

**Office of the Chief Financial Officer
Billing and Accounts Receivable (BAAR) Modules**

**Frequently Asked Questions about GSA New
Vendor and Customer Self Service (VCSS) Website**

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GSA Migration of Billing and Accounts Receivable Functions

Q: *What billing changes is GSA making?*

A: In July 2011, GSA will implement the first phase of the billing and accounts receivable (BAAR) modules that will allow you to access, query, and download your GSA billing data. The first phase launches the billing, accounts receivable, and collection functions for motor vehicles leased through the GSA Federal Acquisition Service (FAS Fleet) and for rent bills for tenants of space provided by the GSA Public Buildings Service (PBS Rent).

Q: *What is Vendor Customer Self Service (VCSS) and how will it affect GSA customers?*

A: VCSS is a website that will provide GSA customers with online access to accounts receivable and collections data. It will have the same level of functionality available through WebBill and provide additional features that will allow customers to:

- View balances and statement detail by business line;
- View account summary including payments;
- Sort, query, and download a wider array of accounts receivable and collections data;
- Search and view details across statements;
- Submit correspondence and initiate the dispute process electronically; and
- Control access to accounts and information.

Q: *How will this affect FAS Fleet customers?*

A: At implementation in July 2011, VCSS will replace WebBill for FAS Fleet customers. Open statements and future transactions will be available only through VCSS. FAS Fleet billing history before implementation will remain available on WebBill.

Q: *How will this affect PBS Rent customers?*

A: PBS Rent customers will have access to VCSS, but it will not replace Rent on the Web (ROW). VCSS will provide PBS customers with another way to view their accounts receivable and collections data. PBS rent customers will still get their bills through ROW.

Q: *How will this affect customers of other GSA business lines?*

A: As future phases of the BAAR modules are implemented, customers of the remaining GSA business lines will have VCSS access to those accounts receivable and collection information. GSA will provide information to those customers as part of the subsequent phases of implementation.

Features and Benefits of VCSS

Q: *Will VCSS allow customers to view data by business line?*

A: Customers will be able to view balances by business line and drill down to the detailed statements that support those balances. In addition, customers will be able to search details, print, and download data by business line. Once all three phases of implementation are complete, customers who use multiple GSA services will be able to view all of their accounts receivable and collections data through this single, on-line source.

Q: *Will VCSS provide account activity at a summary level?*

A: Customers will be able to view accounts in a variety of ways. Customers can view a summary of account activity, including payments and credits, to quickly identify account activity that needs additional research.

Q: *Will VCSS allow users to query, download, and sort a wider array of billing and collections data than in previous systems?*

A: Customers can query, download, and sort a wider range of accounts receivable and collections data in comma separated value (CSV) files. This feature replaces the report function currently available in WebBill and provides customers with the flexibility to analyze data and create reports that meet their specific needs. For example, customers can search details such as a specific vehicle or building name across statements and collect all the related data. A detailed list of fields that can be downloaded will be provided in subsequent communications and on the GSA website.

Q: *Will search capabilities be expanded?*

A: Customers can search specific details across statements. For example, customers can search for activity related to a specific vehicle across statements or search for a specific building.

Q: *What correspondence features are available in VCSS?*

A: Customers can submit a variety of correspondence through VCSS. You can ask questions about your accounts, dispute statement details, or submit supporting documentation. All correspondence is saved in the system so you can search, sort, and download correspondence sent and received on specific statements.

Q: *Can customers dispute and resolve charges through VCSS?*

A: Through VCSS, customers can identify a charge, dispute it, attach documentation, and receive responses from GSA. This new functionality provides an electronic dispute process for customers who do not pay bills using the Intragovernmental Payment and Collections System (IPAC).

Frequently Asked Questions on the BAAR Project

Q: Will customers have more control over who has access to account information?

A: Customers will control who has access to their account information through the new role of VCSS Account Administrator. Customers will each have a VCSS Account Administrator within their organization who will approve new and existing requests before GSA grants access.

Access and Security to Information in VCSS

Q: How will the VCSS Account Administrator be established?

A: At implementation, GSA will assign the role of VCSS Account Administrator to the oldest registration in WebBill and ROW for each account code or Billing Office Address Code (BOAC). GSA will notify these individuals in advance of implementation, providing information about their role in approving access to information in VCSS. On an ongoing basis, the first new user to register for a given account code will automatically be the VCSS Account Administrator for that account code.

