About your Outlease Statements

This guide is designed to help you understand your GSA Outlease Statement when using Vendor Customer Self Service (VCSS).

(Version 1.1)
In 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, to access billing and account information online. GSA is committed to achieving the highest standards of customer service by providing you with timely, relevant information in a clear format, so you can more effectively manage your budget and expenditures. Equally important, we’re meeting the goals of the Open Government Directive issued in 2009.

Getting your statement

Effective 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. There will be no change in how customers pay for their bill, and payment instructions will be included on the posted bills. If customers are late making a payment, their bill will be posted in VCSS, where they will be able to view and download it.

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. Customers will be able to view their security deposit in VCSS, if one was paid.

Questions about your statement or your charges?

If you have questions about specific items on your statement, contact information can be found on the last page of your Outlease statement.
The big picture – the four sections of your Outlease statement

Your GSA Outlease Statements cover transactions over an entire billing cycle for a single Account Code and includes charges and credits for that Account Code. (Account Codes are explained later in this guide.)

Information in the statement is presented in four sections: (A) the statement overview, (B) the Account Code header, (C) itemized charges, and (D) the general information page.

A: The first page of your statement is the statement overview. It contains key information about the statement and your agency, contact information for help if you need it and a top-level summary of your charges and credits for the billing cycle.

B: The second page of your statement begins with an Account Code header, followed by itemized charges. The Account Code header is a subset of the information in your statement overview. Any additional pages for that Account Code will begin with an abbreviated header.

C: Itemized charges begin at the bottom of page 2 of your statement. This section displays itemized charges and useful subtotals.

D: The general information page contains points of contact for help if you need it, notices and helpful information.
What's in the statement overview?

The statement overview contains key information about the statement and your agency, contact information for help if you need it, and a top-level summary of charges and credits for the listed Account Codes.

1. **GSA Address** The address of the GSA Finance Office that handles the business line.

2. **Address/Customer Information** The name and address of your agency associated with the Account Code listed below under the Customer Codes header.

3. **Customer Codes** Includes the Account Code, which is a unique number assigned by GSA that identifies your agency or the entity to which the charges are associated.

4. **Payment Options** How the Account Code is paid based on the terms and conditions outlined in your contract.

5. **Statement Information**
   - Statement Number: A unique alphanumeric code generated by GSA for each statement. You'll need this number if you have questions about your statement or need to initiate a chargeback.
   - Amount Due: The total due for this billing cycle.
   - Due Date: The date by which GSA must receive your payment. Non-federal customers may incur interest charges or penalties for late payments.

6. **Contact Us** GSA phone and fax numbers, and email address.

7. **Remit to Address** Send your payment to the address identified here on your actual statement, if you’re paying by check.
More about the statement overview

8. Statement Data
The date the statement was generated.

9. Statement Summary
This section of the header contains select totals of your charges and credits for the period covered by the statement.

Initial Charges: The total amount you incurred this billing cycle, before interest, penalties, discounts or other adjustments have been applied.

Surcharge: This field will not be populated for Outlease customers.

Interest, Penalty, Admin Charges: Amount charged to non-federal customers this billing cycle for late payments.

Bill Amount: The subtotal of above charges and discounts.

Collected: The amount of any payment for this bill.

Amount Due: The sum that you owe to GSA.

10. Credit Summary
Applied Credit: Total amount of credits that have been applied against this statement.

Adjustments: A bill modification applied to your account.

Unapplied Credit: An outstanding credit amount which can be applied to future or past bills, or refunded to you.

Total Credit: The summary of all credit transactions for this statement number.
What's in the Account Code header?

The Account Code header on the second page of your Outlease statement includes charge and credit totals, plus identifying information, for the listed Account Code.

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11. **Account Code** A unique number assigned by GSA that identifies your agency or the entity to which the charges are associated.

12. **Credit Summary** These fields are the same as defined previously on page 4 for the Statement Overview.

13. **Summary for Account Code** These fields are the same as defined previously on page 4 for the Statement Overview.
What's in the itemized charges section of your statement?

Subtotals are shown for the Account Code listed in the Account Code header of this same page.

Each horizontal row in the itemized charges section includes reference information and billing details for one type of item. The reference information and billing details are shown below.

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Total for Building Num: CA0521SS - 24000 AVILA RD LAGUNA NIGUEL, CA 92677-3400: $1,903.89
What’s in the more information section of your statement?

Additional resources on billing and VCSS can be found in this section.

25. **VCSS Website** Where to go if you need more information on your GSA bill.

26. **Help Desk** Provides the Help Desk number.

27. **Outlease Email** Provides additional ways of seeking assistance for questions regarding your Outlease billing.