Subject: Important Changes Coming to Your GSA Outlease Account

The U.S. General Services Administration (GSA) is completing the final phase of its three-phased implementation of the Billing and Accounts Receivable (BAAR) project. As of November 2015, customers of the Public Buildings Service (PBS) Outlease Business Line will be moving to the Vendor Customer Self Service (VCSS) website, an electronic billing system, and will see several key changes as a result of this transition:

- As of November 2015, GSA will discontinue the use of coupon books for Outlease customers.
- Customers should refer to their contract as well as their Acceptance and Notice to Proceed Letter to obtain account information, terms and conditions. Customers should continue to pay according to the terms and conditions in their contract.
- If customers are late making a payment, their bill will be posted in VCSS, where they will be able to view and download it. There will be no change in how customers pay for their bill, and payment instructions will be included on the posted bills.

The transition to VCSS will provide Outlease customers with new ways to access their billing and account information. At the time of conversion, customers will be able to view their security deposit in VCSS, if one was paid. They also will be able to query on closed receivables and closed collections; this information will be listed as separate entries in VCSS. Customers who have any outstanding receivables will also be able to query that information and view it as separate entries.

The first Outlease billing after the transition to VCSS will occur in December 2015. Going forward, customers will have access to all payment history that has occurred since the transition.

To ensure GSA’s customers are informed, we will be sending additional communications in coming months, detailing next steps or required actions. Once VCSS is implemented in November 2015, customers will receive two emails with the following information to assist in accessing VCSS:

- The first email will include the customer’s VCSS user ID.
- The second email will include instructions on how to create a VCSS password.

Please forward this email to other colleagues who would find this information relevant. Additional information on BAAR Phase 3 is available at www.gsa.gov/baar. Customers who would like to be included in BAAR communications or those who have questions should email baar@gsa.gov.

The GSA Billing and Accounts Receivable (BAAR) Team