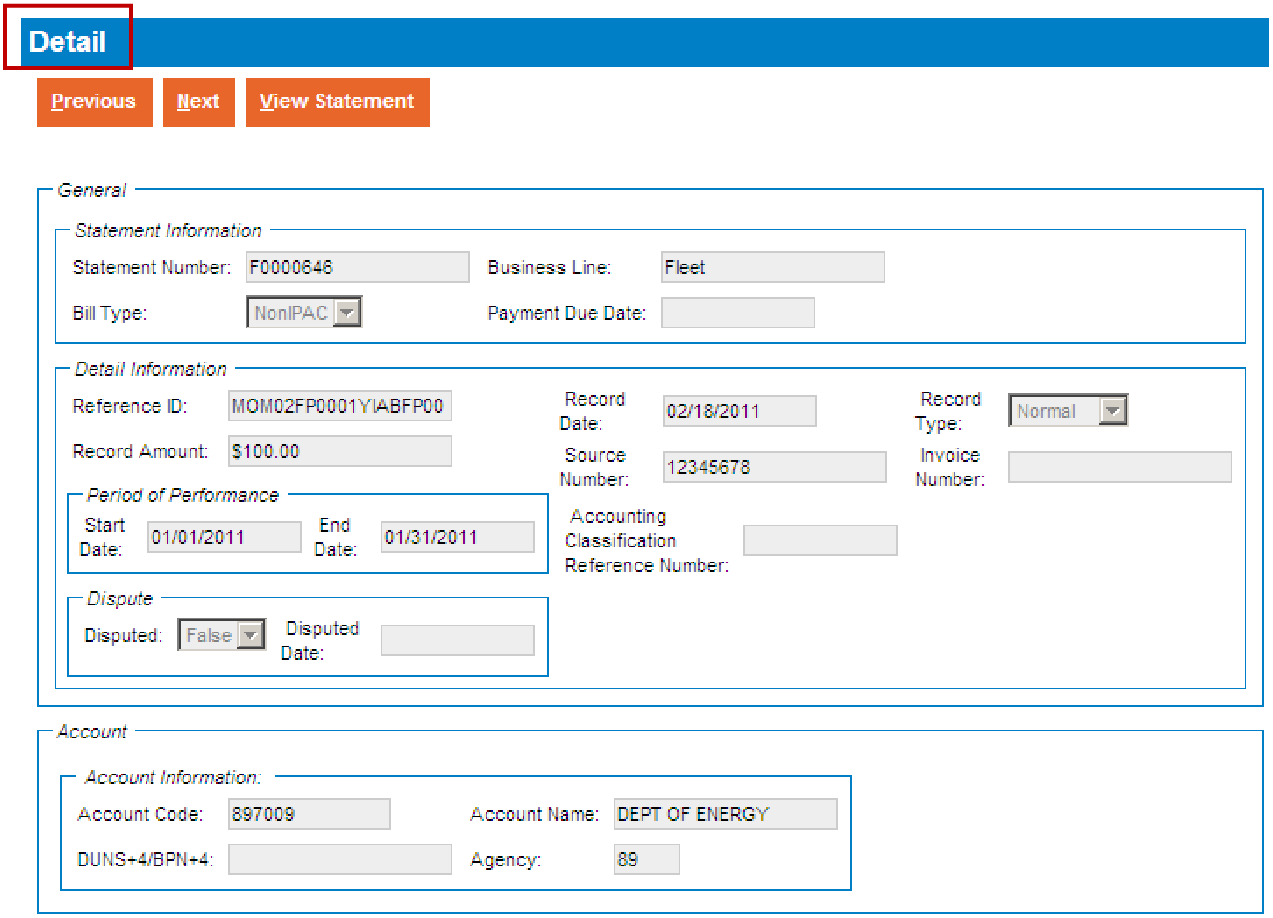
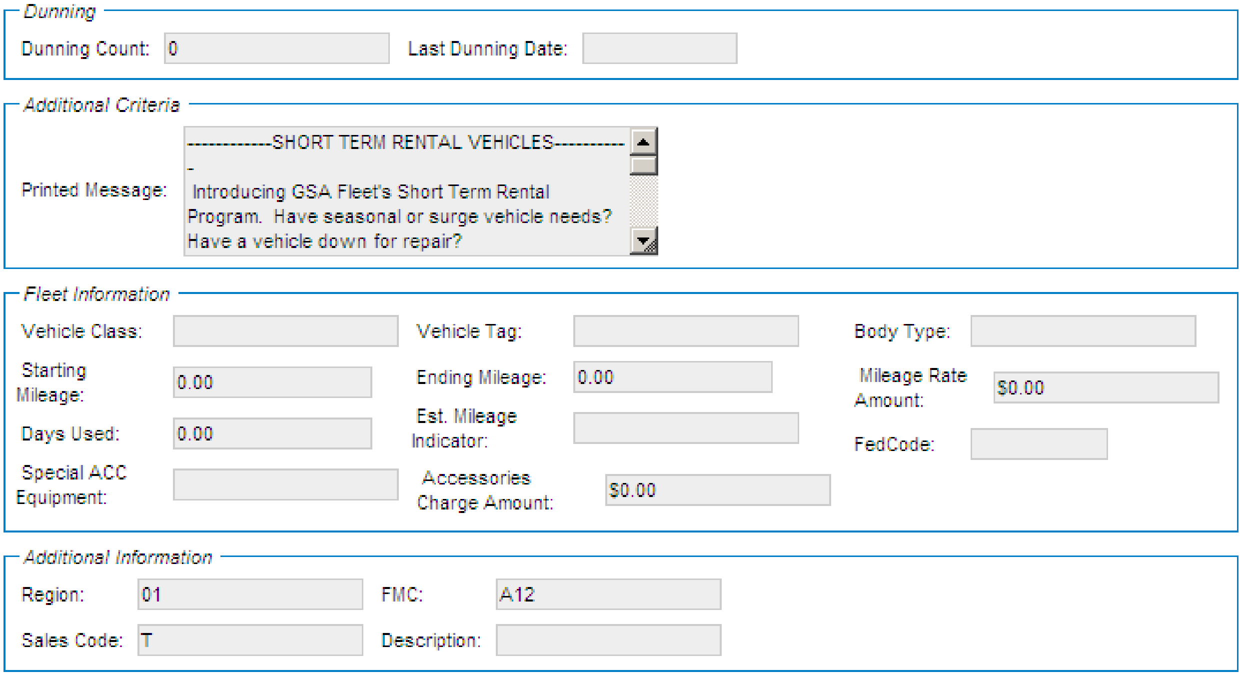


Figure 1-31: View Details Page Continued



1.2.2.3 Executing a Query Using View Details

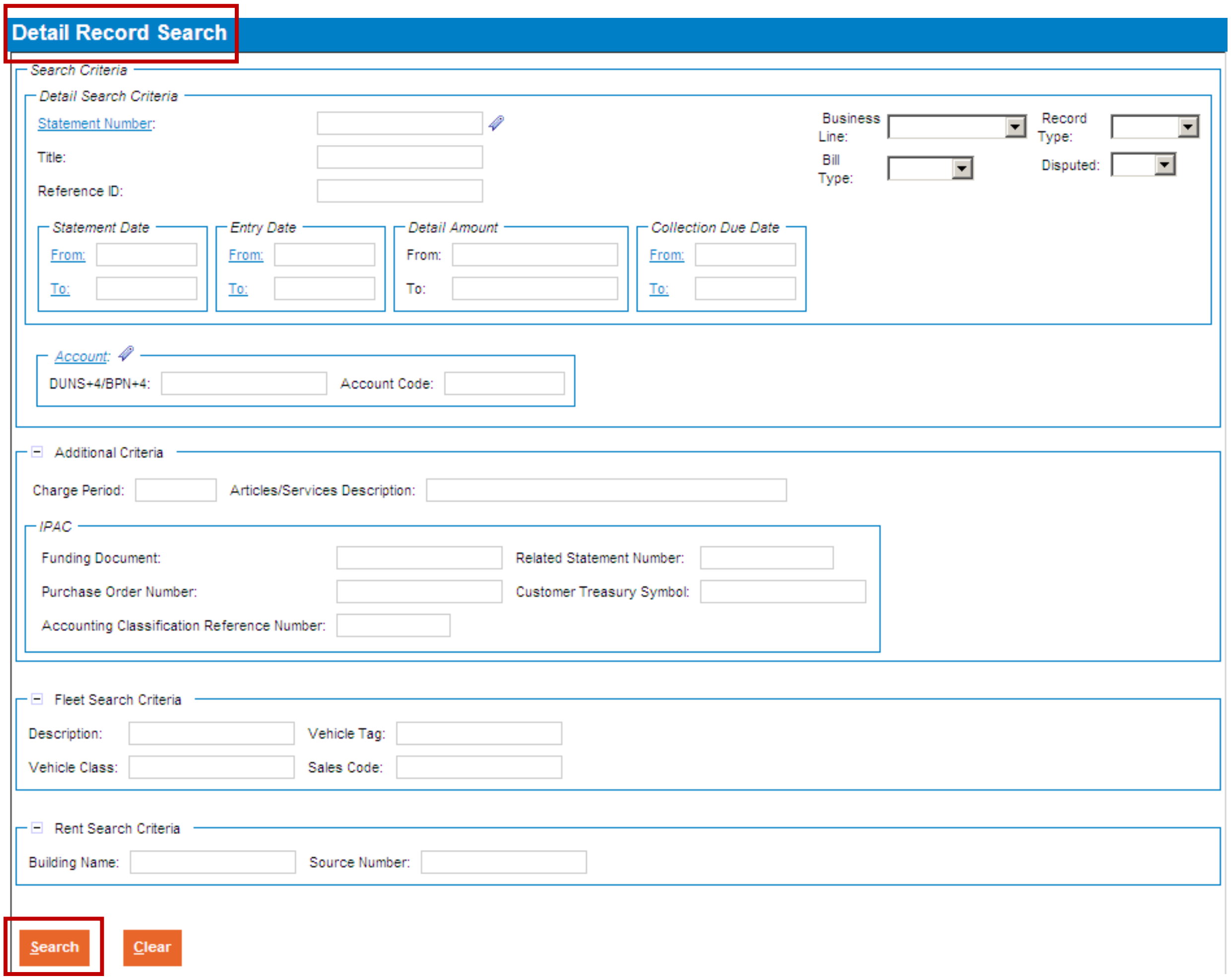
To use the View Details Query in VCSS, follow the steps below.

Steps to Execute a Query Using View Details Query:	***Notes***

1. In VCSS navigate to Statements -> View Details.

   The View Details page is displayed.

Steps to Execute a Query Using View Details Query: ***Notes***

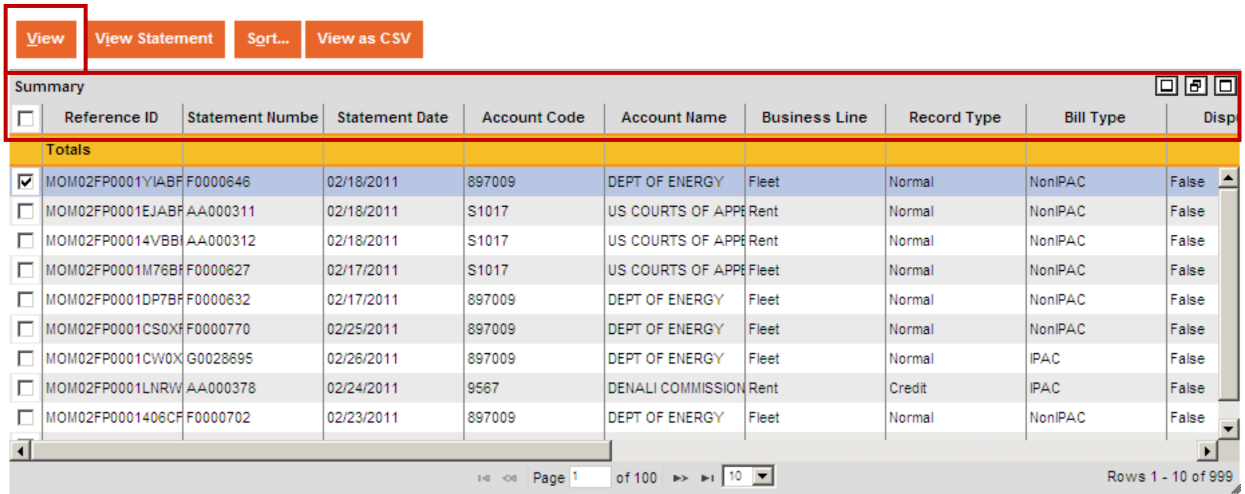


2. Enter the desired **Search Criteria.**

3. Select the **Search** button.

   The results are returned in the Item Collection.

Steps to Execute a Query Using View Details Query: ***Notes***

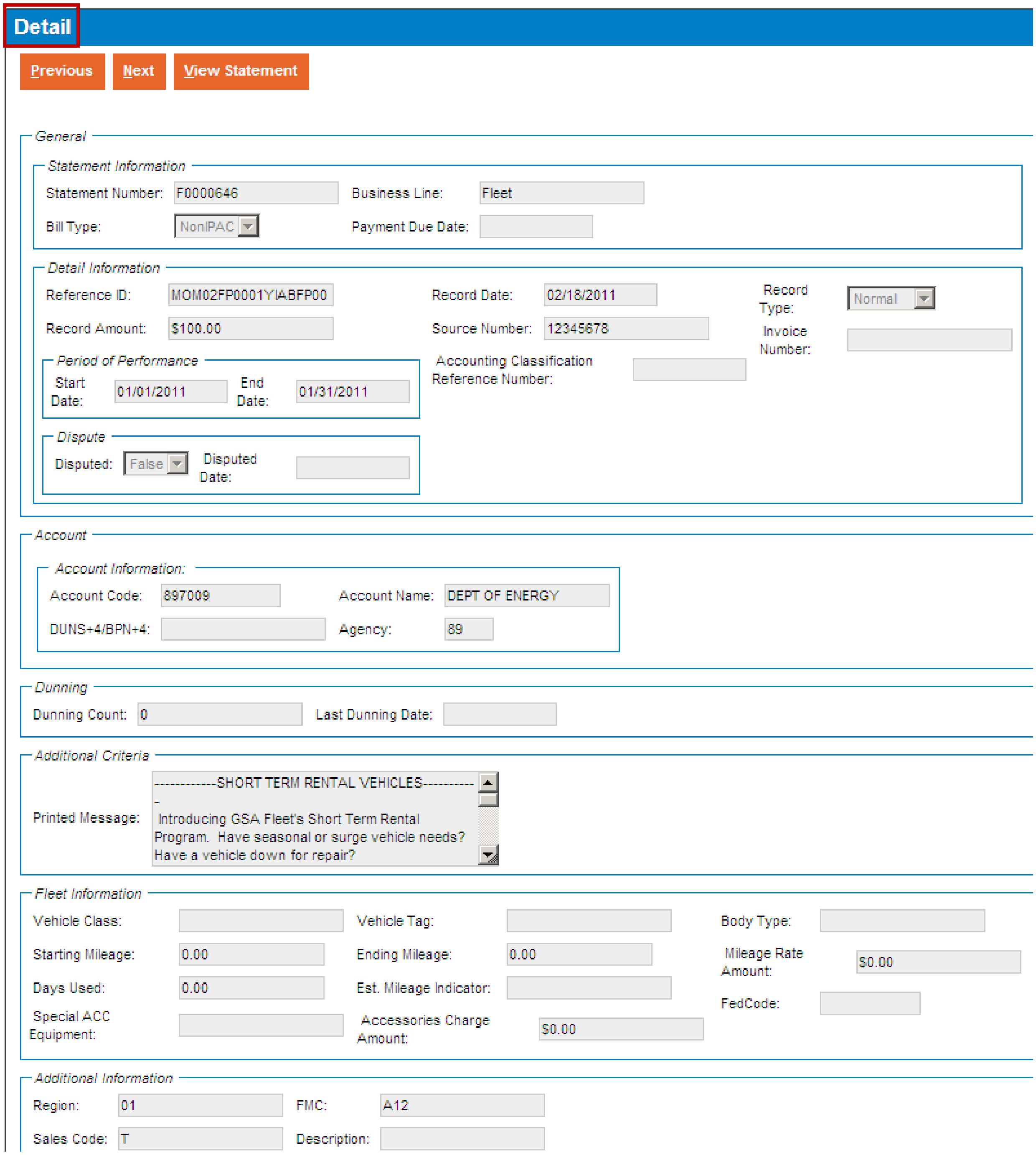


4. Select a Detail Record.

5. Select **View.**

   The Detail Record is displayed.

Steps to Execute a Query Using View Details Query: ***Notes***


Detail

Previous | Next | View Statement

General

Statement Information

Statement Number: F0000646
Business Line: Fleet
Bill Type: NonIPAC
Payment Due Date:

Detail Information

Reference ID: MOM02FP0001YIABFP00
Record Date: 02/18/2011
Record Type: Normal
Record Amount: $100.00
Source Number: 12345678
Invoice Number:

Period of Performance

Start Date: 01/01/2011
End Date: 01/31/2011

Accounting Classification Reference Number:

Dispute

Disputed: False
Disputed Date:

Account

Account Information:

Account Code: 897009
Account Name: DEPT OF ENERGY
DUNS+4/BPN+4:
Agency: 89

Dunning

Dunning Count: 0
Last Dunning Date:

Additional Criteria

Printed Message: ------------SHORT TERM RENTAL VEHICLES----------
-
Introducing GSA Fleet's Short Term Rental Program. Have seasonal or surge vehicle needs? Have a vehicle down for repair?

Fleet Information

Vehicle Class:
Vehicle Tag:
Body Type:
Starting Mileage: 0.00
Ending Mileage: 0.00
Mileage Rate Amount: $0.00
Days Used: 0.00
Est. Mileage Indicator:
FedCode:
Special ACC Equipment:
Accessories Charge Amount: $0.00

Additional Information

Region: 01
FMC: A12
Sales Code: T
Description:

1.2.3 VCSS: Dispute Statement/Details

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

Statements > Dispute Statement/Details

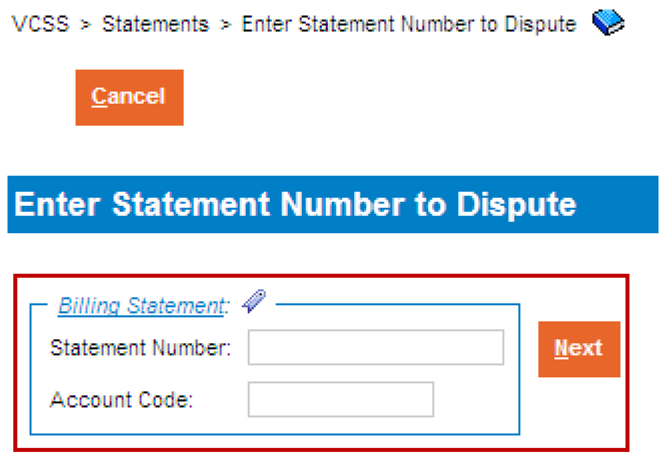
Figure 1-32: Navigation to Dispute Statement Details Page

1.2.3.1 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:	***Notes***
1. In VCSS navigate to Statements => Dispute Statement/Details. The Dispute Wizard page is displayed.	

Steps to Execute the Dispute Process at the Statement Level: ***Notes***

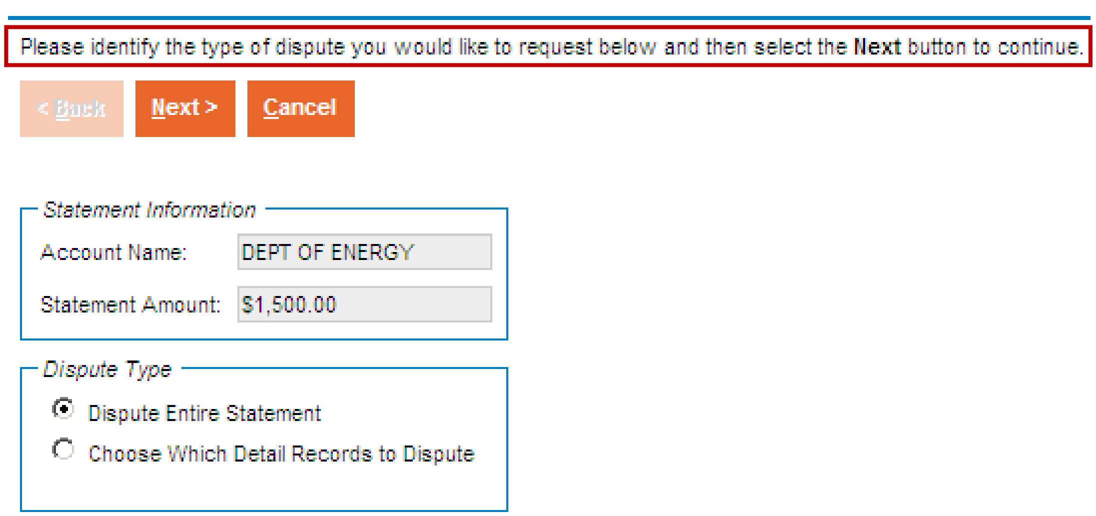


2. Enter the desired **Statement Number.**

   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.**

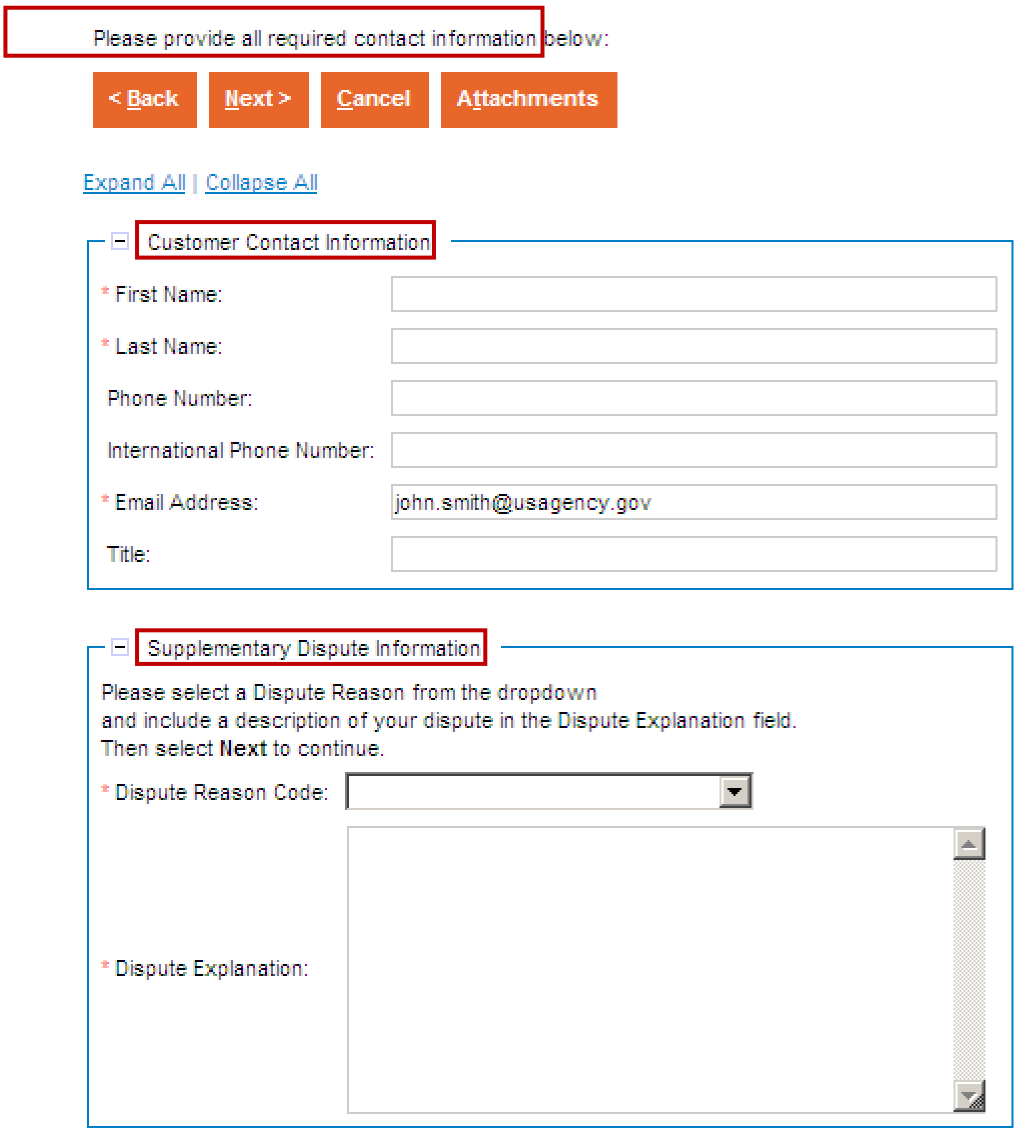
   The Type of Dispute page is displayed.



