About the GSA Vendor and Customer Self Service (VCSS) website

This brochure introduces key VCSS features and enhancements of the Phase 3 release of VCSS for Outlease customers.

(VERSION 1.1)
As part of a larger effort to modernize our financial management services for our customers, GSA has created the Vendor and Customer Self Service (VCSS) website for billing and collections. This brochure will introduce you to the main features and enhancements of the Phase 3 release of VCSS for Outlease customers.

**What you can do with VCSS**

The VCSS website will provide GSA customers like you with online access to your GSA billing and collections information. VCSS has many benefits for both you and GSA, including:

- Improving the speed, efficiency and management of your accounts payable process by giving you access to timely and accurate information
- Improving your account security and access control
- Reducing our environmental impact by using less paper
- Furthering the goals of both the Open Government Directive and government-wide efforts to standardize financial management

In the pages that follow, we've included screenshots from VCSS that highlight its key functionality:

- View Notices
- Access the Main Sections of VCSS
- View Account Information
- Explore VCSS Phase 3 Enhancements
- Search Statements by Agreement
- View and Print Statements
- Correspond with GSA
- Accessing VCSS

Step-by-step instructions on how to use these features, as well as the many others that are available on VCSS, can be found on the BAAR website at [http://www.gsa.gov/baar](http://www.gsa.gov/baar).
VCSS is being released in three phases. By the end of the third phase, VCSS will provide all GSA customers with online access to billing and billing data in standardized formats for multiple GSA services. Outlease customers will transition to VCSS in November 2015.

<table>
<thead>
<tr>
<th>RELEASE DATE</th>
<th>GSA BUSINESS LINES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PHASE 1</strong></td>
<td></td>
</tr>
<tr>
<td>August 2011</td>
<td>• Rent</td>
</tr>
<tr>
<td>(Completed)</td>
<td>• Fleet</td>
</tr>
<tr>
<td><strong>PHASE 2A</strong></td>
<td></td>
</tr>
<tr>
<td>July 2013</td>
<td>• RWA and HOTD</td>
</tr>
<tr>
<td>(Completed)</td>
<td>• Manual Business Processes</td>
</tr>
<tr>
<td><strong>PHASE 2B</strong></td>
<td></td>
</tr>
<tr>
<td>January 2014</td>
<td>• Global Supply and AutoChoice</td>
</tr>
<tr>
<td>(Completed)</td>
<td>• Manual Business Processes</td>
</tr>
<tr>
<td><strong>PHASE 3</strong></td>
<td></td>
</tr>
<tr>
<td><strong>WAVE 1</strong></td>
<td></td>
</tr>
<tr>
<td>October 2014</td>
<td>• Manual Business Processes</td>
</tr>
<tr>
<td>(Completed)</td>
<td></td>
</tr>
<tr>
<td><strong>WAVE 2</strong></td>
<td></td>
</tr>
<tr>
<td>January 2015</td>
<td>• Manual Business Processes</td>
</tr>
<tr>
<td>(Completed)</td>
<td></td>
</tr>
<tr>
<td><strong>WAVE 3</strong></td>
<td></td>
</tr>
<tr>
<td>November 2015</td>
<td>• Public Building Services (PBS) - Outlease</td>
</tr>
<tr>
<td>(In Process)</td>
<td>• Manual Business Processes</td>
</tr>
<tr>
<td></td>
<td>• Additional Pegasys Functionality</td>
</tr>
<tr>
<td><strong>PHASE 3</strong></td>
<td></td>
</tr>
<tr>
<td><strong>WAVE 4</strong></td>
<td>Federal Acquisition Services (FAS) Business Lines</td>
</tr>
<tr>
<td>February 2016</td>
<td>• Assisted AcquisitionServices (AAS): AAS - Client Support Center (CSC), FEDSIM</td>
</tr>
<tr>
<td>(In Process)</td>
<td>• General Supplies and Services (GSS): Integrated Workplace Acquisition Center (IWAC)</td>
</tr>
<tr>
<td></td>
<td>• Integrated Technology Services (ITS): Network Services - Expanded Services, Networx, Local Telecom Service and WITS, National IT Commodity Program, Managed Service Office (MSO)/USAcess Program</td>
</tr>
<tr>
<td></td>
<td>Manual Business Processes</td>
</tr>
</tbody>
</table>
View Notices

After you log in to VCSS, you will first see the Notices Page, where you can view messages on system updates, reminders, and helpful tips on using this website.

