Vendor and Customer Self Service (VCSS)
Registration and Access Request Instructions

Registration in VCSS is driven by the customer’s Account Code, also known as a Billed Office Address Code (BOAC). For each Account Code, the customer agency must complete a Registration in VCSS. Once the Registration is completed, all bills for that Account Code will be available to the specific user who completed the Registration process. This person will also, by default, become the account administrator for that Account Code. Other users may then apply to view the bills for this Account Code by completing an Access Request in VCSS. The account administrator will be responsible for approving all new Access Requests for that Account Code. Below, instructions are provided for completing the Registration and Access Request processes for your Account Code.

Registration Process

This process will only be completed once for each Account Code. All subsequent requests to view data for the Account Code should be conducted using the Access Request instructions.

2. Click the “Registrations and Access Requests” button.
3. Click the “Click here if you are a Customer of GSA” button.
4. In the Registration box, enter either your Account Code or 8-digit Agency Location Code (ALC) and your Agency Name. Enter the Address to associate with this Account Code or ALC. Click Register.

5. Your information will populate in the Registration Requests box on the right of the screen. Click “Show Details”, review the populated information for accuracy, and then click “Continue”. You may click the “X” button if you need to correct your submission.
6. Provide the specific user information for the Account Code you are registering in the “User Information” box on the right of the screen. Click “Continue”.

7. Review your user information and the statement at the bottom of the screen. If you concur that your information is correct and that you are willing to accept the responsibility for administrating this Account Code, check the box next to “I accept this responsibility.”
8. At the bottom of the page, type the code from the provided image and click “Submit”.

![Image of code entry](image)

9. GSA will review the request and approve, where appropriate. When your request is approved, you will receive an email with a VCSS URL to click and a Personal Identification Number (PIN) to complete registration of your account. Follow the remaining instructions on the website to complete your registration.

**Access Request Instructions**

Once a Registration has been completed for an Account Code, all subsequent requests to view billing data for that Account Code will be completed via an Access Request.

2. Click the “Registrations and Access Requests” button.

3. Click the “Click here if you are a Customer of GSA” button.
4. In the Access Request box, enter either your Account Code or 8-digit Agency Location Code (ALC) and your Agency Name. Click “Search”.

5. Existing VCSS accounts matching your search criteria are returned. Click the “+” symbol to add the account(s) for which you need access.

6. The Access Requests box on the right of the screen will be populated with your information. Click “Show Details”, verify the information is correct, and then click “Continue”. You may click the “X” button if you need to correct your submission.
7. Fill out the User Information to be associated with your access request in the User Information box on the right of the screen. Click “Continue”.

8. Confirm the entered information is all correct. At the bottom of the page, type the code from the provided image and click “Submit”.
9. The account administrator for this access code will review your request and approve it, where appropriate. Upon approval from the account administrator, GSA will review the request and approve it, where appropriate. Once approved, you will receive two emails: one with your VCSS User ID and one with your VCSS password. You will use these credentials to log in to the system for the first time.

Additional training on VCSS functionality is available [here](#).