Steps to Execute the Dispute Process at the Statement Level: ***Notes***

4. The user confirms the Dispute Entire Statement button is selected and chooses Next.

   The Supplementary Dispute Information page is displayed.

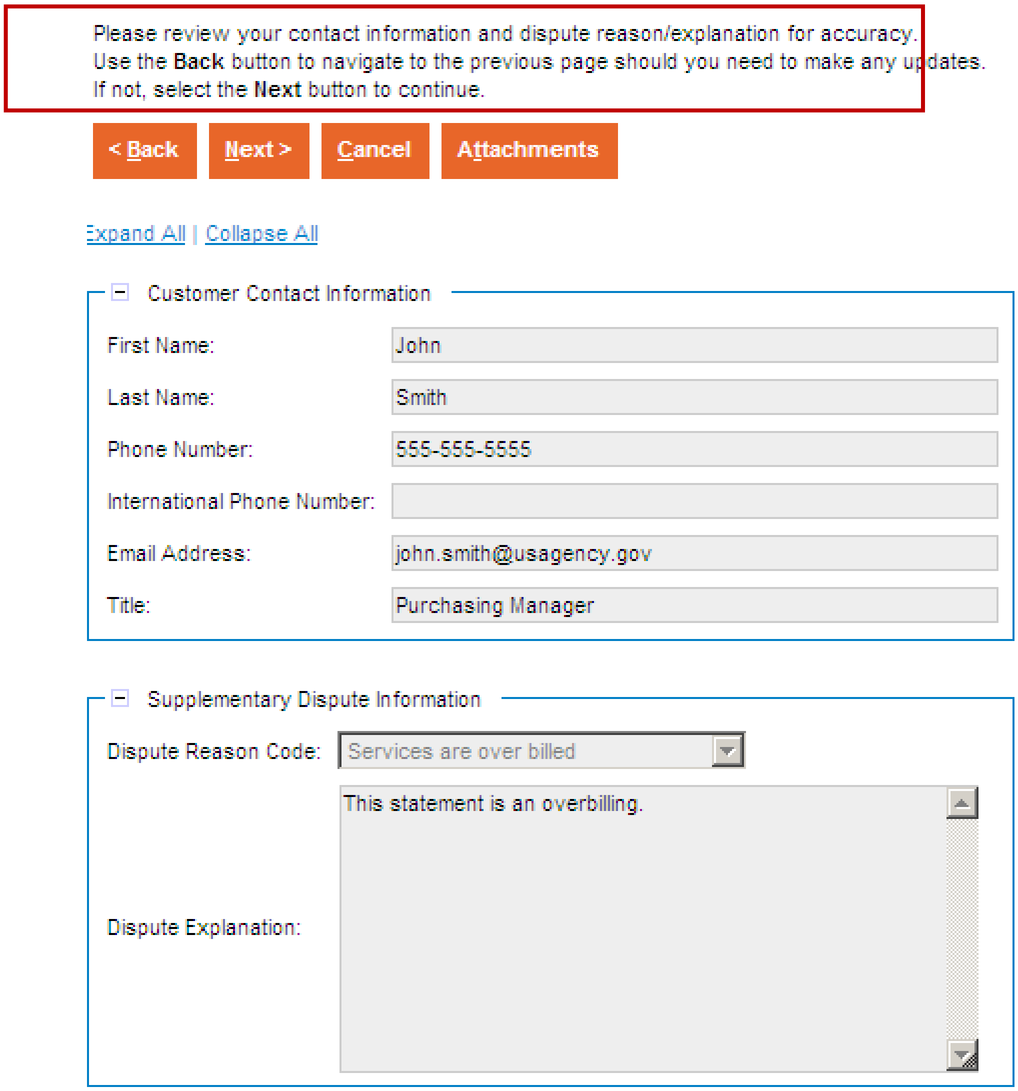


5. The user fills out the required fields (First Name, Last Name, Email Address, Phone Number, Dispute Reason and Dispute Explanation) and selects **Next**

Steps to Execute the Dispute Process at the Statement Level: ***Notes***

*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**.***

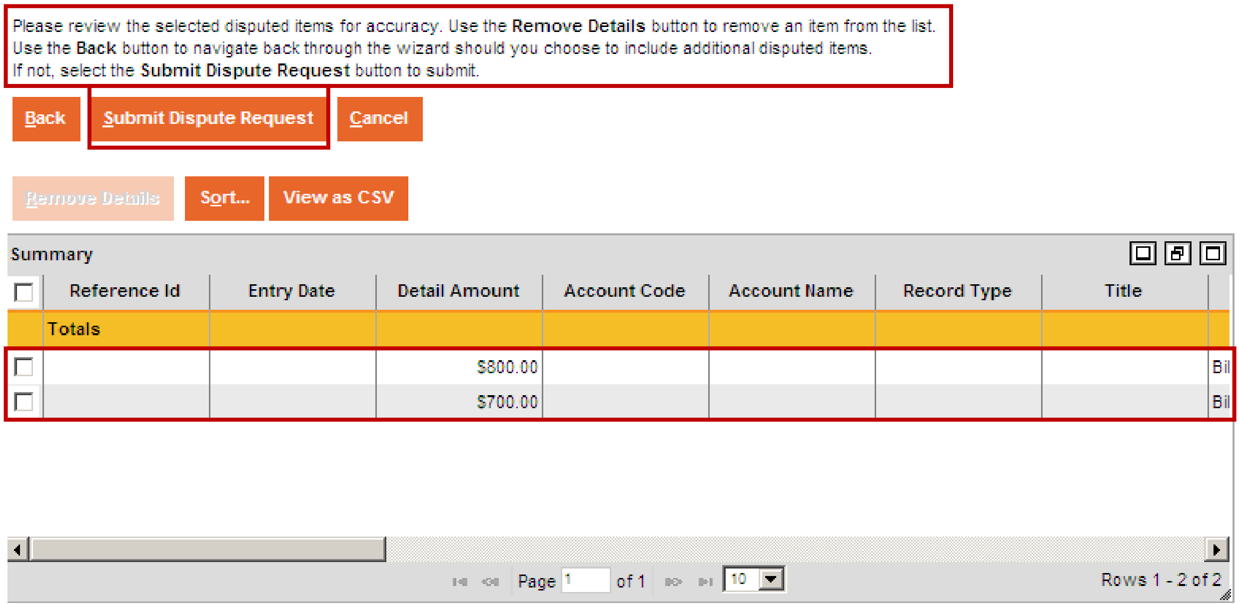
The General Dispute Information page is displayed



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.

Steps to Execute the Dispute Process at the Statement Level: ***Notes***

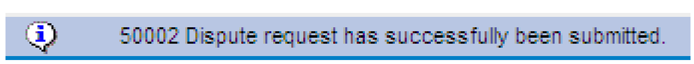


7. The user reviews the items and confirms that everything is correct and selects **Submit Dispute Request.**

   *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 GSA 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.



1.2.3.2 Executing the Dispute Process at the Detail Level

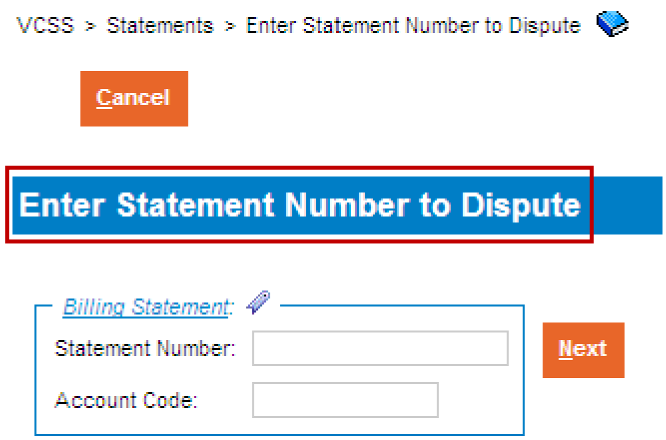
To create a detail level dispute in VCSS, follow the steps below.

Steps to Execute the Dispute Process at the Detail Level: ***Notes***

1. In VCSS navigate to Statements => Dispute Statement/Details

Steps to Execute the Dispute Process at the Detail Level: ***Notes***

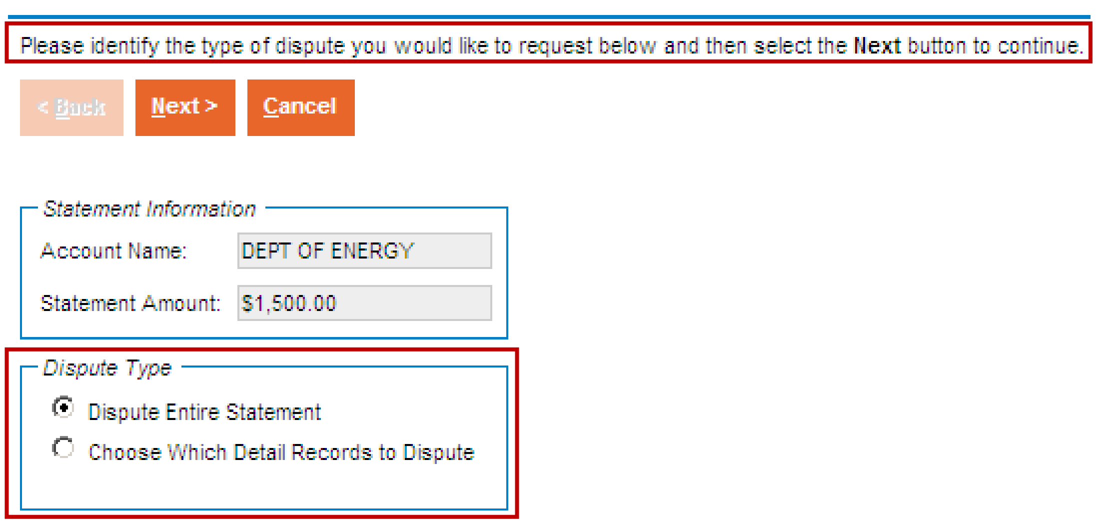
The Dispute Wizard page is displayed.



2. 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.*

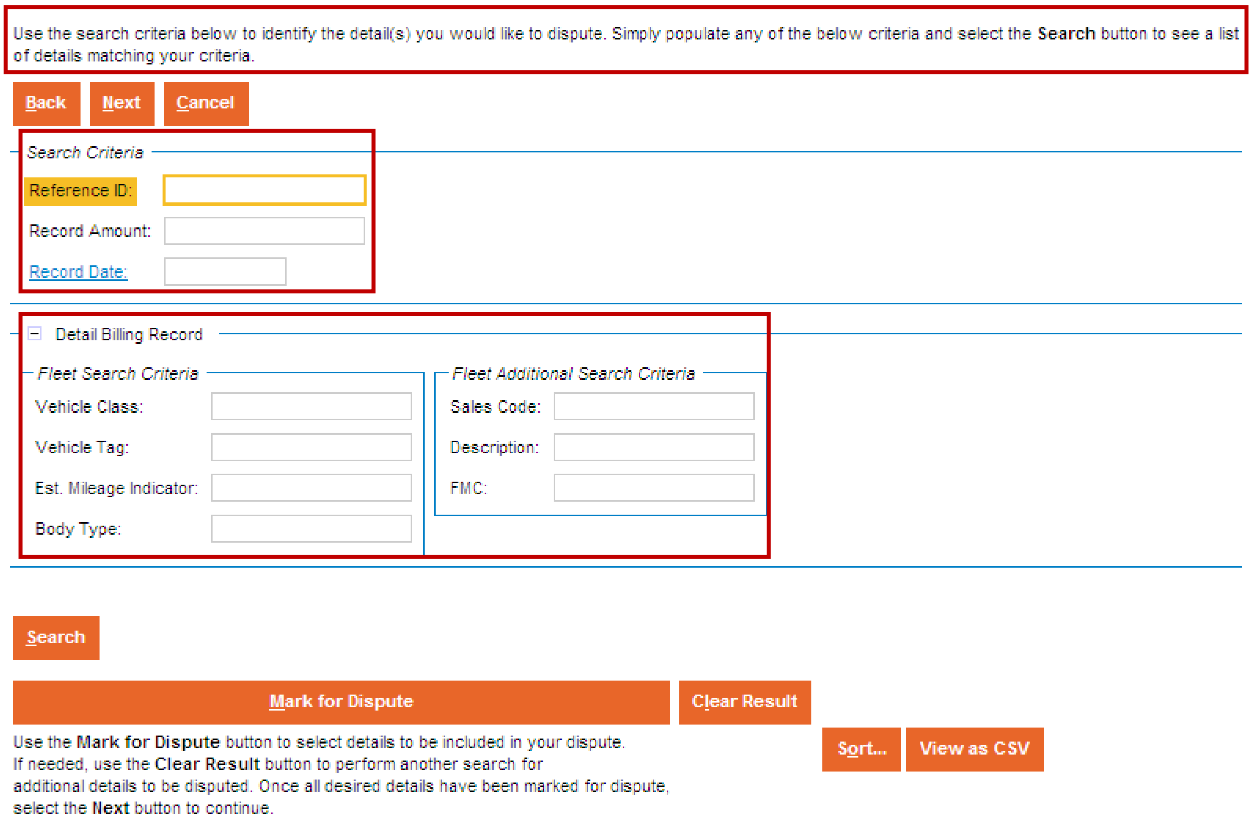
The Type of Dispute page is displayed.



Steps to Execute the Dispute Process at the Detail Level: ***Notes***

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

   The Choose Details to Dispute page is displayed.

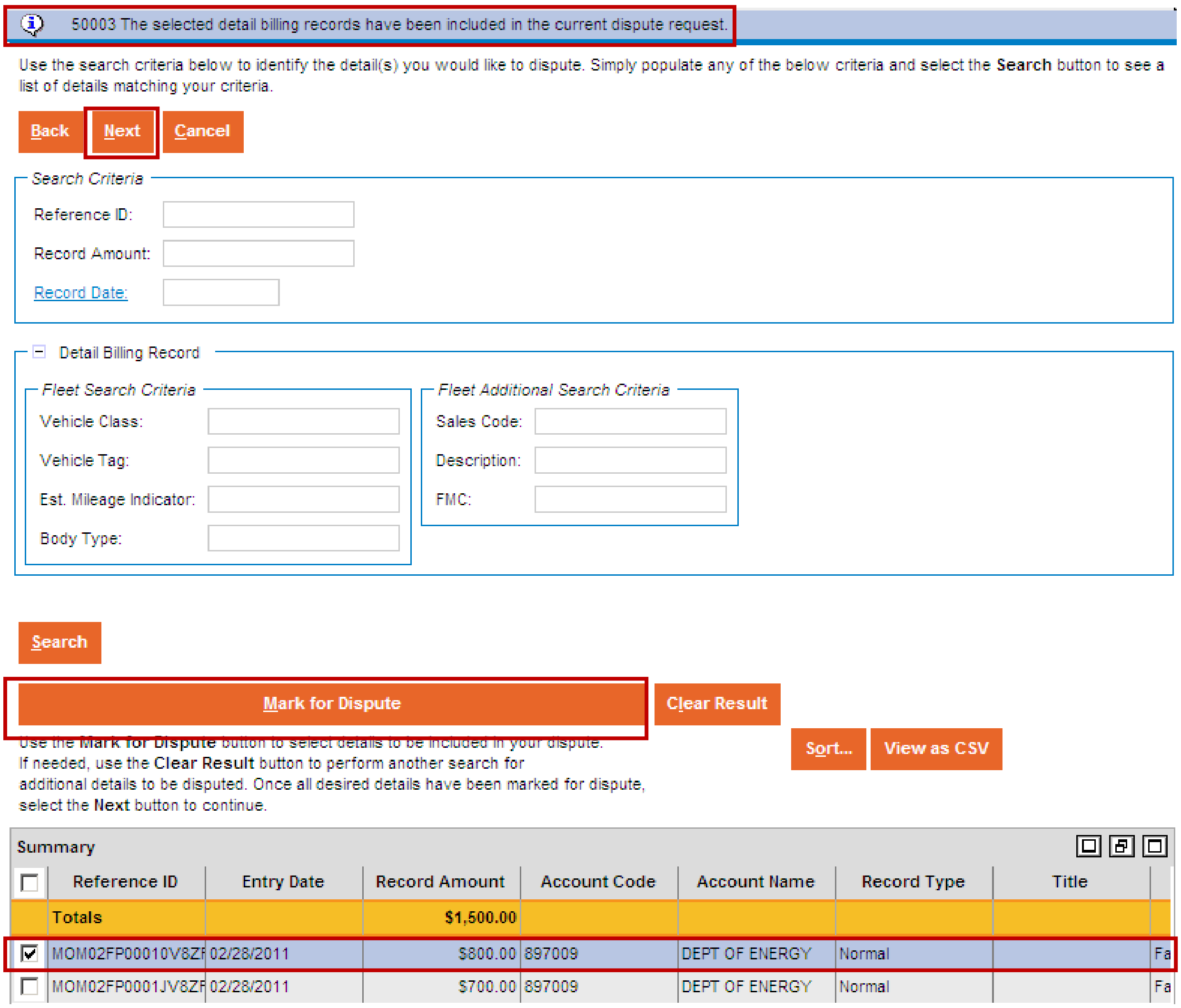


4. The user searches for and selects the detail records to be included in the dispute request.

   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.

Steps to Execute the Dispute Process at the Detail Level: *Notes*



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

   The Supplementary Dispute Information page is displayed.

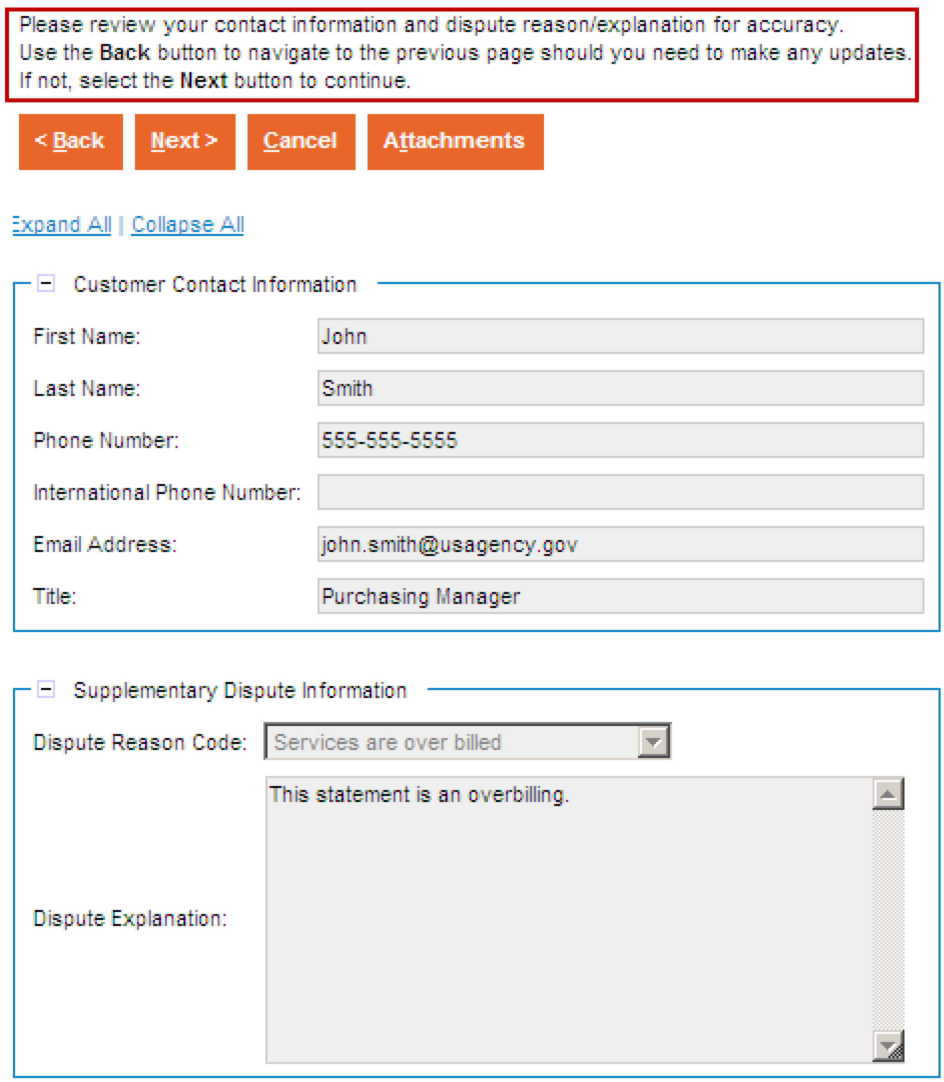
f

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

Steps to Execute the Dispute Process at the Detail Level: ***Notes***

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.***

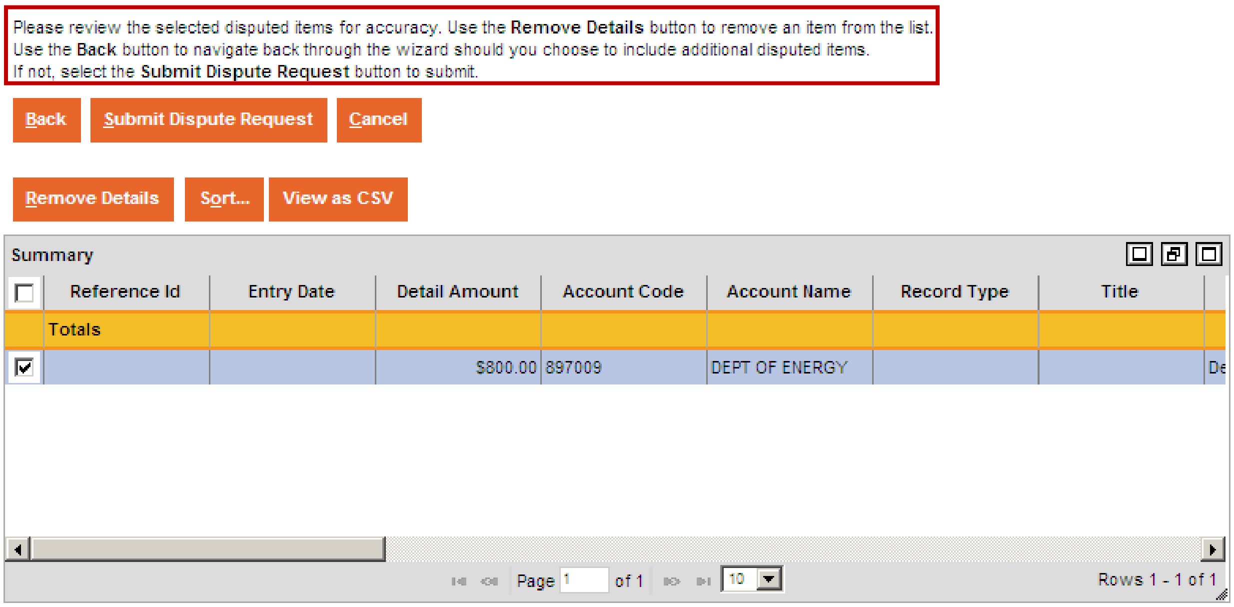
The General Dispute Information page is displayed.



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

The Disputed Items Review page is displayed.

Steps to Execute the Dispute Process at the Detail Level: ***Notes***

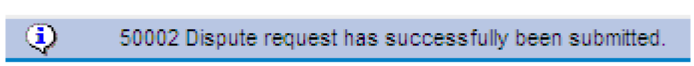


8. The user reviews the items, confirms that everything is correct and selects **Submit Dispute Request.**

   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 GSA 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.



