



Topic: Introduction to the Vendor Customer Self Service (VCSS) System

Date of Presentation: November 20, 2014

Link to Series Information: [CES Historical Topics](#)

1. Where can I find the Billing Office Address Code (BOAC)?

The BOAC is the account code located on a delinquency notice. It can also be found on the WA form and in eRETA.

2. I am supposed to have access to view/print all bureaus/offices for the DOI. I still do not have that access. How can this be resolved?

If you need access to multiple BOACs, you can either request them yourself through VCSS registration (segment 2) or by calling the VSCC contact phone number or email. I am uncertain if they can assist with registration for multiple BOACs, but you can ask. I cannot answer if you are supposed to have access to all DOI accounts because I don't know your business process. If you need access to all accounts, then I suggest you request access.

3. How do I know if my agency already has an account registered?

When you are in VCSS, select registration, then access request. The first step is to check for your BOAC or ALC. Segment 2 Slide 8 shows where you would enter your BOAC or ALC. If it is not returned with your search, then it is assumed not yet registered for VCSS so you would proceed to registration.

4. When the ALC appears, do you think it will have all of DOI bureaus/offices? Or, am I supposed to have a separate line for each bureau/office?

I believe it is separate for each office. The VCSS help group will be able to answer your question. Under the Contact Us button on the VCSS home screen, expand the link for General System/Log in/Password help.

5. What is the key difference between VCSS and eRETA?

VCSS is a billing and research tool for communication with the Financial Services, whereas eRETA houses RWA information such as costs and location, and is used to communicate with the Public Building Service.

6. Do all GSA regions use this program? If so, do I need a separate account for each?

Yes, all GSA regions use VCSS. You only need a separate account for your agency BOAC. If each of the individual offices do business with GSA and you need information for all your

agency offices, then you would need access for each BOAC. If you only have one office you need information for, then you would only need access for the one account.

7. If an agency has multiple BOACs (20+) is there a way to register for all BOACs or do you have to register for each BOAC individually?

I am not certain, but you can try calling the VSCC contact phone number or email. I am uncertain if they can assist with registration for multiple BOACs but you can ask. Under the “Contact Us” button on the VCSS home screen, expand the link for “General System/Login/Password help.”

8. Will VCSS be able to show me if an invoice was provided by the vendor for payment?

The short answer is no. There are two ways in which a bill is generated for RWAs - generally service agreements are time-based (monthly, quarterly, etc.) and goods are expense-based. When expenses occur, our Accounts Payables branch receives a receiving report which triggers the bill for the RWA. Often, the customer invoice is received first and the receiving report is requested from the service office. There is nothing in VCSS to assist with knowing when a vendor has invoiced.

9. Is there anyway in VCSS that can show me the breakout of the invoice being billed?

The only information that can be provided is what is entered in eRETA. I understand there is a description field but I don't have any experience with it's function.

10. Are you saying that we cannot view chargebacks?

Chargebacks are related to IPAC. VCSS is generally not the tool to use for IPAC customers. I am not saying it is not possible in VCSS to view chargebacks, I just do not have any experience with it.

11. When my agency receives a bill, or several, how can I see what that bill is for?

Self-service training and reference materials are available by clicking the "Training" tab at vcss.gsa.gov. Training tutorials as well as sample copies of new IPAC and non-IPAC billing statements are available here.

12. Which web browsers does VCSS support?

Microsoft Internet Explorer Versions 7 and 8; Mozilla Firefox Versions 3.0.x and 3.5.x.

13. We have been having problems matching up RWA credits/collections to VCSS statement numbers. The statement numbers in VCSS normally become the document reference number for the debits/disbursements that we see pulling down the IPACs. But when your finance office puts in the credits/collections, they have been putting in different DRNs for the credits (that aren't VCSS statement numbers) which we then have to take the time to try to match up to VCSS statement number information (which sometimes match up to prior months—not the current month's statement). It takes a lot of time for us to try to research these. Is there any way for you to make sure that your finance people use the VCSS statement number as the DRN for both debits and credits? If credits need to have a

separate IPAC DRN than the debits, can you have your finance people reflect somewhere in the IPAC information which VCSS statement “batch” these credits apply to?

The IPAC credit requires a system generated document number. You should be able to drill down into the credit document and find the original statement reference. Please see the list below for the IPAC group mailbox for further assistance.

