From: GSA BAAR Project <baar@gsa.gov>
To: 2A Customer LISTSERVs
Subject: VCSS Will Go Live in July for RWA and HOTD Customers

This is a reminder that effective July 2013, customers of Reimbursable Work Authorizations (RWA) and customers in Washington, D.C., receiving steam and chilled water through the Heating Operation and Transmission District (HOTD) will transition to GSA’s Vendor and Customer Self Service (VCSS) website for bills, statements and billing data.

As we have advised through earlier notices, as of July 2013, VCSS will replace paper bills and BillView to become the sole source of new RWA and HOTD statements and billing data going forward. RWA and HOTD bills, statements and billing information will become available in VCSS beginning the week of July 22, 2013. GSA customers will still be able to access RWA and HOTD billing history in BillView, and BillView will continue to be the source of statements and billing data for IT Services customers.

WHAT TO EXPECT

VCSS will not be available Tuesday, July 9 - 9 p.m. EDT, through Wednesday, July 17 - approximately 12 p.m. (noon) EDT.

Beginning July 18, 2013, GSA customers who registered account codes for access in VCSS via GSA’s “Phase 2 VCSS Account Code Registration” website will receive two emails from GSA. The first email will supply a VCSS User ID; the second email will provide a link and instructions to create a password to access VCSS. Upon log on to VCSS the week of July 22, 2013, customers will have access to billing information for the RWA/HOTD account codes for which they specifically registered. Beginning the week of July 22, 2013, RWA/HOTD customers who did not register account codes or need to add account codes, may visit the vcss.gsa.gov homepage directly and click on the “Registration & Access Requests” button and then the “Click here if you are a Customer of GSA” button to request a VCSS User ID or to add accounts.

HOW TO PREPARE

At vcss.gsa.gov you will find VCSS training materials on the Help tab. Also, visit www.gsa.gov/baar for materials that will help you and your organization prepare for the transition to VCSS. The Key Changes for RWA/HOTD Customers webpage explains the upcoming changes to statement numbers, how credits will be processed, the new five-digit Agency Bureau Codes (ABC), the increase in number of IPAC transaction lines, and the new format for Treasury Account Symbols (TAS). The Phase 2 Materials and Communications tab provides information sheets on managing billing changes and brochures on IPAC data field changes and the new, redesigned statement formats.

WHERE TO GO FOR HELP

If you have questions or require assistance with VCSS beginning the week of July 22, 2013, contact our Financial Systems Service Desk at 1-866-450-6588. Service Desk hours are 7:30 am to 7:30 pm ET, Monday-Friday excluding Federal holidays. You can also send an email to OCFOServiceDesk@gsa.gov.

The Billing and Accounts Receivable (BAAR) Team