<u>Welcome</u> to today's presentation on:

RWA Tools for the Customer: eRETA and VCSS

the presentation will start at *11:00 a.m. MDT*

Note: Phones are automatically muted during the presentation. You have the ability to send questions to the host and presenters through your questions pane. They will answer as many of the questions as possible throughout and at the end of the presentation. All questions will be captured, and answers sent to all participants within 2 weeks.

Client Enrichment Series

RWA Tools for the Customer: eRETA and VCSS

Hosted by: Dawn Warner, RAM, GSA region 8

Presented by:
Steve Sacco, National Program Manager,
Facilities Management,
Small Projects and Reimbursable Services,
GSA Central Office

Larry Sampson, Financial Management Analyst
Client Service Branch
Office of the Chief Financial Officer

eRETA External RWA Entry & Tracking Application
A Customer Agency Portal for RWA Information

external RWA Entry and Tracking Application (eRETA)

eRETA External RWA Entry & Tracking Application
A Customer Agency Portal for RWA Information

Allows users access to RWAs managed by multiple Agency Bureau Codes (ABCs) with a single log-in

Functionality includes:

- Run customized queries for an RWA using any of the 25 search criteria
- Review current financial activity of the RWA
- View uploaded documents and files for the RWA
- Download groups of RWA data to Excel for analysis

Replaced the antiquated “RWA Search” Website

- Roll out began in April 2011
- Available to all agencies by June 2011

Information and access available at: www.gsa.gov/ereta

The following slides provide sample screenshots, however for purposes of this demonstration the trainer will log into the live eRETA environment.

Screenshots are provided for participants logged in via the audio portion only

www.gsa.gov/ereta

eRETA User Account Request Process

1. Complete the eRETA User Account Request Form on-line by clicking here. Use the List of Agency Bureau Codes (ABCs) below to help complete the on-line form. The "eRETA User Account Request Form" link above opens a Google Form. Some agency firewall settings block this website. If you are unable to open the link above, please email us at eRETA@gsa.gov and request to complete the "eRETA User Account Request Form" via e-mail.

NOTE: Please only select Agency Bureau Codes listed on the attachment below. GSA and its systems recognize these codes, even though some agencies may recognize slight variations of these codes. Until such a time that Agency Bureau Codes are standardized across the federal government, the codes below will be the only ones recognized by eRETA and GSA Systems.

List of Agency Bureau Codes

GSA IT General Rules of Behavior

2. Complete the "eRETA Application Clearance Verification Form" available below. This form is required by GSA's Personnel Security Office. Because this form requests Personally Identifiable Information (PII), please share it with your Agency's Personnel Security office (or Human Resources Office) and GSA's Personnel Security Office only. Full instructions on how to securely send this information to GSA are provided on the form below. Steps 1 and 2 of the eRETA User Account Request Process are separated due to the PII captured in Step 2. We apologize for the inconvenience this may cause, but we are serious about protecting your PII and want to ensure it is reviewed only by those with proper authorization.

eRETA Application Clearance Verification Form

3. After your request has been processed and all approvals have been granted**, the GSA National Application Helpdesk will send a verification e-mail to the e-mail address provided in Step 1. Follow the steps in that verification email to finalize your account.

NOTE: We have received many questions as to why GSA is requiring the second form that captures PII. Please review the "eRETA Frequently Asked Questions and Help Topics" section below for answers.

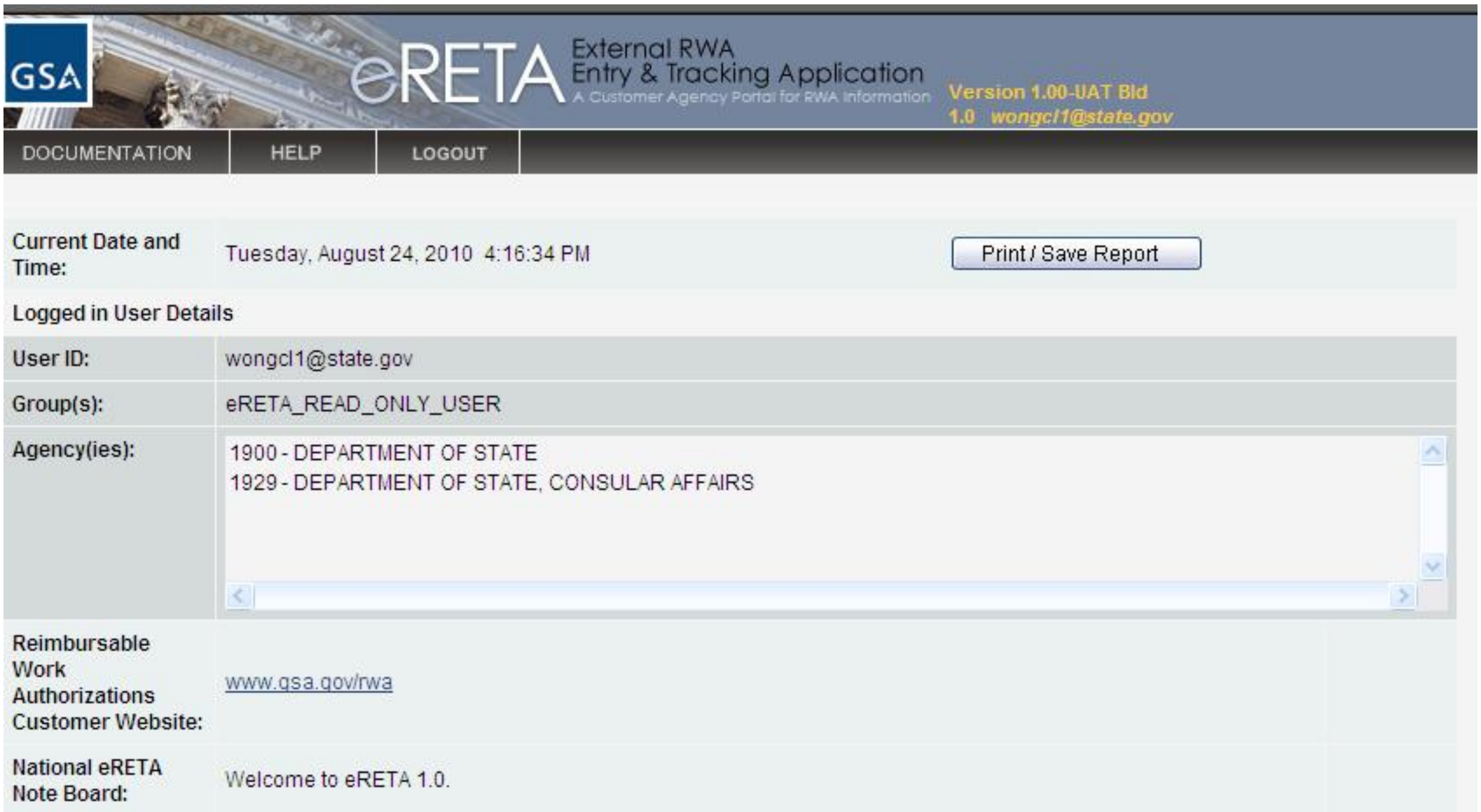
eRETA Resources

eRETA Resources and User Guides
Understanding eRETA Financial Information (5/15/2012)

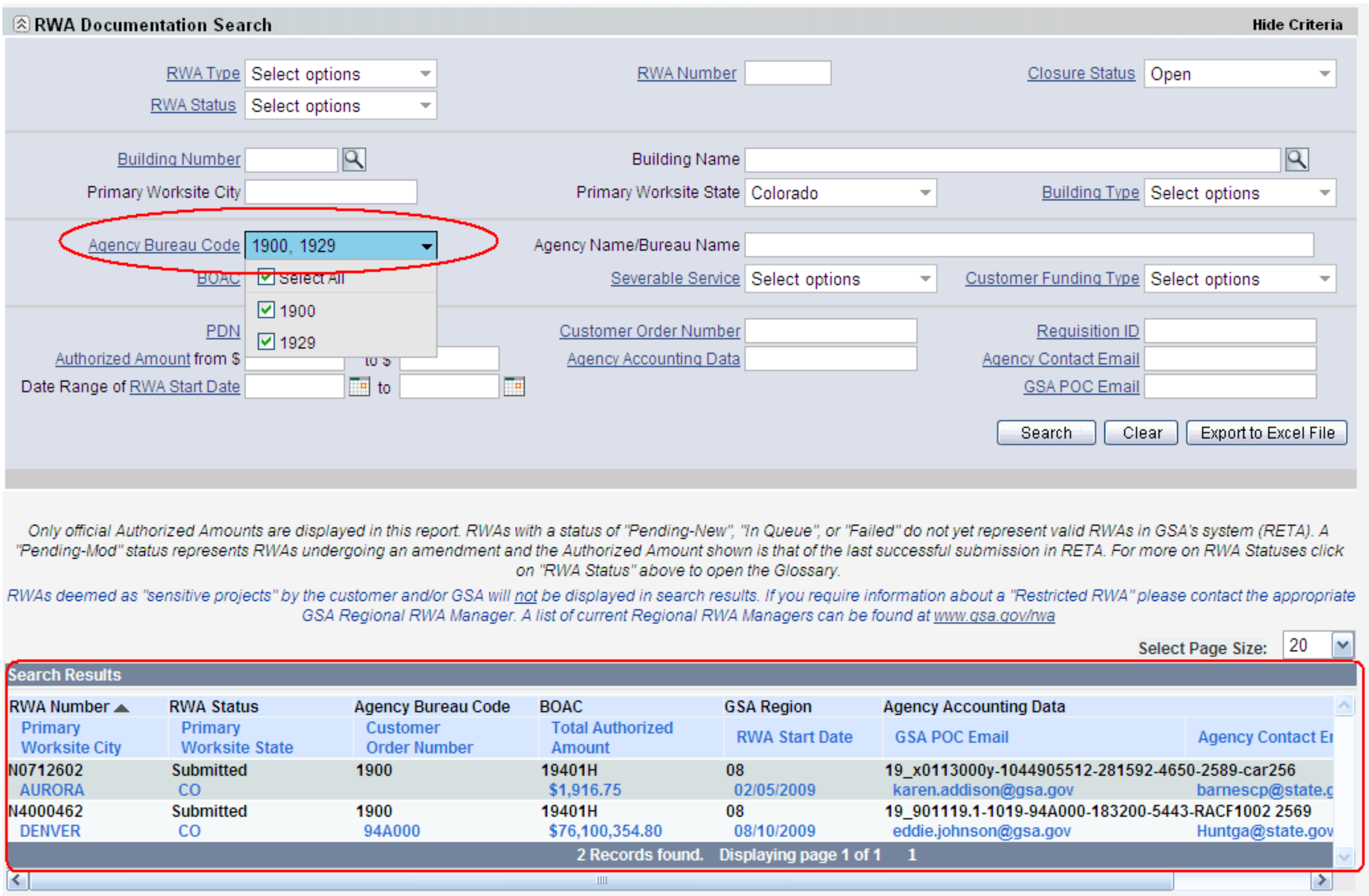
External PBS Portal at: extportal.pbs.gsa.gov

Launch the eRETA application from within the External PBS Portal

eRETA Welcome Screen



eRETA Search Screen



eRETA RWA Document Detail Page (Financial Summary)

RWA DOCUMENTS DETAIL

RWA Summary — View Images — Print PDF

RWA:	N4000462 DATA CENTER, STATE DEPT.
Last RETA Action:	Submitted Successfully
Estimate Tracking Number:	
Estimate Approval Date:	

Customer Information

Agency:	1900 DEPARTMENT OF STATE
Billing Office Address Code (BOAC):	19401H US DEPT OF STATE (SA-44)
Customer POC Email:	Huntga@state.gov
Customer Cert Official Email:	Huntga@state.gov
Customer Billing Contact Email:	Huntga@state.gov

PBS Information

Organization:	P082D000 DFC Serv Ctr-RPM&S
Worksite:	AX0800AX ASST REG ADM OPR R8
GSA POC:	eddie.johnson@gsa.gov

