In July 2013, GSA’s Vendor and Customer Self Service (VCSS) website will replace BillView and paper bills for customers of RWA and HOTD Steam and Chilled Water. VCSS will provide several benefits, including:

- Improved bill and statement formats: GSA bills will have standard, easier-to-read formats across business lines providing detailed information.
- Consolidation of current GSA billing systems: GSA customers will have one website, VCSS, to visit to view all their bills once all phases of the project have been completed.
- Moving from paper to electronic billing: This modernization increases the timeliness of bills and reduces environmental footprint.

What do you, as a billing customer, need to do to prepare for VCSS? First, in January 2013, billing customers will receive an email asking them to identify the accounts they will need to access in VCSS. Then, in July 2013, billing customers will receive an email invitation to log in to VCSS. Along the way, billing customers will receive information to help ease the transition to VCSS.

Beginning this month, GSA customers who receive paper bills will start seeing an insert in their bills; view the insert here. The insert encourages these customers to register for BillView to begin the transition to electronic billing. If you know colleagues within your agency who receive paper bills from RWA or HOTD Steam and Chilled Water, please encourage them to register for BillView by sending their name, email address, and phone number to FW-ClientServices@gsa.gov.

We look forward to helping billing customers through the transition to VCSS. We will continue to communicate with you, and you can always visit www.gsa.gov/baar for more information.

The GSA Billing and Accounts Receivable (BAAR) Team