



# About the GSA Vendor and Customer Self Service (VCSS) web site

This guide is designed to be an introduction to key VCSS features and benefits.

As part of a larger effort to modernize our financial management, GSA has created the Vendor and Customer Self Service web site (VCSS) for billing and collections. This brochure will give you an introduction to selected features of VCSS and a quick look at what you can do on this new web site.

## What you can do with VCSS

The VCSS web site will provide GSA customers like you with online access to your GSA billing and accounts receivable data, as well as let you correspond with us about your statements and payments.

VCSS has many benefits for both you and us, including:

- Improving the speed, efficiency and management of your accounts payable process by giving you access to timely and accurate information
- Improving your account security and access control
- Reducing our environmental impact by using less paper
- Furthering the goals of both the Open Government Directive and government-wide efforts to standardize financial management

## To access VCSS, go to <http://vcss.gsa.gov>

In the examples that follow, we've selected four screenshots from the VCSS web site that highlight some of its key functions:

- Access the main sections of VCSS
- View account information
- View and print statements
- Correspond with GSA

Step-by-step instructions on how to use these features, as well as the many others that are available on VCSS, can be found on the web site.

## Access the main sections of VCSS

The home page shows a summary of your outstanding balances and provides links to key sections of VCSS.

The screenshot shows the GSA Vendor and Customer Self Service (VCSS) home page. The navigation menu includes links for Accounts, Statements, Payments, Correspondence, External Applications, and Bookmarks. A search criteria form is visible, and a summary table of statements is displayed at the bottom. The table lists statement numbers, dates, business lines, account codes, and names, along with financial details such as total billed, paid, adjusted, applied credit, closed, outstanding, and outstanding charges.

Statement Number	Statement Date	Business Line	Account Code	Account Name	Total Billed	Paid	Adjusted	Applied Credit	Closed	Outstanding	Outstanding Charge	Credit
<input checked="" type="checkbox"/> A110280039	01/28/2011	Rent	S2100	U.S. ARMY COE	\$2,854,793.83	\$2,822,209.40	\$0.00	\$23,392.24	\$0.00	\$9,132.10	\$0.00	(\$23,392.24)
<input type="checkbox"/> A110590039	02/28/2011	Rent	S2100	U.S. ARMY COE	\$3,112,518.45	\$0.00	\$0.00	\$0.00	\$0.00	\$3,112,518.45	\$0.00	\$0.00
<input type="checkbox"/> AA120411	04/12/2011	Rent	S2100	U.S. ARMY COE	\$331,100.10	\$331,099.10	\$0.00	\$0.00	\$331,099.10	\$100.00	\$0.00	\$0.00
<input type="checkbox"/> 11112092	05/17/2011	Rent	S2100	U.S. ARMY COE	\$762,856.59	\$0.00	\$0.00	\$0.00	\$0.00	\$762,856.59	\$0.00	\$0.00
<input type="checkbox"/> F0001529	09/08/2011	Fleet	S2100	U.S. ARMY COE	\$43,430.40	\$0.00	\$0.00	\$0.00	\$0.00	\$43,430.40	\$0.00	\$0.00

This is an example of the VCSS home page. Your home page may vary slightly, depending on your account.

- 1. Accounts** View summaries for your accounts and business lines.
- 2. Statements** Review, download and print your account statements and statement details.
- 3. Payments** See a summary of your payments.

- 4. Correspondence** Ask questions about your statement(s) and billing details, and see our responses to your questions.

## View account information

See high level summaries of your account activity. Find statements and payments for your account.

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**GSA Vendor and Customer Self Service**

Accounts | Statements | Payments | Correspondence | External Applications | Bookmarks

VCSS > Accounts > Account Summary

**Account Summary**

Search Criteria

Account Code: S2100 Agency: Bureau: Account Name: U.S. ARMY COE Agency Location Code: Business Line: Statement Date From: 01/01/2011 To: 08/10/2011

View Statements View Payments Sgt... View as CSV

Account Code	Account Name	DUNS+4/BPN+4	Business Line	Bill Total	Paid	Applied Credit	Adjusted	Closed	Outstanding	Outstanding Char	Credit	Closed Applied Cr
Totals				\$7,865,426.56	\$3,940,251.18	\$23,392.24	\$11,576.00	\$3,975,219.42	\$3,889,707.14	\$0.00	(\$25,021.24)	(\$25,021.24)
S2100	U.S. ARMY COE		Rent	\$7,859,826.56	\$3,940,251.18	\$23,392.24	\$11,576.00	\$3,975,219.42	\$3,884,807.14	\$0.00	(\$24,821.24)	(\$24,821.24)
S2100	U.S. ARMY COE		Fleet	\$5,600.00	\$0.00	\$500.00	\$0.00	\$500.00	\$5,100.00	\$0.00	(\$1,200.00)	(\$500.00)

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This example shows account summaries after a search has been performed.

To see all your registered accounts, do an account search without entering any search criteria.

< Enter search criteria here.

< See search results here.

