About your GSA Wide Area Network (WAN)/Networx non-IPAC Statements

This guide is designed to help you understand your non-IPAC GSA Wide Area Network (WAN)/Networx Statements.

(Version 1.1)
Starting February 2016, you will begin receiving redesigned statements for your GSA Wide Area Network (WAN)/Networx Statements. GSA’s redesign is part of a larger effort to modernize our billing and collections. We’re 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

GSA Wide Area Network (WAN)/Networx Statements will be issued on the 11th of the month (or the next business day if the 11th falls on a weekend or holiday). The first billing statement after the Vendor and Customer Self Service (VCSS) go-live will occur on February 19, 2016.

The VCSS website, located at vcss.gsa.gov, will not be replacing E-MORRIS. Going forward, GSA will no longer send paper billing statements by mail or make new billing statements available in BillView. In VCSS, you can obtain Summary billing statements, dispute billing statements, and correspond with billing representatives. You will also be able to view and run queries on summarized billing data and payments received by GSA.

Once you’ve registered for access to your accounts, you can submit questions or report problems about items on your statement. You can also download your billing activity in comma-separated value format (.csv).

Questions about your statement or your charges?

If you have questions about specific items on your statement, or if you still have questions about GSA billing after you read this guide, you should visit the VCSS website. If you can’t find your answer online, contact us by phone, fax or email. Our contact information is listed under the “Contact Us” link on the VCSS website. The contact information can also be found on the second page of your statement.
The big picture – the four sections of your non-IPAC statement

Your GSA Wide Area Network (WAN)/Networx non-IPAC 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. Note that the first page of your statement is a cover page that contains only your address—it is not shown here.

A: The Statement Overview appears on the second page of your statement. It contains key information about the statement and your agency, contact information for help if you need it, payment options and a top-level summary of your charges and credits for the billing cycle.

B: The third 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: Billing Summarized Information begins at the bottom of page 3 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, account information for help if you need it, and a top-level summary of the charges and credits listed by Account Code.

1. Address The address of the 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. 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.

5. Contact Us Finance Office phone and fax numbers, and email address.

6. Remittance Office Send your payment to the address identified in this section.

7. Payment Options If paying by check, include your statement number on the check. This section also provides information on how to pay via IPAC.
8. The GSA Business Line providing the services you are getting billed for.

9. Statement Date The date the statement was generated.

10. 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.

Discount: Any discount applied.

Surcharge: An additional amount charged for freight, export or other miscellaneous costs.

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.

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

Adjustments: A bill modification applied to your account.

Amount Due: The sum that you owe to GSA.

11. Credit Summary

Applied Credit: Total amount of credits from this statement that have been applied to this or another statement.

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.

12. GSA 789 This form is used by customer agencies to certify and approve payment.
What’s in the Account Code Header?

The Account Code Header on the third page of your non-IPAC statement includes charge and credit totals, plus identifying information, for the listed Account Code.

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

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

15. Statement Number: These fields are the same as defined previously on page 4 for the Statement Overview.
What’s in the Billing Summarized Information 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 and billing information for one type of item. The reference and billing information are explained below.

16. Agency Your three digit agency code assigned by Treasury.
17. Bureau Your two digit bureau code.
18. Customer ID First eight digits of the Billable AHC.
19. Description of Services Vendor/Contract that are providing the services.
20. Amount Amount of the detail line being billed.
21. Start Date Start date of services being provided.
22. End Date End date of services being billed.
23. Record ID GSA assigned number to track this line being billed.
24. Program The GSA Program Code for internal GSA information.
25. TAS Treasury Account Symbol being billed.
26. Line of Accounting Customer accounting information provided to GSA to be included when billed.
27. Total for Account Code The total for the account code for this statement.
What’s in the General Information section of your statement?

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

28. E-MORRIS Website
Where you can go to get details on what you are being billed for.

29. GSA FAS Billing Customer Service Help Desk
If you have questions about a charge on your bill, you may contact this Help Desk.

30. Financial Systems Service Desk
For general system/login ID/password issues, please contact this Service Desk.
January 2016

GSA
Accounts Receivable Customer Service Helpdesk
Phone: 800-676-3690
Fax: 816-823-5507
Email: kc.generalfunds.billingrequests@gsa.gov