VCSS GO-LIVE SCHEDULED FOR JANUARY 15, 2014

The Vendor and Customer Self Service (VCSS) website is set to launch January 15, 2014, for GSA Global Supply and AutoChoice Customers. VCSS will provide customers with secure, account-level access to electronic statements and billing data.

On January 15, pre-registered GSA Global Supply and AutoChoice customers will be able to log in to VCSS and view outstanding balances only. Customers who did not pre-register for their account codes or need to add account codes should visit vcss.gsa.gov. Customers will be able to access their first bills in VCSS the week of February 3.

VCSS ACCOUNT ADMINISTRATORS ROLE

A VCSS Account Administrator will be automatically designated for each VCSS account, ensuring GSA Global Supply and AutoChoice customers have secure, direct access to the billing data associated with their accounts. Account Administrators will be responsible to approve any customer requests for account access.

Beginning January 15, when a customer submits a Registration and Access Request at vcss.gsa.gov, the designated Account Administrator will receive an email, asking them to approve or decline the request before GSA grants permission for account access. To identify the Account Administrator, customers should refer to the User Information section of the VCSS Registration and Access Request.

HOW TO CHANGE AN ACCOUNT ADMINISTRATOR

All customers have the ability to designate a different VCSS Account Administrator, if there is a more appropriate person in the organization who should be assigned to approve access to account billing data. Updates to the Account Administrator role can be made at any time at vcss.gsa.gov; click the Support Request button to submit a Change Account Administrator request.

WHERE TO GO FOR HELP

For questions about VCSS once it goes live in January, contact the Financial Systems Service Desk at 1-866-450-6588 or OCFOServiceDesk@gsa.gov. The Service Desk hours are 7:30 a.m. to 7:30 p.m. EST, Monday-Friday, excluding Federal holidays.

The GSA Billing and Accounts Receivable (BAAR) Team