About the GSA Vendor and Customer Self Service (VCSS) website

This brochure introduces key VCSS features and enhancements of the Phase 3 release of VCSS for multiple GSA customers.

(VERSION 1.0)
As part of a larger effort to modernize our financial management services for our customers, GSA has created the Vendor and Customer Self Service (VCSS) website for billing and collections. This brochure will introduce you to the main features and enhancements of the Phase 3 release of VCSS for GSA customers.

What you can do with VCSS

The VCSS website will provide GSA customers like you with online access to your GSA billing and collections information.

VCSS has many benefits for both you and GSA, including:

- Improving the speed, efficiency and management of your accounts payable process by giving you access to timely and accurate information
- Improving your account security and access control
- Reducing our environmental impact by using less paper
- Furthering the goals of both the Open Government Directive and government-wide efforts to standardize financial management

In the pages that follow, we’ve included screenshots from VCSS that highlight its key functionality:

- View Notices
- Access the Main Sections of VCSS
- View Account Information
- Explore VCSS Phase 3 Enhancements
- View and Print Statements
- Correspond with GSA
- Accessing VCSS

Step-by-step instructions on how to use these features, as well as the many others that are available on VCSS at https://vcss.ocfo.gsa.gov/Help.aspx.
VCSS is being released in three phases. By the end of the third phase, VCSS will provide all GSA customers with online access to billing and billing data in standardized formats for multiple GSA services. GSA customers will transition to VCSS in February 2016.

| PHASE 1 | August 2011 (Completed) | Rent  
|         |                        | Fleet |
| PHASE 2A | July 2013 (Completed) | RWA and HOTD  
|         |                        | Manual Business Processes |
| PHASE 2B | January 2014 (Completed) | Global Supply and AutoChoice  
|         |                        | Manual Business Processes |
| PHASE 3 WAVE 1 | October 2014 (Completed) | Manual Business Processes |
| PHASE 3 WAVE 2 | January 2015 (Completed) | Manual Business Processes |
| PHASE 3 WAVE 3 | November 2015 (In Process) | Public Building Services (PBS) - Outlease  
|         |                        | Manual Business Processes  
|         |                        | Additional Pegasys Functionality |
| PHASE 3 WAVE 4 | February 2016 (In Process) | Federal Acquisition Services (FAS) Business Lines  
|         |                        | Assisted Acquisition Services (AAS): AAS - Client Support Center (CSC), FEDSIM  
|         |                        | General Supplies and Services (GSS): Integrated Workplace Acquisition Center (IWAC)  
|         |                        | Integrated Technology Services (ITS): Network Services - Expanded Services, Wide Area Network (WAN)/Networx, Local Telecom Service and WITS, National IT Commodity Program (NITCP), Managed Service Office (MSO)/USAccess Program  
|         |                        | Manual Business Processes |
Accessing and signing in to VCSS.

Prior to February 2016, customers must pre-register their account codes in VCSS by January 20, 2016, to ensure a smooth transition. Customers can do this at the VCSS Account Code Registration Website (http://vcssaccountcodes.ocfo.gsa.gov/Default.aspx).

Customers must consider who touches GSA bills, statements or billing data in their organization. This will help determine who requires access to VCSS, and what processes and systems may need to be adjusted to access data via VCSS.

Preregistering all of the account codes you need access to is an important preliminary step in transitioning to VCSS to ensure uninterrupted access to your bills, statements, and billing data.

Learn more or get help

To get help or learn more about VCSS, go to http://vcss.gsa.gov and click on the Training tab. If you can’t find your answer there, send an email to the BAAR team at baar@gsa.gov.
View Notices

After you log in to VCSS, you will first see the Notices Page, where you can view messages on system updates, reminders, and helpful tips on using this website.

1. **Notice Groups.** You can save time by selecting only the business lines you are interested in.
Access the Main Sections of VCSS

The VCSS Outstanding Balances By Account page shows a summary of your accounts and provides links to key sections of VCSS.

2. **Accounts.** View summaries for your accounts and business lines. You can also see the users who are registered to view your accounts.

3. **Statements.** Review, download and print your account statements and statement details.

4. **Payments.** See a summary of your payments.

5. **Correspondence.** Ask questions about your statements and billing details, and see our responses to your questions.

6. **View Outstanding Statements.** View statements by selecting one or more accounts. Additional navigation tabs then appear which allow you to view statements for the accounts you selected.

This is an example of the VCSS Outstanding Balances by Account page, listing the accounts you registered for.
View Account Information

See high-level summaries of your account activity. Find statements and payments for your accounts.

7. **Search.** Search for statements, account summaries and payments by account.

8. **View Account Summaries.** See details about your accounts and payments.

This example shows account summaries after a search has been performed. To see all of your registered accounts, do an account search by Statement Date and without entering any other criteria.

< Enter search criteria here.

< See search results here.
Explore VCSS Phase 3 Enhancements

New VCSS functions allow you to initiate and view dispute requests.

9. **Initiate Disputes.** The statement section is also where you can initiate a formal dispute for an entire statement or for a specific charge (non-IPAC customers only).

10. **View Dispute Requests.** By selecting this option, you can view the status of dispute requests for the accounts you select.
View and Print Statements

You can view statements online or print a copy, as well as download your billing data for analysis.

11. **Search Criteria.** You can customize your statement results by entering specific search criteria. To see all your statements, search by Statement Date, without entering other search criteria.

12. **View Statements.** Select and see your statements.

13. **View, Download or Print.** View statements in PDF format and download or print one copy at a time. (*Local Telecom Service and WITS Customers cannot view or download in PDF, this information will remain available in e*Bill)

14. **Sort.** You can sort data based on any of several criteria, including business line and account.

15. **Export Data.** Download statement details in comma-separated value (.csv) format.
Correspond with GSA

Initiate, view and manage your correspondence with GSA.

16. **Search and View Correspondence History.** You can search your correspondence history by date, name, subject or other criteria by selecting the Correspondence navigation tab.

17. **Questions and Answers.** Send us questions about your statements, accounts or payments. Fields with asterisks must be completed.

This is an example of the Correspondence page, where you can initiate and search on messages regarding statements, accounts, or payments.