Subject: VCSS is now live for all Outlease Customers!

The Vendor and Customer Self Service (VCSS) website, an electronic billing system, is now available to customers of the Public Buildings Service (PBS) Outlease Business Line. Customers should refer to the two emails sent yesterday from VCSS.Security@gsa.gov providing information on User ID and Password for access to VCSS (https://vcss.ocfo.gsa.gov/). Once logged into VCSS, you will find your VCSS Account Code on the Outstanding Balances By Account page after you continue past the View Notices page.

VCSS now allows customers to:

- View their security deposit in VCSS;
- Query on current and historical payments made to GSA. This information will be listed as separate entries in VCSS; and
- For customers who have any overdue bills, they are also able to query that information and view it as separate entries.

The first Outlease billing to VCSS will occur in December 2015. Going forward, customers will have access to all payment history that has occurred since the implementation.

Customers should be aware of the following changes when making payments to their Outlease accounts:

- GSA has discontinued the use of coupon books for Outlease customers.
- Customers should refer to their contract as well as their Acceptance and Notice to Proceed Letter to obtain account information, terms and conditions. Customers should reference their contract number on their payments and should continue to pay according to the terms and conditions in their contract.
- If customers are late making a payment, they will receive an email notification from VCSS reminding them that their payment is overdue. Customers will then be able to log in to VCSS where they will be able to view and download their billing statement. There will be no change in how customers pay for their bill, and payment instructions will be included on the posted billing statements.

WHERE TO GO FOR HELP
For questions about VCSS, contact the Financial Systems Service Desk at 1-866-450-6588 or OCFOServiceDesk@gsa.gov. The Service Desk hours are 7:30 a.m. to 7:30 p.m. EST, Monday-Friday, excluding Federal holidays.

Additional emails, and brochures containing detailed information on Key Changes, the Account Administrator Role, and further information on VCSS for Outlease customers can be found on the Phase 3 Materials & Communications Page (http://www.gsa.gov/portal/content/229567).

The GSA Billing and Accounts Receivable (BAAR) Team