RWA Details

Acceptance Letter Date:	11/18/2009	Original Auth Amount:	$100,354.80	Fund Year:	2009
RWA Start Date:	08/10/2009	Current(Submitted) Auth Amount:	$76,100,354.80	Fund Type:	M-Multi-year
Last Bill Date:	02/25/2010	Commitments:	$0.00	Bill Type:	O-IPAC/IGTE
Substantial Completion Letter Date:		Total Obligations:	$65,122,083.79	Bill Term:	M-Monthly
Cancellation Date:		Total Expenses:	$223,664.27	Overhead Billed Amount:	$71.34
Close-out Letter Date:		Total Billed:	$181,131.60	Chargeback Amount:	$0.00
Financial Purge Date:		Collected Amount:	$181,131.60	Write-off Amount:	$0.00
Hold Billing Indicator:	No				

Agency Accounting Data:

19_901119.1-1019-94A000-183200-5443-RACF1002 2569

Project Description:

Work shall include the procurement of the following services: pre-construction A/E, site studies, design/build, project menagement, construction management, construction site security management for the ARRA funded new construction project to support the Department of State data Center project in Denver, Colorado. Additional funding for the construction of this building will be added to this rwa at a later date.

eRETA RWA Document Detail Page (documents)

Export to Excel File | Cancel

Select Page Size: 20

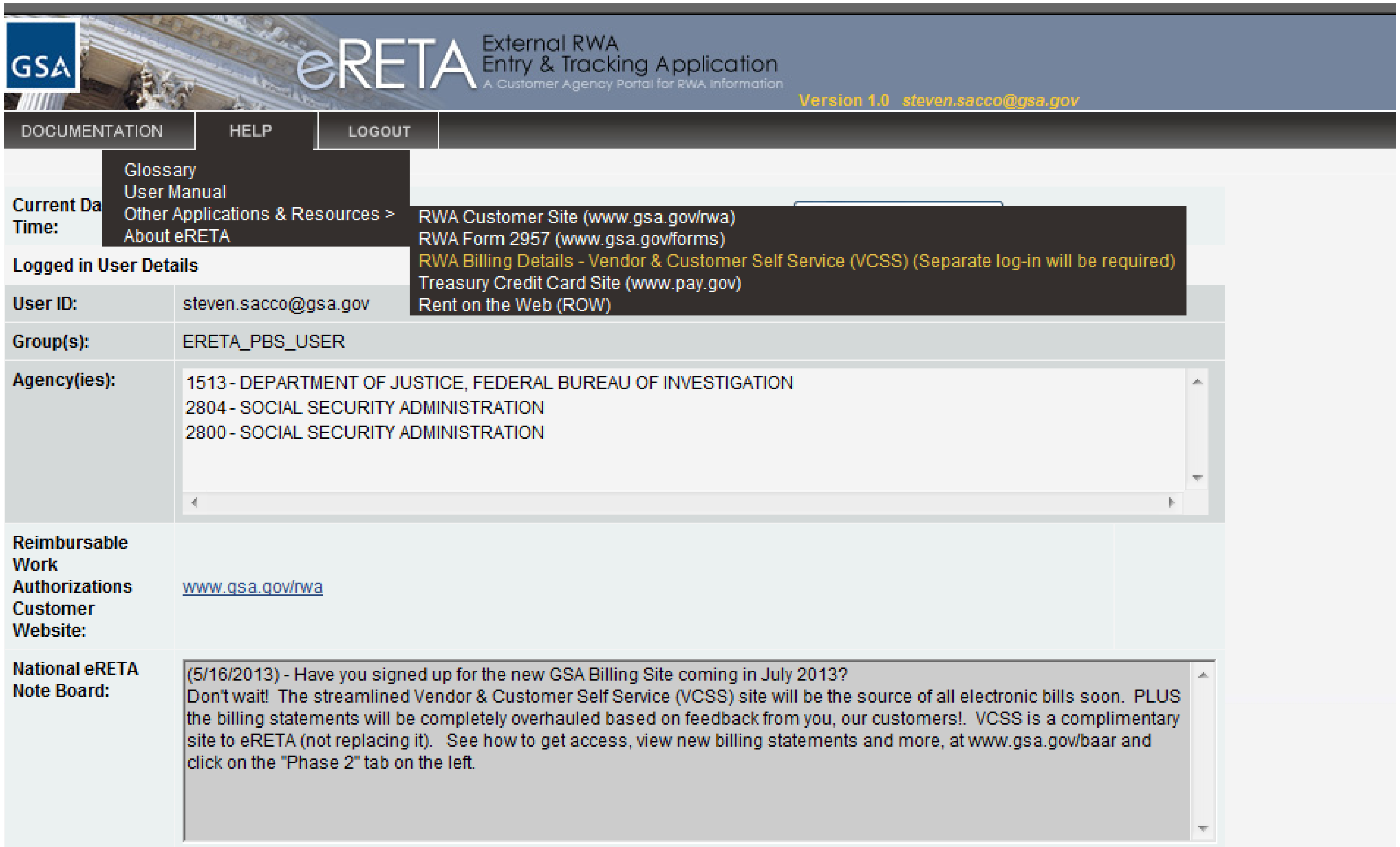
RWA Documents

Document Type	Document Name	Last Modified Date	Upload Date	System Generated	Description
RWA 2957 Form	RETA 2957 FORM 2010-01-25	01/25/2010	01/25/2010	Y	RETA Generated 2957 Form Submitted to NEAR on 2010-01-25
RWA 2957 Form	MOD 2	02/11/2010	01/20/2010		ORIGINAL RWA N4000462
Customer Correspondance (Other)	INVOICE REJECTION	12/03/2009	12/03/2009		Invoice rejection letter for invoice #T083125
CL2 - Acceptance	Acceptance Letter	11/18/2009	11/18/2009	Y	
Email	Acceptance Email	11/18/2009	11/18/2009	Y	
RWA 2957 Form	RETA 2957 FORM 2009-11-12	11/12/2009	11/12/2009	Y	RETA Generated 2957 Form Submitted to NEAR on 2009-11-12
RWA 2957 Form	MOD 1	02/11/2010	11/09/2009		ORIGINAL RWA N4000462
DoD Compliance Documentation	DEPARTMENT OF STATE TESTIMONY	10/20/2009	10/20/2009		SUPPORTING DOC'S
Estimates	ESTIMATE	10/20/2009	10/20/2009		initial estimate
CL2 - Acceptance	Acceptance Letter	10/05/2009	10/05/2009	Y	
Email	Acceptance Email	10/05/2009	10/05/2009	Y	
RWA 2957 Form	RETA 2957 FORM 2009-08-24	09/14/2009	08/24/2009	Y	RETA Generated 2957 Form Submitted to NEAR on 2009-08-24

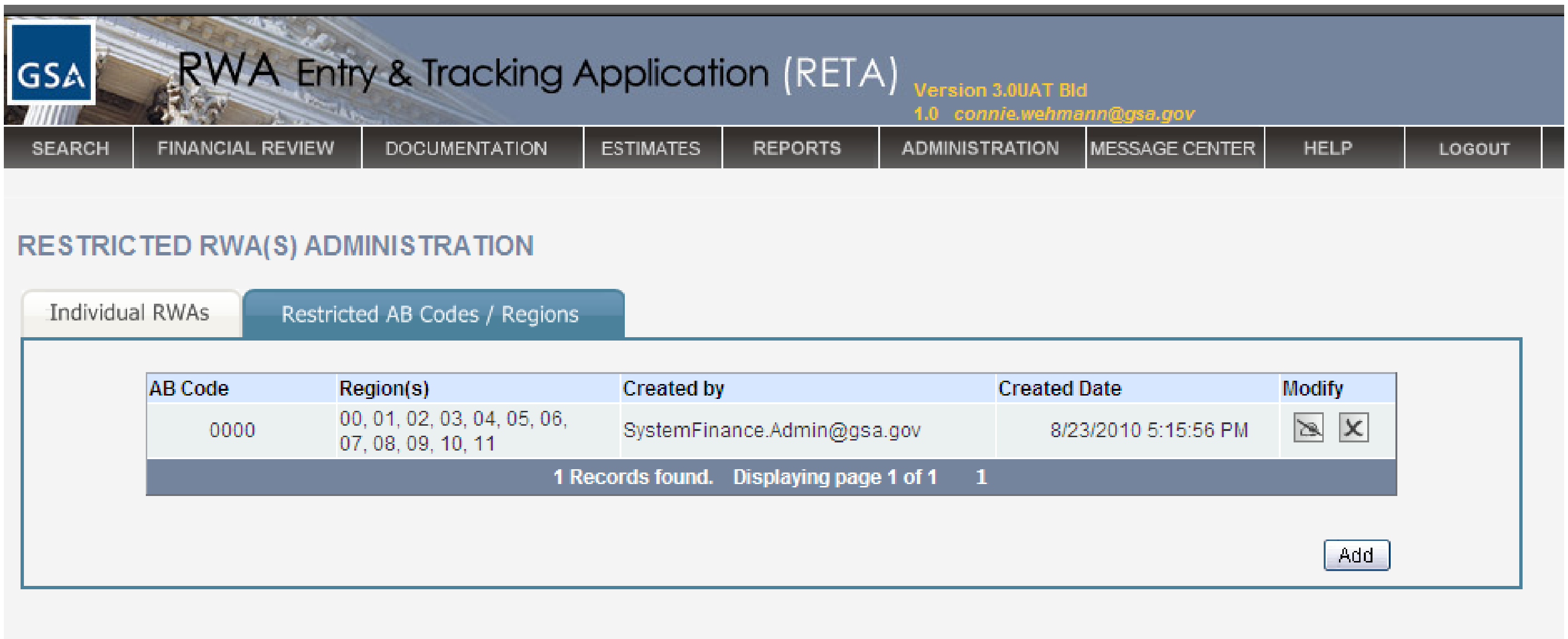
12 Records found. Displaying page 1 of 1 1

If the document does not open users should install the missing software required for viewing the document.

eRETA Help Menu



GSA Admin Controls allow sensitive RWA projects to be hidden from eRETA queries



eRETA Customer Feedback

Researching RWAs with eRETA will be so much more informing and detailed [than the RWA Search website]. I can't wait!!

- Marion Williams, Program Analyst, DHS/FEMA

I look forward to using the new eRETA system in the future!

- Customer Tester, DHS/CIS

eRETA brings the GSA RWA search tool into the 21st century, adding the ability to search and verify information much quicker than before.

- Carolos Proctor, Senior Financial Analyst, Dept of Education

What eRETA 2.0 brings to the table

- Ability to enter RWA requests directly
- Tracking of work requests from RWA Receipt to RWA Acceptance
- Digital Signature Capabilities – no more paper!
- Access to Project Management Milestone Schedules
- Scheduled for Winter 2013/2014

GSA's Vendor and Customer Self Service (VCSS)

VCSS Online Help - Table of Contents

Vendor and Customer Self Service Overview

- **Vendor and Customer Self Service (VCSS) is a web application that allows users to quickly and efficiently access information concerning their accounts.**

  – VCSS provides a single location for GSA customers to do the following:
    - View account information
    - Submit correspondence
    - Submit a dispute request

  – There are two types of registration:
    1. VCSS account
    2. User ID

Support Request Overview

- **Support requests can be created from the GSA Launch Page.**

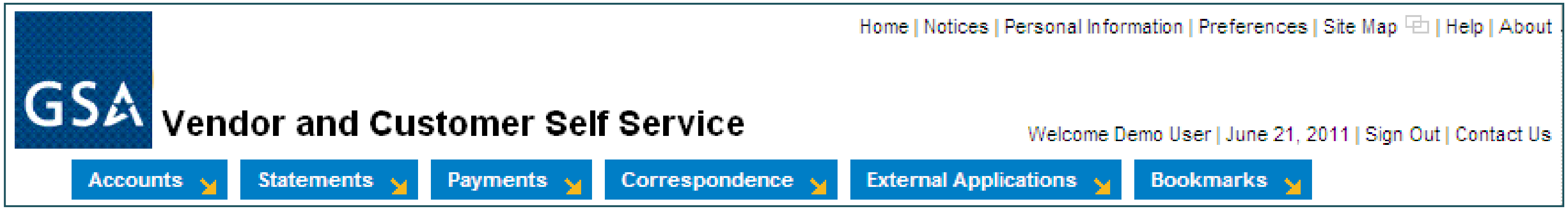
- The following types of support requests can be created:

1. Change Account Administrator
2. Remove Account
3. Remove from VCSS
4. Update User Profile

Menu Bar

- **Use the menu bar to navigate through your account and access account information.**

  - Accounts (segment 4)
  - Statements (segment 5)
  - Payments (segment 6)
  - Correspondence (segment 7)
  - External Applications (segment 8)

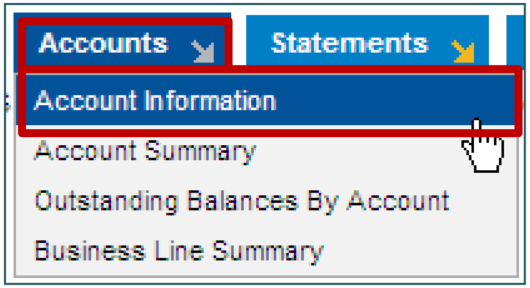


Accounts Menu

- **Account Information or Account Search**
  - If you have access to only one account, then the Account Information menu option displays. This will review general information of your account.
  - If you have access to more than one account, then the Account Search menu option displays. You can search for the account you would like to review information on.
- **Account Summary**
  - Review balances for your accounts.
- **Outstanding Balances by Account**
  - Review a list of outstanding balances for your accounts. (This page is the same as the home page).
- **Business Line Summary**
  - Review account balances sorted by GSA business line (i.e. Rent and Fleet).

