



August 8, 2011

Dear GSA Customer:

This is the final notice that beginning September 1, 2011, the General Services Administration (GSA) will discontinue mailing paper bills for the Federal Acquisition Service (FAS), Office of Motor Vehicle Management (Fleet) charges. Instead, customers can access and, if necessary, print their bills from the new GSA Vendor and Customer Self Service (VCSS) website.

As we have advised in earlier notices sent with May, June and July bills, VCSS will replace WebBill, the current online system for GSA Fleet Billings. Following implementation of VCSS later this month, GSA Fleet customers' open statements and transactions will be available only through VCSS. Billing history will remain available on WebBill.

As of the August implementation, all customers registered in WebBill will be converted to VCSS; shortly thereafter, they will receive two emails from GSA, one with a new User ID and one with a link to create a password to access VCSS. With the User ID and password, customers will have access in VCSS to only those accounts for which they specifically registered in WebBill when they set themselves up in that system; after implementation, these customers can request access to additional accounts through VCSS. Customers not registered in WebBill will need to register for VCSS after implementation.

**What Is Vendor and Customer Self Service (VCSS)?**

The VCSS website will provide customers online access to their GSA billing and accounts receivable data. It will have the same level of functionality available as WebBill and provide additional features that will allow customers to:

- View balances and statement detail by business line;
- View account summary, including payments;
- Query and sort a wide array of accounts receivable and collections data;
- Download bills and billing data in a comma separated values (CSV) file;
- Search and view details across statements;
- Submit correspondence and initiate the dispute process electronically; and
- Control access to accounts and information.

**How Can Customers Learn About VCSS?**

Prior to implementation, you can learn about VCSS at [www.gsa.gov/baar](http://www.gsa.gov/baar), GSA's website about the new Billing and Accounts Receivable (BAAR) modules. Among the Quick Links on this site are Frequently Asked Questions (FAQs) on VCSS. On the VCSS tab, you will find a customer training presentation on the navigation and functionality of VCSS.

If you have questions or would like additional information, contact our Accounts Receivable Customer Service Helpdesk at 816-926-7037 or email us at [kc-accts-receivable.finance@gsa.gov](mailto:kc-accts-receivable.finance@gsa.gov)

Sincerely,

A handwritten signature in black ink, appearing to read "Marisa L. Quinlivan". The signature is fluid and cursive, with the first name "Marisa" being the most prominent part.

Marisa L. Quinlivan  
Chief, Financial Information Control Branch