Subject: GSA Billing Statements and Billing Information is now available in VCSS

As of February 16, 2016, GSA completed the transition of their customers to the Vendor and Customer Self Service (VCSS) website at http://vcss.gsa.gov. VCSS has now fully replaced paper billing statements mailed by GSA and new billing statements in BillView. Customers who use BillView will continue to have access for historical billing statements and information.

You should have received two separate emails with the following log-in information for VCSS:

- The first email from VCSS.Security@gsa.gov included your VCSS user ID.
- The second email from VCSS.Security@gsa.gov included instructions on how to create a VCSS password and log in to VCSS.

The following table provides information on what customers of each GSA business line will have access to in VCSS, dates that billing statements will be posted in VCSS, and information on systems customers will have access to in addition to VCSS.

<table>
<thead>
<tr>
<th>Business Line(s)</th>
<th>What customers will have access to in VCSS</th>
<th>Billing statement posting dates in VCSS</th>
<th>Other systems which will remain accessible for billing data and statements</th>
</tr>
</thead>
</table>
| AAS – Client Support Center (CSC) | • Summary billing statements  
• Detailed billing statements  
• View and run queries on summarized and detailed billing data, collections, and dispute bills, if desired | • Civilian customers: The first billing cycle will occur on the 8th of the month, and the second billing cycle will occur on the 22nd (or the next business day for both dates if they fall on a weekend or holiday).  
• DoD customers: There will be no change to the billing schedule. | • No other systems used |
| FEDSIM  
GSS - Integrated Workplace Acquisition Center (IWAC)  
National IT Commodity Program (NITCP)  
Network Services - Expanded Services  
Managed Service Office (MSO)/USAccess Program Office | | | |
| Wide Area Network (WAN)/Networx | • Summary billing statements  
• View and run queries on summarized billing data, collections, and dispute bills, if desired | • All WAN customers: Billing statements will be issued on the 11th of the month (or the next business day if the 11th falls on a weekend or holiday). | • E-MORRIS will remain available and unchanged. Customers will be able to use VCSS as an additional option to E-MORRIS |

Civilian customers: The first billing cycle will occur on the 8th of the month, and the second billing cycle will occur on the 22nd (or the next business day for both dates if they fall on a weekend or holiday). DoD customers: There will be no change to the billing schedule.
- Local Telecom Service and WITS *
- View and run queries on summarized billing data, collections, and dispute bills, if desired
- Billing statements will not be posted in VCSS
- e*Bill will remain available and unchanged. Customers will be able to use VCSS as an additional option to e*Bill

*In order to search Account Codes in VCSS, e*Bill customers must include the prefix “T-” in addition to the six-digit Customer Number. This differentiates Local Telecom Service and WITS Account Codes from all other business lines in VCSS (Example: T-1091A1)*

**BAAR PHASE 3 COMMUNICATIONS**

As a reminder, information is available from the BAAR website to assist customers with the transition to VCSS.

- Customers can access the [Key Changes](#) page which provides links to key changes for all BAAR business lines and explains changes related to the VCSS implementation.
- The [Phase 3 Materials and Communications](#) page provides customers access to an archive of all emails, brochures, slick sheets, and bill inserts sent to customers in preparation of the VCSS implementation.

**WHERE TO GO FOR HELP**

For questions about VCSS, contact the GSA Financial Systems Service Desk at [1-866-450-6588](tel:1-866-450-6588) or [OCFOServiceDesk@gsa.gov](mailto: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