Account Information

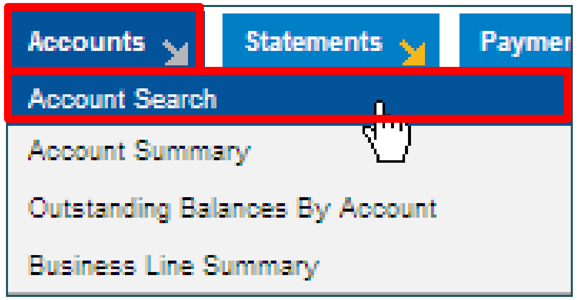
- **The Account Information page is used to display your account information details.**
  - If you have access to only one account, your account information automatically displays.
  - To access the Account Information page, from the menu bar select **Accounts > Account Information**.



Note: If you have access to more than one account, there is an extra step to search for an account first which is covered on the next slide

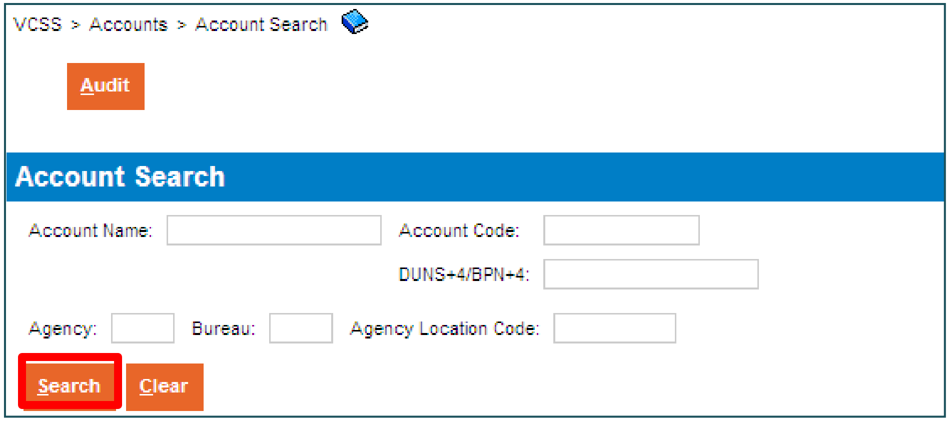
Account Search

- **The Account Search page is used to search for a list of your accounts.**
  - If you have access to more than one account, you must first search for your accounts, and then select a specific account to view account information details.
  - To access the Account Search page, from the menu bar select **Accounts > Account Search**.



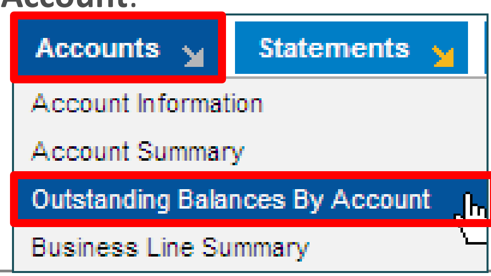
Account Search (Cont'd)

- **Account Search page**
  - The Account Search page displays with a search criteria area to search for your accounts.
  - Select the **[Search]** button without entering search criteria.
    - If you have access to a large number of accounts, you may want to enter search criteria and select the **[Search]** button to limit the search results to a manageable number.
    - If you have access to a single account, you will see the Account Information page rather than the Account Search Page.



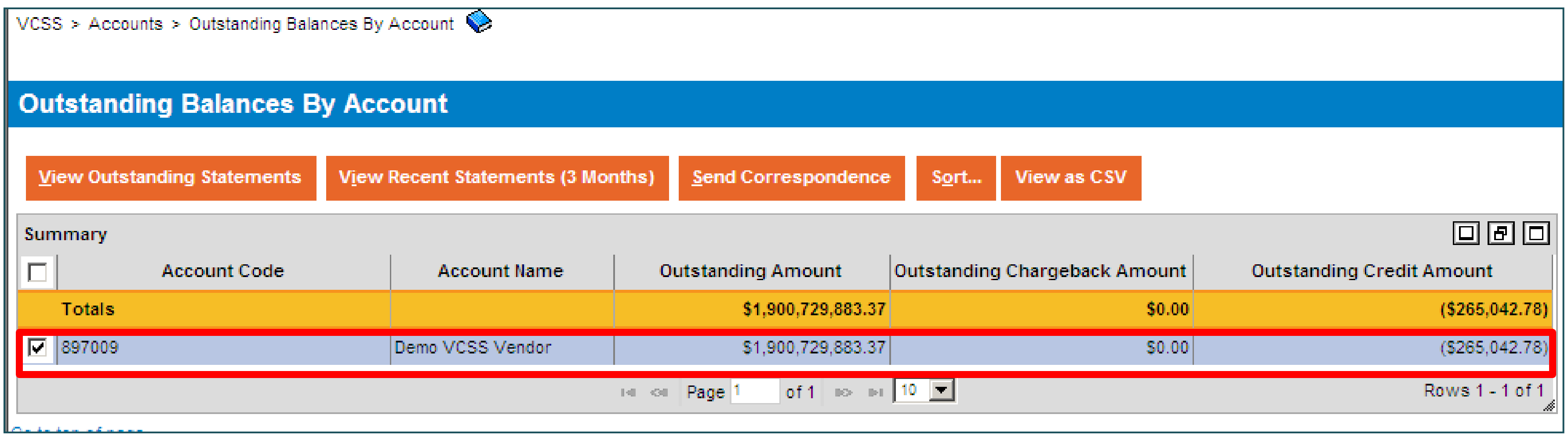
Outstanding Balances by Account

- **The Outstanding Balances by Account page is used to review outstanding balances for your accounts.**
  - View outstanding balances, such as chargeback amounts and credit amounts.
  - View outstanding statements.
    - "Outstanding statements" are statements with an outstanding or unpaid balance greater than $0.
  - View recent statements.
    - "Recent statements" are statements from within the last three months.
  - Also, create account correspondence to send to GSA.
    - Account correspondence are messages regarding a general issue or question on your account. This correspondence should not be related to a specific statement, refund or payment on your account because there are specific types of correspondence that should be created for these.
- To access the Outstanding Balances by Account page, from the menu bar select **Accounts > Outstanding Balances by Account**.



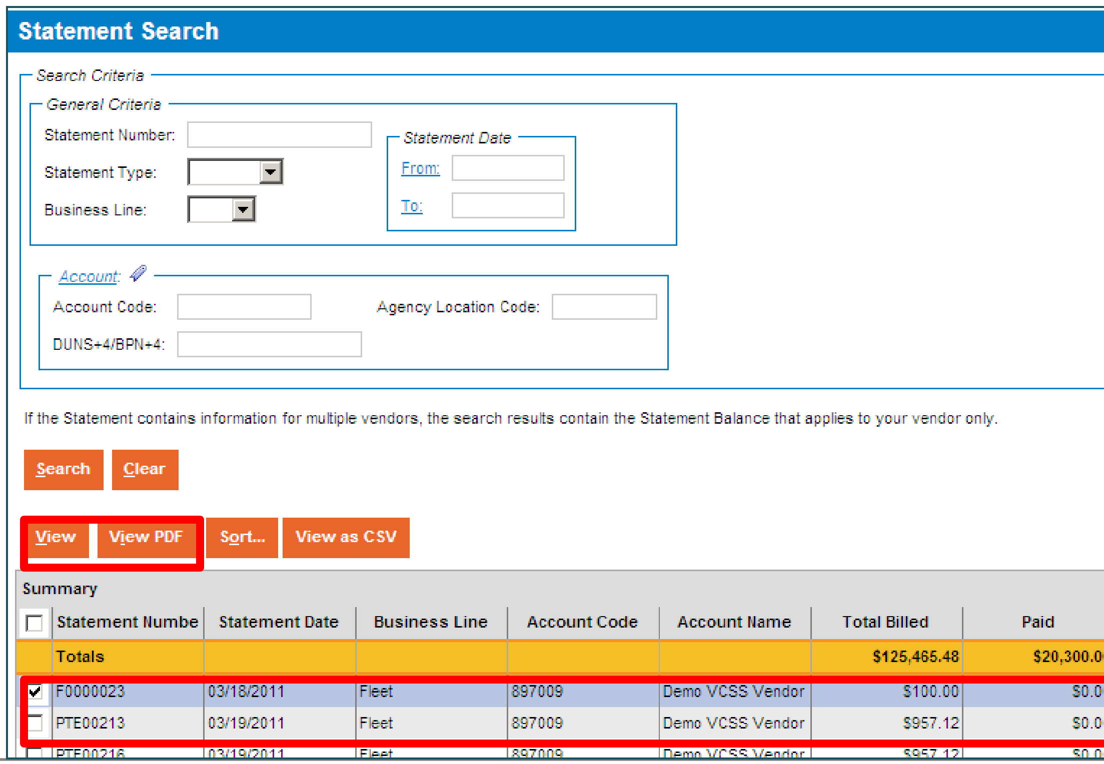
Outstanding Balances by Account (Cont'd)

- **Outstanding Balances by Account page**
  - To view outstanding statements on your account, select an account record and then select the **[View Outstanding Statements]** button.



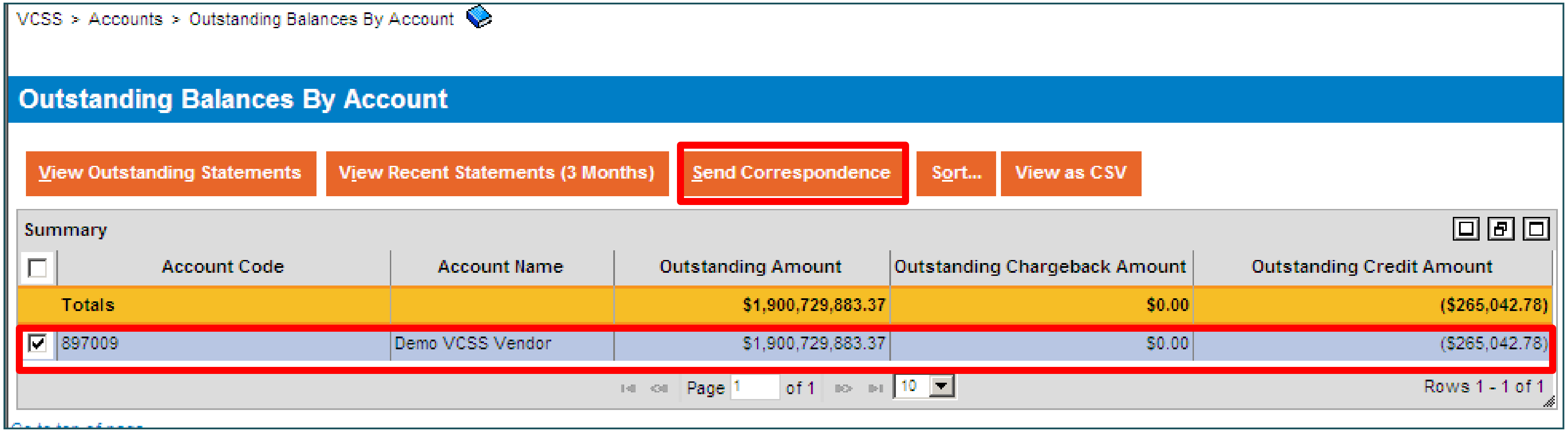
Outstanding Balances by Account (Cont'd)

- **Statement Search page**
  - The Statement Search page displays with outstanding statement records already shown in the search results.
  - From this page you can select a **statement record** and then:
    - Select the **[View]** button to view the statement details, or
    - Select the **[View PDF]** button to view a PDF version of the statement.