1. **Notice Groups.** You can save time by selecting only the business lines you are interested in.
Access the Main Sections of VCSS

The VCSS Outstanding Balances By Account page shows a summary of your accounts and provides links to key sections of VCSS.

2. **Accounts.** View summaries for your accounts and business lines. You can also see the users who are registered to view your accounts.

3. **Statements.** Review, download and print your account statements and statement details.

4. **Payments.** See a summary of your payments.

5. **Correspondence.** Ask questions about your statements and billing details, and see our responses to your questions.

6. **View Outstanding Statements.** View statements by selecting one or more accounts. Additional navigation tabs then appear which allow you to view statements for the accounts you selected.
View Account Information

See high-level summaries of your account activity. Find statements and payments for your accounts.

7. **Search.** Search for statements, account summaries and payments by account.

8. **View Account Summaries.** See details about your accounts and payments. Outlease customers can also view their security deposit, if one was paid, as well as query closed receivables.

9. **View Security Deposits.** Outlease customers can view their security deposit, if one was paid, as well as query closed receivables.
Explore VCSS Phase 3 Enhancements

New VCSS functions allow you to search for statements by agreement and to view dispute requests.

10. **Statement Search by Agreement.** By selecting this option, you can search and view statements that are agreement-based for your registered accounts.

11. **Initiate Disputes.** The statement section is also where you can initiate a formal dispute for an entire statement or for a specific charge (non-IPAC customers only).

12. **View Dispute Requests.** By selecting this option, you can view the status of dispute requests for the accounts you select.
Search Statements by Agreement

This VCSS function allows you to search for statements by agreement, by selecting the Statement Search by Agreement option and entering the agreement number in the search criteria.

13. **Agreement Search Criteria.** By entering the Agreement number (Outlease Contract Number) in the Agreement Number field, you can search and view statements that are agreement-based for your registered accounts.

14. **View Agreement Details.** Additional navigation tabs appear when you select an account, allowing you to see statements for that account. You may select more than one account at a time through this feature.
View and Print Statements

You can view statements online or print a copy, as well as download your billing data for analysis.

15. **Search Criteria.** You can customize your statement results by entering specific search criteria. To see all your statements, search by Statement Date, without entering other search criteria.

16. **View Statements.** Select and see your statements.

17. **View, Download or Print.** View statements in PDF format and download or print one copy at a time.

18. **Sort.** You can sort data based on any of several criteria, including business line and account.

19. **Export Data.** Download statement details in comma-separated value (.csv) and Excel (.xls) formats.

This is an example of the Statement Search page showing the results of a statement search.
Correspond with GSA

Initiate, view and manage your correspondence with GSA.

20. Search and View Correspondence History. You can search your correspondence history by date, name, subject or other criteria by selecting the Correspondence navigation tab.

21. Questions and Answers. Send us questions about your statements, accounts or payments. Fields with asterisks must be completed.
Accessing and signing in to VCSS.

Once VCSS is implemented in November 2015, for Outlease, customers will receive two emails with the following information to assist in accessing VCSS:

- The first email will include the customer’s VCSS user ID.
- The second email will include instructions on how to create a VCSS password.

Customers will then go to [http://vcss.gsa.gov](http://vcss.gsa.gov) to sign into the VCSS website.

**Learn more or get help**

To get help or learn more about VCSS, go to [http://vcss.gsa.gov](http://vcss.gsa.gov) and click on the Training tab. If you can’t find your answer there, call the GSA Financial Systems Service Desk at 1.866.450.6588, 7:30 am – 7:30 pm ET, Monday–Friday excluding Federal holidays, or email OCFOServiceDesk@gsa.gov.
August 2015

**GSA Finance**
Phone: 800.676.3690
Email: FW-OutleaseDocuments.Finance@gsa.gov

**VCSS Help Desk**
Phone: 1.866.450.6588