1.3 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

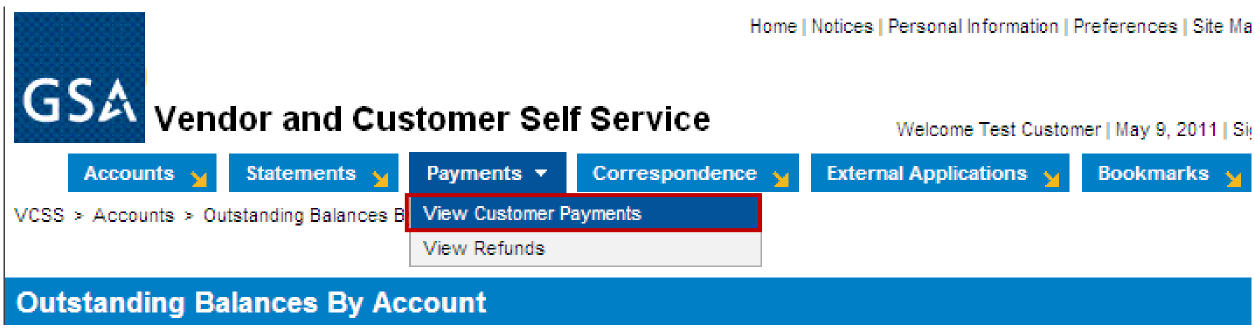
1.3.1 VCSS: View Customer Payments

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 1-33: Navigation to View Customer Payments Query

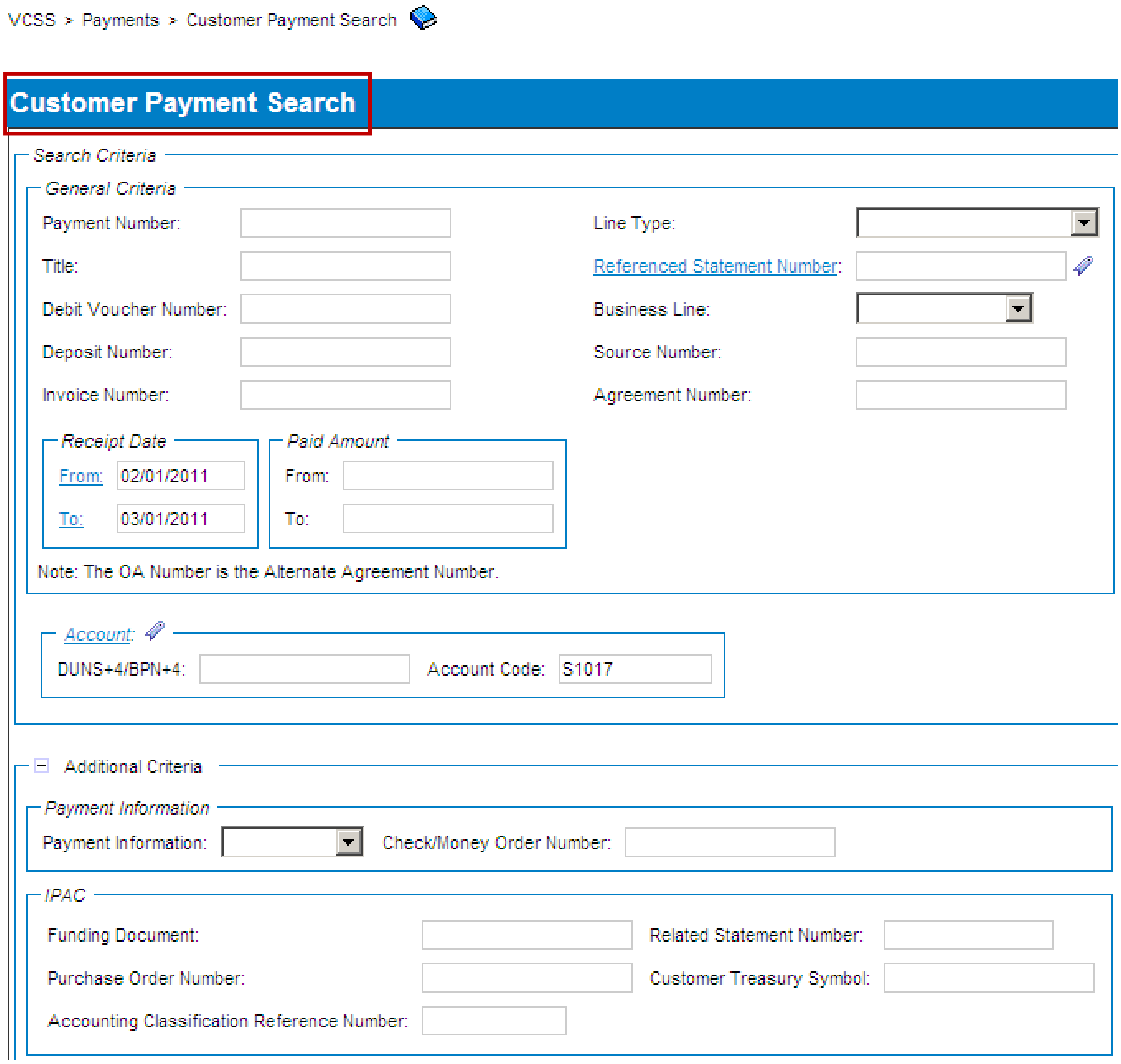


- To search for customer payment information enter the applicable search criteria and select the **Search** button.

1.3.1.1 View Customer Payments Search Parameters and Results

The View Customer Payments query contains the search criteria, item collection and action buttons that are listed below in the field definitions.

Figure 1-34: View Customer Payments Search Criteria and Item Collection


VCSS > Payments > Customer Payment Search

Customer Payment Search

Search Criteria

General Criteria

Payment Number:

Line Type:

Title:

Referenced Statement Number:

Debit Voucher Number:

Business Line:

Deposit Number:

Source Number:

Invoice Number:

Agreement Number:

Receipt Date

From: 02/01/2011

To: 03/01/2011

Paid Amount

From:

To:

Note: The OA Number is the Alternate Agreement Number.

Account:

DUNS+4/BPN+4:

Account Code: S1017

Additional Criteria

Payment Information

Payment Information:

Check/Money Order Number:

IPAC

Funding Document:

Related Statement Number:

Purchase Order Number:

Customer Treasury Symbol:

Accounting Classification Reference Number:

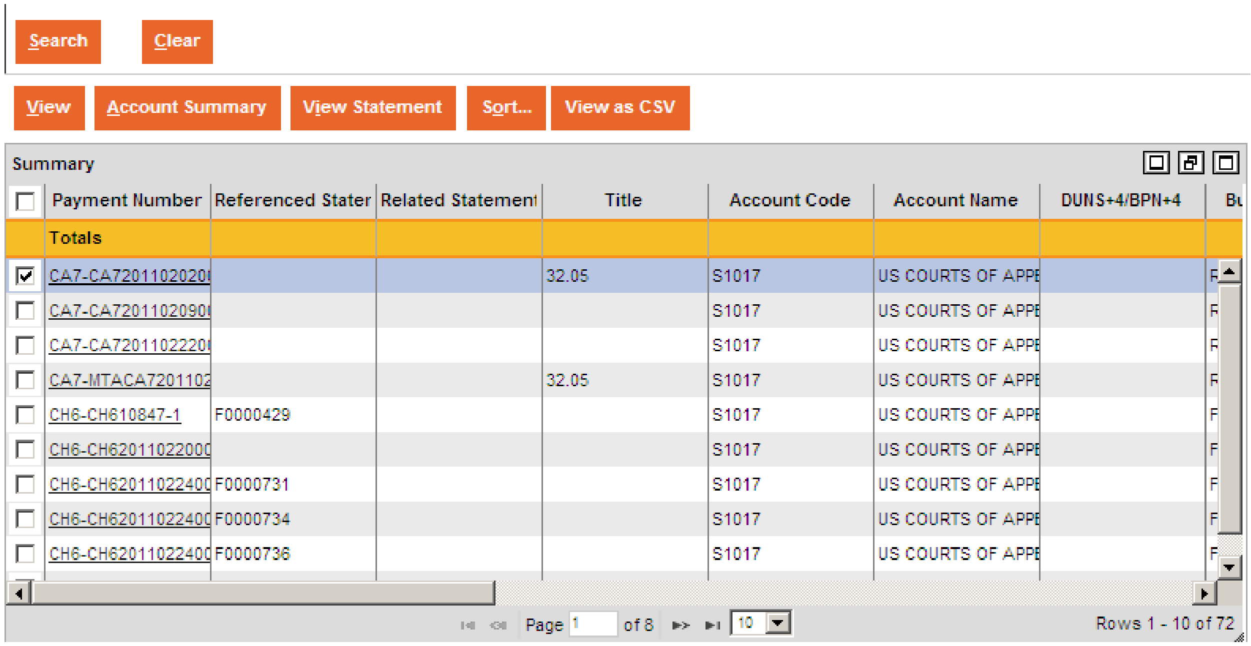


Figure 1-35: View Customer Payments Field Descriptions

Search Element	Description
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.

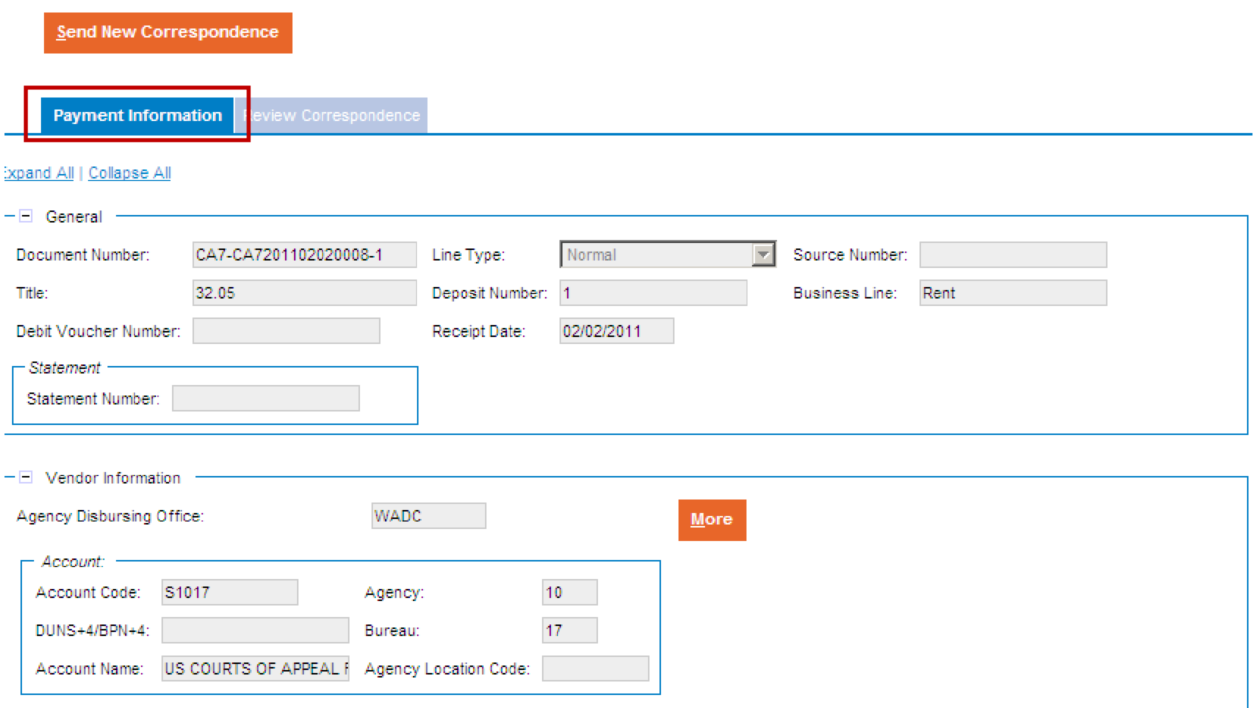
Search Element	Description
Account Criteria	
Account Code	The account code on the payment.
DUNS+4/BPN+4	The DUNS+4/BPN+4 on the payment.
Payment Information	
Payment Information	The type of payment, valid values are: Cash, Check, CROffset, CRRefund, Electronic, IPAC, Lockbox, PAYGOV.
Check/Money Order Number	The pre-printed number of the check or money order.
IPAC	
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.
Item Collection	
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.
DUNS+4/BPN+4	The DUNS+4/BPN+4 on the payment.
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.

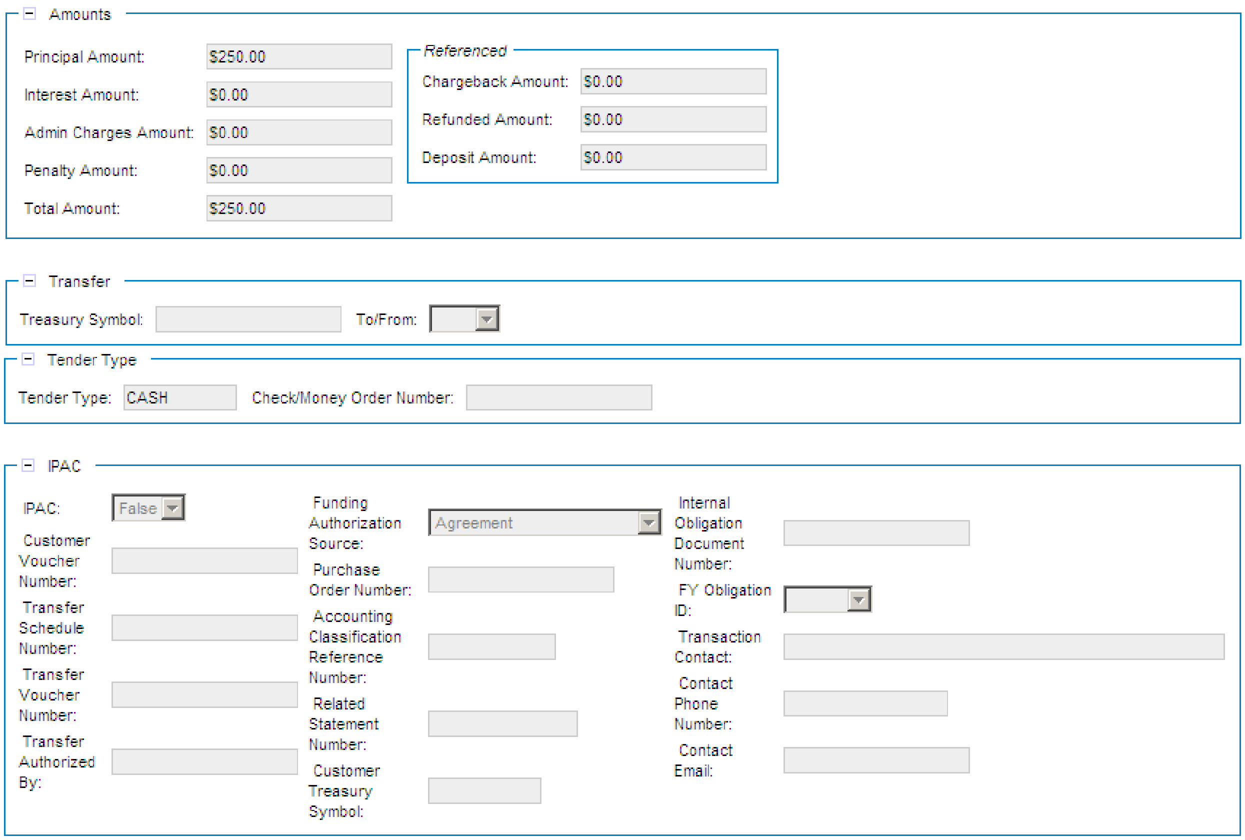
Search Element	Description
Agreement Number	The agreement number associated with the payment.
IPAC	Whether the payment was IPAC or not, valid values are True or False.
Purchase Order Number	The Purchase Order Number associated with the record.
Action Buttons	
View	Will take the user to the payment information page for the selected payment.
Account Summary	Will take the user to the Account Summary page.
View Statement	Will take the user to the Statement Information page for the statement associated with the selected payment.
View as CSV	Exports the search results to a CSV spreadsheet.
Sort…	Sorts the records according to the column header selected.

1.3.1.2 View Customer Payment Information Page

To see detailed information concerning the payment not present in the item collection, the user must view the payment.

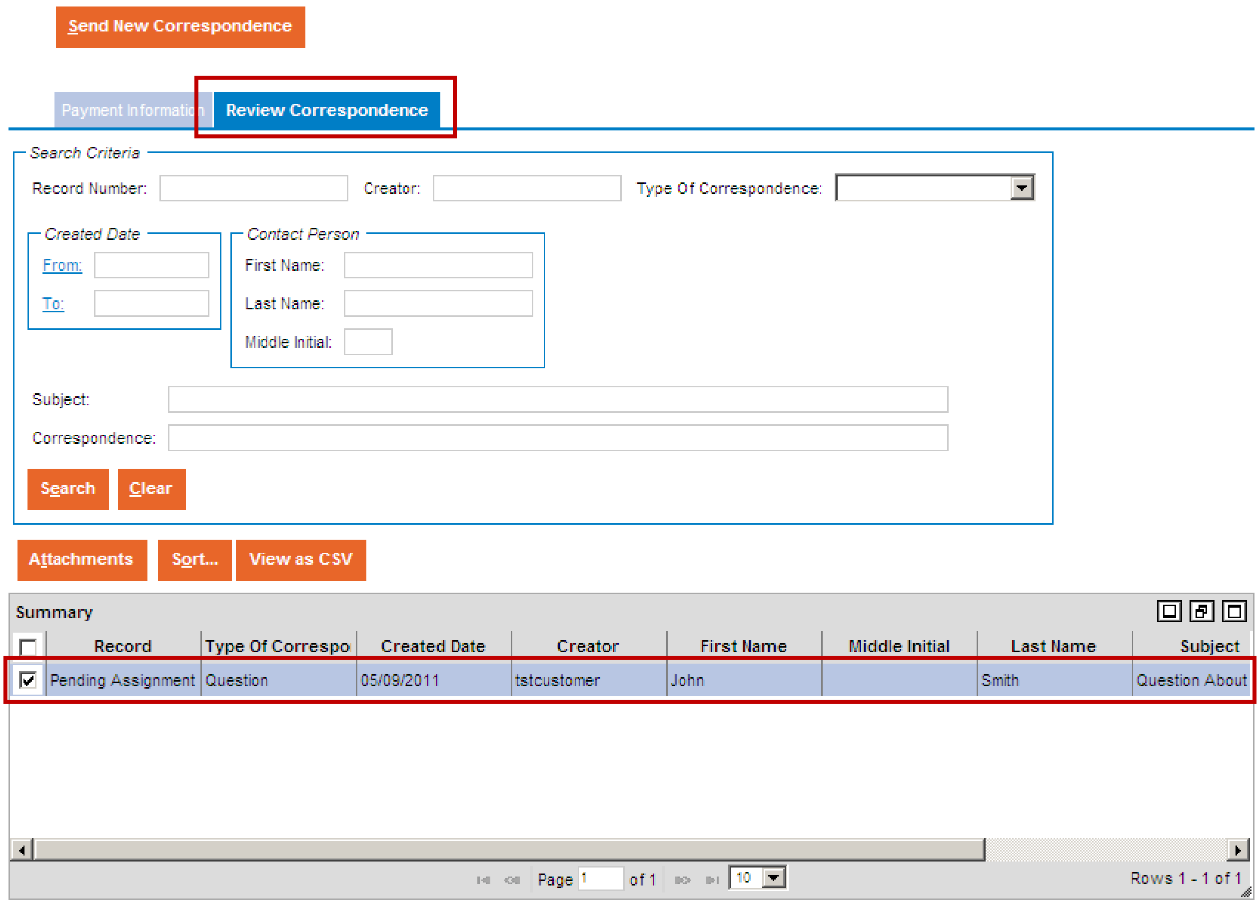
Figure 1-36: Payment Information Page

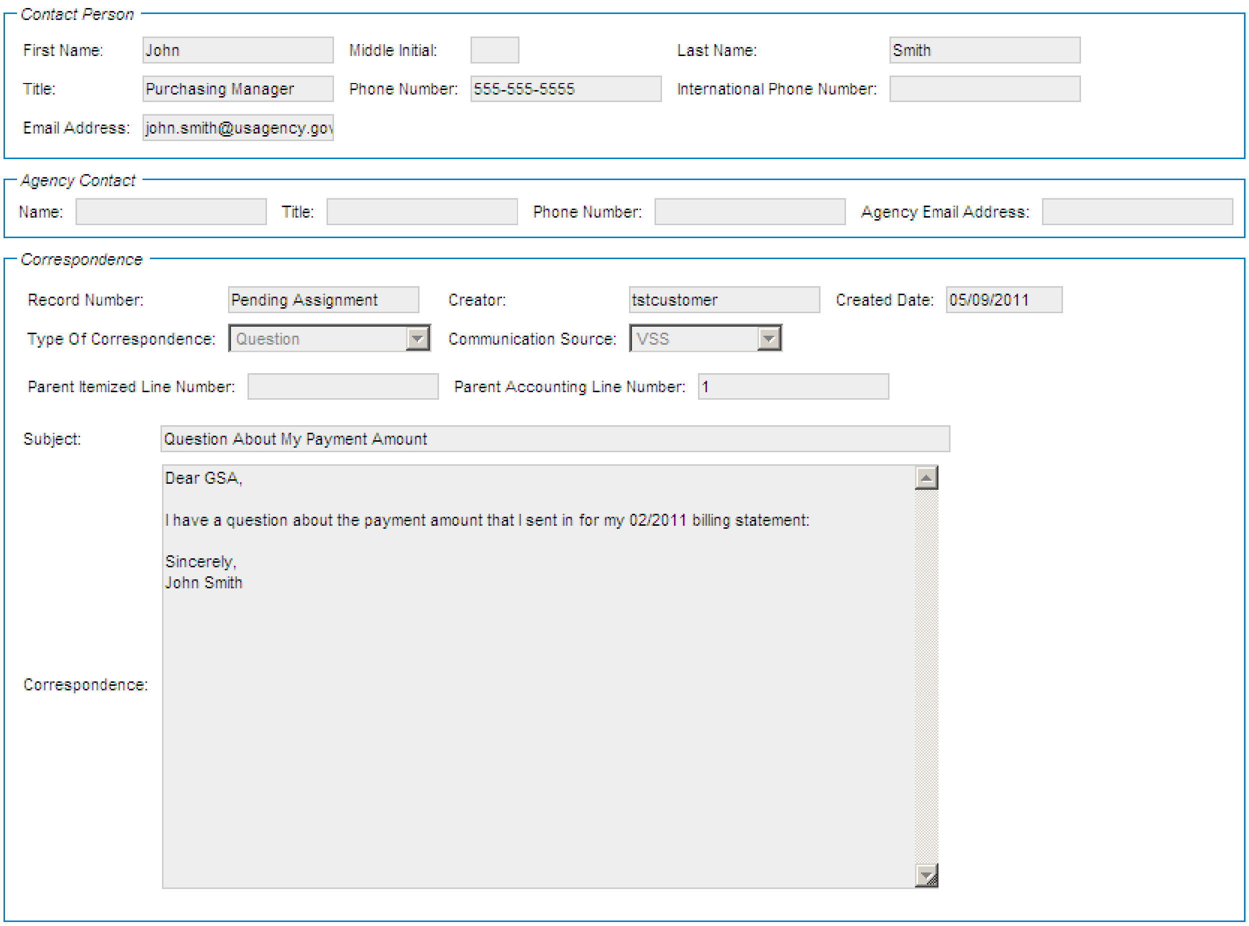




Once the view customer payment information page has loaded, the user is able to navigate to the correspondence tab where they can search for all of the correspondence on the payment. The action button Send New Correspondence is also provided. When selected, Send New Correspondence will allow the user to send a new correspondence to GSA about the payment.