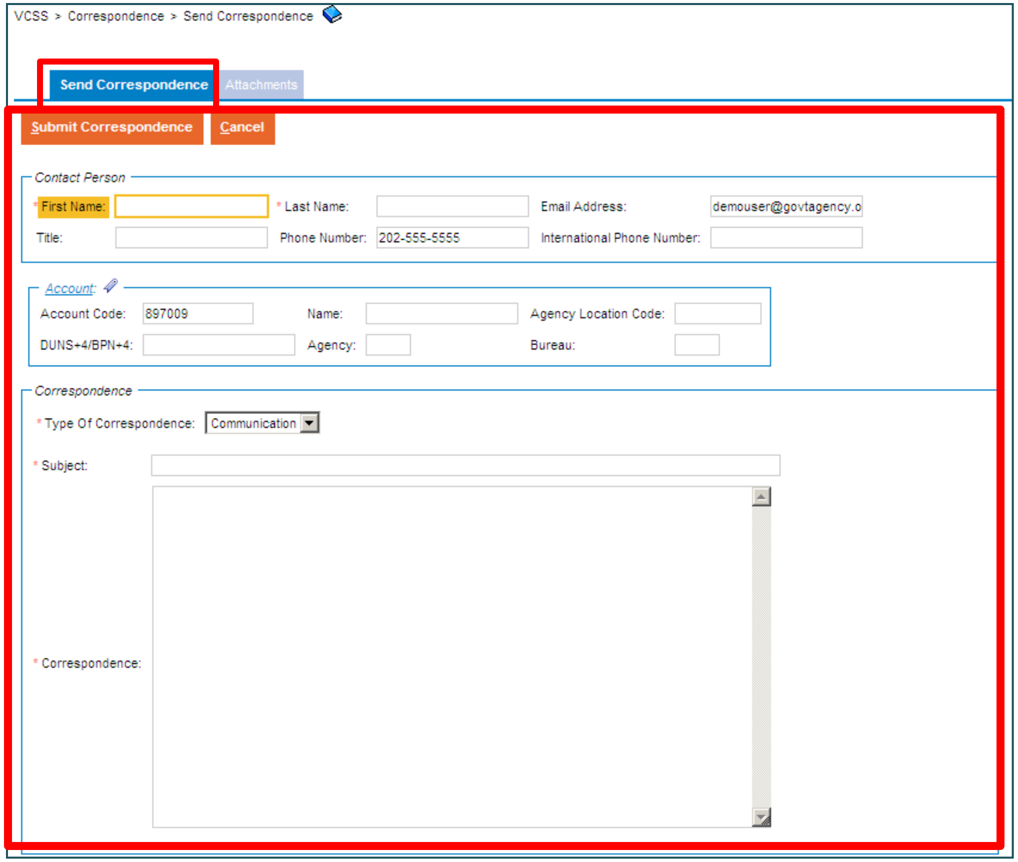
Outstanding Balances by Account (Cont'd)

- **Outstanding Balances by Account page**
  - To create correspondence to send to GSA, in the search results select an **account record** and then select the **[Send Correspondence]** button.



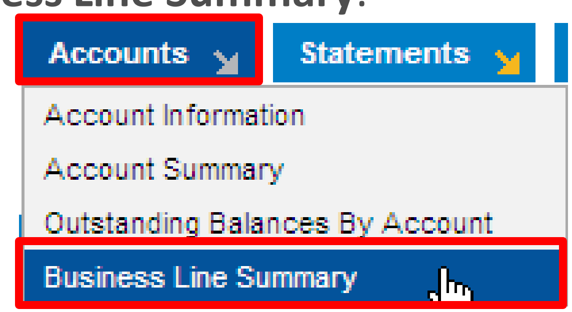
Outstanding Balances by Account (Cont'd)

- **Send Correspondence page**
  - The Send Correspondence page displays. To send correspondence to GSA, fill out the following information:
    - Your contact, account, and correspondence information.
    - Add an attachment, if needed (file types supported are text, PDF, Microsoft Excel and Word documents).
    - Select the **[Submit Correspondence]** button to send the correspondence to GSA. Once submitted, GSA will receive and review this correspondence



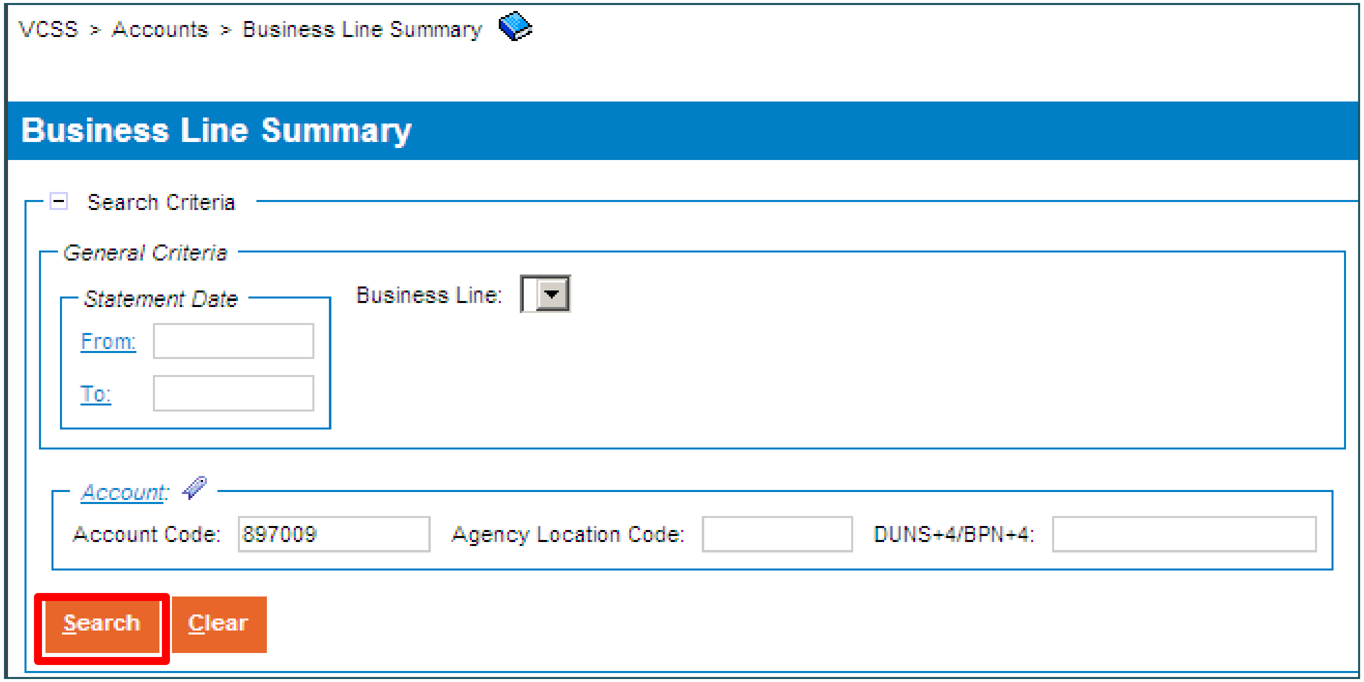
Business Line Summary

- **The Business Line Summary page is used to search for and view balances for your accounts, with data grouped by the business lines in GSA.**
  - View business line balances, such as total statement amounts, paid amounts, outstanding amounts, and credit amounts.
  - Also, view statements and payments associated with a business line summary record.
- To access the Business Line Summary page, from the menu bar select **Accounts > Business Line Summary**.



Business Line Summary (Cont'd)

- **Business Line Summary page**
  - The Business Line Summary page displays with a search criteria area to search for account records sorted by business line.
  - Enter search criteria and select the **[Search]** button.



Business Line Summary (Cont'd)

- **Business Line Summary page**
  - In the search results, review the list of business line summary records.

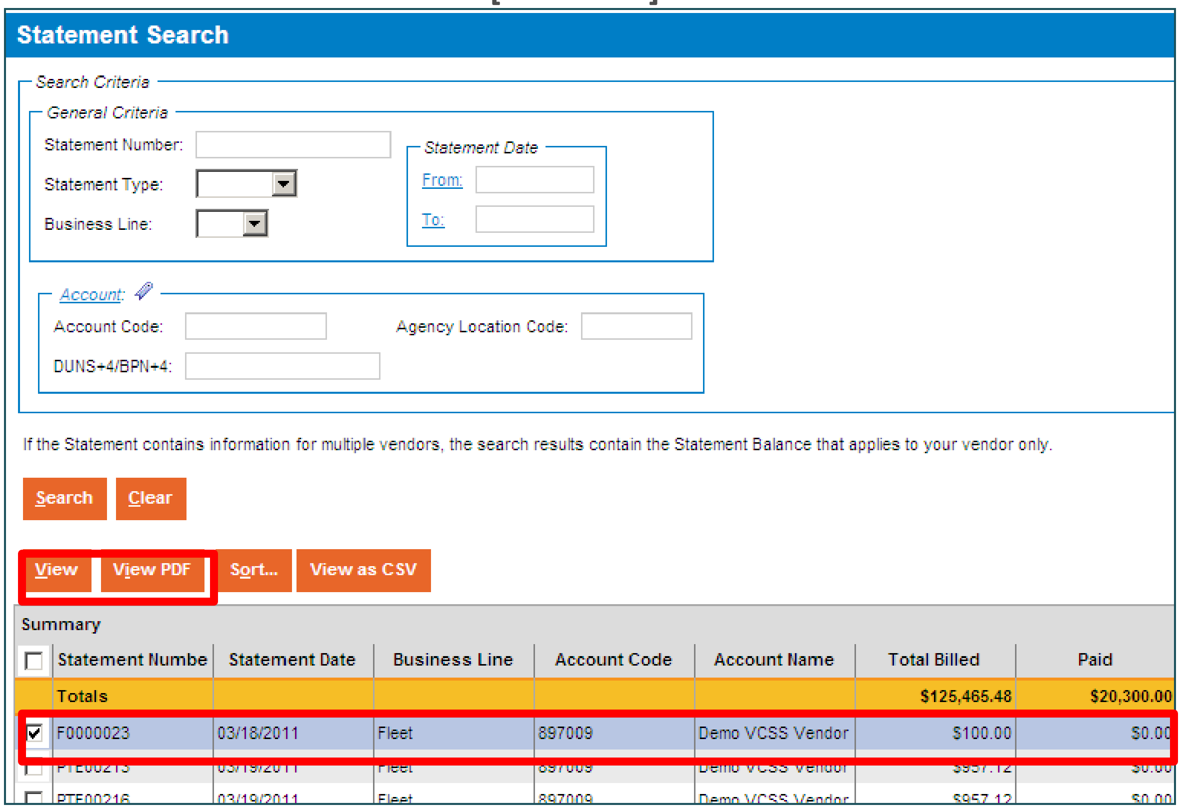
View Statements | View Payments | Sort... | View as CSV

Summary

	Business Line	Bill Total	Paid	Applied Credit	Adjusted	Closed	Outstanding
	Totals	**$132,738.80**	**$20,300.00**	**$0.00**	**$12,549.49**	**$32,849.49**	**$99,889.31**
☑	Rent	$600.00	$0.00	0	$0.00	$0.00	$600.00
☐	Fleet	$132,138.80	$20,300.00	0	$12,549.49	$32,849.49	$99,289.31

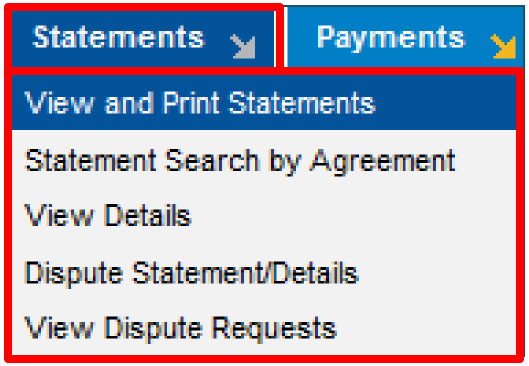
Business Line Summary (Cont'd)

- **Statement Search page**
  - The Statement Search page displays with statement records in the search results.
  - From this page you can select a **statement record** and then select the **[View]** button to view the statement details or select the **[View PDF]** button to view a PDF version of the statement.



