Session Overview

• Registering your account
• Viewing statements
• Payment Options
• Accounts Receivable
• SpeedPay
• Resources
• Questions
Accessing and Understanding Your Bill

- Account Summary
- View Statements
- Confirm Payments
- Submit Correspondence
Accessing VCSS

vcss.ocfo.gsa.gov

The General Services Administration (GSA) has implemented a Vendor and Customer Self Service (VCSS) system which can be used by both vendors and customers of GSA. VCSS is a web-based application that will allow vendors to create and process their invoices electronically (paperless) and track the status of payments made by GSA, and will allow customers to view billing and payment information.
Registration

Account Registration
First viewer must register the account and become the Account Administrator

Access Requests
Subsequent viewers request access to the existing account

Administrator Role
Approves and disapproves all access requests
Changing Account Administrator

The new Account Administrator must be the person to request access to change the role. To do so:

1. Click on the Support Request button.

2. From the Topic box, select “Change Account Administrator.” Have the customer fill out the remaining information on the web form.

3. Select the appropriate request type – VERY IMPORTANT
Account Registration

1. Click on the Registrations & Access Requests button.

2. Select ‘Click here if you are a Customer of GSA’
Adding Account

• To request access to an existing account, search the BOAC or ALC under ‘Access Request’
• To register a new BOAC, complete all information under ‘Registration’
Searching for Account
Creating Security Questions

1. In top right corner, click ‘Account Maintenance’ under your name drop down
2. From the ‘Security Question and Answer Page’ tab, select your questions and corresponding answers in the case of VCSS lockout
VCSS LIVE DEMO
Logging In

1. Visit vcss.ocfo.gsa.gov
2. When logging into an account once access is granted, select ‘System Login’

3. Once you reach the ‘notices’ page, click on the guest drop down to sign into your account
Search Accounts

Account Information or Account Search

• If the customer has access to one account, then the Account Information menu option displays first.
• If the customer has access to more than one account, then the Account Search menu option displays first.
Account Search

- Enter Account Code information and click View to see Account Information, Address Information and Users registered under that account code.

<table>
<thead>
<tr>
<th>Account Search</th>
</tr>
</thead>
<tbody>
<tr>
<td>DoDAAC</td>
</tr>
<tr>
<td>Account Name</td>
</tr>
<tr>
<td>Account Code</td>
</tr>
<tr>
<td>Agency Location Code</td>
</tr>
<tr>
<td>Bureau</td>
</tr>
<tr>
<td>Currency</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Search</th>
<th>Clear</th>
</tr>
</thead>
</table>

No results

<table>
<thead>
<tr>
<th>Account Code</th>
<th>DUNS+/BPI+/4</th>
<th>DoDAAC</th>
<th>Account Name</th>
<th>Agency</th>
<th>Bureau</th>
<th>Agency Location Code</th>
<th>Currency</th>
</tr>
</thead>
</table>

View [10 per page]  Page 1
Searching for Statements

Statement Search

Statement Number
Statement Type
Business Line
Search
Clear

Statement Date

If the Statement contains information for multiple customers, the search results contain the Statement Balance that applies to your customer only.

1 - 10 of 999 results

Statement Number | Statement Date | Business Line | Account Code | Account Name | Total Billed | Paid | Adjusted | Applied Credit | Closed | Outstanding | Outstanding Chargeback
--- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | ---
PDF Version Statement

Once statements are populated, check the radio button next to the statement you would like produced then choose ‘View Printed Statement’.

<table>
<thead>
<tr>
<th>Statement Number</th>
<th>Statement Date</th>
<th>Business Line</th>
<th>Account Code</th>
<th>Account Name</th>
<th>Total Billed</th>
<th>Paid</th>
<th>Adjusted</th>
<th>Applied Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Detailed Excel/CSV Download
Payments

Customer Payment Search

- Payment Number
- Title
- Debit Voucher Number
- Deposit Number
- Document Date
- Invoice Number
- Line Type
- Referenced
- Statement Number
- Business Line
- Source Number
- Collected Amount
- To
- Agreement Number
- OX Number
- Account Code
- Code
- Address Code
- DUNS+4 / BPNI+4
- Designated Agent
- Treasury Symbol
- ATA
- AID
- BPOA
- EPOA
- A
- MAIN
- SUB

Search
Clear

No results

Payment Number
Referenced Statement Number
Related Statement Number
Title
Account Code
Account Name
DUNS+4/BPN+4
Business Line
Paid Amount
Line Type
Source Number
Tender Type
Correspondence

Return to the VCSS homepage to view the site map
Payment Options and Accounts Receivable
# Payment Options