Mailboxes for RWA and RETA questions

Questions about RWA Billing, Collections, BOACs, and Term Dates

FW-RWA IPAC Billings (ipacbilling@gsa.gov):

Customers (external and internal) email this address for all questions related to IPAC billings; this is the address provided on our IPAC transactions which transmit to our customers via Treasury.

Common examples of questions/inquires include:

- Request copy of RWA and other back up documentation such as a close out letter, completion letter, etc.
- Inform finance that GSA exceeded the authorized amount of the RWA
- Request expense details (which they can now view in VCSS)
- Questions about chargebacks (reason for chargeback, request to rebill, request to send bill to another ALC, etc.)
- Request for agency obligation number

FW-BILLING FINANCE (FW-billing.finance@gsa.gov):

Customers (mostly external) email this address for all questions related to their non-IPAC bills, as this email address is cited on all non-IPAC bills. Common examples of questions/inquiries include:

- Disputes
- Requests for write offs
- Inform finance that GSA exceeded the authorized amount of the RWA
- Requests for copies of the RWA and billing statements
- General inquiries on how to remit payment to GSA
- Requests to research checks that were mailed to GSA but not applied to the correct bill/RWA
- Refunds

FW-RETABOACS (FW-RETABOACS@gsa.gov):

Internal customers email this address with requests to change, update, or create a new BOAC. The BOAC drives which ALC (IPAC) or mailing address (non-IPAC) the statements are transmit/sent to. With the implementation of VCSS, external customers must register their BOAC(s) in order to view the statements associated with it. If the Region builds the RWA with the incorrect BOAC, the customers will not be able to view their statement in VCSS (if the BOAC belongs to another agency) and if the RWA is IPAC, we will pull funds from the wrong agency, resulting in a chargeback.

The request for a new BOAC occurs if a BOAC containing the combination of the agency name, billing address, and ALC (if applicable) does not exist.

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An update to a BOAC normally occurs when the billing address of an agency has changed. An update to a BOAC effects ALL RWAs associated with that BOAC.

The request to change a BOAC on an RWA occurs when the Region builds the RWA with the incorrect BOAC; finance changes the BOAC to redirect the statements/IPAC transactions to the correct customer.

FW-RWA General Finance (FW-RWAGeneral.finance@gsa.gov):

Internal and external customers email this address with a wide spectrum of inquiries in regards to IPAC and non-IPAC RWAs. Some of the inquiries are similar or identical to those sent to the IPAC Billings and Billing Finance address. However, there are other issues/inquiries which include:

- Changing/removing start and or completion dates
- Fees not calculating/billing correctly
- UFCO issues
- Expenses not billing/overbill
- Guidance on cost-transfers
- Guidance on BAAR and VCSS
- Prepaid RWAs
- Payments via [pay.gov](https://www.pay.gov) (credit card)
- Requests to pull funds via IPAC on non-IPAC RWAs
- Errors encountered in RETA when trying to process amendments (most of these get referred to the RETAAdmin team)

FW-RWA Reload & Lift Term Date (FW.RWA.Reload.LiftTermDate@gsa.gov):

Internal customers email this address when they need to make financial changes to an RWA, but there is a hard termination date in RETA or the RWA purged prior to BAAR conversion.

Questions about using RETA

Does the "Billed Amount", "Collected Amount" or "Overhead Amount" appear incorrect in RETA? These questions should be directed to one of the **Fort Worth Finance mailboxes above**. RETA only displays these values coming from BAAR, it does not generate them itself.

While navigating through RETA, did you encounter a page level error (red text at the top of a RETA screen) or a final validation error (orange text after clicking the final "Submit" button)? If so send the email to **RETAAdmin** or the **PBS National Application Helpdesk**. All RETA questions will eventually be transitioned from RETAAdmin to the PBS NAH in the future.

Did Pegasys give you an error indicating the RWA was closed or otherwise indicate this transaction is outside the RWA start and end date? DON'T LIFT THAT TERM DATE in RETA just yet. Email the **PBS RWA Mailbox** as they can usually override the Pegasys messages without needing to change anything in RETA

Can't log into the PBS Portal or when you launch RETA all that comes up is a white screen or access denied screen? Contact the **COPBSApp** mailbox. They handle issues relating to system access and system credentials.

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Need to change the customer Agency Bureau Code (ABC), Billing Office Address Code (BOAC), or Agency Location Code (ALC) after the RWA was submitted at least once? Request the code change to **FW-RETABOACs** as only Fort Worth Finance can change these codes after initial RWA submission.