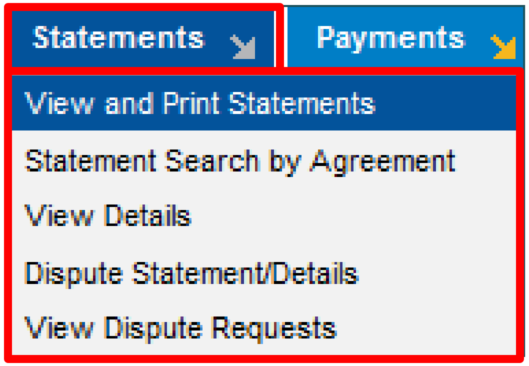
Statements Menu

- **View and Print Statements**
  - View and print statements for your accounts.
- **Statement Search by Agreement**
  - Search for and view statements by your GSA agreement number.
- **View Details**
  - View details for statements on your accounts.
- **Dispute Statement/Details**
  - Dispute a statement that you think might be in error (for non-IPAC statements only).
  - Disputes of IPAC bills should be performed via Treasury IPAC guidelines using the chargeback process.
- **View Dispute Requests**
  - View dispute requests and status of your disputes.



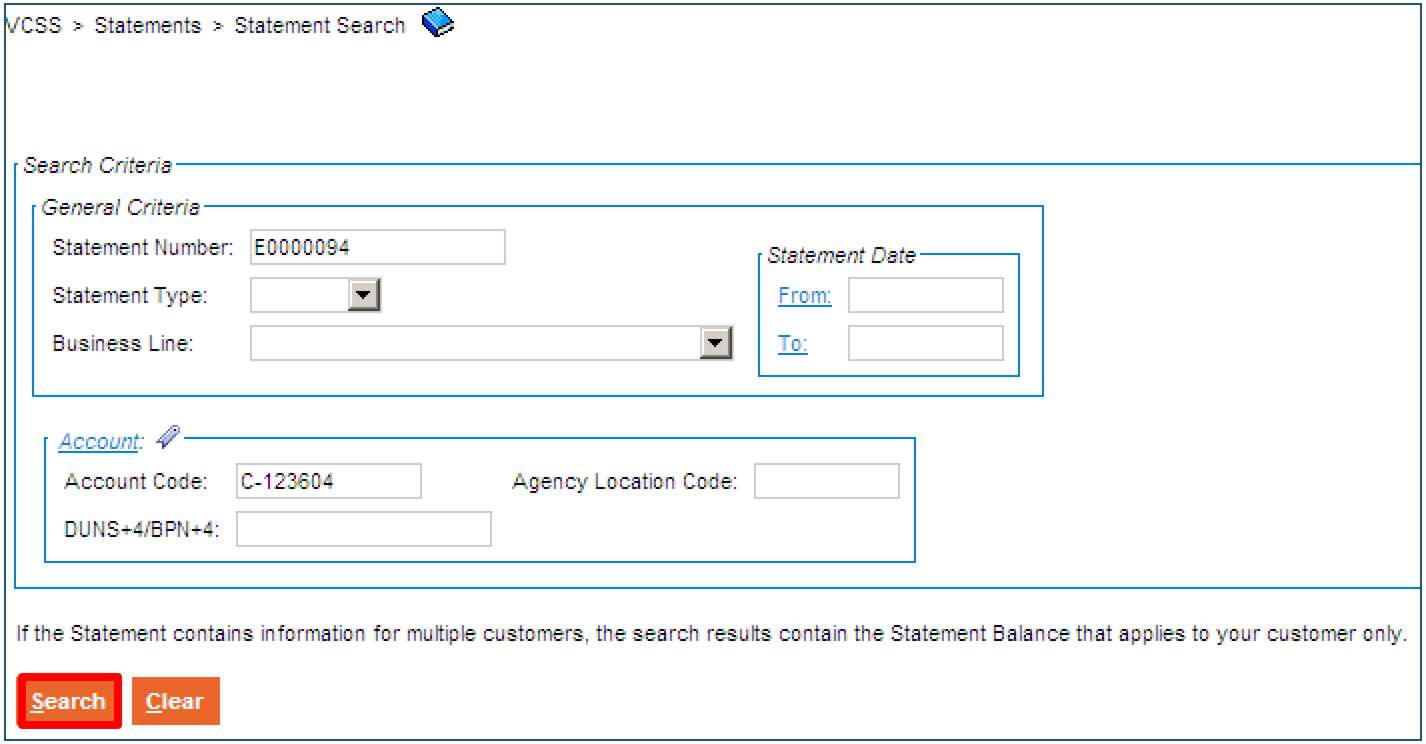
View and Print Statements

- **The Statement Search page is used to search for, view, and print statements for your accounts.**
  - View statements as Portable Document Format (PDF) files to print.
  - Create and view statement correspondence to send to GSA.
    - Statement correspondence are messages regarding a specific statement on your account.
    - This correspondence should not be related to a general account issue or question, or a specific refund or payment on your account because there are specific types of correspondence that should be created for these.
  - Dispute a statement that you think might be in error.
  - View dispute requests and status associated with a statement.
- To access the Statement Search page, from the menu bar select **Statements > View and Print Statements**.



View and Print Statements (Cont'd)

- **Statement Search page**
  - The Statement Search page displays with a search criteria area to search for statements associated with your account.
  - Enter search criteria and select the **[Search]** button.



View and Print Statements (Cont'd)

- **Statement Search page**
  - To view detailed information associated with a statement, select a **statement record** and then select the **[View]** button.

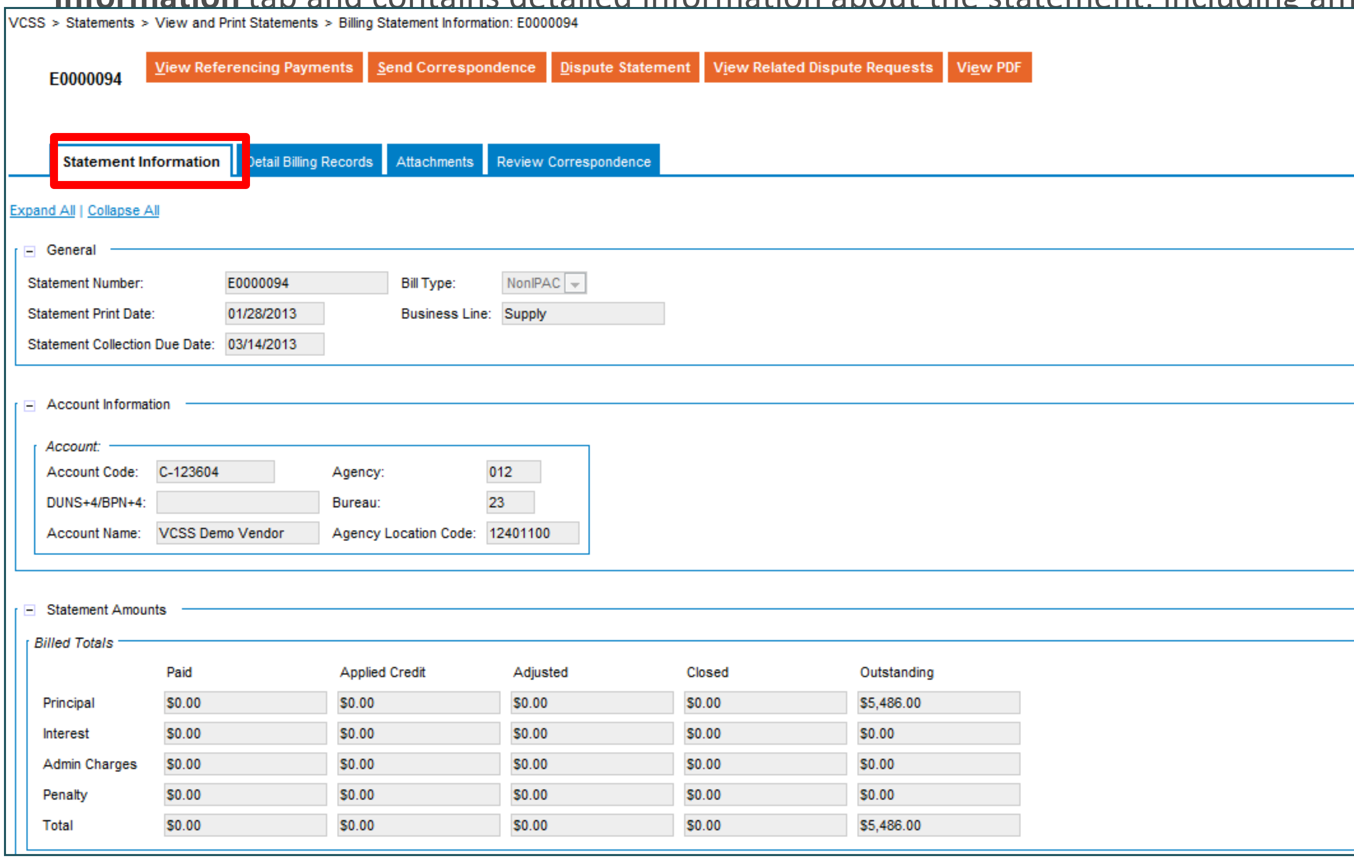
View | View PDF | Sort... | View as CSV

Summary

	Statement Numbe	Statement Date	Business Line	Account Code	Account Name	Total Billed	Paid	Adjusted	Applied Credit
☑	E0000094	01/28/2013	Supply	C-123604	VCSS Demo Vendor	$5,486.00	$0.00	$0.00	$0

View and Print Statements (Cont'd)

- **Statement Record**
  - The statement record opens and displays in a tab-like format. The first tab is the **Statement Information** tab and contains detailed information about the statement, including amounts.



