Understanding Your GSA Fleet Bill and Using VCSS

Sarah Whitmore & Megan Ritter
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
Registration

- First viewer must register account and become the Account Administrator

Access Requests

- Subsequent viewers request access to existing account

Administrator Role

- Approves and disapproves all 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.
Account Registration

1. Click on the Registrations & Access Requests button.

2. Select ‘Click here if you are a Customer of GSA’
Account Registration

- 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’
Searching for account
Creating Security Questions

1. In top right corner, click ‘Account Maintenance’

2. From the ‘Security Question and Answer Page’ tab, select your questions and corresponding answers in the case of VCSS lockout
Logging In

• When logging into an account once access is granted, select ‘System Login’

• Navigate VCSS through the Homepage drop-down menus
Search Accounts

Account Search

Account Name: [Input Field]  Account Code: [Input Field]  DODAAC: [Input Field]
DUNS+4/BPN+4: [Input Field]

Agency: [Input Field]  Bureau: [Input Field]  Agency Location Code: [Input Field]  Currency: [Input Field]

Search  Clear

View  Sort...  View as CSV  View as Excel

Summary

<table>
<thead>
<tr>
<th>Account Code</th>
<th>DUNS+4/BPN+4</th>
<th>DODAAC</th>
<th>Account Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>230</td>
<td></td>
<td>US</td>
<td></td>
</tr>
</tbody>
</table>

FedFleet 2018
Searching for Statements

Statement Search

Search Criteria

General Criteria

- Statement Number: [Input Field]
- Statement Date: From: 10/01/2016, To: 12/31/2016
- Statement Type: [Dropdown]
- Business Line: Fleet

Account Information

- Account Code: [Input Field]
- Agency Location Code: [Input Field]

If the Statement contains information for multiple customers, the search results contain the Statement Balance that applies to your customer only.

[Search] [Clear]

Summary

<table>
<thead>
<tr>
<th>Statement Number</th>
<th>Statement Date</th>
<th>Business Line</th>
<th>Account Code</th>
<th>Account Name</th>
<th>Total Billed</th>
<th>Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>G0078</td>
<td>10/21/2015</td>
<td>Fleet</td>
<td>A093F</td>
<td>USA TRANSPORTATION</td>
<td>$491.00</td>
<td>$491.00</td>
</tr>
<tr>
<td>F0105</td>
<td>10/21/2015</td>
<td>Fleet</td>
<td>A020F</td>
<td>WASHINGTON</td>
<td>$2,036.26</td>
<td>$0.00</td>
</tr>
</tbody>
</table>
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’
View Statement Details

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**View Details**
- View and Print Statements
- Statement Search by Agreement
- View Details
- Dispute Statement/Details
- View Dispute Requests

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**Detail Search Criteria**
- **Statement Number:**
- **Title:**
- **Reference ID:**
  - Statement Date: From: 10/01/2016 To: 10/25/2016
- **Entry Date:**
  - From: 
  - To: 
- **Detail Amount:**
  - From: 
  - To: 
- **Collection Due Date:**
  - From: 
  - To: 
- **Account:**
  - DUNS/BPN: 
  - Account Code: 

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**Business Line:** Fleet
**Record Type:**
**Bill Type:** IPAC
**Disputed:**

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**Additional Criteria**
- Fleet Search Criteria
- Rent Search Criteria
- Supply/Automotive Purchases

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**Search**
**Clear**

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**Summary**
- Reference ID
- Statement Number
- Statement Date
- Account Code
- Account Name
- Business Line
- Record Type
- Bill Type
- Disputed
- Payment Due Date
- Amount
- Vehicle Tag
- Vehicle Class
- Est. Mileage Indicator
- Body Type
# Payments