Q: How can I change the Account Administrator?

A: Agencies will be able to change the VCSS Account Administrators after implementation. Information about this process will be provided in future correspondence to you.

Q: Who will have access to VCSS, and how will they be informed?

A: All registered users of WebBill and ROW will have access to VCSS after implementation in July 2011. Using the individual registration information in WebBill and ROW, GSA will create a new User ID for each registered individual. Each individual will receive two e-mails: the first will contain the new User ID for VCSS and the second will contain a password link for VCSS. These e-mails will be staged in groups soon after the July implementation. If you are not registered in WebBill or ROW before the July VCSS implementation, you can register in VCSS after implementation. Your registration will need to be approved by your VCSS Account Administrator.

Q: How can WebBill and ROW users prepare for VCSS implementation?

A: It is important for all registered users of WebBill and ROW to make sure their registration information is current by the end of June 2011 to ensure receipt of the VCSS registration emails.

Q: Why does a new User ID login have to be assigned?

A: New User IDs and passwords are being established to conform to GSA Information Technology standards.

Q: What accounts will registered users have access to in VCSS?

A: If your WebBill or ROW registration is based on a Billing Office Address Code (BOAC)/Agency Bureau (AB Code), you will have access in VCSS only to those accounts associated with that specific BOAC/AB Code. If your WebBill or ROW registration is based on an Account Locator Code (ALC) you will have access to all accounts associated with that ALC code. Once you have activated your UserID, you can request access to additional accounts on the VCSS site. GSA will process the requests and forward them to the relevant VCSS Account Administrator for approval before GSA grants access. You should submit requests for additional access as soon as possible after User ID activation.

Q: *How can users secure access to additional accounts?*

A: Once your User ID is activated, you can request access to additional accounts through VCSS. GSA will process the requests and forward them to the relevant VCSS Account Administrator for approval before GSA grants access. You should submit requests for additional access as soon as possible after your User ID is activated.

Future Availability of WebBill and ROW

Q: *Will WebBill continue to be available for FAS Fleet customers?*

A: As of July 2011, VCSS will replace WebBill for FAS Fleet customers. WebBill will no longer provide new FAS Fleet billing and collections data but will house history for FAS Fleet customers from December 1997 up to July 2011 VCSS implementation.

Q: *What billing and accounts receivable history will be converted to VCSS?*

A: Account history in VCSS will build from implementation in July 2011 forward, and none of the billing and accounts receivable history in WebBill and ROW will be converted to VCSS. Only statements with a balance as of the July 2011 conversion date and subsequent activity will be available in VCSS.

Q: *Will WebBill continue to be available for FAS Global Supply customers?*

A: Yes, it will. FAS Global Supply customers will continue to use WebBill until the new billing, accounts receivable, and collections functionality is available for that business line in one of the future implementation phases.

Q: *Will Rent on the Web (ROW) continue to be available?*

A: Yes, it will. The GSA Rent billing system will continue producing the rent bill for space and posting the electronic billing to ROW. The use of VCSS is optional for PBS Rent customers as they will continue to use ROW.

Delivery of Bills and Files from GSA

Q: *Will customers still receive paper bills?*

A: Beginning in July 2011, GSA will phase out paper bills to support Executive Order (EO) 13514, which set sustainability goals and required federal agencies to improve environmental performance across a number of areas including reducing the use of paper. Customers who currently receive paper bills will be notified several months before their paper bills are discontinued. Through VCSS and ROW, all agencies will be able to download bills and collection data and print bills.

Q: *Will FAS Fleet customers still receive billing files via e-mail or file transfer protocol (FTP)?*

A: When VCSS is implemented, GSA will no longer send billing files via e-mail or FTP to FAS Fleet customers. Instead, the query and download features of VCSS will provide customers with the flexibility to analyze data and create reports. A detailed list of fields that can be downloaded will be provided in subsequent communications and on the GSA website.

VCSS Support

Q: *Will instructions on VCSS use be offered?*

A: Yes. Detailed instructions on how to use VCSS will be available online beginning June 2011. VCSS also will include detailed help features to assist customers with questions about its use.

Q: *Will there be a help desk?*

A. Yes. At implementation, GSA will have a help desk available to answer technical questions about the website.

Q: *Who do we contact now if we have questions?*

A. If you have questions about VCSS in advance of implementation, please email them to GSABillingandARSolution@gsa.gov