VCSS > Statements > View and Print Statements > Billing Statement Information: E0000094

E0000094

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

Statement Information | Detail Billing Records | Attachments | Review Correspondence

Expand All | Collapse All

General

Statement Number: E0000094

Bill Type: NonIPAC

Statement Print Date: 01/28/2013

Business Line: Supply

Statement Collection Due Date: 03/14/2013

Account Information

Account:

Account Code: C-123604

Agency: 012

DUNS+4/BPN+4:

Bureau: 23

Account Name: VCSS Demo Vendor

Agency Location Code: 12401100

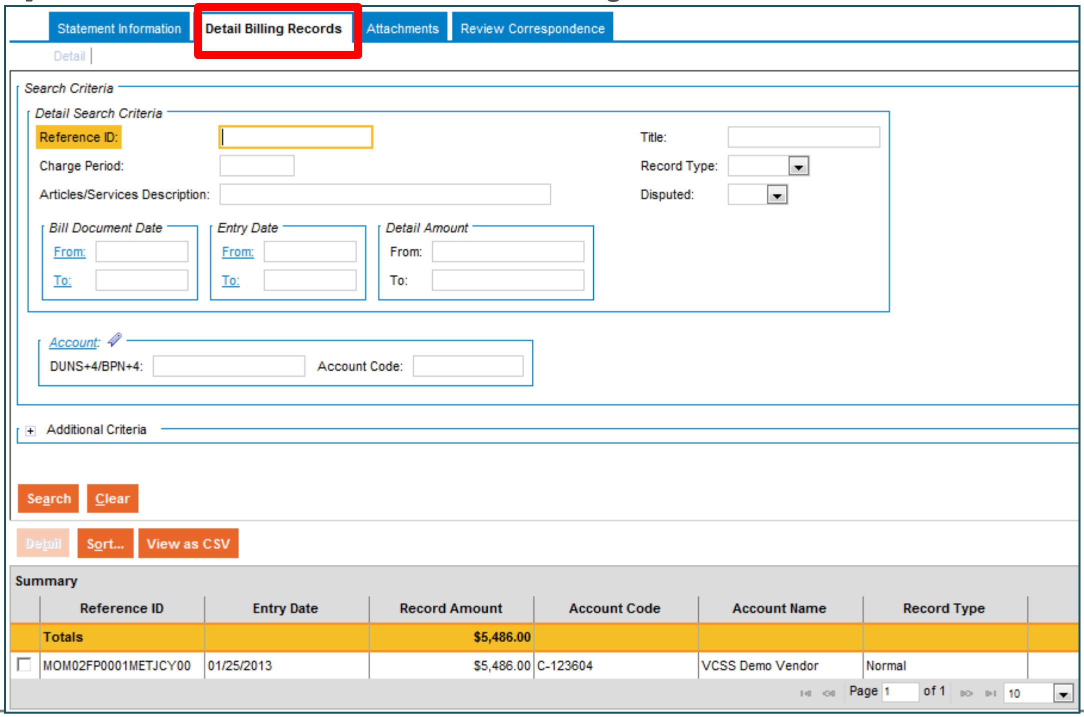
Statement Amounts

Billed Totals

	Paid	Applied Credit	Adjusted	Closed	Outstanding
Principal	$0.00	$0.00	$0.00	$0.00	$5,486.00
Interest	$0.00	$0.00	$0.00	$0.00	$0.00
Admin Charges	$0.00	$0.00	$0.00	$0.00	$0.00
Penalty	$0.00	$0.00	$0.00	$0.00	$0.00
Total	$0.00	$0.00	$0.00	$0.00	$5,486.00

View and Print Statements (Cont'd)

- **Statement Record**
  - Within the statement record, select the **Detail Billing Records** tab to review the details associated with the statement in the search results.
    - ***Note***: Statement details are only available for customers doing business with GSA's Fleet, Rent, Global Supply, and Automotive Purchases business lines.
  - If you have access to a large number of detail records, you may want to enter search criteria and select the **[Search]** button to limit the search results to a manageable number



View and Print Statements (Cont'd)

- **Statement Record**
  - Within the statement record's Details tab, to view more detailed information for a statement detail record, select a detail record and then select the **[Detail]** button.
  - ***Note:*** Statement details are only available for customers doing business with GSA's Fleet, Rent, Global Supply, and Automotive Purchases business lines.

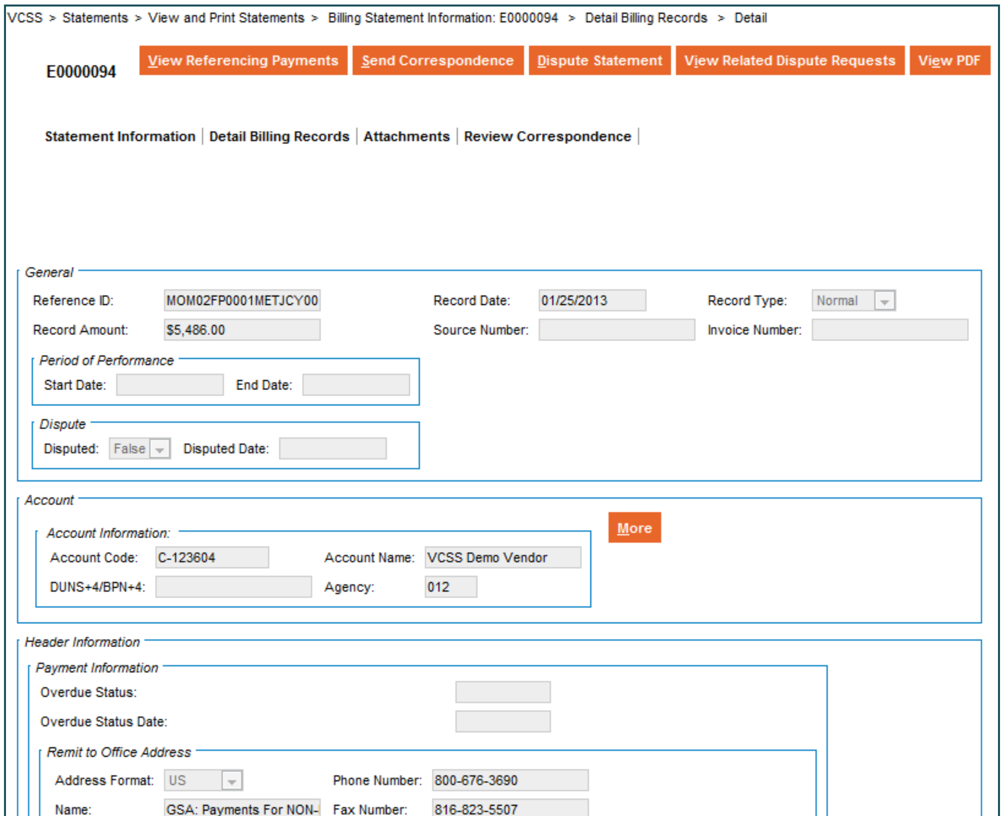
Detail | Sort... | View as CSV

Summary

	Reference ID	Entry Date	Record Amount	Account Code	Account Name	Record Type	Title	Disputed	Source Num
	Totals		$5,486.00						
☑	MOM02FP0001METJC	01/25/2013	$5,486.00	C-123604	VCSS Demo Vendor	Normal			

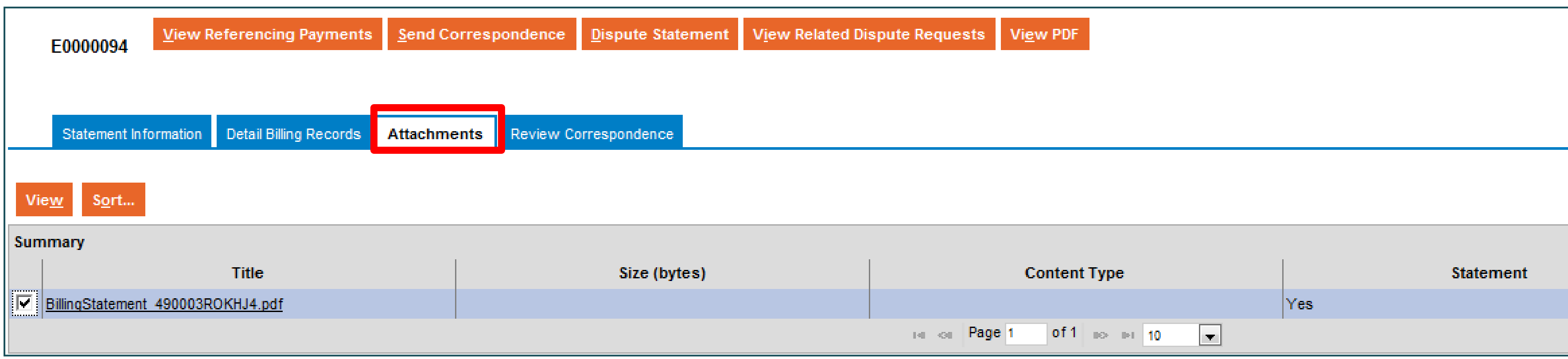
View and Print Statements (Cont'd)

- **Detail Record**
  - The detail record opens and displays with detail record information.
  - ***Note***: Statement details are only available for customers doing business with GSA's Fleet, Rent, Global Supply, and Automotive Purchases business lines.



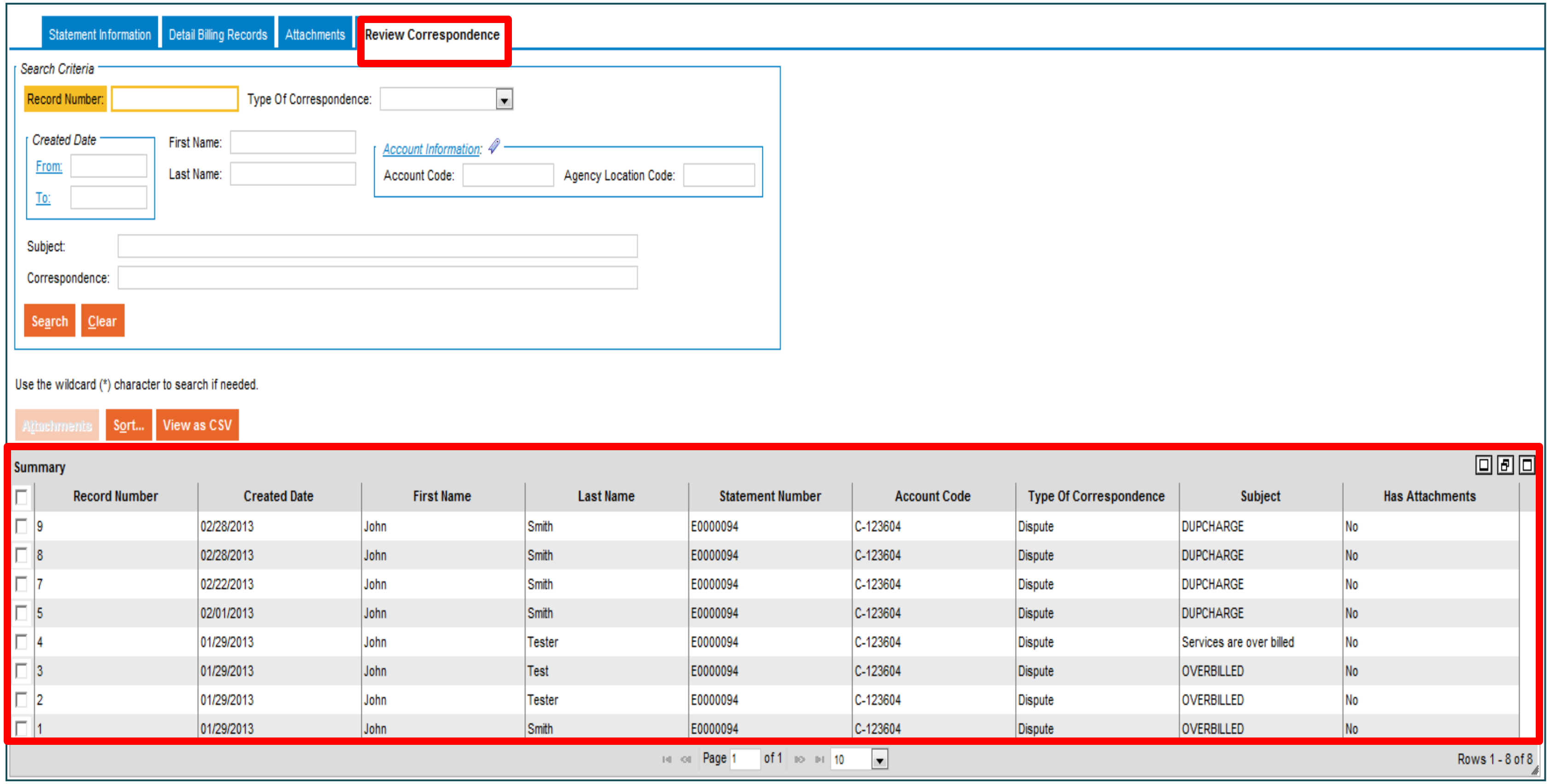
View and Print Statements (Cont’d)

- **Statement Record**
  - Within the statement record, select the **Attachments** tab to review supporting documentation associated with this statement.
  - Select an attachment record and then select the **[View]** button to open an attachment.



View and Print Statements (Cont'd)

- **Statement Record**
  - Within the statement record, select the **Review Correspondence** tab to review correspondence associated with this statement in the search results.