Figure 1-37: View Payment Correspondence Tab



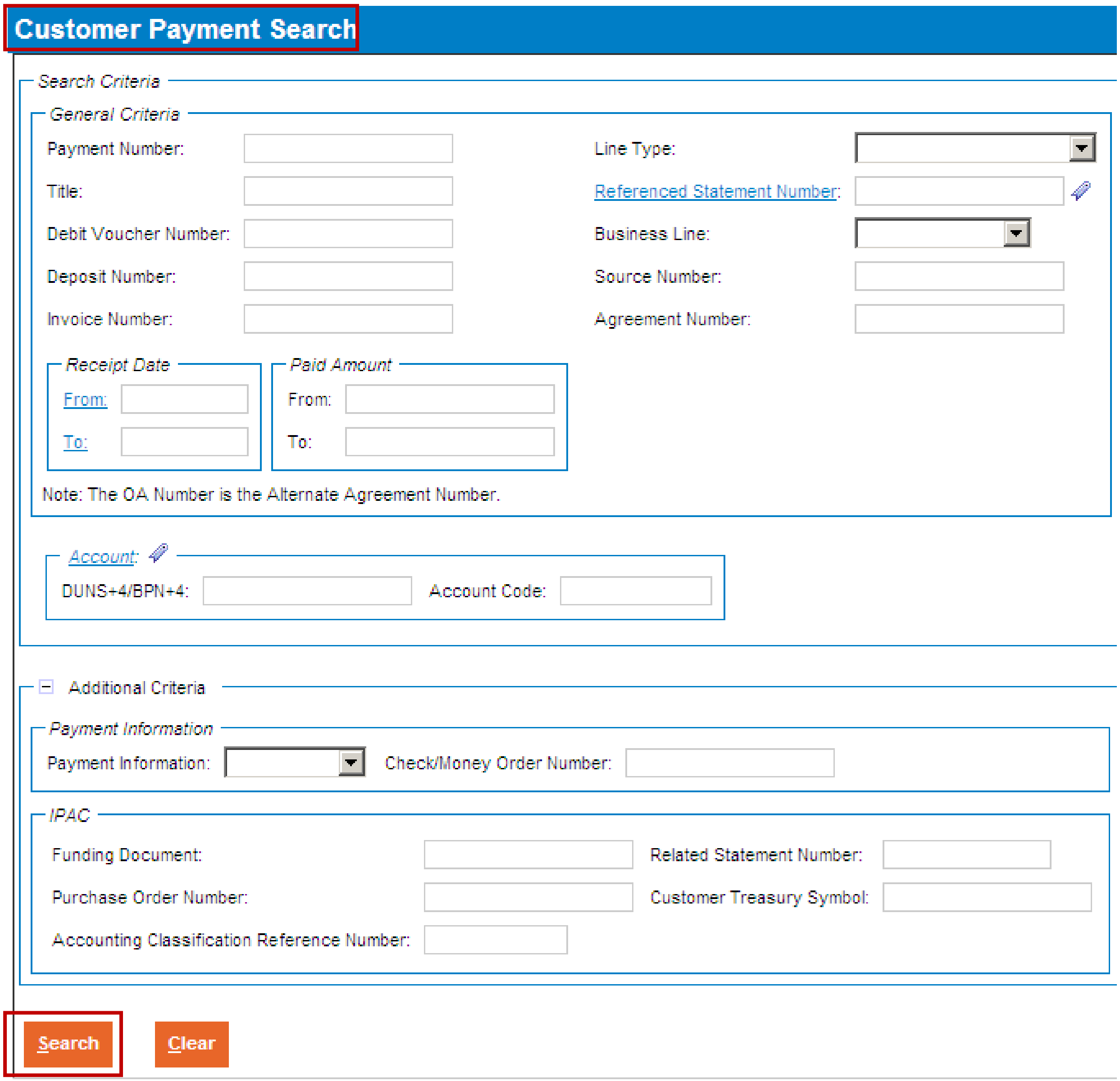


1.3.1.3 Executing a Query Using the View Customer Payments Query

Steps to Execute a Query Using the View Customer Payments Query:	***Notes***
1. In VCSS navigate to Payments => View Customer Payments.	
The View Customer Payments Query page will be displayed.	

Steps to Execute a Query Using the View Customer Payments Query:

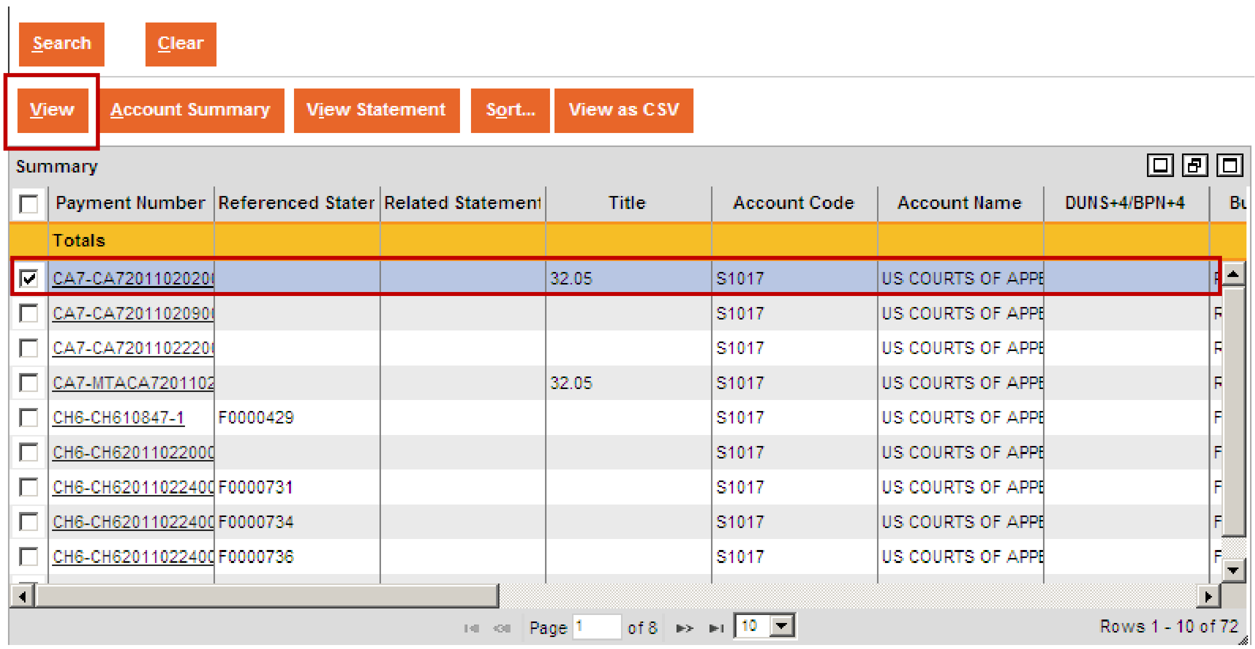
Notes



2. Enter the desired search criteria and select **Search.**

   The results are returned in the item collection.

Steps to Execute a Query Using the View Customer Payments Query: ***Notes***



3. Select a payment.

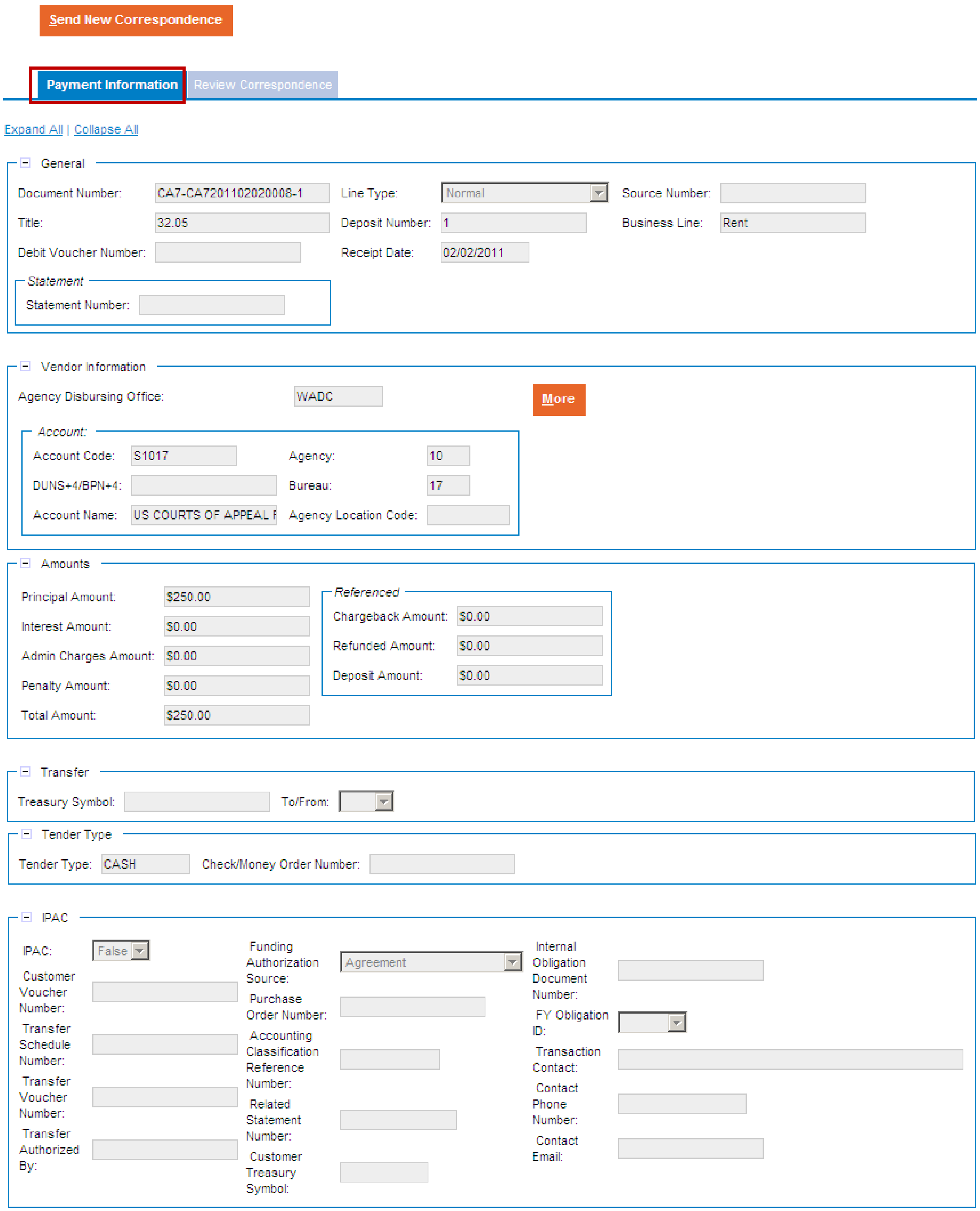
4. Select the **View** button.

The View Payment Information page is displayed.

Note: The view customer payment information page is read only and is unable to be edited.

Steps to Execute a Query Using the View Customer Payments Query:

Notes

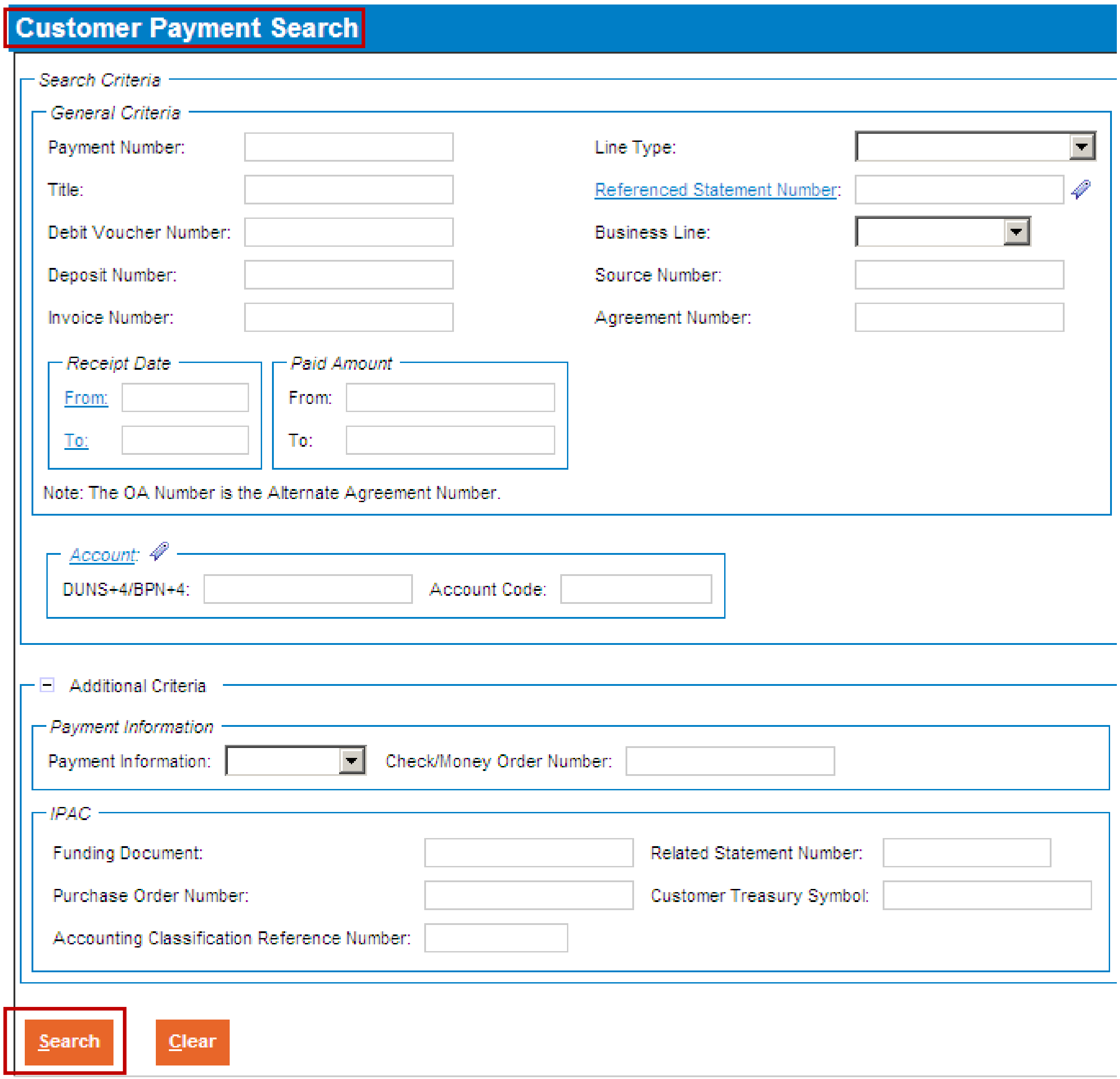


1.3.1.4 Searching and Creating Correspondence Using the View Customer Payments Query

Steps to Search and Create Correspondence Using the View Customer Payments Query:	*Notes*

1. In VCSS navigate to Payments => View Customer Payments.

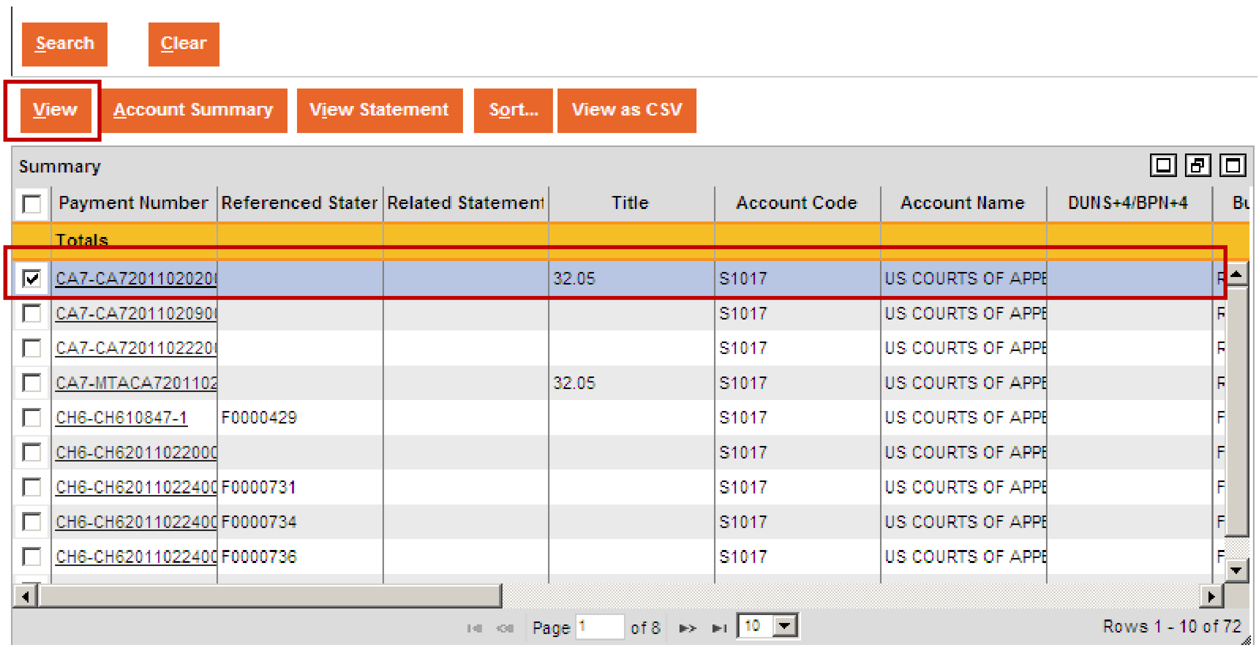
The View Customer Payments Query page will be displayed.



Steps to Search and Create Correspondence Using the View Customer Payments Query:	*Notes*

2. Enter the desired search criteria and select **Search.**

   The results are returned in the item collection.



3. Select a payment.

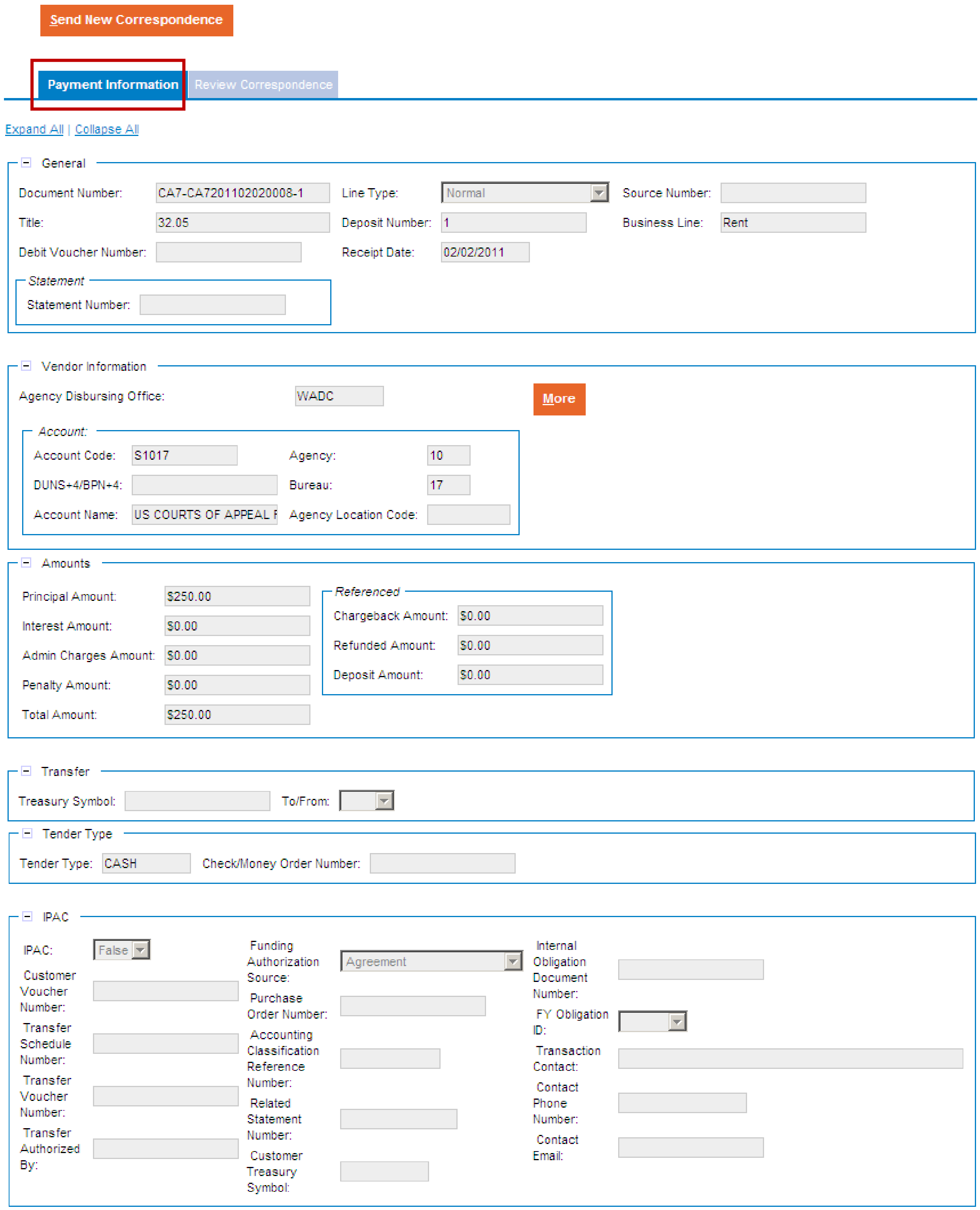
4. Select the **View** button.

   The View Payment Information page is displayed.

   Note: The view customer payment information page is read only and thus is unable to be edited.