**5. Search** Search for statements, account summaries and payments by account.

**6. View account summaries** See details about your accounts and payments.

## View and print statements

You can view statements online or print a copy, as well as download your billing data for analysis.

Home | Notices | Personal Information | Preferences | Site Map | Help | About

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VCSS > Statements > Statement Search

**Statement Search**

Search Criteria

General Criteria

Statement Number:  Statement Date: From: 01/01/2011 To: 08/31/2011

Statement Type:  Business Line:

Account

Account Code: S2100 Agency Location Code:

DUNS+4/EPN+4:

If the Statement contains information for multiple customers, the search results contain the Statement Balance that applies to your customer only.

**7** **8** **9** **10**

View View PDF Sort... View as CSV

**Summary**

Statement Number	Statement Date	Business Line	Account Code	Account Name	Total Billed	Paid	Adjusted	Applied Credit	Closed	Outstanding	Outstanding Charge	Credit
<input checked="" type="checkbox"/> A110280039	01/28/2011	Rent	S2100	U.S. ARMY CDE	\$2,854,793.83	\$2,822,269.49	\$0.00	\$23,302.24	\$0.00	\$0.132.10	\$0.00	(\$23,302.24)
<input type="checkbox"/> A110590039	02/28/2011	Rent	S2100	U.S. ARMY CDE	\$3,112,518.45	\$0.00	\$0.00	\$0.00	\$0.00	\$3,112,518.45	\$0.00	\$0.00
<input type="checkbox"/> AA120411	04/12/2011	Rent	S2100	U.S. ARMY CDE	\$331,199.10	\$331,099.10	\$0.00	\$0.00	\$331,099.10	\$100.00	\$0.00	\$0.00
<input type="checkbox"/> 11112892	05/17/2011	Rent	S2100	U.S. ARMY CDE	\$782,866.59	\$0.00	\$0.00	\$0.00	\$0.00	\$782,866.59	\$0.00	\$0.00
<input type="checkbox"/> F0001529	06/06/2011	Fleet	S2100	U.S. ARMY CDE	\$43,430.46	\$0.00	\$0.00	\$0.00	\$0.00	\$43,430.46	\$0.00	\$0.00

This example page shows the results of performing a statement search.

**7. View statements** See your statements.

**8. View, download or print** View statements in PDF format and download or print a copy at any time.

**9. Sort** Sort data based on any of several criteria, including business line and account.

**10. Export data** Download statement details in comma-separated value (.csv) format.

**11. Initiate disputes** The statement section is also where you initiate a formal dispute of a specific charge (non-IPAC customers only).

# Correspond with GSA

Initiate, view and manage your correspondence with GSA.

**12** Send Correspondence

**13** Review Correspondence

Search Criteria

Record Number:  Type Of Correspondence:  Include Statement Number Records:  Statement Number:

Created Date:  From:  To:

First Name:  Last Name:

Account Information:  Account Code:  Agency Location Code:

Subject:

Correspondence:

Search Clear

Use the wildcard (\*) character to search if needed.

Statements Sort... View as CSV

**14** Summary

Record Number	Created Date	First Name	Last Name	Statement Number	Account Code	Type Of Correspondence	Subject	Has Attachments
1	07/21/2011	Paul	Helmner	AA000410	S2100	Chargeback	TS 26.033	
15	07/12/2011	Jayne	roepke		S2100	Dispute	June 2011 Billing - Vacated Sp No	
2	08/27/2011	Eugenia	Ferrette	AA000415	S2100	Resolution	CP ESC0500018986	
14	08/27/2011	Eugenia	Ferrette		S2100	Resolution	TEST ESC0500019024	
3	08/14/2011	Jacquelyn	Boozer	F0001816	S2100	Communication	ESC10891 with a witness	
13	08/14/2011	Jacquelyn	Boozer		S2100	Communication	ESC 10891...3rd time AGAIN!!!	

This page is an example of the results after a correspondence search has been performed.

< Enter search criteria here.

< See search results here.

**12. Questions and answers** Send us questions about your statements, accounts or payments.

**13. Search correspondence** Search your correspondence history by date, name, subject or other criteria.

**14. View correspondence history** See details about your correspondence history with GSA.

If you were already registered in WebBill, we've automatically registered you for VCSS. You already should have received a new User ID and password by email.

If you weren't already registered in WebBill when VCSS was launched, you can register as a new user. Go to <http://vcss.gsa.gov> and select the account registration option.

Once you've received your User ID and password, you can confirm which accounts you are already registered to access through VCSS by going to the accounts section of the VCSS web site. You can also request access to additional accounts through VCSS—your request will be automatically sent to the appropriate Account Administrator for approval.

## Learn more or get help

To learn more about VCSS, go to <http://vcss.gsa.gov>. If you can't find your answer there, call the GSA OCFO Consolidated Service Desk at 1.866.450.6588, 7:30 am – 7:30 pm EST, Monday–Friday excluding Federal holidays.



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**Office of the Chief Financial Officer**  
**Office of Financial Management Systems**  
**General Services Administration**

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