Record Number	Created Date	First Name	Last Name	Statement Number	Account Code	Type Of Correspondence	Subject	Has Attachments
9	02/28/2013	John	Smith	E0000094	C-123604	Dispute	DUPCHARGE	No
8	02/28/2013	John	Smith	E0000094	C-123604	Dispute	DUPCHARGE	No
7	02/22/2013	John	Smith	E0000094	C-123604	Dispute	DUPCHARGE	No
5	02/01/2013	John	Smith	E0000094	C-123604	Dispute	DUPCHARGE	No
4	01/29/2013	John	Tester	E0000094	C-123604	Dispute	Services are over billed	No
3	01/29/2013	John	Test	E0000094	C-123604	Dispute	OVERBILLED	No
2	01/29/2013	John	Tester	E0000094	C-123604	Dispute	OVERBILLED	No
1	01/29/2013	John	Smith	E0000094	C-123604	Dispute	OVERBILLED	No

View and Print Statements (Cont'd)

- **Statement Record**
  - To review the details of a statement correspondence record, select the **correspondence record** and then review the details that display below the search results

☐	Record Number	Created Date	First Name	Last Name	Statement Numb	Account Code	Type Of Correspo	Subject	Has Attachments
☑	1	01/29/2013	All	Test	E0000094	C-123604	Dispute	OVERBILLED	No

Contact Person

First Name: All | Last Name: Test | Email Address: all@fake.com

Title: | Phone Number: 555-555-5555 | International Phone Number:

GSA Contact

Name: | Title: | Phone Number: | Email Address: test1@gsa.gov

Account Information:

Account Code: C-123604 | Account Name: | Agency Location Code:

Correspondence

Record Number: 1 | Communication Source: Phone | Created Date: 01/29/2013 | Statement Number: E0000094

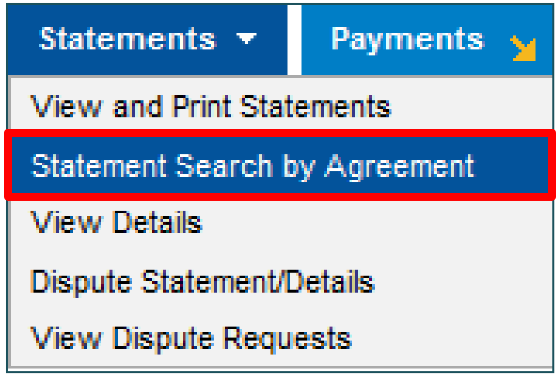
Type Of Correspondence: Dispute

Subject: OVERBILLED

Correspondence: Dispute Status: New. Dispute Explanation: The amount that was billed is not the amount that was originally agreed upon.

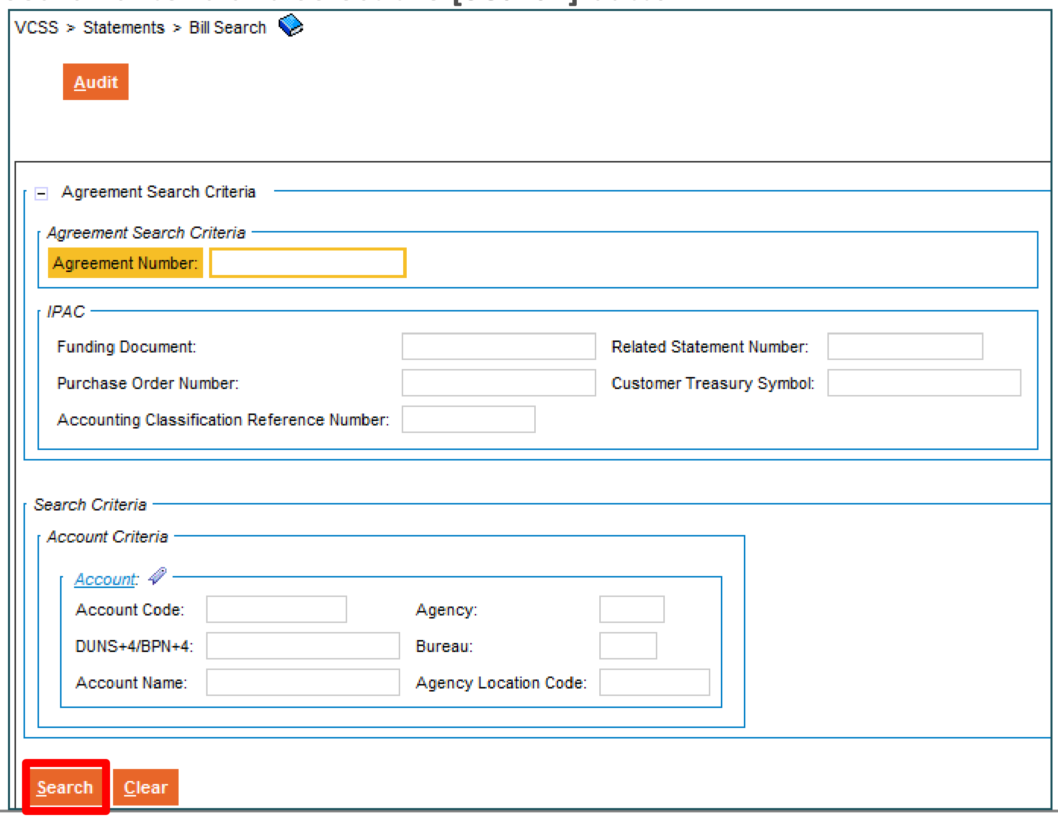
Statement Search by Agreement

- **The Statement Search by Agreement page is used to search for statements by your GSA Agreement Number.**
  - Provides the ability to search for Statements using Agreement Number (for RWA/HOTD customers, this would be the “RWA Number”).
  - Search criteria includes:
    - Agreement Number
    - IPAC Information (Funding Document, Purchase Order Number, etc.)
    - Account Information (Account Code, Agency, Bureau, etc.)
  - Provides the ability to view the Statement by launching the Statement Query pre-searched by the selected number.
  - To access the Statement Search by Agreement page, from the menu bar select **Statements > Statement Search by Agreement**.



Statement Search by Agreement (Cont'd)

- **Statement Search by Agreement Page**
  - The Statement Search by Agreement page displays with a search criteria area to search for statements associated with your account.
  - Enter search criteria and select the **[Search]** button.



Statement Search by Agreement (Cont'd)

- **Statement Search by Agreement Page**
  - In the search results, review the statement records.

Account Summary | View Statement | Sort... | View as CSV

Summary

	Statement Number	Bill Generated	Title	Billing Reference Number	Vendor Address (	Vendor Name	DUNS+4/BPN+4	Business Line
	Totals							
☐	W0000138	Billed Charges		ADIBILADIW0000138-403	158825	VCSS Demo Vendor		Reimbursable Work A

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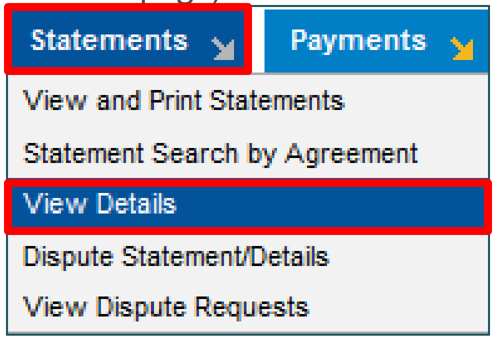
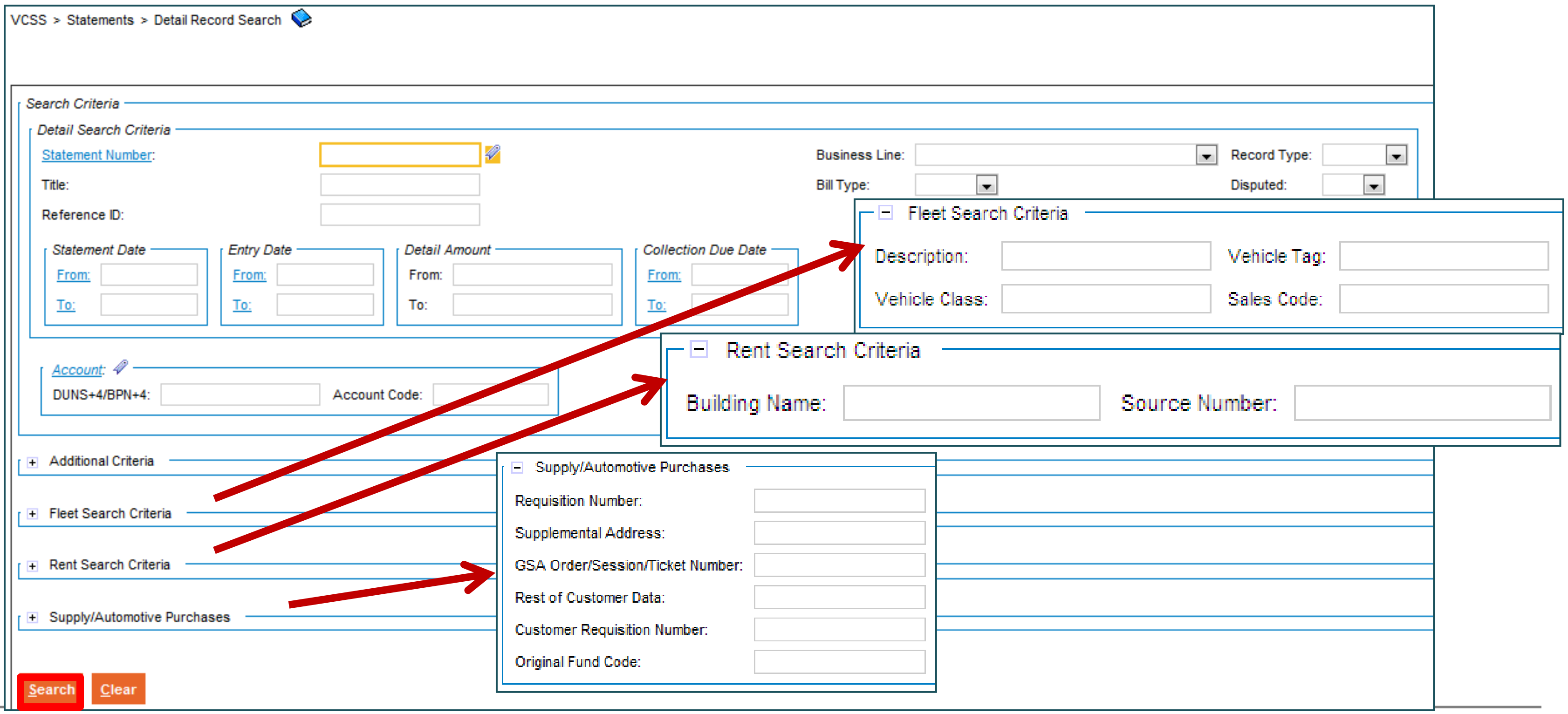
View Details

- **The Detail Record Search page is used to search for and view details for statements associated with your accounts.**
  - View details for a statement that display as separate records referred to as “detail records”.
    - Detail records identify the goods/services billed, the statement they are associated with, the business line, and statement dates.
    - View more detailed information for each statement detail record.
    - ***Note***: Statement details are only available for customers doing business with GSA's Fleet, Rent, Global Supply, and Automotive Purchases business lines.
  - Also, export the detail records to a CSV file to view and sort through the records.
- To access the Detail Record Search page, from the menu bar select **Statements > View Details**.



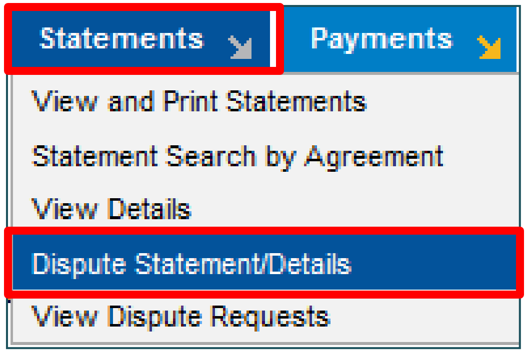
View Details (Cont'd)

- **Detail Record Search page**
  - The Detail Record Search page displays with a search criteria area to search for details on statements.
  - Enter search criteria and select the **[Search]** button.
    - You can search by business line and can additionally search by specific fields related to the GSA business lines.
  - ***Note:*** Statement details are only available for customers doing business with GSA's Fleet, Rent, Global Supply, and Automotive Purchases business lines.