Steps to Search and Create Correspondence Using the View Customer Payments Query:

Notes

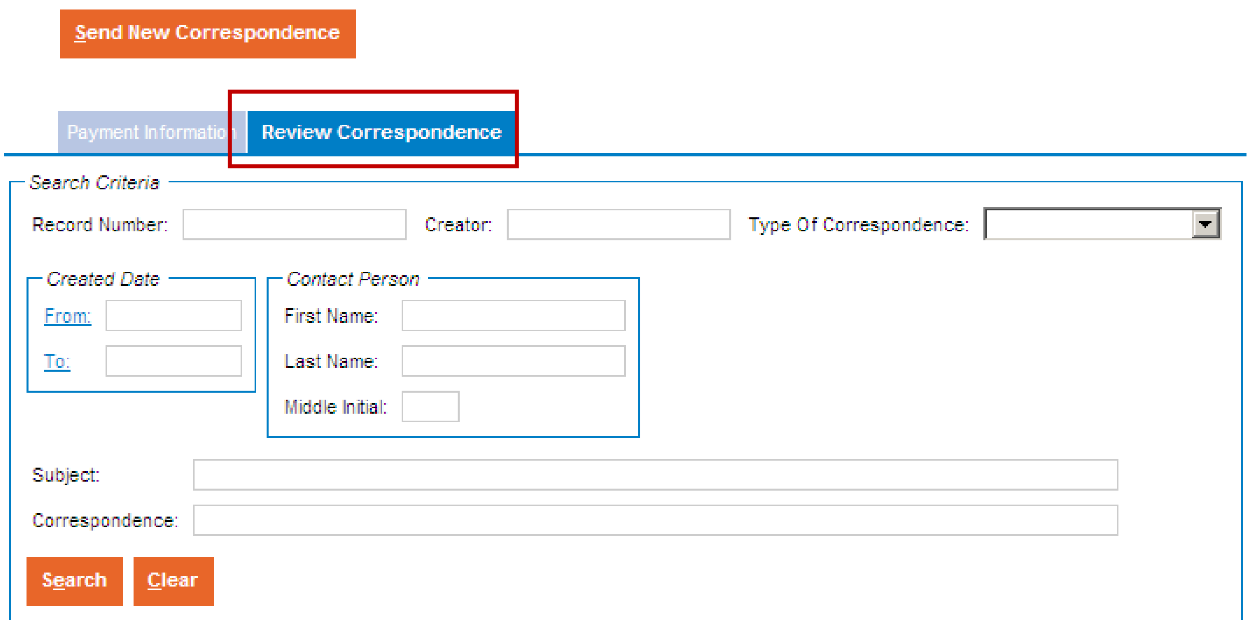


Steps to Search and Create Correspondence Using the View Customer Payments Query:

Notes

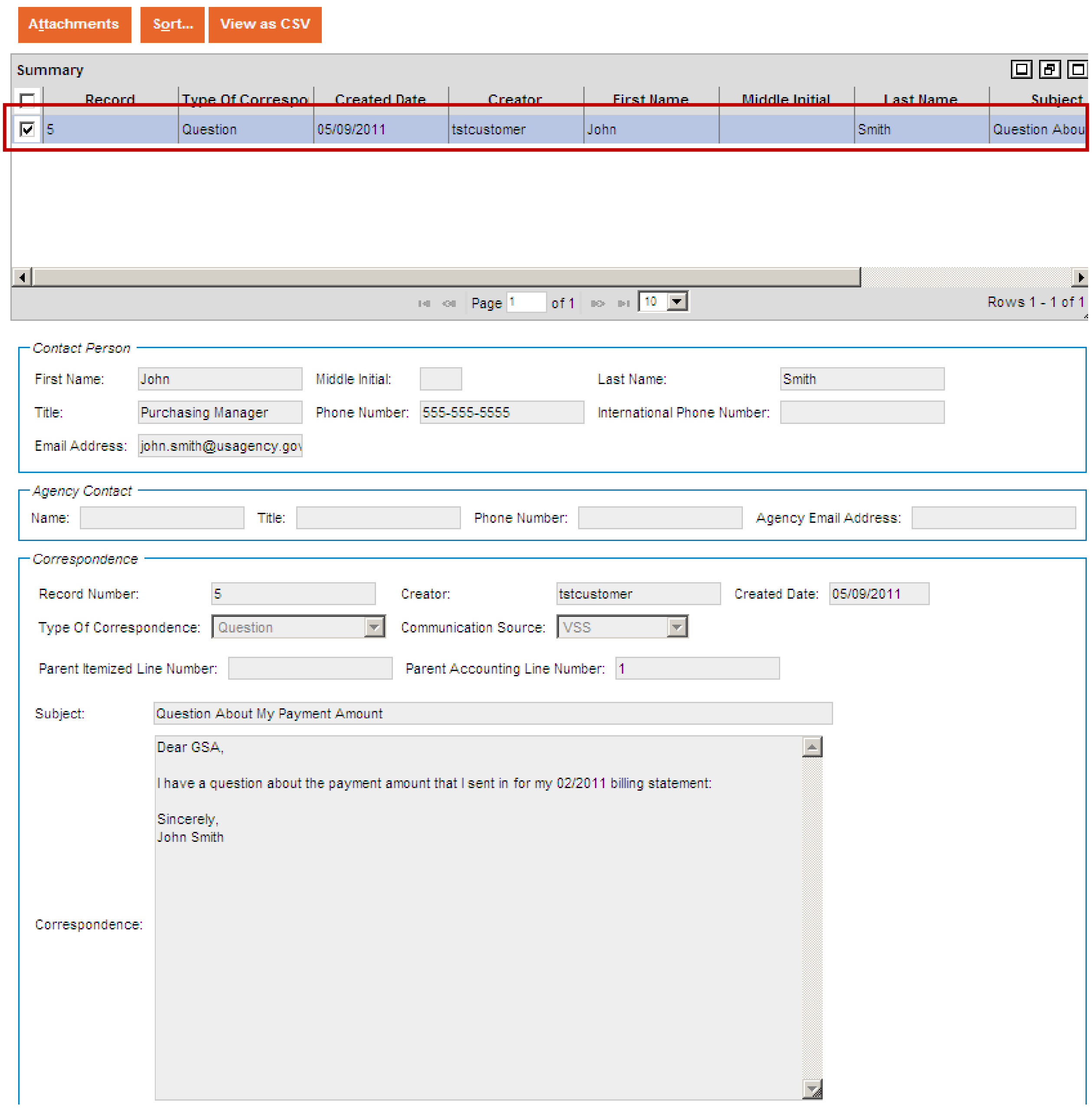
5. Select the Correspondence tab.

   The correspondence search is displayed.



Steps to Search and Create Correspondence Using the View Customer Payments Query:

Notes



6. Enter the desired search criteria.

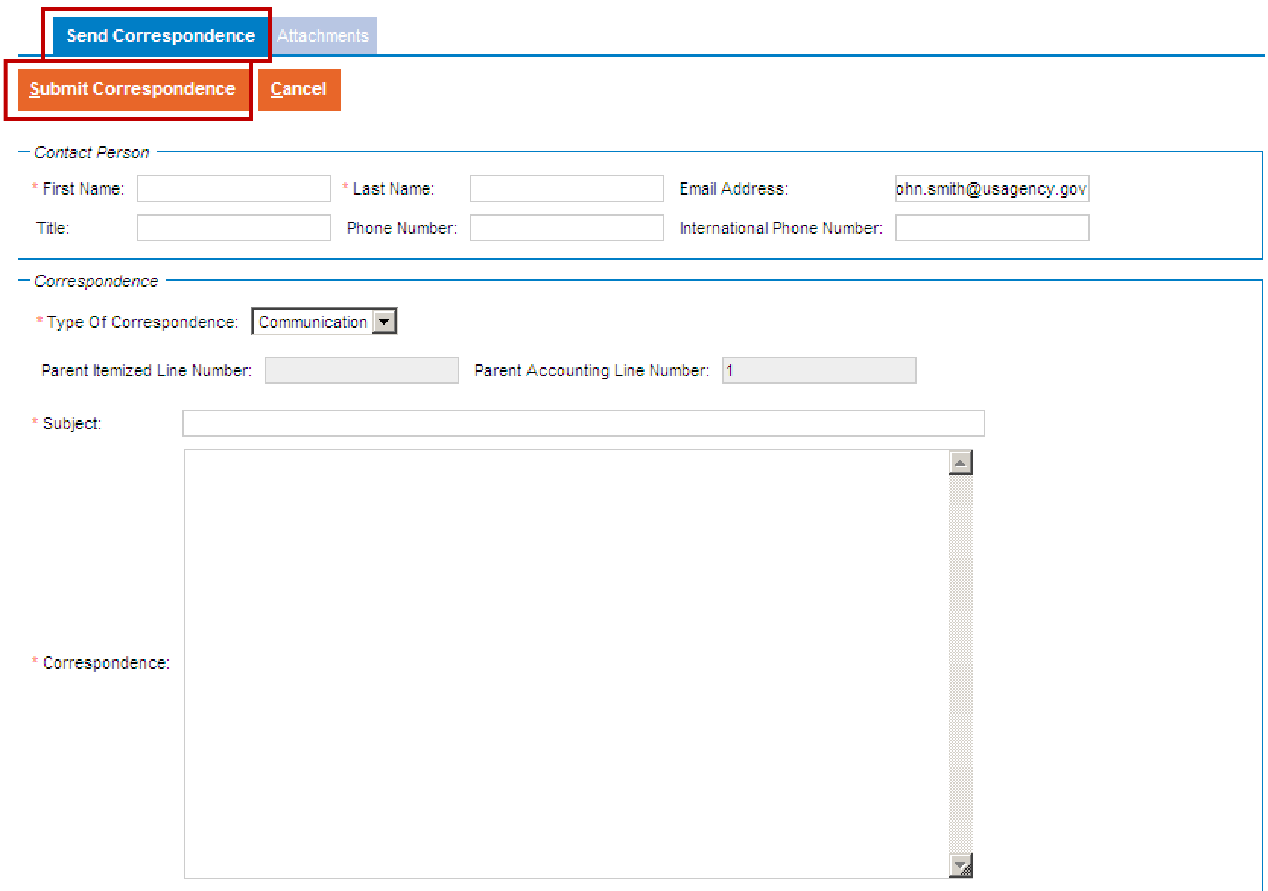
Steps to Search and Create Correspondence Using the View Customer Payments Query: ***Notes***

7. Select a correspondence record from the item collection and view its details below.

Select the Send New Correspondence button.

.

The Send Correspondence page is displayed.



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.

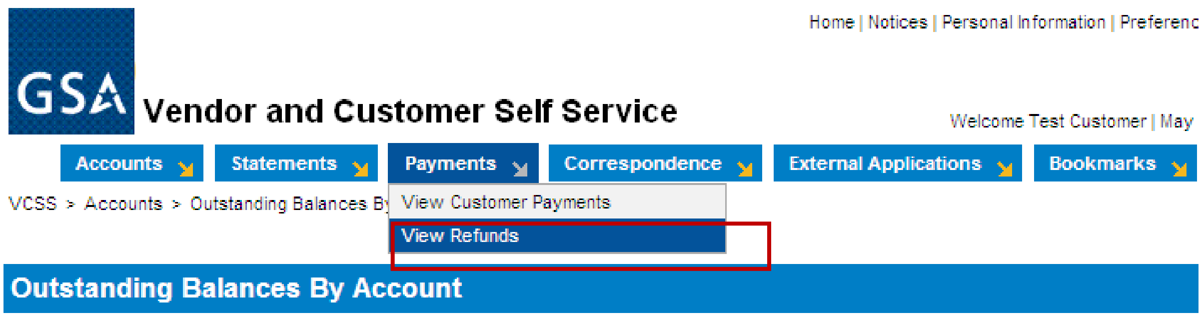
1.3.2 VCSS: View Refunds

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 1-38: Navigation to the View Refunds Query



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

1.3.2.1 View Refunds Search Parameters and Results

The View Refunds query contains the search criteria, item collection and action buttons that are listed below in the field definitions.

Figure 1-39: View Refunds Search Criteria and Item Collection

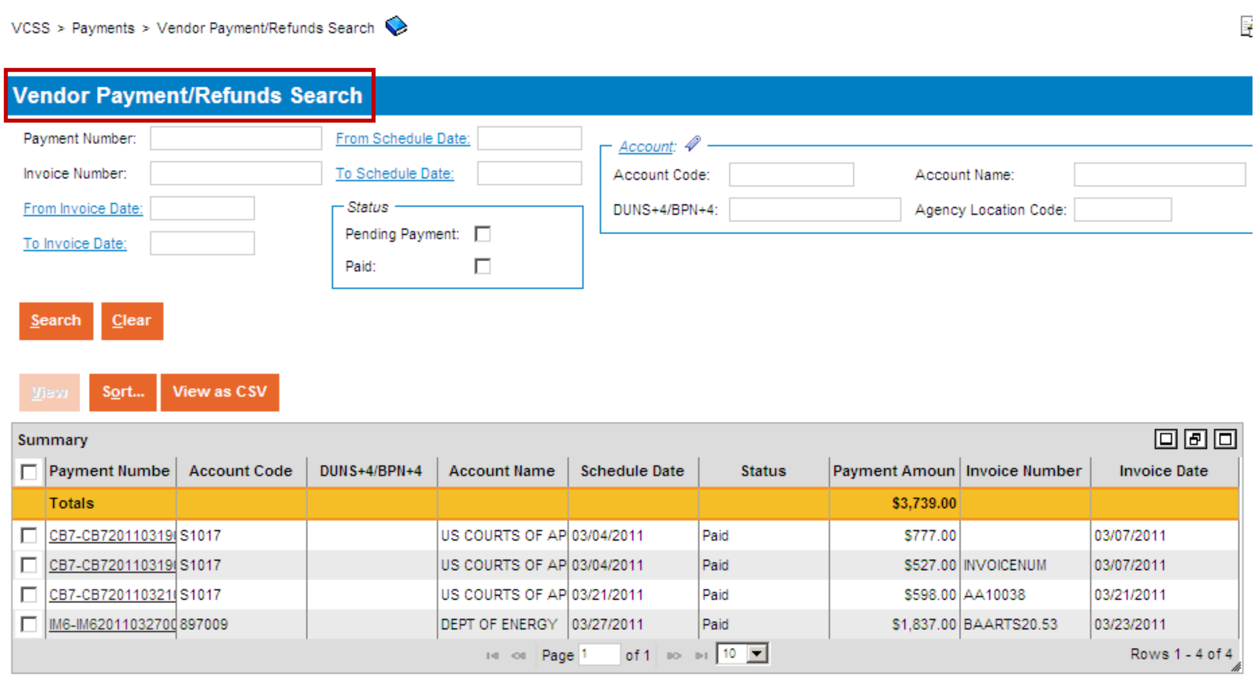


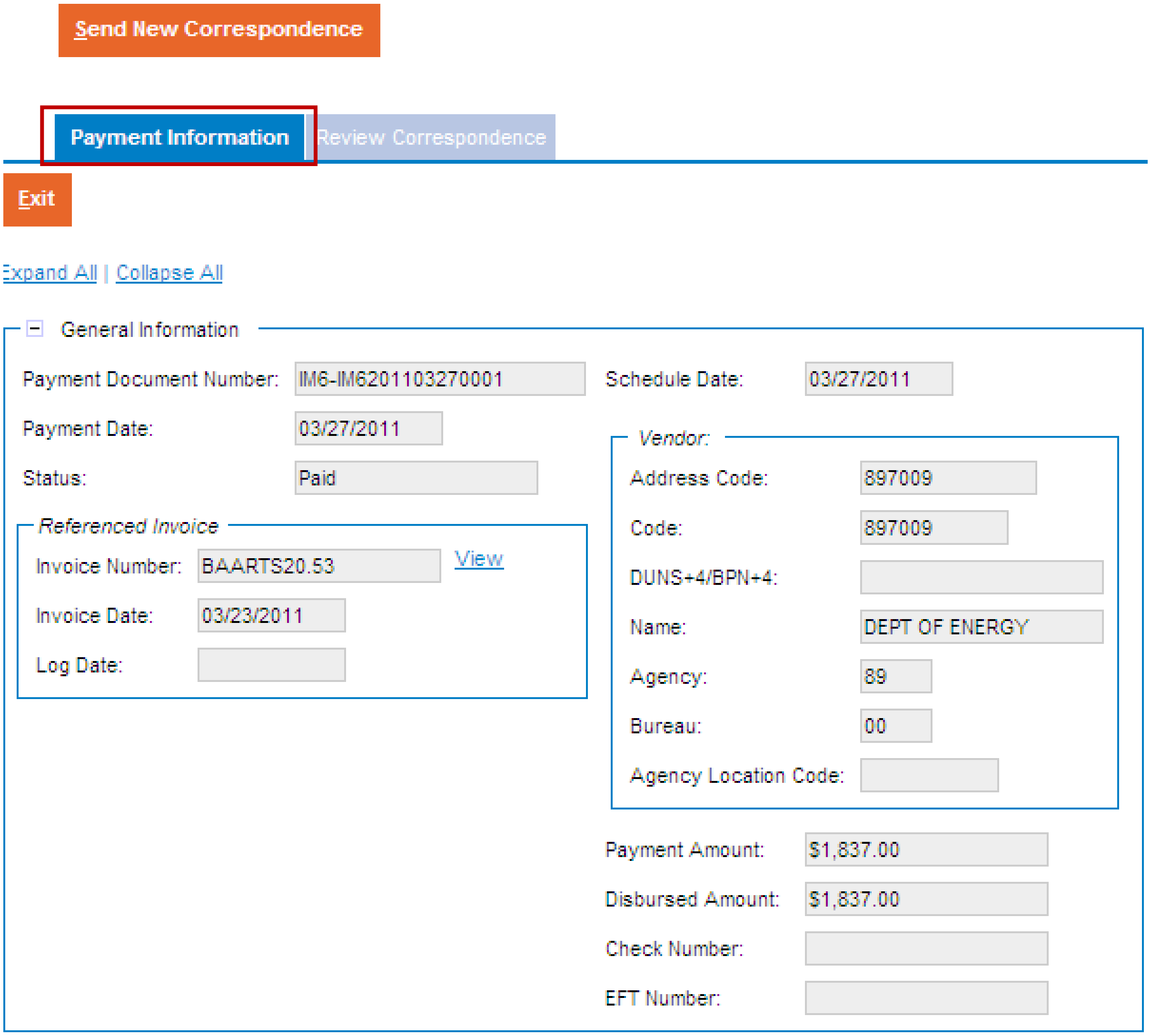
Figure 1-40: View Refunds Field Descriptions

Search Element	Description
Search Criteria Group Box	
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.
Account Name	The account name associated with the payment.
Agency Location Code	The Customer ALC associated with the payment.
Status	The Status of the Payment/Refund, valid values are Pending Payment and Paid.
Item Collection	
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.
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.
Action Buttons	
View	The view button will take the user to the View Refund information page for the selected refund.
View as CSV	Exports the search results to a CSV spreadsheet.
Sort…	Sorts the records according to the column header selected.

1.3.2.2 View Refund Information Page

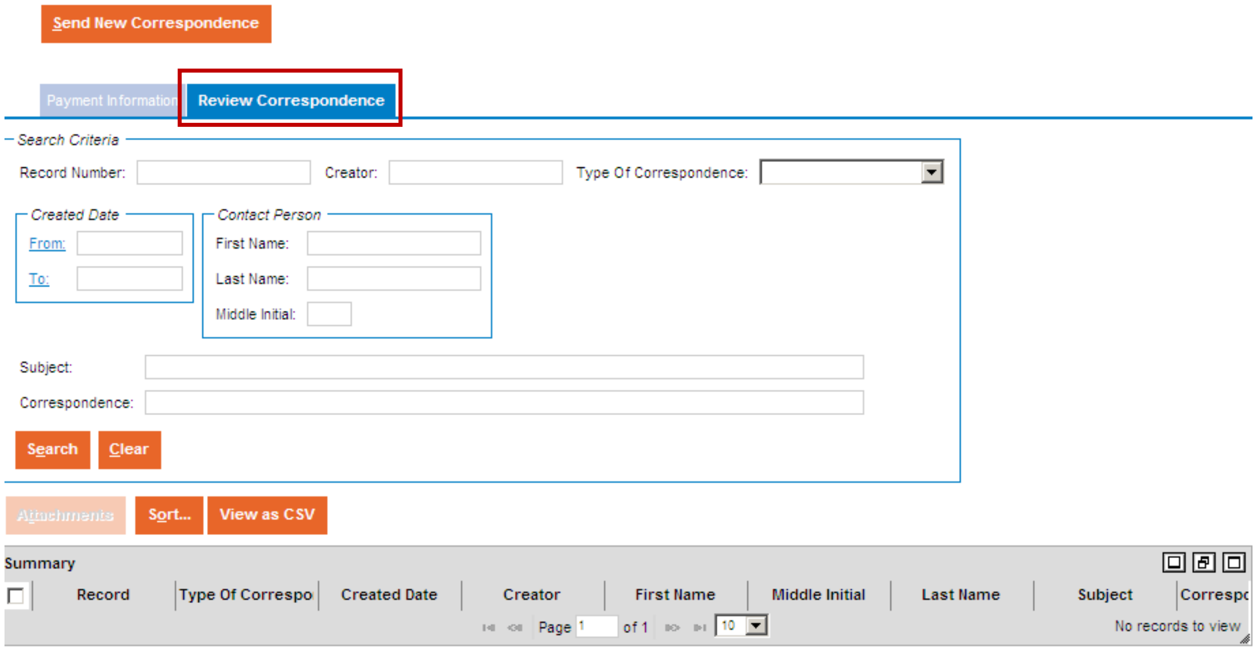
To see detailed information concerning the refund that is not available in the View Payment/Refund item collection, the user must view the refund.

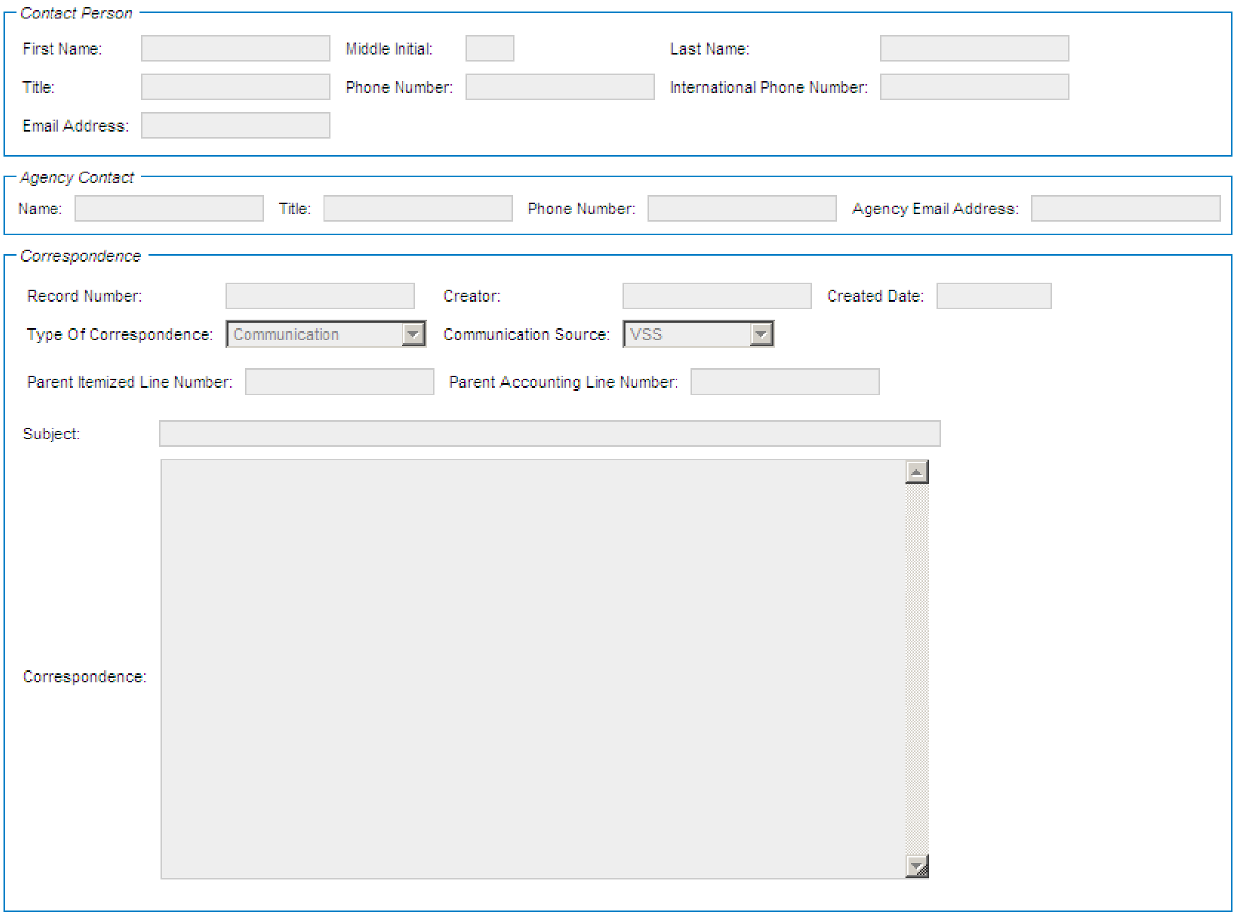
Figure 1-41: The Refund Information Page



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 1-42: The Review Refunds Review Correspondence Tab



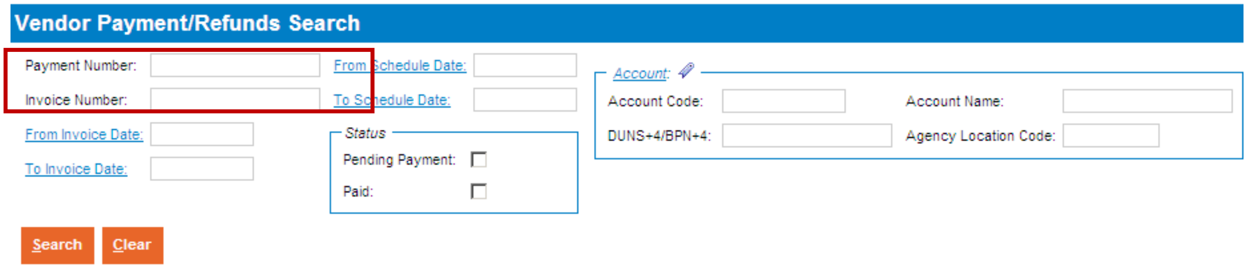


1.3.2.3 Executing a Query Using the View Refunds Query

Steps to Execute a Query Using the View Refunds Query: ***Notes***

1. In VCSS navigate to Payments => View Refunds

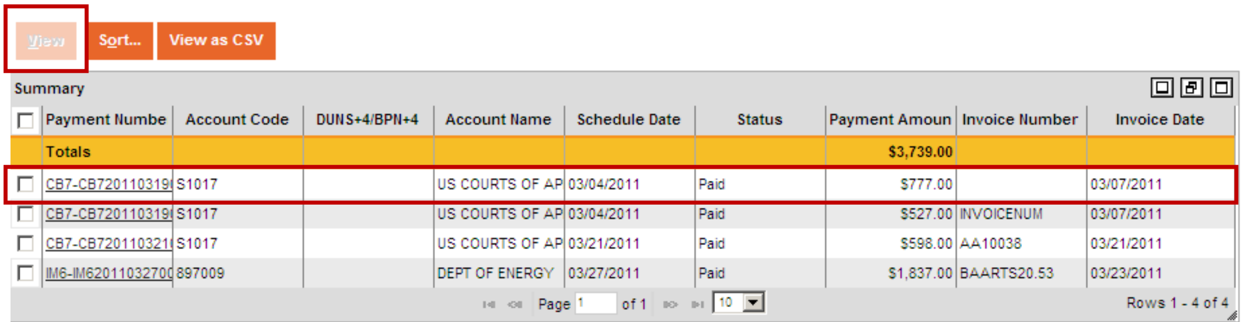
   The View Refunds Query page will be displayed



Steps to Execute a Query Using the View Refunds Query: ***Notes***

2. Enter the desired search criteria and select **Search.**

   The results are returned in the item collection.



