



Managing Your GSA Billing Changes and Transitioning to VCSS

As part of its modernization efforts, GSA is standardizing its billing systems and processes. A critical component of these efforts is the introduction of electronic billing through the Vendor and Customer Self Service (VCSS) website. VCSS is already available to customers of GSA Fleet and PBS Rent and, over time, will replace GSA online billing systems. VCSS will provide GSA customers with consolidated access to bills, statements and billing data for all GSA services.

VCSS will bring the billing changes described below. If you manage or use GSA bills or billing data for your organization, understanding the information provided here will help you prepare for a smooth transition to electronic billing via VCSS.

When will the switch to VCSS occur? **In July 2013**, GSA customers of Reimbursable Work Authorizations (RWA), customers receiving steam and chilled water through the Heating Operation and Transmission District (HOTD), and select other business lines (see full list at www.gsa.gov/baarschedule) will begin receiving electronic billing statements via VCSS. VCSS will replace BillView and paper bill statements going forward for all RWA/HOTD customers.

In November 2013, customers of GSA Global Supply and AutoChoice, and select other business lines (see full list at www.gsa.gov/baarschedule) will convert to VCSS. For these customers, VCSS will replace WebBill and paper bill statements going forward.

When you go live on VCSS, paper bill statements and electronic data files transmitted via email or FTP from GSA will cease, and you will instead use VCSS to obtain bills, statements, and billing information.

When do I need to take action? **Now.** If you ARE NOT already using VCSS and are a customer of RWA/HOTD, Global Supply or AutoChoice, you must register for a User ID in BillView or WebBill to access bills, statements and billing data when they become available in VCSS. You will find specific instructions on each of these steps at the end of this document.

Now. If you ARE already using VCSS and also are a customer of RWA/HOTD, Global Supply or AutoChoice, visit <https://vcssaccountcodes.ocfo.gsa.gov> to enter the account codes you would like to access later this year.

We will be communicating with you regularly leading up to your VCSS Go-Live date.

What is changing with VCSS? **GSA billing customers will use VCSS to access bills, statements and billing data.** VCSS will replace BillView and WebBill and provide consolidated access to view, query, and download billing data for multiple GSA services online. While VCSS will supply bills, statements and billing data beginning in 2013, historical invoices will continue to be available via BillView and WebBill, and RWA Agreements will continue to be available in eRETA.

Customers will no longer receive paper bills or statements. Instead, GSA will convert to electronic billing and VCSS users will be able to access bills and statements via VCSS on the same billing cycles as they do today.

VCSS will provide direct access to billing information at the Account Code (BOAC) level, across multiple services. VCSS will make it convenient for users to access consolidated billing information in one place.

Billing data may be viewed, queried, sorted and downloaded online at any time. GSA will no longer send electronic billing data files via email or FTP, as customers will be able to access and download their data online in .csv format.

Billing information will be standardized. VCSS will make it easier to review and compare billing data by standardizing the way it is displayed across multiple services. Data enhancements to GSA bills and statements and to those from the Treasury's Intragovernmental Payment and Collection (IPAC) system include:

- **New Statement Numbers:** GSA bills and statements and IPAC statements will have new prefixes or date formats. Statement numbers for Simplified Intergovernmental Billing and Collection (SIBAC) statements will remain the same.

**For more information, visit www.gsa.gov/baar or send questions to baar@gsa.gov.
Please share this with others who may need to take action.**

What is changing with VCSS?
(continued)

- **Actual Charges:** HOTD customers will receive a bill based on actual utilization instead of a flat monthly charge over the term of their agreement.
- **GSA bills and statements will appear in a new format.** GSA's new bills and statements will provide information in an easy-to-understand format that is standardized across GSA services. Changes include:
 - **Grouped IPAC Statements:** IPAC statements will be grouped by Agency Location Code (ALC). Charges will be itemized separately by customer account within the same ALC.
 - **Unchanged SIBAC Statements:** There will be no changes to GSA payments processed through the Treasury SIBAC system. These statements, in their current format, will be available on VCSS.

What adjustments might I need to make?

- Think about who in your organization touches bills, statements or billing data from GSA. This will help determine who requires access to VCSS, and what processes and systems may need to be adjusted to receive data via VCSS. For example:
- **Are there internal processes that depend on paper bills?** If your agency re-bills internally and distributes GSA paper bills, processes may need to be adjusted to give certain staff access to VCSS so they can view or print statements.
 - **Are there processes or systems in your organization that rely on electronic billing data files received via email or FTP from GSA?** If so, you will need to download .csv files directly from VCSS instead.
 - **Who reviews the data that appears on billing statements?** These individuals need to be aware of format changes to the bills and statements.

Who is affected by these changes?

People affected by the above changes include those who manage automated or manual billing processes, perform functions such as bill payment, charge approval, audit, re-billing, reconciliation and reporting, or import billing data into other systems. Upon going live on VCSS, customers who process GSA payments or use billing data must log in to VCSS to obtain bills, statements and data files.

How do I get VCSS access?

If you ARE NOT already using VCSS and are a customer of RWA/HOTD, Global Supply or AutoChoice, you must take three steps to prepare for and gain access to VCSS:



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Please share this with others who may need to take action.