<table>
<thead>
<tr>
<th>Plan</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPAC</td>
<td>• Automatic payments for Non-DOD accounts</td>
</tr>
<tr>
<td></td>
<td>• Pays entirety of GSA Fleet bill regardless of sales code</td>
</tr>
<tr>
<td></td>
<td>• Sign up by submitting your Agency Location Code (ALC) to your FSRs for</td>
</tr>
<tr>
<td></td>
<td>each BOAC/Account Code</td>
</tr>
<tr>
<td>SpeedPay</td>
<td>• Automatic payments for DOD accounts</td>
</tr>
<tr>
<td></td>
<td>• Allows military customers to enter information and accounting clarifications to facilitate automation of payment of vehicle invoices</td>
</tr>
<tr>
<td>DFAS</td>
<td>• For DoD Non-IPAC Statements</td>
</tr>
<tr>
<td></td>
<td>• Requires manual certification of invoices</td>
</tr>
<tr>
<td>Check</td>
<td>• Submitted for civilian accounts to make Non-IPAC payments</td>
</tr>
<tr>
<td></td>
<td>• Confirm GSA Lockbox address because it may be different on older bills</td>
</tr>
<tr>
<td></td>
<td>• Include the account code &amp; statement number!</td>
</tr>
<tr>
<td>Pay.Gov</td>
<td>• Daily limit of $24,999.99</td>
</tr>
<tr>
<td></td>
<td>• Payments processed within a few days</td>
</tr>
<tr>
<td></td>
<td>• Include the statement number in the statement or claim number field</td>
</tr>
</tbody>
</table>
Accounts Receivable

- To pull outstanding statements:
  - In VCSS choose ‘Statements’ ➔ ‘View and Print Statements’
  - Select view in Excel/CSV and check the following columns:
    » **Outstanding**: This is an outstanding balance that the customer must pay
    » **Outstanding Chargeback**: Submit correspondence in VCSS with billing information
    » **Outstanding Credit**: Submit correspondence in VCSS to confirm how credit should be applied;
      • The credit may offset an outstanding bill that has a debit balance due
      • The credit may be refunded

Federal Accounts
Payments due 45 days after statement issue date

Non-Federal Accounts
Payments due 30 days after statement issue date
## Interest, Penalties, & Administrative Fees

<table>
<thead>
<tr>
<th>Interest</th>
<th>Penalties</th>
<th>Administrative Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>● Rate is set by Treasury</td>
<td>● Penalty assessed is 6%</td>
<td>● Administration fee is $10/mo</td>
</tr>
<tr>
<td>● Interest starts at 30 days after invoice statement date</td>
<td>● Starts at 60 days after invoice statement date</td>
<td>● Starts at 60 days after invoice statement date</td>
</tr>
</tbody>
</table>
Consequences of Unpaid Bills

- STR Ordering Restriction
- Restriction on Ordering Additional Vehicles
- Interest & Penalties
SpeedPay

- SpeedPay is an application housed in GSA Fleet Drive-thru
- GSA partnered with DFAS to create SpeedPay in order to facilitate billings between GSA Fleet and DoD agencies
- Allows military customers to enter information and accounting classifications that push through automatic payments of vehicle bills
SpeedPay Access

• Access SpeedPay though GSA Drive-thru:
  Drivethru.gsa.gov

• Once logged in, SpeedPay will show under ‘Vehicle Fleet Data’ if user has access
SpeedPay Registration Process

- Log in to Drive-thru account with all customer numbers
- Contact one of the following to update Drive-thru access rights to include SpeedPay

- Fleet Service Representative
- Agency Fleet Manager
- Other Agency Master User
SpeedPay Registration Process

- A master user has the ability to restrict or un-restrict the range of access for other users
- The master user will use the ‘Account Management’ screen in order to change a user’s SpeedPay access rights
SpeedPay Registration Process

• Search the requesting user account

Last Name: 

Email: 

Search  Clear

• Add or remove SpeedPay access under Application Rights

<table>
<thead>
<tr>
<th>Application Rights</th>
<th>Application Rights</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Acquisition Module (CAM)</td>
<td>Reports Carryout (Select All)</td>
</tr>
<tr>
<td>Customer-Driver Data (CDD)</td>
<td>AE</td>
</tr>
<tr>
<td>FTP Monthly Mileage Upload Tool</td>
<td>CRASH</td>
</tr>
<tr>
<td>Mileage Express</td>
<td>Fuel Use Report (FUR)</td>
</tr>
<tr>
<td>EIM Express</td>
<td>GSA Fleet FAST Data Center</td>
</tr>
<tr>
<td>Speed Pay</td>
<td>Inventory Report (customize report)</td>
</tr>
<tr>
<td></td>
<td>Vehicle Inventory Report (unformatted)</td>
</tr>
<tr>
<td></td>
<td>Fleet Card Replacement Ordering</td>
</tr>
</tbody>
</table>
Four SpeedPay Input Methods