View | Sort... | View as CSV

Summary

	Payment Numbe	Account Code	DUNS+4/BPN+4	Account Name	Schedule Date	Status	Payment Amoun	Invoice Number	Invoice Date
	Totals						$3,739.00		
	CB7-CB720110319	S1017		US COURTS OF AP	03/04/2011	Paid	$777.00		03/07/2011
	CB7-CB720110319	S1017		US COURTS OF AP	03/04/2011	Paid	$527.00	INVOICENUM	03/07/2011
	CB7-CB720110321	S1017		US COURTS OF AP	03/21/2011	Paid	$598.00	AA10038	03/21/2011
	IM6-IM62011032700	897009		DEPT OF ENERGY	03/27/2011	Paid	$1,837.00	BAARTS20.53	03/23/2011

Page 1 of 1 | 10 | Rows 1 - 4 of 4

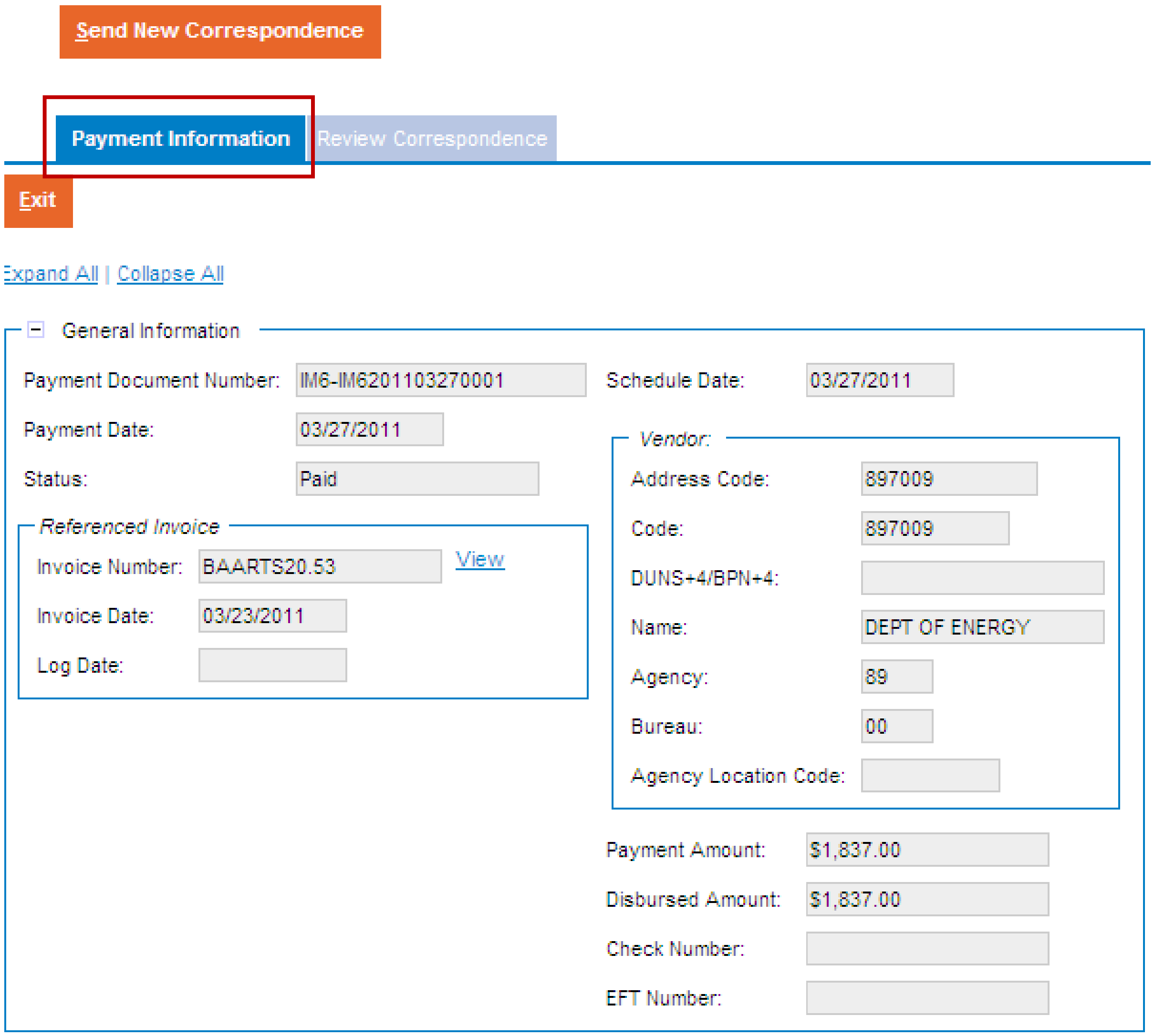
3. Select a refund.

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.

Steps to Execute a Query Using the View Refunds Query: ***Notes***

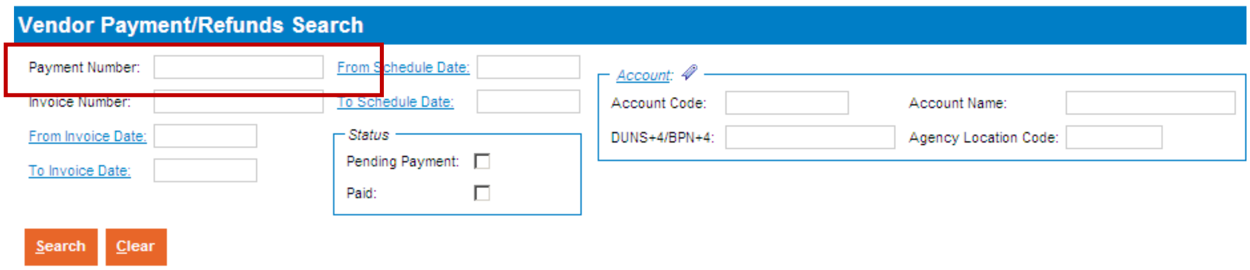


1.3.2.4 Searching and Creating Correspondence Using the View Refund Query

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

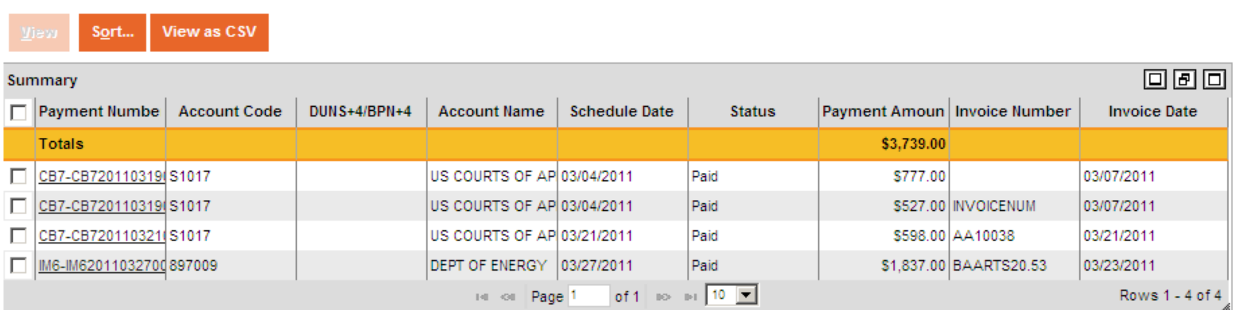
1. In VCSS navigate to Payments => View Refunds

   The View Refunds Query page will be displayed.



2. Enter the desired search criteria and select **Search.**

   The results are returned in the item collection.



3. Select a refund.

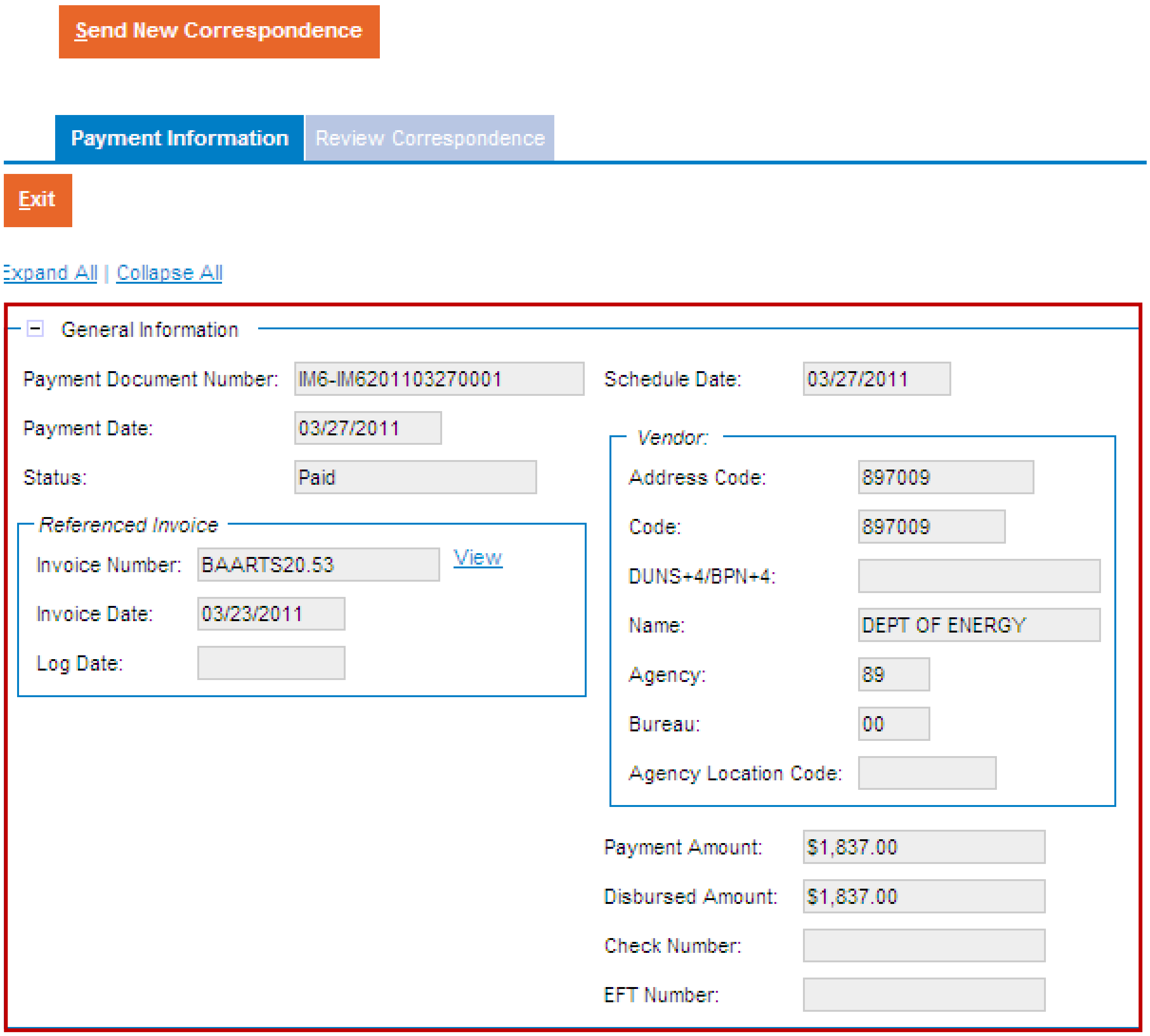
4. Select the **View** button.

   The View Payment/Refund Information page is displayed.

   Note: The view refund information page is read only and thus is unable to be edited

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

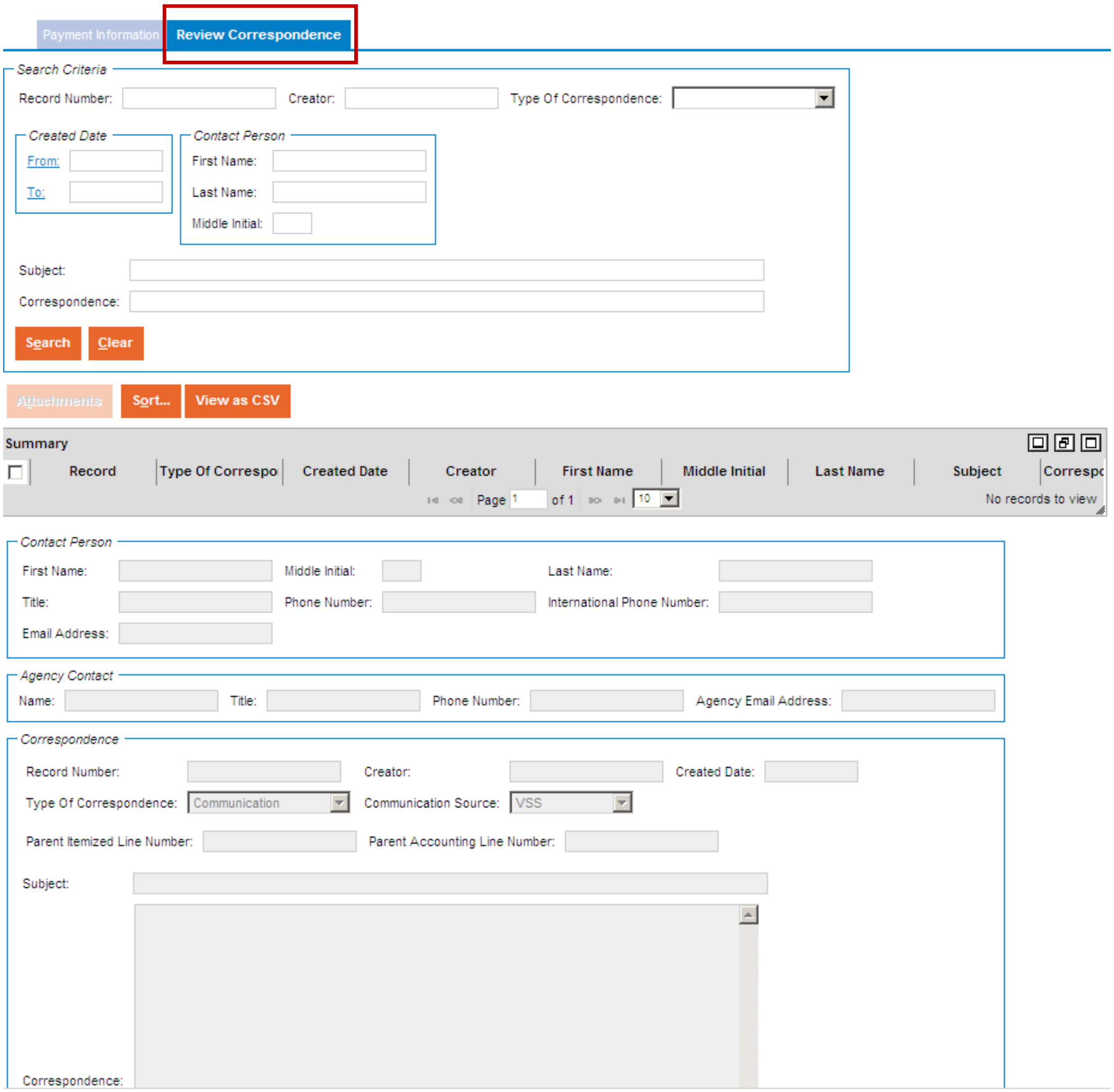
Notes



5. Select the Review Correspondence tab.

   The Correspondence search is displayed.

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



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.

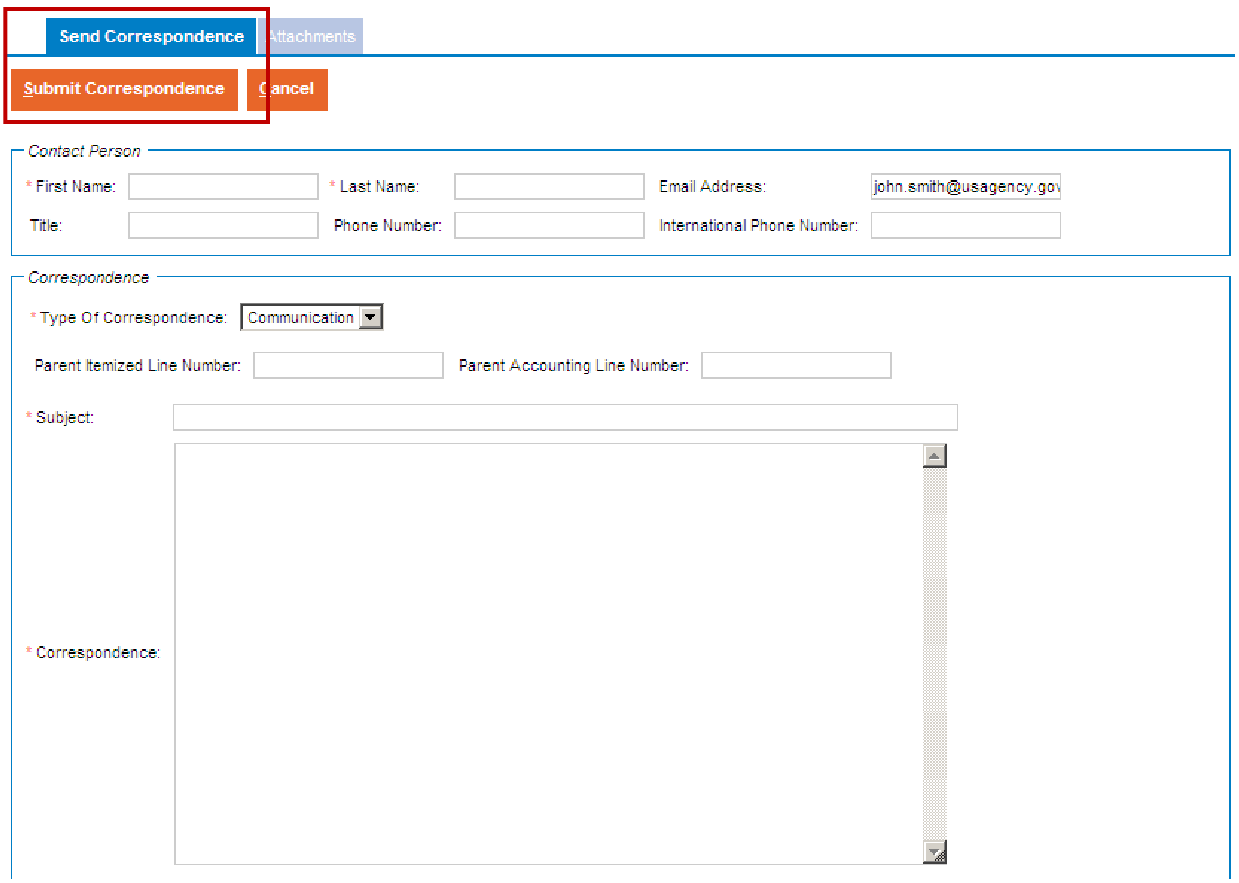
7. Select a correspondence record and view its details.

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

Notes

8. Select the Send New Correspondence button.

   The Send Correspondence page is displayed.



9. Fill out all the fields and select **Submit Correspondence.**

1.4 VCSS: Correspondence Menu

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

- View Account Correspondence

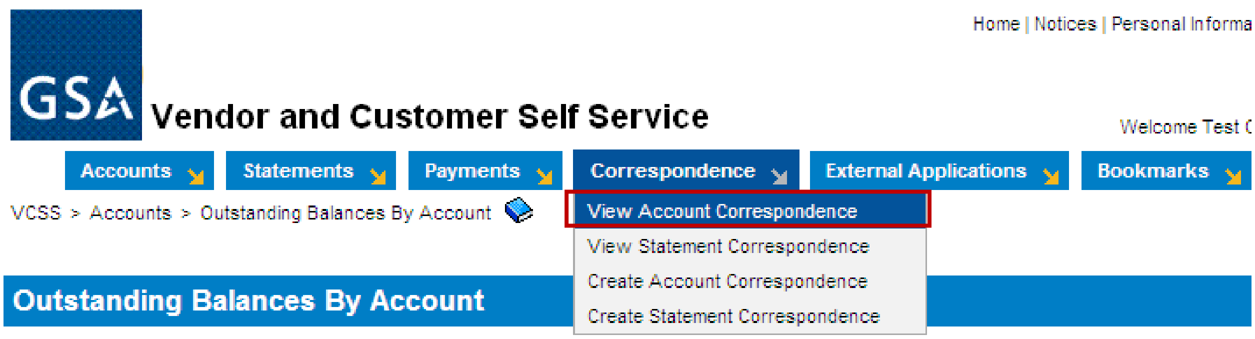
- View Statement Correspondence
- Create Account Correspondence
- Create Statement Correspondence

1.4.1 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 1-43: Navigation to View Account Correspondence Page



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

1.4.1.1 View Account Correspondence Search Parameters and Results

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

Figure 1-44: View Account Correspondence Search Criteria and Item Collection

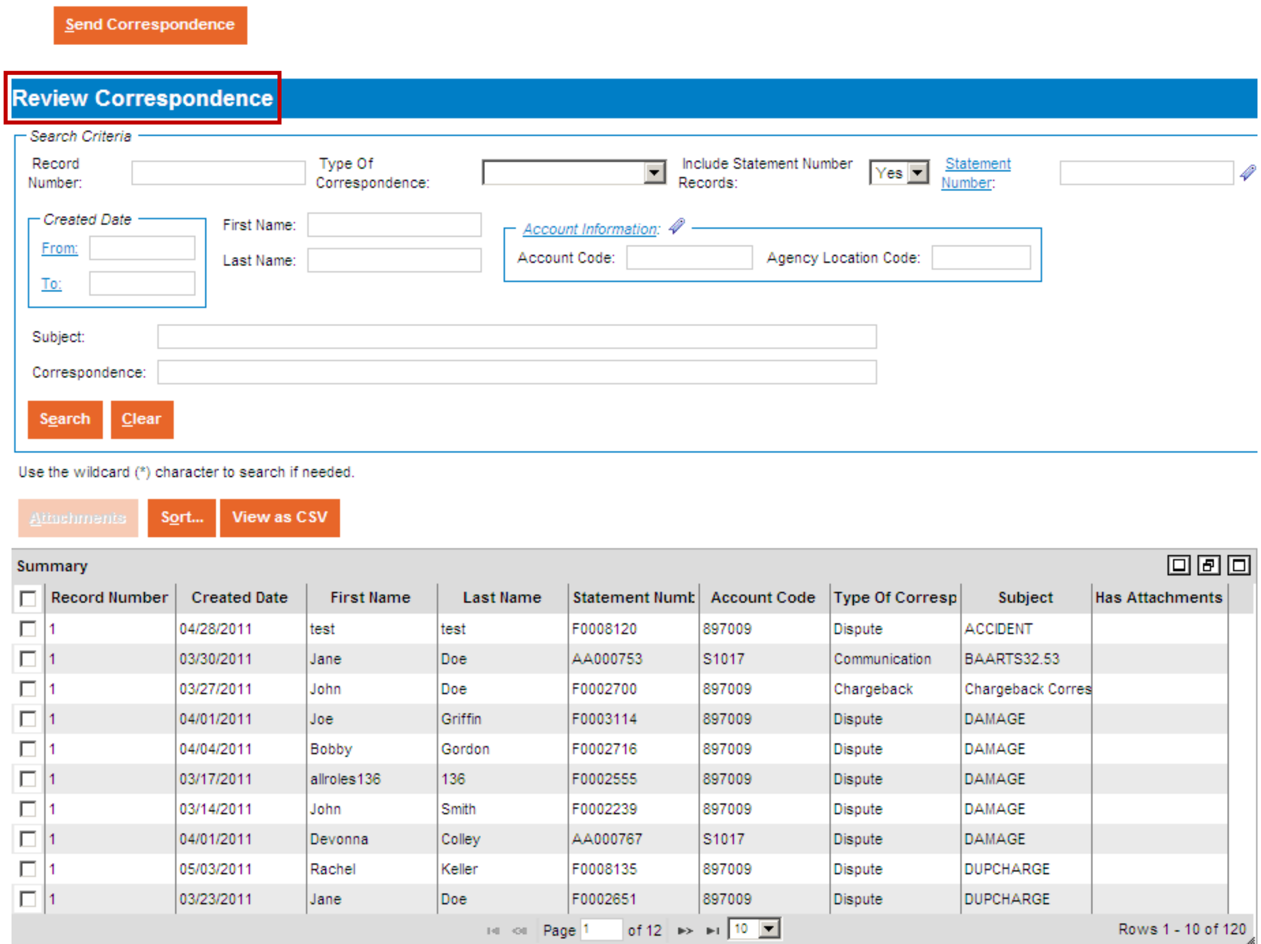


Figure 1-45: View Account Correspondence Field Descriptions

Search Element	Description
Search Criteria Group Box	
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.

