About your GSA AAS, GSS-IWAC, and ITS IPAC Statements

This guide is designed to help you understand your GSA AAS, GSS-IWAC, and ITS Billing when using Treasury’s Intergovernmental Payment and Collection System (IPAC).

- AAS – Client Support Center (CSC)
- FEDSIM
- GSS – Integrated Workplace Acquisition Center (IWAC)
- National IT Commodity Program (NITCP)
- Network Services – Expanded Services
- Managed Service Office (MSO)/USAccess Program Office

(Version 1.1)
Starting February 2016, you will begin receiving redesigned statements for your GSA AAS, GSS-IWAC, and ITS IPAC statements. GSA’s redesign is part of a larger effort to modernize our billing and collections. We’re committed to achieving the highest standards of customer service by providing you with timely, relevant information in a clear format, so you can more effectively manage your budget and expenditures. Equally important, we’re meeting the goals of the Open Government Directive issued in 2009.

**Getting your statement**

GSA AAS, GSS-IWAC, and ITS Statements for Civilian customers will be issued twice a month beginning mid-February 2016. The first billing cycle will occur on the 8th of the month, and the second billing cycle will occur on the 22nd (or the next business day for both dates if they fall on a weekend or holiday). There will be no change to the billing schedule for DoD Customers. The statements will report amounts that have been collected or distributed through IPAC, requiring no amount due.

GSA will no longer send paper billing statements by mail or make new billing statements available in BillView. Going forward, you will be required to log on to GSA’s Vendor and Customer Self Service (VCSS) website, located at vcss.gsa.gov, to obtain printed billing statements. There, you can find not only your GSA KC Finance Center Billing Statements but also a wide range of additional information and useful resources.

Once you’ve registered for access to your accounts, you can submit questions or report problems about items on your statement. You can also download your billing statements in PDF and your billing activity in comma-separated value format (.csv).

**Questions about your statement or your charges?**

If you have questions about specific items on your statement, or if you still have questions about GSA billing after you read this guide, you should visit the VCSS website. If you are unable to find your answer online, contact us by phone, fax or email. Our contact information is listed under the “Contact Us” link on the VCSS website. The contact information can also be found on the second page of your statement.
The big picture – the five sections of your IPAC statement

Your GSA AAS, GSS-IWAC, and ITS IPAC Statements cover transactions over an entire billing cycle for a single Agency Location Code (ALC) and Account Code (Account Codes are explained later in this guide). The statements include all charges and credits for the billing cycle.

Information in the statement is presented in five sections: (A) the Statement Overview, (B) Agreement Summary page, (C) the Account Code Header, (D) Itemized Charges, and (E) the General Information page.

A: The first page of your statement is the Statement Overview. It contains key information about the statement and your agency, contact information for help if you need it and a top-level summary of your charges and credits for the billing cycle.

B: The second page is the Agreement Summary page. This page provides key information about your IAA and a summary of where your agreement stands.

C: The third page of your statement begins with an Account Code Header, followed by itemized charges. Any additional pages for that Account Code will begin with an abbreviated header.

D: Billing Summarized Information begins at the bottom of page 3, containing a description of charges and useful subtotals.

E: The last page of your statement is the General Information page which contains points of contact for help if you need it, notices and helpful information.
What’s in the Statement Overview?

The Statement Overview contains key information about the statement and your agency, contact information for help if you need it, and a top-level summary of charges and credits for the listed Agency Location Code (ALC). Each statement covers transactions over an entire billing cycle.

1. Address The address of the Finance Office that handles the business line.

2. Agency Location Code (ALC) The code assigned to you by the Treasury Department to enable payments through the IPAC system.

3. Paying Office Code A unique code that identifies the paying office for the customer.

4. Paying Office Information The name and address associated with the Agency Location Code.

5. Statement Information
   - Statement Number: A unique alphanumeric code generated by GSA for each statement. You’ll need this number if you have questions about your statement or need to initiate a chargeback.
   - Originating ALC: The original ALC.

