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

**Frequently Asked Questions about GSA's New
Vendor and Customer Self Service (VCSS) Website
March 2012**

Contents

GSA Migration of Billing and Accounts Receivable (BAAR) Functions

Q: What billing changes is GSA making?

A: On August 17, 2011, GSA implemented the first phase of the Billing and Accounts Receivable (BAAR) Project to modernize functions for billing, accounts receivable, and collections. This phase affected customers who lease motor vehicles through GSA Fleet or rent space provided by PBS Rent. Customers of other GSA business lines will be affected in the second and third phases of the project.

Q: What is Vendor Customer Self Service (VCSS)?

A: VCSS – http://vcss.gsa.gov – is a website that provides GSA customers with access to bills and billing data. It offers the same level of functionality as WebBill, and provides additional features that allow customers to:

- View balances and statement detail by business line,
- View account summary including payments,
- Sort and query a wide array of account 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 their own accounts and information.

Q: How has this affected GSA Fleet customers?

A: At implementation on August 17, 2011, VCSS replaced WebBill for GSA Fleet customers. None of the Fleet billing history in WebBill was converted to VCSS; it remains available on WebBill.

Q: How has this affected PBS Rent customers?

A: PBS Rent customers have access to VCSS, but it does not replace Rent on the Web (ROW). VCSS provides these customers with another way to view their billing data. PBS Rent customers continue to get their bills through ROW.

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

A: As future phases are implemented, customers of the remaining GSA business lines will have access to VCSS for bills and billing data. GSA will provide information to those customers as part of the subsequent phases of implementation, including updates to the BAAR customer information website at www.gsa.gov/baar.

Features and Benefits of VCSS

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

A: Customers can view balances by business line and drill down to the detailed statements that support those balances. In addition, customers can 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 bills and billing data through this single, online source.

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

A: Customers can view a summary of account activity, including payments and credits, to quickly review their accounts.

*Q: Does VCSS allow users to query, download, and
sort billing and collections data?*

A: Customers can query, download, and sort a wider range of billing data than in previous systems. They can also download their data in comma separated values (CSV) files to use in other applications such as Excel. This feature replaces the WebBill report function 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.

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

A: Customers can submit a variety of correspondence through VCSS; for example, they can ask questions about accounts, dispute statement details, or submit supporting documentation. All correspondence is saved in the system so that customers 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).

Access to Information in VCSS

*Q: How can customers get access to accounts for
which they are not already registered?*

A: Access to accounts must be requested through the VCSS Launch Page at http://vcss.gsa.gov and approved both by the appropriate customer VCSS Account Administrator and GSA. For more details on the process, please review the training presentations or training videos on the VCSS tab at www.gsa.gov/baar, in particular the sections on **VCSS Account Registration and Requesting Access**. For a direct link to the VCSS tab, go to www.gsa.gov/portal/content/246457.

Q: What is the VCSS Account Administrator?

A: GSA established the role of VCSS Account Administrator to provide customers with more control over access to their data. In VCSS, users have access to only those accounts for which they are registered; if they require access to another account, they make the request through VCSS and their designated Account Administrator will be prompted by email to approve the request before GSA grants access.

Q: Who are the VCSS Account Administrators?

A: For Phase 1, GSA initially assigned the role of VCSS Account Administrator to the oldest (or sole) active registration associated with a specific account code, previously the Billing Office Address (BOAC), Account Locator (ALC), or Agency Bureau (AB) code in WebBill or ROW. GSA notified these individuals in advance of implementation, providing information about their role in approving access to information in VCSS. Going forward, the first user to register a new account will automatically be the VCSS Account Administrator for that account.

Q: How can the VCSS Account Administrator be changed?

A: Requests to change a customer's VCSS Account Administrator are made on the VCSS site, and should be done by the person who wants to be the new Account Administrator. To complete the process, that person will need to have one of the following pieces of information: BPN Number, Account Locator Code, or Account Code. Following are the steps.

- Go to http://vcss.gsa.gov.
- In the box labeled **Manage Account**, click on the link **Request changes to your account in VCSS**.
- On the next screen, select **Change Account Administrator/Customer** as the **Request Type**. This will change the list of fields that appears below the drop-down menu.
- Fill in the information indicated, including the BPN# or ALC or Account Code (only one is required) and click **Submit**.
- When you click Submit, an email with your request will be sent to the current Account Administrator who will in turn forward it to VCSS Security, indicating they either approve or disapprove the request.
- If the current Account Administrator approves the request, VCSS Security will process the change and notify you that the change has been completed and that you are now the VCSS Account Administrator.
- If the current Account Administrator disapproves the request, VCSS Security will send you an email indicating that the current Account Administrator wants to retain that responsibility and recommending you contact the current Account Administrator directly for any further information. A copy of the email goes to the current Account Administrator.

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

A: New User IDs and user-generated passwords have been established to conform to GSA Information Technology standards.

VCSS Training and Support

Q: How are GSA customers being trained on VCSS?

A: The customer information website at www.gsa.gov/baar includes a page on VCSS. From this page (www.gsa.gov/portal/content/246457) customers can launch several options for training. These are:

- A comprehensive **Welcome to VCSS** training presentation that covers all the functions of VCSS and how to use them, complete with screen shots and step-by-step instructions;
- A set of eight shorter training presentations on the topics covered in the comprehensive presentation: Introduction, Account Registration and Requesting Access, Basic Navigation, Account Navigation, Statements and Disputes, Customer Payments, Correspondence, and External Applications; and
- A set of eight training videos on the same topics covered in the presentations, for those who prefer this approach to learning.

Q: *For customers using VCSS, what help is available
on that website?*

A: The four resources listed below are available on the **Help** tab of the VCSS website at http://vcss.gsa.gov. Customers can access these resources even if they have not yet registered for access to their account.

- The VCSS User Guide has step-by-step instructions.
- The VCSS Customer Help feature includes a table of contents and a glossary of terms.
- The Customer Training option links to the VCSS training presentations and videos on www.gsa.gov/baar.
- The CSV Download Instructions show the steps to download account data from VCSS in comma separated values (CSV) format.

Q: *What else is available to help customers?*

A: In addition to the VCSS online training presentations and videos, www.gsa.gov/baar provides customers with general information on BAAR, the schedule for all three phases of implementation, and Frequently Asked Questions FAQs. The site's **More Information** page at www.gsa.gov/portal/content/246473 is where customers can access additional materials including:

- Information specific to GSA Fleet users of WebBill;
- Correspondence from the OCFO to customer agencies; and
- Customer brochures on VCSS, new bill formats, and GSA's standardization of data population in IPAC files.

Q: *Who do customers contact if they have
questions?*

A: Customers should send questions to the OCFO Service Desk at OCFOServiceDesk@gsa.gov or contact them at 1-866-450-6588 between 7:30 am and 7:30 pm EST Monday-Friday, excluding Federal holidays. The Service Desk refers questions to the individuals within GSA who have the specific knowledge needed to address them.