Subject: VCSS to Go Live next week

Effective next week, GSA’s Vendor and Customer Self Service (VCSS) website will be available for all Wave 3.4 customers. Customers who currently access their billing statements via BillView or receive paper billing statements from GSA must use VCSS to obtain this information going forward.

GSA will mail the final paper billing statements to customers and will post the last billing statements to BillView the first and second week in February. Customers will continue to have access to BillView for all historical billing statements and information processed before February 16, 2016.

Wide Area Network (WAN)/Networx and Local Telecom Service and WITS Customers, please note the following important information that is specific to your business lines:

- **E-MORRIS** will remain available and unchanged. Wide Area Network (WAN)/Networx Customers will be able to use VCSS as an additional option to access electronic Summary billing statements, and will also be able to access VCSS to view and run queries on summarized billing data, collections, and to dispute bills, if desired.
- **e*Bill** will remain available and unchanged. Local Telecom Service and WITS customers will be able to use VCSS as an additional option to view and run queries on summarized billing data, collections, and to dispute bills, if desired.

**WHAT TO EXPECT WHEN VCSS GOES LIVE**

Next week, customers who pre-registered account codes via GSA’s VCSS Account Code Registration website will receive three separate emails with the following information to assist in accessing VCSS:

- The first email from VCSS.Security@gsa.gov will include the customer’s VCSS user ID.
- The second email from VCSS.Security@gsa.gov will include instructions on how to create a VCSS password and log in to VCSS. Upon logging in to VCSS, customers will have access to their account codes.
- The third email from baar@gsa.gov will be sent to customers informing them when VCSS is available.
Next week, pre-registered customers will be able to log in to VCSS and view outstanding balances only.

**VCSS ACCOUNT ADMINISTRATORS ROLE**

A VCSS Account Administrator will be automatically designated for each VCSS account, ensuring GSA customers have secure, direct access to the billing data associated with their accounts. Account Administrators will be responsible for approving any requests for customer account access.

Beginning next week, when a customer submits a Registration and Access Request at [vcss.gsa.gov](http://vcss.gsa.gov), the designated Account Administrator will receive an email asking them to approve or decline the request before GSA grants permission for account access. To identify the Account Administrator, customers should refer to the User Information section of the VCSS Registration and Access Request.

**HOW TO CHANGE AN ACCOUNT ADMINISTRATOR**

Customers have the ability to designate a different VCSS Account Administrator, if there is a more appropriate person in the organization who should be assigned to approve access to account billing data. Updates to the Account Administrator role can be made at any time at [vcss.gsa.gov](http://vcss.gsa.gov); click the Support Request button to submit a Change Account Administrator request.

**HOW TO PREPARE FOR VCSS**

VCSS training materials are available at [vcss.gsa.gov](http://vcss.gsa.gov) under the Training tab. Additional recommended material is located at [gsa.gov/baar](http://gsa.gov/baar), including the following:

- **Key Changes**: Explains upcoming changes related to the VCSS implementation specific to each GSA business line.
- **Phase 3 Materials & Communications**: Click on the Wave 3.4 link at the top of this page to access an archive of all emails, brochures, slick sheets, and bill inserts sent to customers in preparation of the VCSS implementation.

If you have any questions, please email [baar@gsa.gov](mailto:baar@gsa.gov).

The GSA Billing and Accounts Receivable (BAAR) Team