6. Contact Us Finance Office phone and fax numbers, and email address.
7. The GSA Business Line providing the services you are getting billed for.

8. Statement Date The date the statement was generated.

9. Statement Summary This section of the header contains select totals of your charges and credits for the period covered by the statement. **Initial Charges:** The total amount you incurred this billing cycle, before interest, penalties, discounts or other adjustments have been applied. **Discount:** Any discount applied. **Surcharge:** An additional amount charged for freight, export or other miscellaneous costs.

10. Total Amount Due The total sum you owe to GSA.

11. Credit Summary The summary of all credit transactions sent through IPAC for this statement number. For credits, IPAC creates separate transaction(s) with a separate document reference number.
What’s in the Agreement Summary page?

The Agreement Summary page of your bill provides key information about your IAA and a summary of where your agreement stands.

12. Agency Location Code  The code assigned to you by the Treasury Department to enable payments through the IPAC system.

13. Paying Office Code As seen on the first page of your IPAC statement.

14. Paying Office Information As seen on the first page of your IPAC statement.

15. GSA Agreement Number Your assigned GSA Agreement Number.

16. GSA Agreement Name Your assigned GSA Agreement Name.

17. GSA TAS Treasury Account Symbol being billed.

18. Customer Long Line of Accounting Customer accounting information provided to GSA to be included when billed.

19. Account Code A unique number assigned by GSA that identifies your agency or the entity to which the charges are associated.

20. Agency Your three digit agency code assigned by Treasury.


22. Address/Customer Information Address of the office who ordered the goods or services.

23. Customer Codes Section Additional information about the customer.
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24. Statement Number
A unique alphanumeric code generated by GSA for each statement. You’ll need this number if you have questions about your statement or need to initiate a chargeback.

25. Agreement Billing Summary
Summary information about the billings that have been issued related to your assigned GSA Agreement Number.

26. Agreement Summary
Summary information about your assigned GSA Agreement Number and balance remaining unbilled at time the statement was printed. GSA assigns agreement.
What’s in the Account Code Header?

The Account Code header on the third page of your IPAC statement includes charge and credit totals, plus identifying information, for the listed Account Code.

27. Agency Location Code
The code assigned to you by the Treasury Department to enable payments through the IPAC system.

28. Paying Office Information
The name and address associated with the Agency Location Code above.

29. Account Code
A unique number assigned by GSA that identifies your agency or the entity to which the charges are associated.

30. Address/Customer Information
The name and address of your agency associated with the Account Code listed above.

31. Summary for Account Code
These fields are the same as defined previously on page 4 for the Statement Overview.
What’s in the Billing Summarized Information section of your statement?

Subtotals are shown for the Customer Account Code.

Each horizontal row in the itemized charges section includes reference and billing information for one type of item. The reference and billing information are explained below.

32. IAA Interagency Agreement Number.
33. TAS Treasury Account Symbol being billed.
34. DUNS# DUNs # being billed.
35. Description of Services Description of the Goods/Services being billed.
36. Amount Amount of the detail line being billed.
37. Start Date Start date of services being billed.
38. End Date End date of services being billed.
39. BD Document Number GSA system generated document number.
40. Line Number The GSA accounting system document line number for internal GSA information.
41. Region The GSA Region for internal GSA information.
42. Program The GSA Program Code for internal GSA information.
43. Activity GSA assigned Activity Code.
44. Task/Subtask GSA assigned order numbers.
45. Total for Account Code The total for the Account Code for this statement.
What’s in the General Information section of your statement?

Additional resources on billing and VCSS can be found in this section.

46. GSA FAS Billing Customer Service Help Desk If you have questions about a charge on your bill, you may contact this Help Desk.

47. Financial Systems Service Desk For general system/login ID/password issues, please contact this Service Desk.