GSA FLEET VALUE PROPOSITION

Right Vehicle  Right Price  Great Service

and the data required to effectively and efficiently manage a fleet.
Presentation Agenda

- Registering your account
- Viewing statements
- Payment Options
- Interest & penalties
- Speedpay
- Resolving Delinquent Accounts
- Resources & self help
- Questions

*This presentation will be made available online shortly after the conclusion of FedFleet*
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

- First viewer must register account and by default, becomes the Account Administrator

Access Requests
- Subsequent viewers request access to existing account

Administrator Role
- Approves and disapproves all subsequent access requests
Changing the 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’
Search by account code or ALC
- Search the account/ALC and it will populate all accounts within → click + for those requesting access to
- Once selected, accounts will populate on right side of screen
- When all are included click continue
- This is as far as we can show without sharing sensitive customer data. The next screen will show the account administrator and the following screen will request basic user information.
- Once you submit your request, you will receive an email confirming the request was submitted and a second once your administrator approves your access
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
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.
Search Accounts

Account Search
• Enter Account Code information and click View to see Account Information, Address Information and Users registered under that account code.
Searching for Statements

**Step 1:** Under the Statements menu, select View and Print Statements.

**Step 2:** Enter the Search Criteria.

**Step 3:** Select the Statement you want to view, and click on View PDF.
PDF Version of Statement

- Once statements are populated, check the radio button next to the statement you would like produced then choose ‘View Printed Statement’
### Detailed Excel Download

#### Detail Record Search

<table>
<thead>
<tr>
<th>Detail Search Criteria</th>
<th>Business Line</th>
<th>Bill Type</th>
<th>Record Type</th>
<th>Disputed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement Number</td>
<td>Fleet</td>
<td>IPAC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Title</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Reference ID</td>
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<td></td>
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</tr>
<tr>
<td>Statement Date</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Entry Date</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Detail Amount</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collection Due Date</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Account**

- DUNS+4 / BPN+4

**Account Code**

**+ Additional Criteria**

**+ Fleet Search Criteria**

**+ Rent Search Criteria**

**+ Supply/Automotive Purchases**

**Search** | **Clear**

1 - 10 of 999 results

<table>
<thead>
<tr>
<th>Reference ID</th>
<th>Statement Number</th>
<th>Statement Date</th>
<th>Account Code</th>
<th>Account Name</th>
<th>Business Line</th>
<th>Record Type</th>
<th>Bill Type</th>
<th>Disputed</th>
<th>Payment Due Date</th>
<th>Amount</th>
<th>Vehicle Tag</th>
<th>Vehicle Class</th>
</tr>
</thead>
</table>
Correspondence

- Return to the VCSS homepage to view the site map
Payment Options

- **Check address:**
  GSA: Payment for NON-IPAC Fleet Bills
  Lockbox 979083
  St. Louis, MO 63197-9000
  - Include the statement number on the check – this ensures the payment gets credited to the correct account
- Pay directly through Pay.gov using your GSA credit card at [https://www.pay.gov/public/form/start/24422353](https://www.pay.gov/public/form/start/24422353)
  - Include the statement number in the statement or claim number field
  - There is a $24,999.99 daily limit
Interest & Penalties

- Non Federal Customers are subject to IP&A
- Interest starts at 30 days
- Rate is set by Treasury
- Penalty is 6%
- Administration fee is $10/mo
- Payments will first go towards IP&A and then principle. If only send standard principle amount – IP&A will continue to accrue
Drive-thru: Mileage Express

- GSA Fleet's web based mileage reporting system available via Fleet Drive-thru (https://drivethru.fas.gsa.gov/drivethru/drivethru/)

- Update Fund Code for billing groupings

FedFleet 2019
Accounts Receivable

- To pull outstanding statements:
  - In VCSS choose ‘Statements’ → ‘View and Print Statements’
  - Select view in Excel 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

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**Federal Accounts**
- Payments due **45** days after statement issue date

**Non-Federal Accounts**
- Payments due **30** days after statement issue date
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 automates payment of vehicle invoices
SpeedPay Access

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

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

• 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

- Add or remove SpeedPay access under Application Rights
Setting up Automatic Payments

• Update lines of accounting (LOAs) at start of each fiscal year (FY) or when document number changes
• The LOAs and funding document number must be entered before the mileage is entered for the month
• SpeedPay has 4 input methods
SpeedPay Input Methods

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

Vehicle Tag
- Monthly Mileage & Non-Accident Billings
- Accident Billings
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.
Setting up Automatic Payments

By Vehicle Tag:

1. Search by customer number or tag, then select tag number to
2. Enter your LOA information and make any appropriate changes necessary for the tag number, (i.e. Document number may be different for this tag as compared to other tags under this customer number)
3. Select “Update” to allow your changes to update in the database
4. Click “Previous Screen” to return to the list of vehicle tag numbers
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
Automatic Payment for Non-DOD Accounts

- IPAC: Intra-Governmental Payment and Collection
- Automatic payment for all **new** statements
- Pays the entirety of the GSA Fleet bill, regardless of sales code
- To sign up, submit your Agency Location Code (ALC) to your FSRs for each BOAC/Account Code
Chargebacks

• Common reasons for chargebacks:
  • LOA not updated at start of FY
  • LOA is entered by tag number, but only customer number is updated
  • Invalid LOA
  • Bill exceeds funding
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
Resources

- PowerPoints
- Sales code definitions
- FAQ’s
- User Guide

You may contact your Fleet Service Representative with any additional questions.
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.