**Vendor and Customer Self Service**

VCSS > Payments > Customer Payment Search

**Customer Payment Search**

<table>
<thead>
<tr>
<th>Search Criteria</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>General Criteria</td>
<td></td>
</tr>
<tr>
<td>Payment Number:</td>
<td></td>
</tr>
<tr>
<td>Title:</td>
<td></td>
</tr>
<tr>
<td>Debit Voucher Number:</td>
<td></td>
</tr>
<tr>
<td>Deposit Number:</td>
<td></td>
</tr>
<tr>
<td>Invoice Number:</td>
<td></td>
</tr>
<tr>
<td>Receipt Date:</td>
<td></td>
</tr>
<tr>
<td>From:</td>
<td></td>
</tr>
<tr>
<td>To:</td>
<td></td>
</tr>
<tr>
<td>Paid Amount:</td>
<td></td>
</tr>
<tr>
<td>Line Type:</td>
<td></td>
</tr>
<tr>
<td>Referenced Statement Number:</td>
<td></td>
</tr>
<tr>
<td>Business Line:</td>
<td></td>
</tr>
<tr>
<td>Source Number:</td>
<td></td>
</tr>
<tr>
<td>Agreement Number:</td>
<td></td>
</tr>
</tbody>
</table>

Note: The OA Number is the Alternate Agreement Number.

**Account**

DUNS+4/FBN#:  |
Account Code:  |

**Designated Agent**

Code:  |
Address Code:  |

**Additional Criteria**

[Search]  [Clear]

[View]  [Account Summary]  [View Statement]  [Sgrt...]  [View as CSV]  [View as Excel]
Correspondence
Payment Methods

- Check
- IPAC
- Speedpay (DOD)
- Purchase Card
Payment Method - Check

• Where to send your checks:

GSA: Payment for NON-IPAC Fleet Bills
Lockbox 979083
St. Louis, MO 63197-9000
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
IP&A Calculation

Combined Overdue Charges Example – Interest, Penalty, & Admin

**Collection Status:**
- **September 1:** $10,000 Bill is Sent
- **October 1:** $10,000 Collection is Due Not yet paid
- **October 31:** $10,008.33 Collection is Due Still not paid
- **November 30:** $10,076.66 Collection is Due Still not paid

**Interest:**
- **September 1:** Interest Calculation Days Start
  - Interest Rate = 1% APR
  - $10,000 * 0.01 * (30/360) = $8.33
- **October 1:** Interest Calculation Days Start
  - $10,000 * 0.01 * (30/360) = $8.33
- **October 31:** Interest Calculation Days Start
  - $10,000 * 0.01 * (30/360) = $8.33

**Penalty:**
- **September 1:** No Penalty – within 30 days
- **October 1:** No Penalty – within 30 days
- **October 31:** Penalty Calculation Days start
  - $10,000 * 0.06 * (30/360) = $50
- **November 30:** Penalty Calculation Days start
  - $10,000 * 0.06 * (30/360) = $50

**Admin:**
- **September 1:** No Admin – within Collection Due Date
- **October 1:** Administrative Charge Calculation Days start
- **October 31:** Administrative Charge Calculation Days start
  - Admin Charge ($10)
- **November 30:** Another Admin Charge= $10

**Total Due:**
- **September 1:** $10,000
- **October 1:** $10,008.33
- **October 31:** $10,076.66
- **November 30:** $10,144.99
How to Identify IP&A Fees

**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.

**Step 4:** At the bottom of the ‘Statement Information’ section you will see the ‘Billed Amounts’ box, which includes the IP&A charges.

![Billed Amounts Table]

*Note: The Billed Total Field is calculated by adding the Principal, Interest, Penalty and Admin Charges Amounts.*
Drive-thru: Mileage Express

- GSA Fleet's web based mileage reporting system available via Fleet Drive-thru
- Update Fund Code for billing groupings
  - Breakdown a bill within a BOAC
- Can only update fund codes when reporting mileage

GSA users must search on customer number to see mileages.
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 push through automatic payments of vehicle bills
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 Re-registration Process

• Drive-thru Update (July 2016)
• Create 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 Re-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 Re-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:
  - 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

- 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
Reconciling Delinquent Accounts

• 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
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-Receiveable.Finance@gsa.gov or 816-926-7037.