Subject: **VCSS to go live in one week for Outlease customers**

The Vendor Customer Self Service (VCSS) website, an electronic billing system, will be available to customers of the Public Buildings Service (PBS) Outlease Business Line mid-November, 2015. Below are some important reminders:

**MAKING PAYMENTS**

- As of mid-November, GSA will discontinue 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.

**ACCOUNT INFORMATION AVAILABLE IN VCSS**

VCSS will provide Outlease customers with new ways to access their billing and account information. Beginning mid-November, customers will be able to view their security deposit in VCSS. They also will be able to query on current and historical payments made to GSA; this information will be listed as separate entries in VCSS. Customers who have any overdue bills will also be 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 then.

**HOW TO ACCESS VCSS**

Once VCSS is implemented next week, customers will receive two emails from VCSS.Security@gsa.gov with the following information to assist in accessing VCSS:

- The first email will include the customer’s VCSS user ID.
- The second email 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 Outlease account codes.

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 ACCOUNT ADMINISTRATORS ROLE & HOW TO CHANGE AN ACCOUNT ADMINISTRATOR

A VCSS Account Administrator will be automatically designated for each VCSS account, ensuring GSA Outlease customers have secure, direct access to the billing data associated with their accounts. Account Administrators will be responsible to approve any customer requests for account access. Beginning mid-November, when a customer submits a Registration and Access Request at 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.

All 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; click the Support Request button to submit a Change Account Administrator request.

WHERE TO GO FOR HELP

For questions about VCSS once it goes live next week, 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 for Outlease customers are available on the Phase 3 Materials & Communications Page (http://www.gsa.gov/portal/content/229567).

If you have any questions about this email please contact baar@gsa.gov.

The GSA Billing and Accounts Receivable (BAAR) Team