Search Element	Description
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.
Item Collection	
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.
Action Buttons	
Send New Correspondence	Will allow the user to send a new correspondence message.
Attachments	Allows the user view any attachments associated with a record.
View as CSV	Exports the search results to a CSV spreadsheet.
Sort…	Sorts the records according to the column header selected.

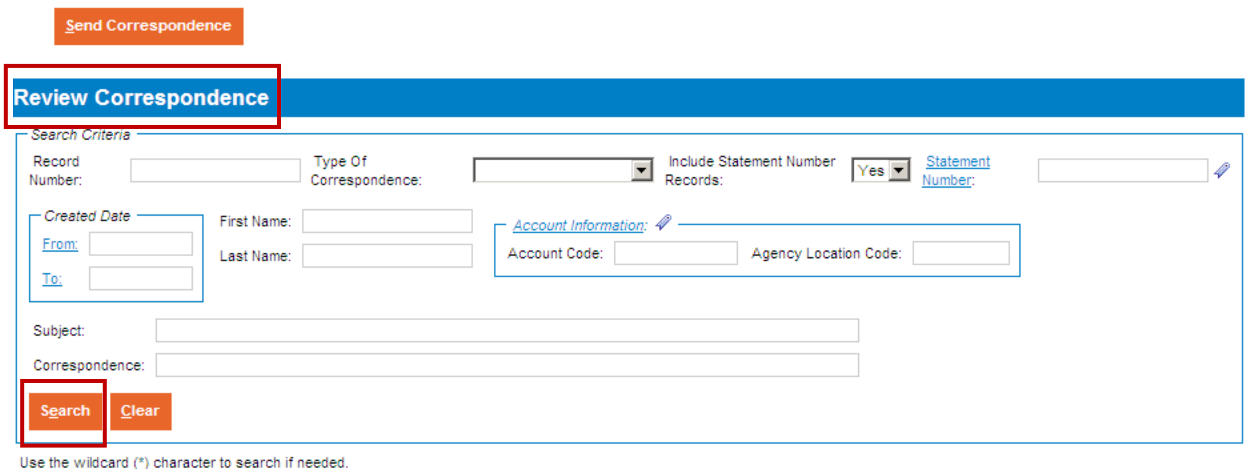
1.4.1.2 Executing a Query Using the View Account Correspondence Query

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

1. In VCSS navigate to Correspondence => View Account Correspondence

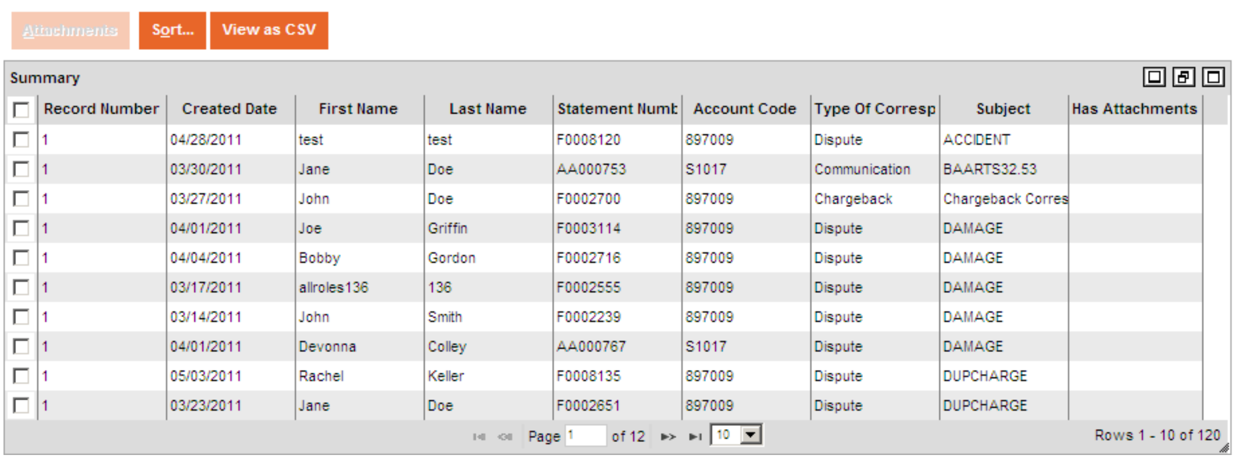
   The View Account Correspondence Query page will be displayed.

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



2. Enter the desired search criteria and select **Search.**

   The search results and item collection are displayed.

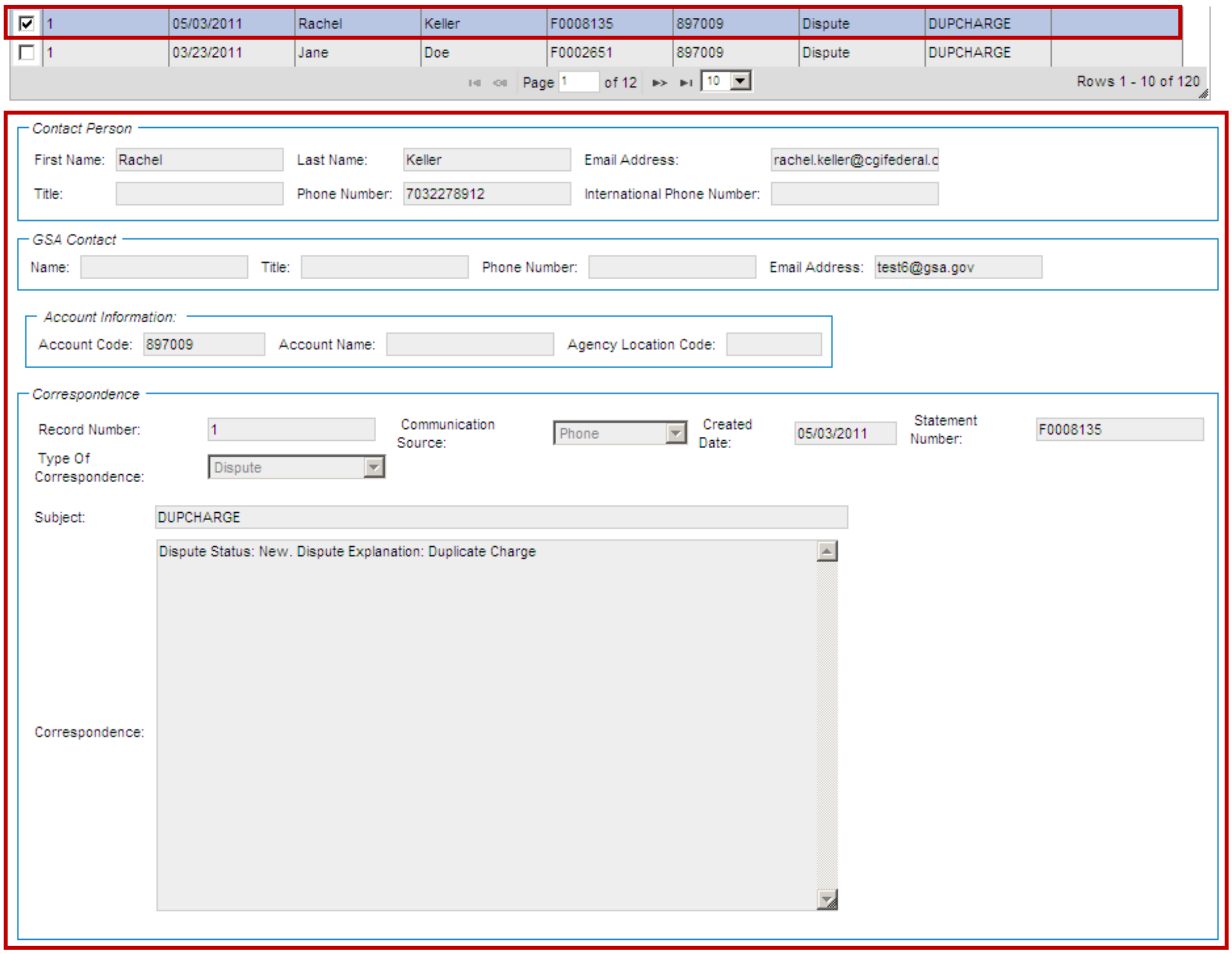


Record Number	Created Date	First Name	Last Name	Statement Numb	Account Code	Type Of Corresp	Subject	Has Attachments
1	04/28/2011	test	test	F0008120	897009	Dispute	ACCIDENT	
1	03/30/2011	Jane	Doe	AA000753	S1017	Communication	BAARTS32.53	
1	03/27/2011	John	Doe	F0002700	897009	Chargeback	Chargeback Corres	
1	04/01/2011	Joe	Griffin	F0003114	897009	Dispute	DAMAGE	
1	04/04/2011	Bobby	Gordon	F0002716	897009	Dispute	DAMAGE	
1	03/17/2011	allroles136	136	F0002555	897009	Dispute	DAMAGE	
1	03/14/2011	John	Smith	F0002239	897009	Dispute	DAMAGE	
1	04/01/2011	Devonna	Colley	AA000767	S1017	Dispute	DAMAGE	
1	05/03/2011	Rachel	Keller	F0008135	897009	Dispute	DUPCHARGE	
1	03/23/2011	Jane	Doe	F0002651	897009	Dispute	DUPCHARGE	

3. Select a correspondence record.

   The correspondence record detail is displayed.

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

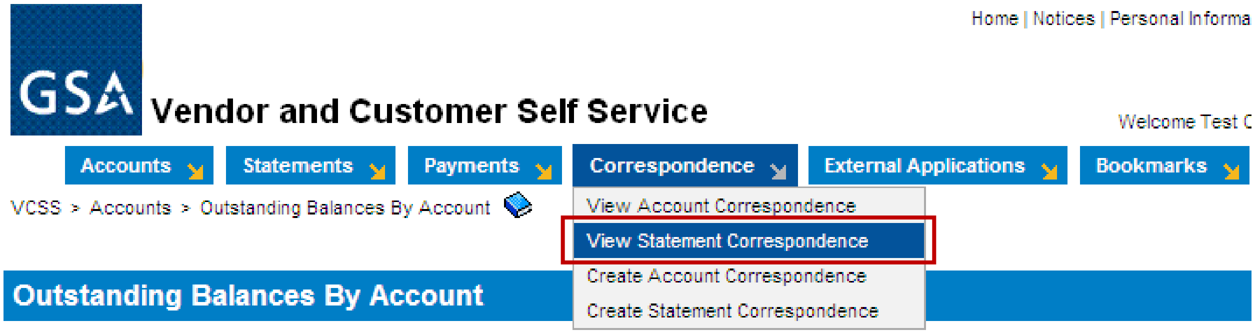


1.4.2 VCSS: View Statement Correspondence

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

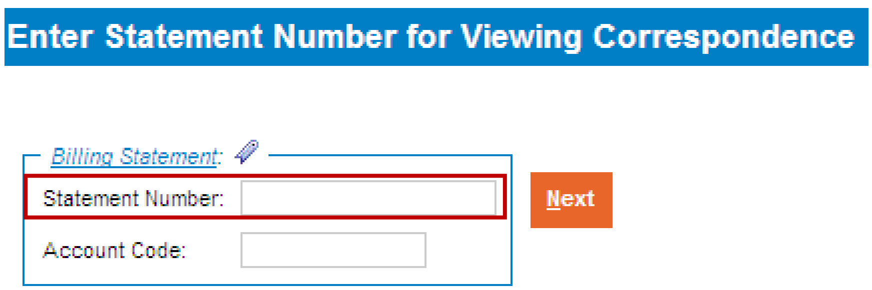
Figure 1-46: Navigation to View Statement Correspondence Page



1.4.2.1 Search Parameters and Results

In order to arrive at the View Statement Correspondence search page the user must select a specific statement.

Figure 1-47: 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 1-48: Review Statement Correspondence Page

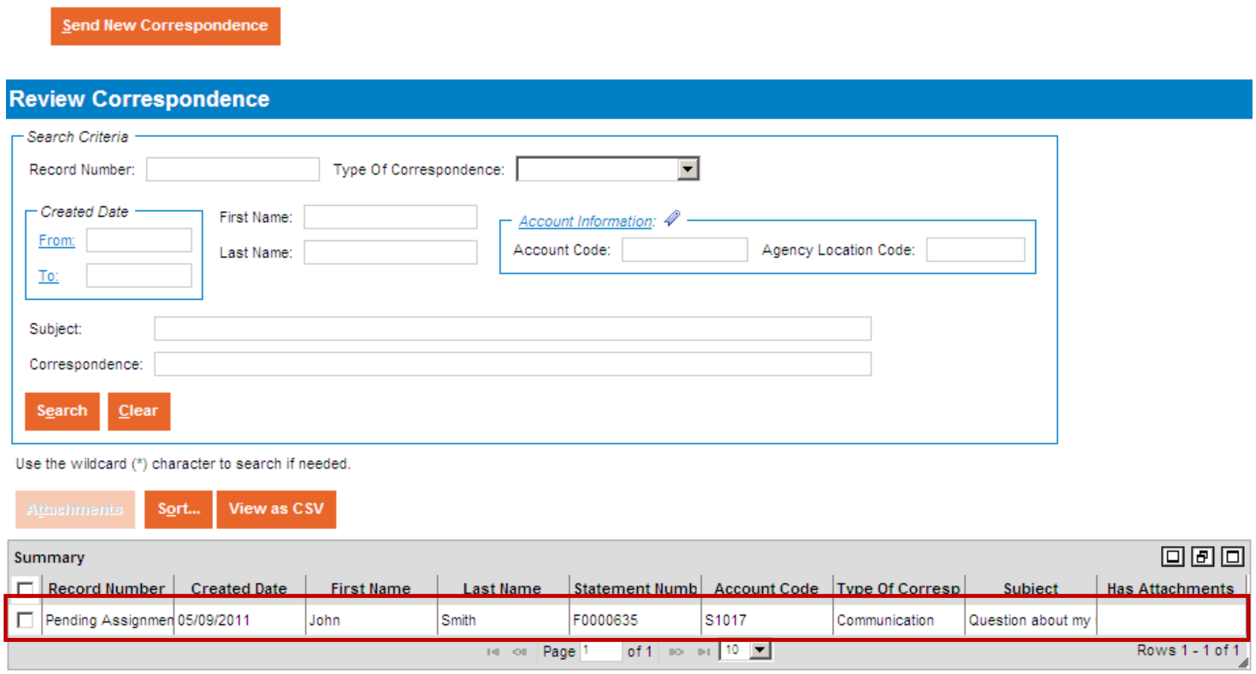


Figure 1-49: View Statement Correspondence Field Descriptions

Search Element	Description
Search Criteria Group Box	
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.
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.
Item Collection	
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.

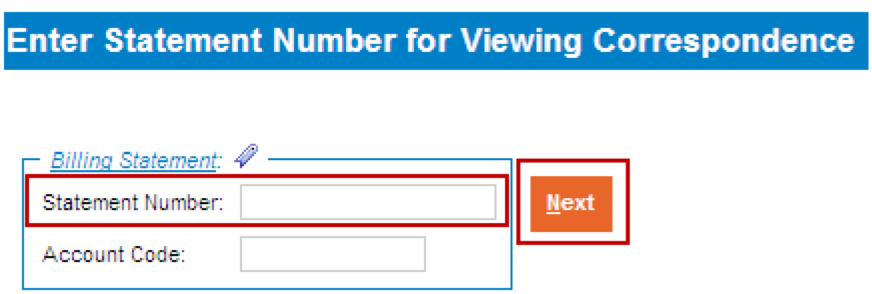
Search Element	Description
Last Name	The last name of the person creating the correspondence.
Account Code	The account code for which the correspondence is being created.
Type of Correspondence	The type of correspondence
Subject	The subject of the correspondence.
Statement Number	The statement number associated with a correspondence.
Has Attachments	Whether or not there is an Attachment associated with the record.
Action Buttons	
Send New Correspondence	Will allow the user to send a new correspondence message.
Attachments	Lets the user view any attachments associated with a record.
View as CSV	Exports the search results to a CSV spreadsheet.
Sort…	Sorts the records according to the column header selected.

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

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

1. In VCSS navigate to Correspondence => View Statement Correspondence.

   The Statement Selection Screen will be displayed.

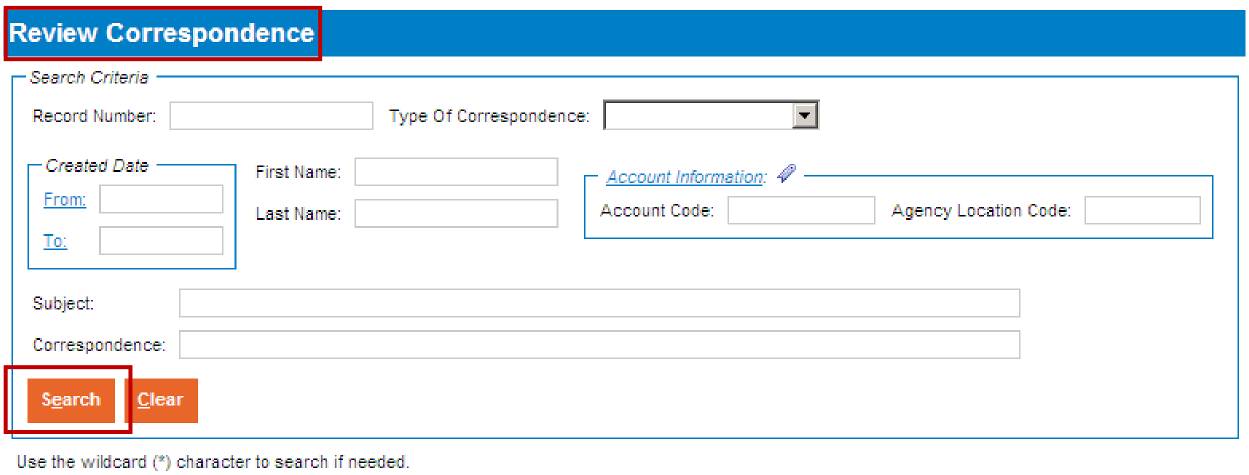


2. Enter the desired **Statement Number** and select the **Next** button.

   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.

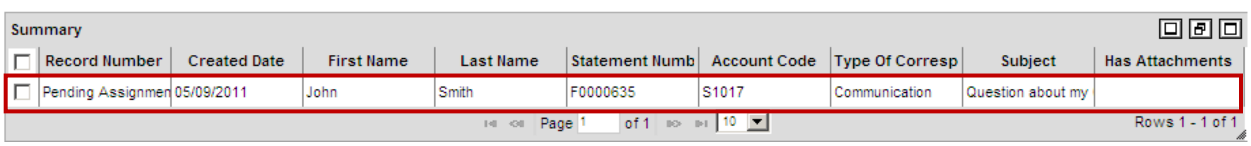
Steps to Execute a Query Using the View Account Correspondence Query: ***Notes***

The **Review Correspondence Page** is displayed.



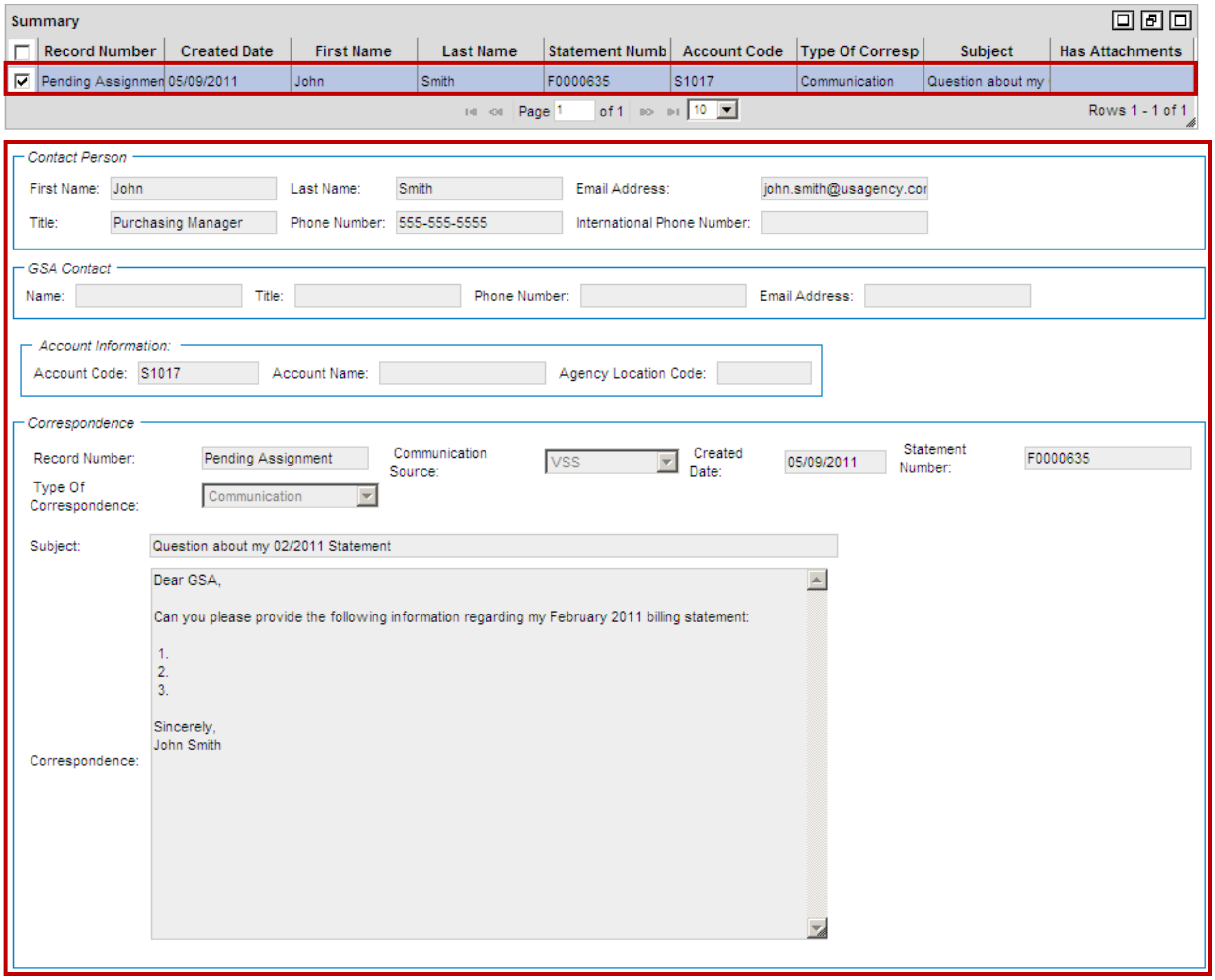
3. Enter the appropriate search criteria and select the **Search** button.