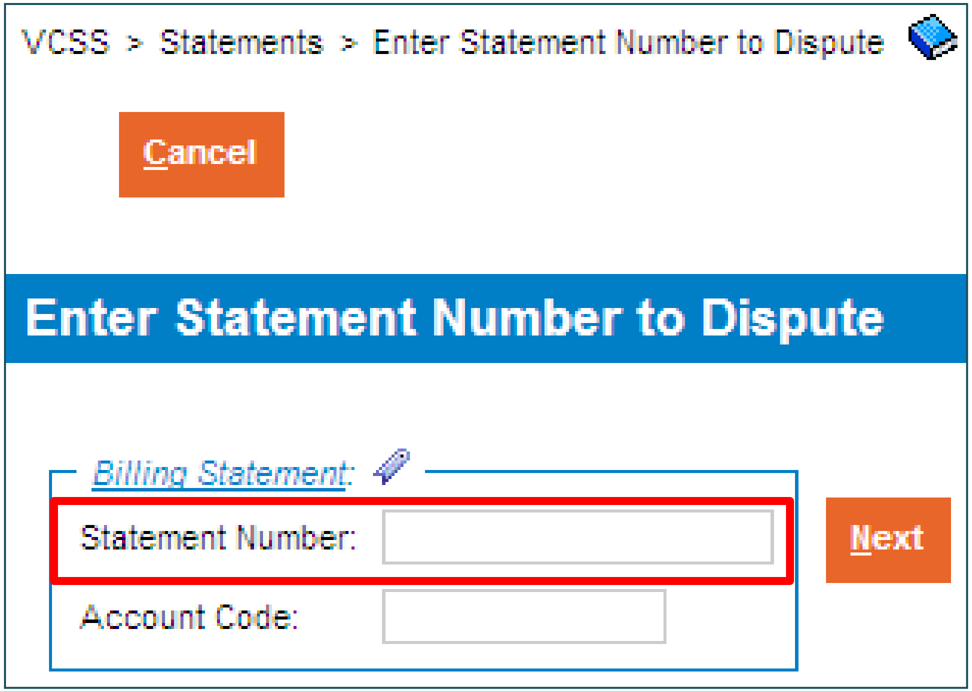
Dispute Statement/Details

- **The Dispute Statement/Details process is used to dispute an entire statement or specific details of a statement (detail records).**
  - Submit a dispute request if you find the statement might be in error or contain inaccurate information.
  - To dispute a statement or details associated with a statement, VCSS has a dispute wizard that walks you step-by-step through the dispute submission process.
    - If you would like to dispute details of a statement, there is an additional step to search for and select the specific detail records you would like to dispute.
    - ***Note:*** Statement details are only available for customers doing business with GSA's Fleet, Rent, Global Supply, and Automotive Purchases business lines.
  - To access the dispute wizard, from the menu bar select **Statements > Dispute Statement/Details**.



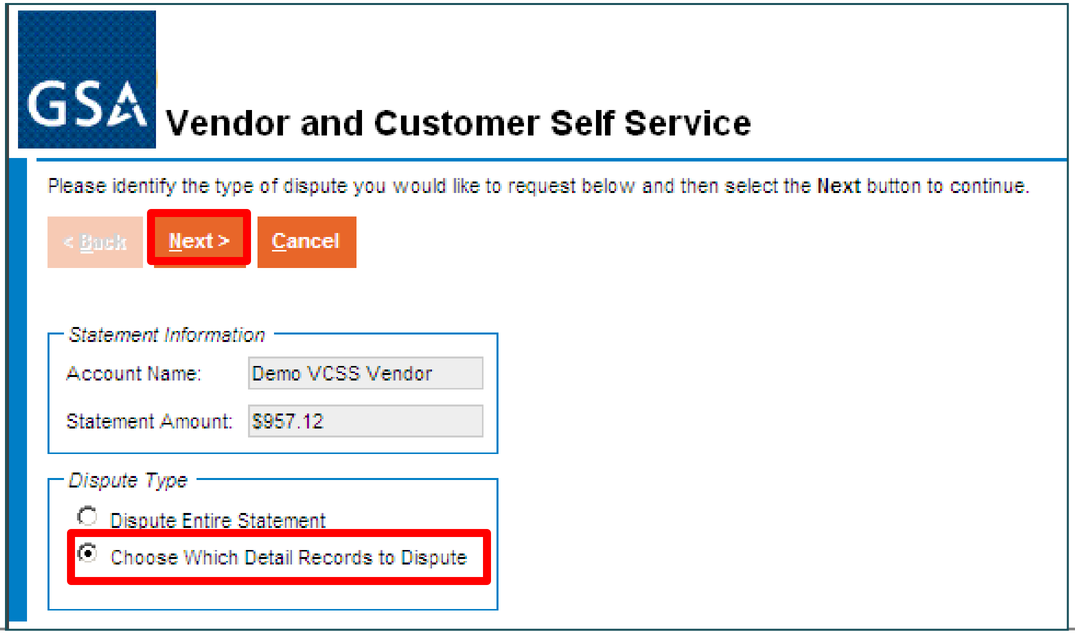
Dispute a Statement

- **Enter Statement Number to Dispute page**
  - The first page of the dispute wizard displays where you identify the statement you would like to dispute.
  - Enter the **Statement Number** and select the **[Next]** button.
    - If the statement is associated with more than one account, you must also enter the **Account Code**.



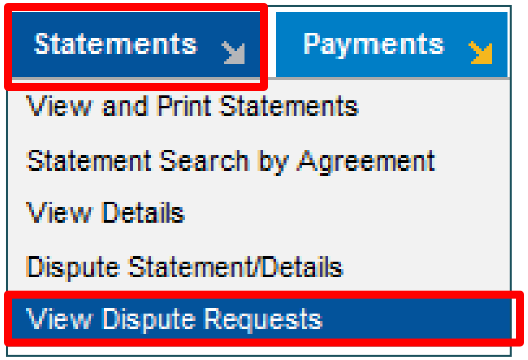
Dispute a Statement (Cont’d)

- **Select Dispute Type page**
  - To dispute details of a statement, select **Choose Which Detail Records to Dispute** and then select the **[Next]** button.
    - When selecting this option, there is an additional step to search for and select the specific detail billing records to dispute.
  - ***Note:*** Statement details are only available for customers doing business with GSA's Fleet, Rent, Global Supply, and Automotive Purchases business lines.



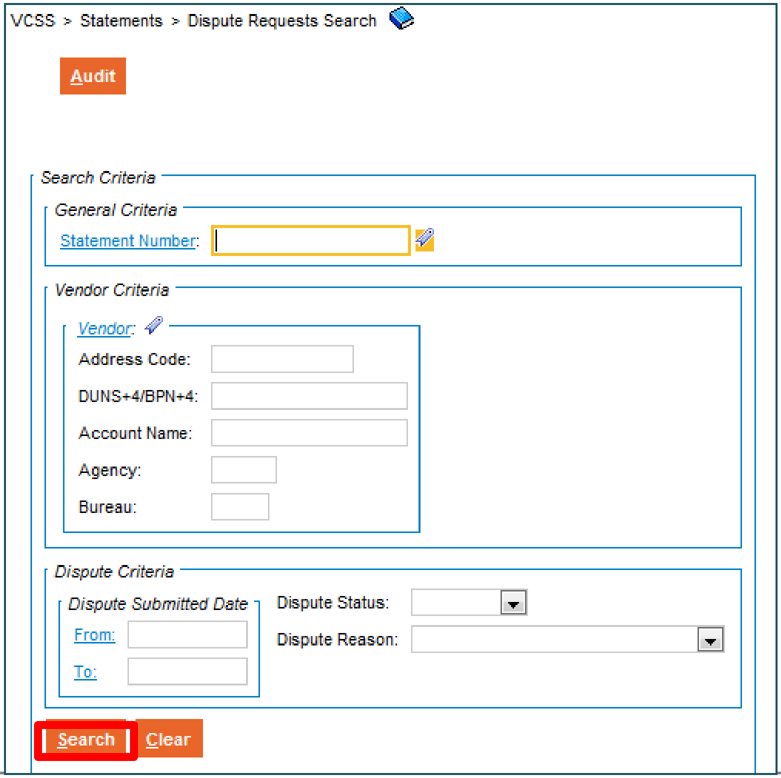
View Dispute Requests

- **The Dispute Requests Search Page is used to search for dispute requests.**
  - Ability to search for dispute status using general, customer, and dispute criteria.
  - View specific information for each dispute such as the submitted date, the dispute reason, dispute explanation, last action date, and dispute resolution.
  - Provides dispute request status updates and GSA dispute resolution information.
- To access the Dispute Requests Search page, from the menu bar select **Statements > View Dispute Requests**.



View Dispute Requests (Cont'd)

- **Dispute Requests Search page**
  - The Dispute Requests Search page displays with a search criteria area to search for dispute requests.
  - Enter search criteria and select the **[Search]** button.



View Dispute Requests (Cont'd)

- **Dispute Requests Search page**
  - Provides the ability to view specific information for each dispute, including:
    - Statement Number
    - Original Dispute Amount
    - Dispute Submitted Date
    - Dispute Status
    - Dispute Reason
    - Last Action Date
    - Dispute Explanation
    - Dispute Resolution

More | View Statement | Send New Message | Review Messages | Sort... | View as CSV

Summary

		Vendor Address (	Statement Numbe	Original Dispute A	Date Submitted	Dispute Status	Dispute Reason	Last Action Date	Dispute Explanatic	Dispute Resolution
☐	+	C-123604	E0000094	$5,486.00	02/01/2013 13:08:33	In Process	Duplicate Charge	02/01/2013	I believe I've already	

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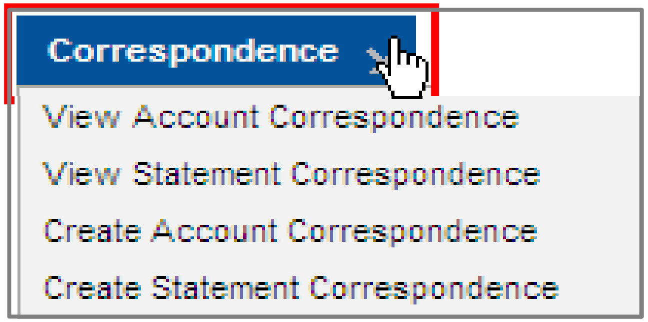
Payments Menu

- **View Customer Payments**
  - Search for and view payments made to GSA for your accounts.
- **View Refunds**
  - Search for and view refunds received from GSA for your accounts.

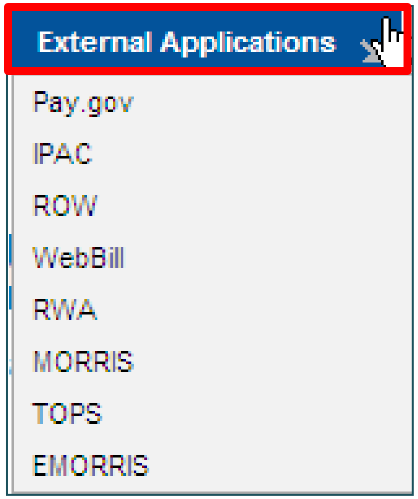
Correspondence Menu

- **View Account or Statement Correspondence**
  - Select the View Account Correspondence option to search for and view account correspondence.
  - Select the View Statement Correspondence option to search for and view correspondence for a specific statement on your account.
- **Create Account or Statement Correspondence**
  - Select the Create Account Correspondence option to create account correspondence.
  - Select the Create Statement Correspondence option to create correspondence for a specific statement on your account.



External Applications Menu

- **If you need to access an application outside of VCSS, select one of these External Applications menu options.**
  - From the menu bar, select **External Applications > [application]**.



eRETA Questions

Contact us at eRETA@gsa.gov

Find out more at www.gsa.gov/ereta

BAAR-VCSS Questions

Contact us at baar@gsa.gov

Find out more at www.gsa.gov/baar

Questions?

Thank you!