Entering Billing Information and Where to View Billing Statements

Before sending RWAs to GSA for acceptance there are fields that must be completed on the Billing Information tab in eRETA. Below are some helpful things to know when entering billing information in eRETA. Also included below is information on GSA's Vendor and Customer Self Service (VCSS) application which provides access to billing statements for RWAs and other GSA business lines.

1- Selecting Billing Type: IPAC, Non-IPAC, or Interfund:
The Billing Type determines how you will be billed.

- **O:IPAC:** When O:IPAC is selected, GSA's billing system automatically "pulls" payment from the customer agency account via Treasury's IPAC system during the monthly billing cycle. Most customers already select this option.
- **N:Non-IPAC:** When N:Non-IPAC is selected, GSA's billing system generates a PDF billing statement which is uploaded to VCSS and awaits payment from the customer. In this scenario, the customer "pushes" payment to GSA on their schedule, which can still include pushing payment using Treasury's IPAC system. Currently, the Judiciary and some Department of Defense customers utilize this option for a portion of their bills, but use the O:IPAC option for the remainder of their bills..
- **I:Interfund:** When I:Interfund is selected, billings will happen internally through GSA's Financial Management System, Pegasys. Only customers internal to GSA (e.g. GSA-FAS, GSA-OIG, etc.) can select this option.

2- Selecting Account Code/BOAC:
The Account Code/BOAC (Billing Office Address Code) is a six character code that is "short-hand" for a unique combination of Agency Bureau Code + Billing address + Agency Location Code (ALC) (where the ALC is an 8 digit "account number" in Treasury's IPAC system).
- If an O:IPAC customer, the Account Code/BOAC selected must have an associated ALC.
- If a N:Non-IPAC customer, the Account Code/BOAC selected must not have an associated ALC. If it does then eRETA will change the Billing Type to O:IPAC and GSA will automatically "pull" payment from the customer account.

To search for your Account Code/BOAC, click the magnifying glass to bring up the BOAC/ALC Search. To choose a particular BOAC simply click the corresponding line in the Search Results.

Use the magnifying glass to search for your Account Code/BOAC.

If an Account Code/BOAC does not exist for your Agency Bureau Code + Billing address + Agency Location Code combination, send an email to eRETA@gsa.gov to request a new Account Code/BOAC. Requests for new Account Code/BOACs can only be initiated by GSA.

3- Where do I view my RWA Billing Statements?

While customers enter their RWA billing information in eRETA, billing statements are available in GSA's Vendor and Customer Self Service (VCSS) application, not in eRETA. VCSS and eRETA are separate and distinct applications. Importantly VCSS allows customers to access billing statements across various GSA business lines including RWAs, Fleet, and Global Supply.

Unlike eRETA where access is based on a user's assigned Agency Bureau code, VCSS access is based on a user's Account Code/BOAC or ALC. Customers may access the main VCSS page using the following link:https://vcss.ocfo.gsa.gov/.

To help you determine which Account Code/BOAC you might need access to, you can visit www.gsa.gov/ereta and navigate to the "eRETA Training Materials" page where you'll find a user guide titled "How to use eRETA to lookup VCSS Account Codes/BOACs".

BONUS KNOWLEDGE: The PBS Customer Dashboard is live! The dashboard consolidates a broad range of data into a central portal with flexible, filtered views and weekly data refreshes. It feeds directly from source systems to show information in four categories:

- My Projects (sources ePM REXUS, G-REX and RETA)
- My RWAs (source RETA)
- My Occupancies (sources OA Tool, REXUS)
- My Rent (source OA Bill)

More information can be found at the following link:
https://sites.google.com/a/gsa.gov/customer-engagement/dashboards-resources/pbs-customer-dashboard

DOUBLE BONUS KNOWLEDGE: Training, training and more training!

Visit www.gsa.gov/ereta where you'll find a wealth of training materials including user guides, Quick Tips (like this one), and more. Also starting in February 2020 we will offer one live virtual training session per month, featuring highlights from past eRETA Overview and Advanced sessions. These trainings are held through GSA's Client Enrichment Series and you can register by visiting www.gsa.gov/ces or by clicking the links below!

- **eRETA Digest - Live Virtual Training Session**
  - February 11: 1-2:30pm (eastern)
  - March 10: 1-2:30pm (eastern)
  - April 14: 1-2:30pm (eastern)