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



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

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

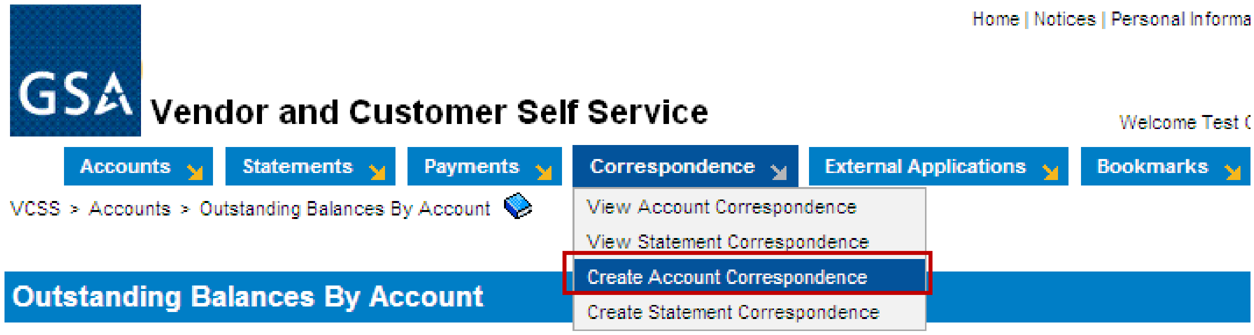


1.4.3 VCSS: Create Account Correspondence

The Create Account Correspondence page allows the user to create correspondence to send to GSA 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 1-50: Navigation to Create Account Correspondence Page



1.4.3.1 Create Account Correspondence Field Descriptions

The Create Account Correspondence page contains action buttons described in the field definitions below.

Figure 1-51: Create Account Correspondence Page

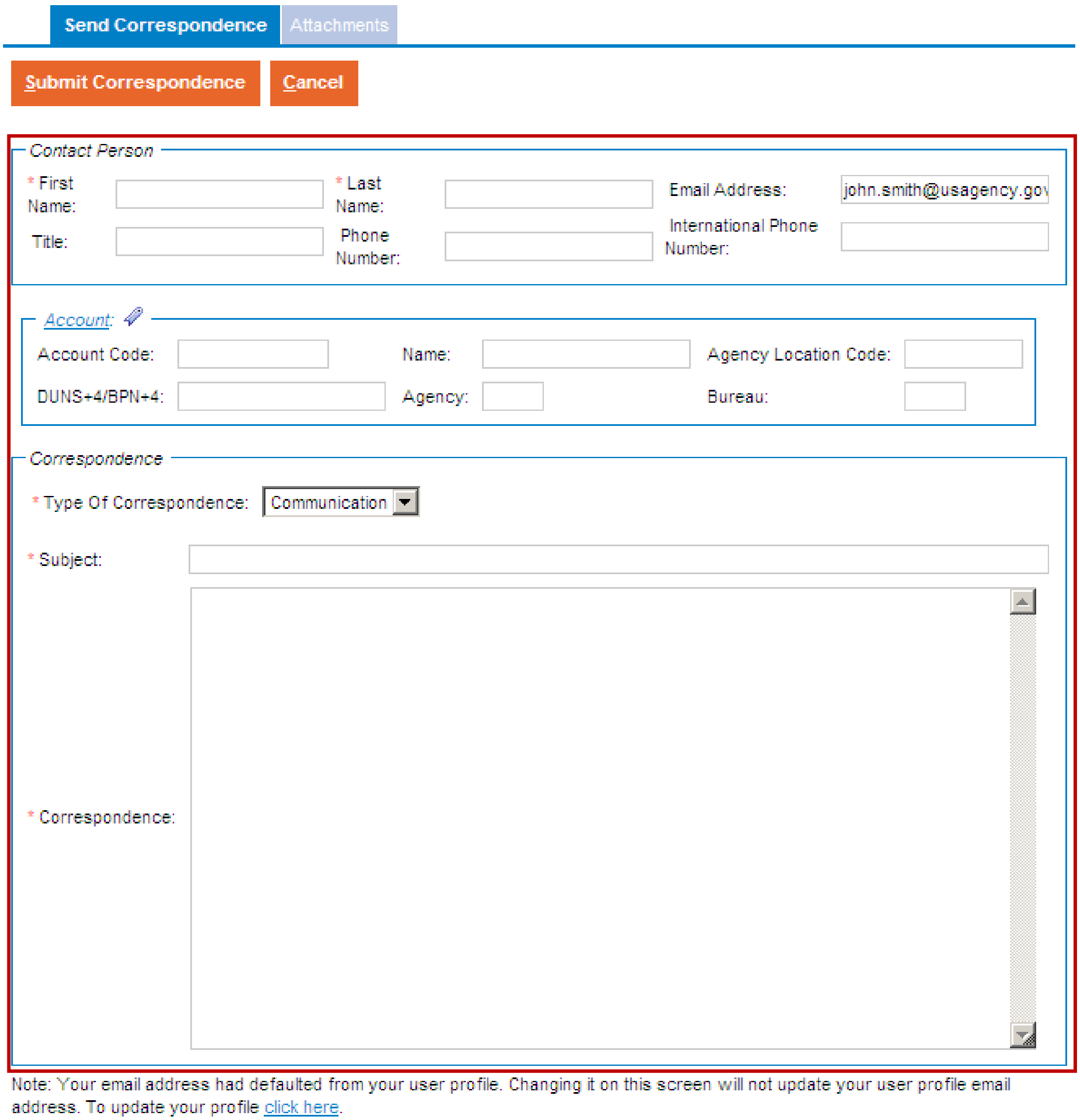


Figure 1-52: Create Account Correspondence Field Descriptions

Search Element	Description
Contact Person Section	
First Name	The first name of the person creating the correspondence.
Middle Initial	The middle initial of the person creating the correspondence.
Last Name	The last name of the person creating the correspondence.
Title	The title of the person creating the correspondence.
Phone Number	The phone number of the person creating the correspondence.
International Phone Number	The international phone number of the person creating the correspondence.
Email Address	The email address of the person creating the correspondence.
Vendor Section	
DUNS+4/BPN+4	The DUNS+4 or BPN+4 number associated with the vendor for which the correspondence is being created.
Code	The vendor code associated with the vendor for which the correspondence is being created.
Address Code	The vendor address code associated with the vendor for which the correspondence is being created.
Agency	The agency code associated with the vendor for which the correspondence is being created.
Name	The name of the vendor for which the correspondence is being created.
Agency Location Code	The agency location code associated with the vendor for which the correspondence is being created.
Bureau	The bureau code associated with the vendor for which the correspondence is being created.
Correspondence Section	
Creator	The VCSS user id of the person creating the correspondence.
Created Date	The date the correspondence was created.
Type of Correspondence	The type of correspondence being created.
Communication Source	The source of the correspondence.
Subject	The subject of the correspondence.

Search Element	Description
Correspondence	The text associated with the correspondence.
Action Buttons	
Submit	Submits the correspondence.
Cancel	Cancels the correspondence.
Attachment	Allows a user to add an attachment to the correspondence.

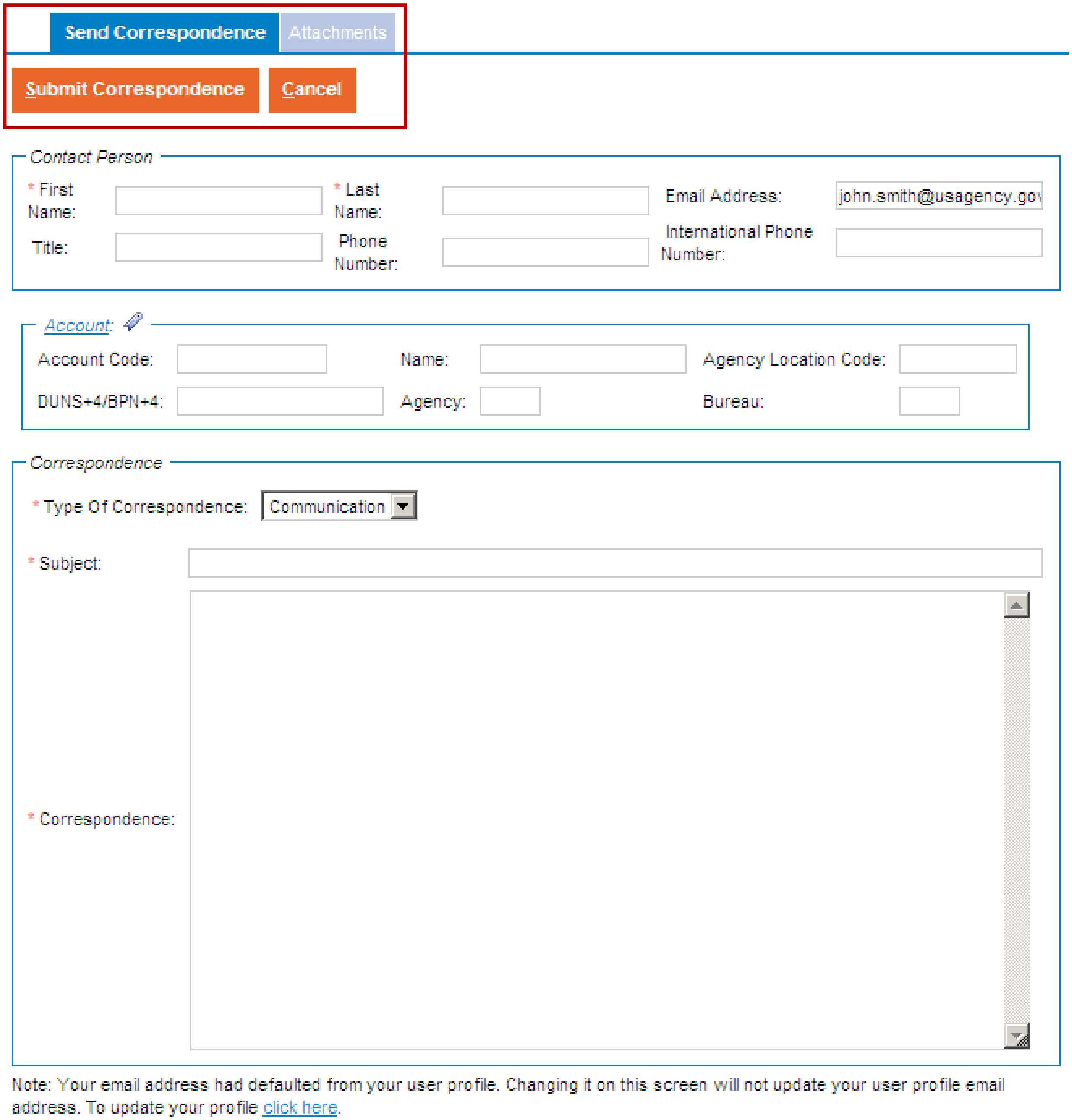
1.4.3.2 Creating an Account Correspondence Record

Steps to Creating an Account Correspondence Record: ***Notes***

1. In VCSS navigate to Correspondence => Create Account Correspondence.

   The Create Account Correspondence page will be displayed.

Steps to Creating an Account Correspondence Record: ***Notes***



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.

Steps to Creating an Account Correspondence Record: ***Notes***

3. Select the **Submit Correspondence** button.

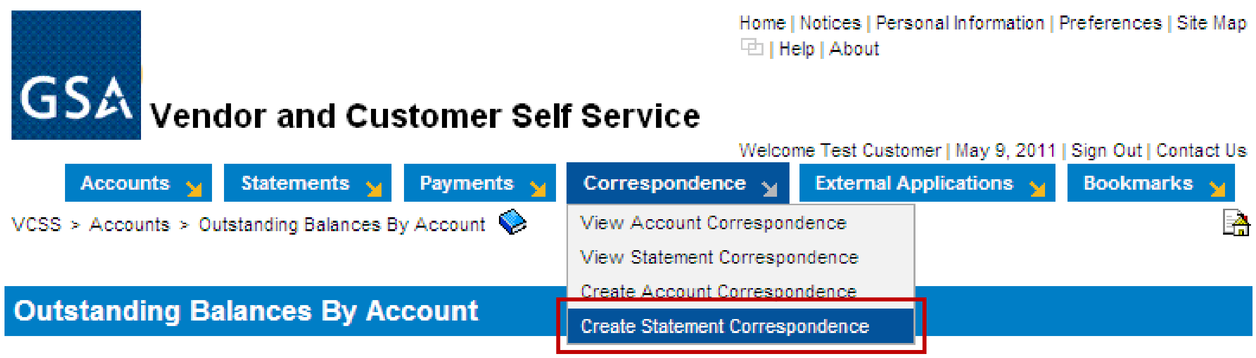
   Note: If the user wishes to add an attachment to the correspondence record they will select the Attachments button and add the attachment before selecting Submit.

1.4.4 VCSS: Create Statement Correspondence

The Create Statement Correspondence page allows the user to create a correspondence to send to GSA 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

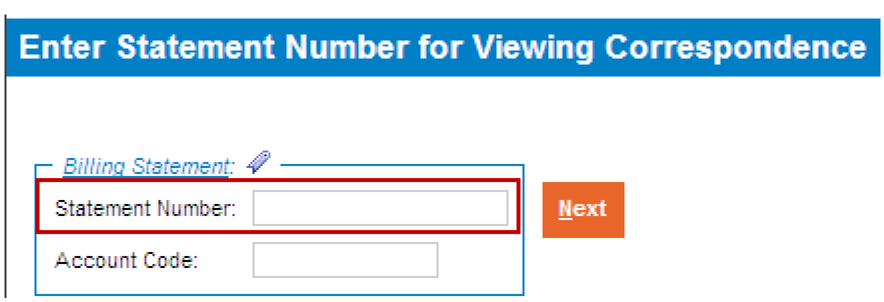
Figure 1-53: Navigation to Create Statement Correspondence Page



1.4.4.1 Create Statement Correspondence Field Descriptions

Before the user is able to navigate to the Create Statement Correspondence page, they have to select the Statement to be associated with the correspondence.

Figure 1-54: Statement Correspondence Selection Page



The Create Statement Correspondence page contains the action buttons described in the field definitions below.

Figure 1-55: Create Statement Correspondence Page

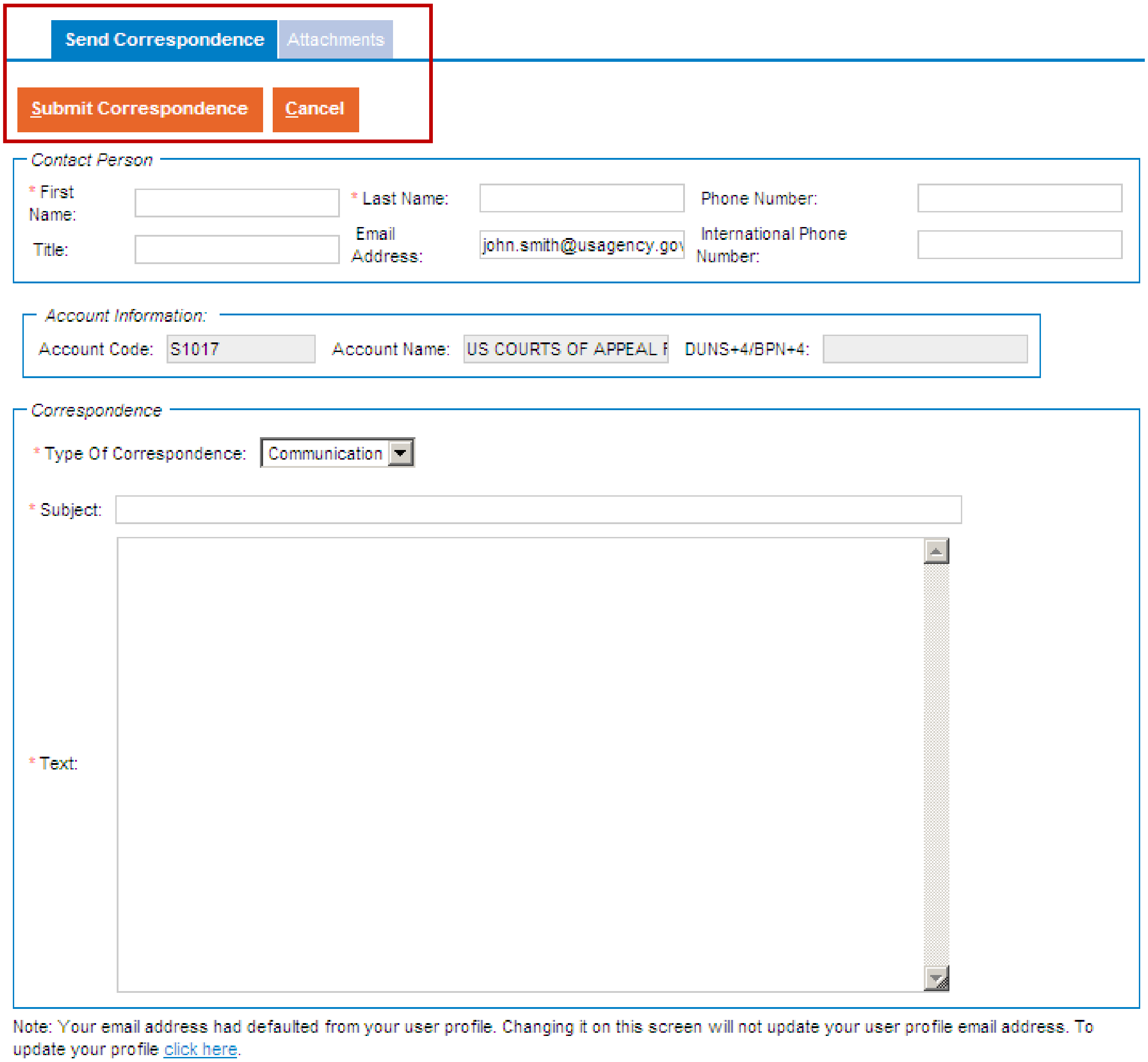


Figure 1-56: Create Account Correspondence Field Descriptions

Search Element	Description
Contact Person Section	
First Name	The first name of the person creating the correspondence.
Middle Initial	The middle initial of the person creating the correspondence.
Last Name	The last name of the person creating the correspondence.

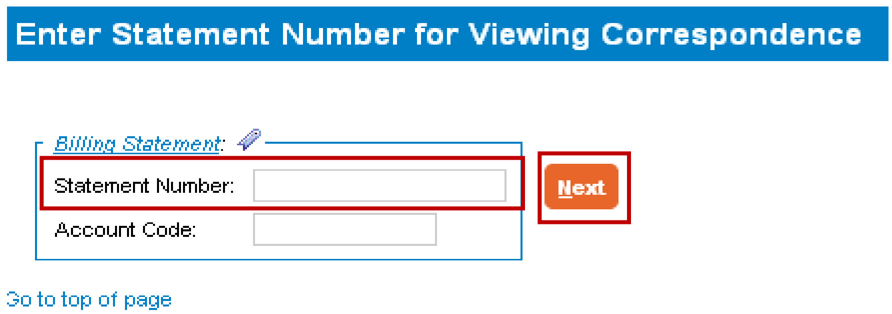
Search Element	Description
Title	The title of the person creating the correspondence.
Phone Number	The phone number of the person creating the correspondence.
International Phone Number	The international phone number of the person creating the correspondence.
Email Address	The email address of the person creating the correspondence.
Vendor Section	
DUNS+4/BPN+4	The DUNS+4 or BPN+4 number associated with the vendor for which the correspondence is being created.
Code	The vendor code associated with the vendor for which the correspondence is being created.
Address Code	The vendor address code associated with the vendor for which the correspondence is being created.
Agency	The agency code associated with the vendor for which the correspondence is being created.
Name	The name of the vendor for which the correspondence is being created.
Agency Location Code	The agency location code associated with the vendor for which the correspondence is being created.
Bureau	The bureau code associated with the vendor for which the correspondence is being created.
Correspondence Section	
Creator	The VCSS user id of the person creating the correspondence.
Created Date	The date the correspondence was created.
Type of Correspondence	The type of correspondence being created.
Communication Source	The source of the correspondence.
Subject	The subject of the correspondence.
Correspondence	The text associated with the correspondence.
Action Buttons	
Submit	Submits the correspondence
Cancel	Cancels the correspondence
Attachment	Allows a user to add an attachment to the correspondence

1.4.4.2 Creating a Statement Correspondence Record

Steps to Creating an Account Correspondence in VCSS: ***Notes***

1. In VCSS navigate to Correspondence => Create Statement Correspondence

   The Statement Selection page will be displayed.



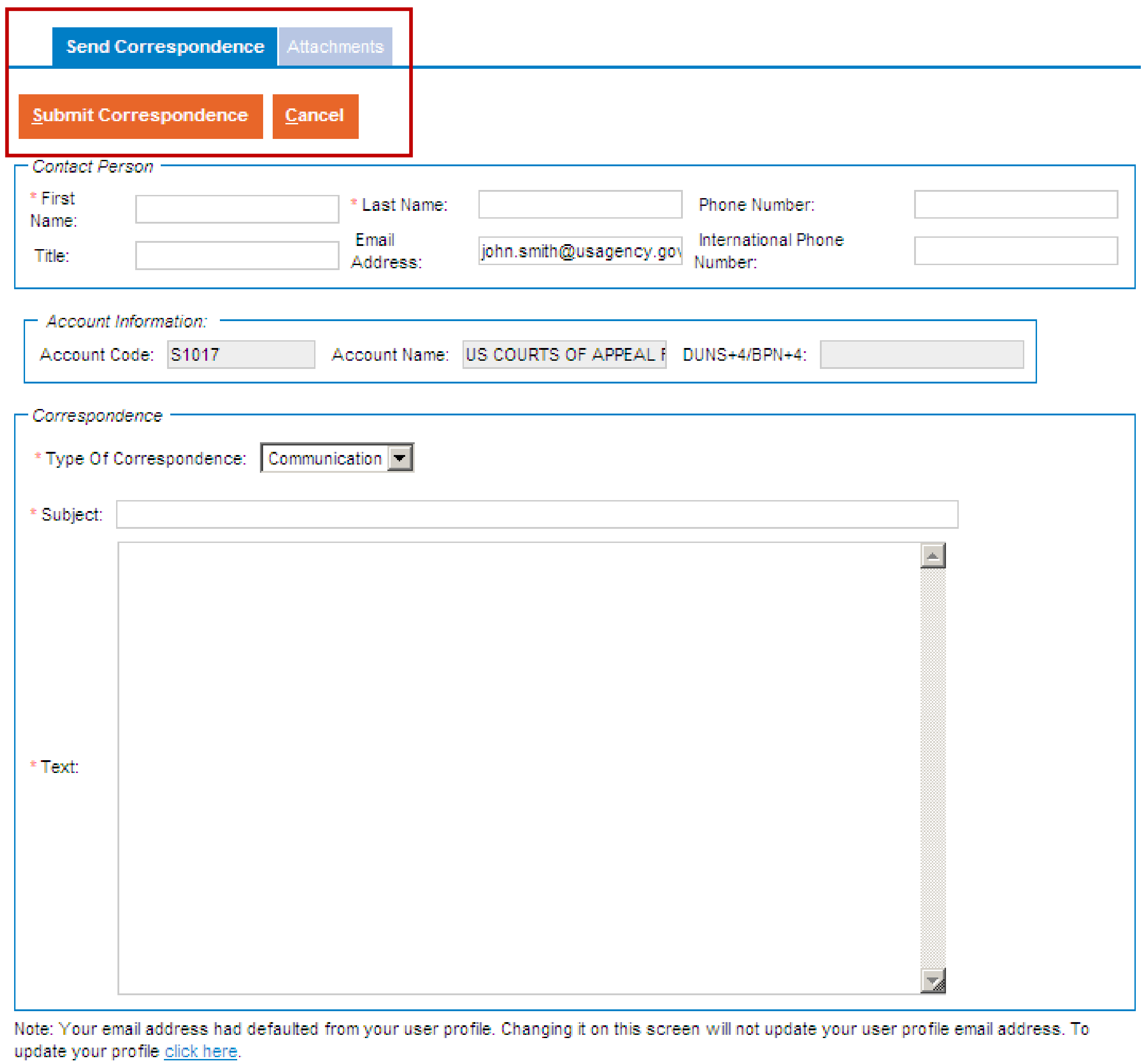
2. Enter the **Statement Number** the correspondence is regarding.

   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.

Steps to Creating an Account Correspondence in VCSS: ***Notes***



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.

1.5 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:

- IPAC
- Pay.gov
- MORRIS
- TOPS
- WebBill
- RWA
- EMORRIS

Figure 1-57: External Applications Menu