- **Customer Number**
  - Monthly Mileage & Non-Accident Billings
  - Accident Billings

- **Vehicle Tag**
  - Monthly Mileage & Non-Accident Billings
  - Accident Billings
Billing Groupings in Mileage Express

- In Mileage Express within Drive-Thru customers can create Fund Codes in order to group tags in under a customer number
  - Under Fund Code assign tags to a specific character code
  - In VCSS bill, tags will be grouped by Fund Code
Setting Up Automatic Payments

• Things to note:
  – “By Customer Number” module is preferred
  – If the “By Tag Number” field is blank, it will revert back to the “By Customer Number” field
  – **Ensure all data is up to date or blank** in order to avoid chargebacks
  – If customer clears customer or tag information, it clears ALL information (both customer AND tag)
Setting up Automatic Payments

By Customer Number:

1. Select the Customer Number to update
2. Enter your LOA information to pay your “Monthly Mileage & Non-Accident Billing” or “Accident Billing”
3. Select the “Update” button to load the data into the system.
4. Select the “Refresh” button to refresh your screen to confirm your entry has been accepted.
SpeedPay Mass Update

• GSA Fleet can complete mass updates for customer LOAs
  – The process allows customers to update LOA for all GSA Fleet Drive-thru customer numbers and vehicles from a single point, rather than logging into each customer number
  – Mass updates can only be completed for LOAs **BY CUSTOMER NUMBER** and only at the start of the fiscal year
• To participate, customers can contact [FleetSpeedPayMassUpdate@gsa.gov](mailto:FleetSpeedPayMassUpdate@gsa.gov) and provide your BOAC(s) or bureau code(s) by **Friday, August 27th**
# SpeedPay Mass Update Timeline

<table>
<thead>
<tr>
<th>Date</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 11 - August 26</td>
<td>Agencies notify GSA they would like to participate in the FY2022 SpeedPay LOA update, and provide their BOAC and/or Bureau Codes.</td>
</tr>
<tr>
<td>August 27</td>
<td>Deadline to contact GSA Fleet if you have a need to participate in the program.</td>
</tr>
<tr>
<td>August 31 - September 1</td>
<td>GSA sends participating agencies their LOA template (spreadsheet) to complete.</td>
</tr>
<tr>
<td>September 2 - September 9</td>
<td>Agencies verify the template contains all Customer Numbers and vehicles, and complete the template with FY2022 LOA information.</td>
</tr>
<tr>
<td>September 10</td>
<td>Deadline for agencies to return the completed templates to GSA.</td>
</tr>
<tr>
<td>September 13 - September 24</td>
<td>GSA prepares to update LOA information for October 1, 2022. GSA contacts agencies if there are problems with the template or issues are foreseen.</td>
</tr>
<tr>
<td>October 1 - October 8</td>
<td>GSA sends confirmation reports to agencies for review. Agencies contact GSA if errors are discovered.</td>
</tr>
</tbody>
</table>

FleetSpeedPayMassUpdate@gsa.gov
Charges not paid automatically via SpeedPay

• Historical Statements
  – SpeedPay LOA will only apply to statements going forward

• Short Term Rentals
  – STR vehicles must be paid manually

• Accident charges (if no LOA is entered)
  – Ensure your LOA is entered for accidents if you would like them to be included. Else, they must be researched in VCSS and paid manually
Chargebacks

Common Reasons for Chargebacks:

- LOA not Updated at start of FY
- Invalid LOA
- Bill exceeds Funding
- LOA entered by tag number, but only customer number is updated
Chargebacks

Review Chargebacks in VCSS under the ‘View and Print Statements’ window

- Finance must rebill outstanding charged back “G” bills
- The customer should submit correspondence within VCSS
- For Military accounts, the correspondence should include the correct full LOA to rebill.
- Ensure there is sufficient funding to prevent future chargebacks
Other Things to Note

• Customers can review LOA entered at time mileage/accident was reported under VCSS Statements, ‘View Details’
  – Export to Excel, LOA located in column AO

• Updating SpeedPay/IPAC does NOT resolve previous chargebacks and bills
• Customers may still have non-IPAC F bills manually
Questions?

For questions related to your account and the information in this presentation, please contact your Fleet Service Representative.

For questions related to obtaining access or resetting a VCSS password, contact businessapps@gsa.gov or 866-450-6588.

For questions regarding your VCSS account, you can contact KC-Accts-Receivable.Finance@gsa.gov or 816-926-7037.
Resources

- PowerPoints
- Sales code definitions
- FAQ’s
- User Guide
  You may contact your Fleet Service Representative with any additional questions.

- A Copy of the Presentation at:
  https://www.gsa.gov/gsa-fleet-training