

# 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

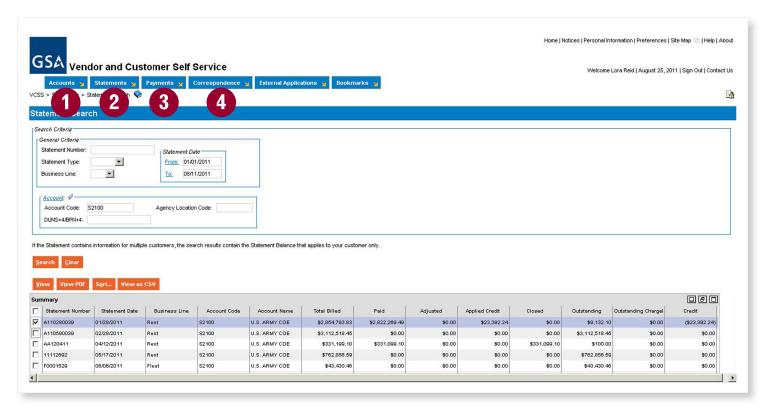
In the examples that follow, we've selected four screenshots from the VCSS web site that highlight some of its key functions:

- 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.

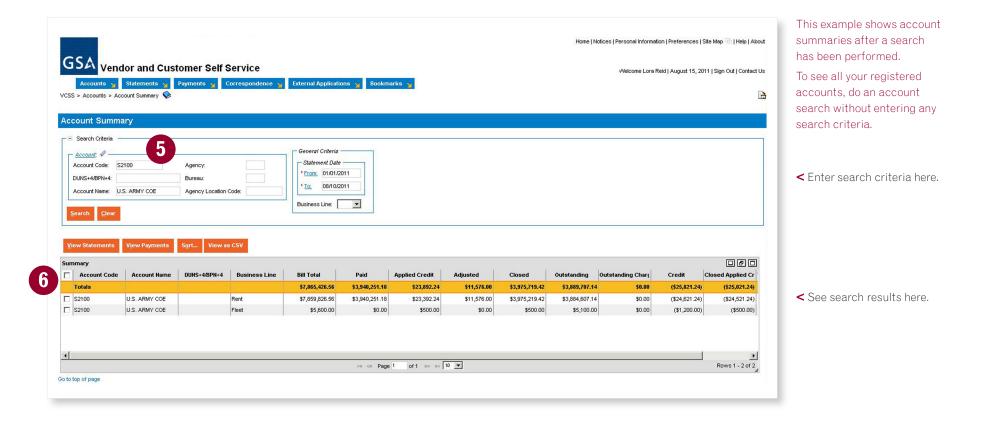


This is an example of the VCSS home page. Your home page may vary slightly, depending on your account.

- 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.

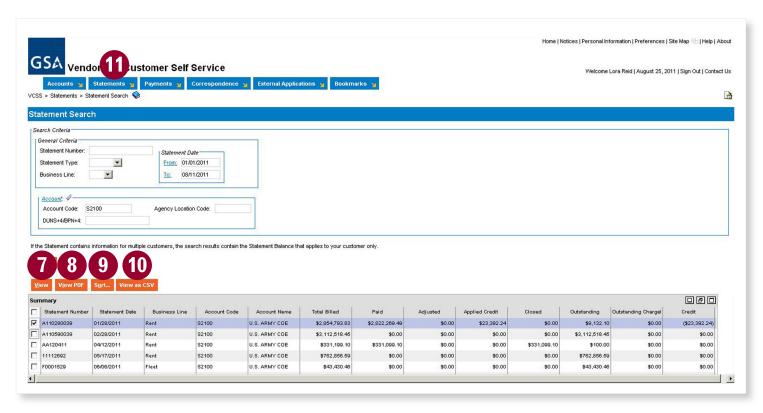
See high level summaries of your account activity. Find statements and payments for your account.



- **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.

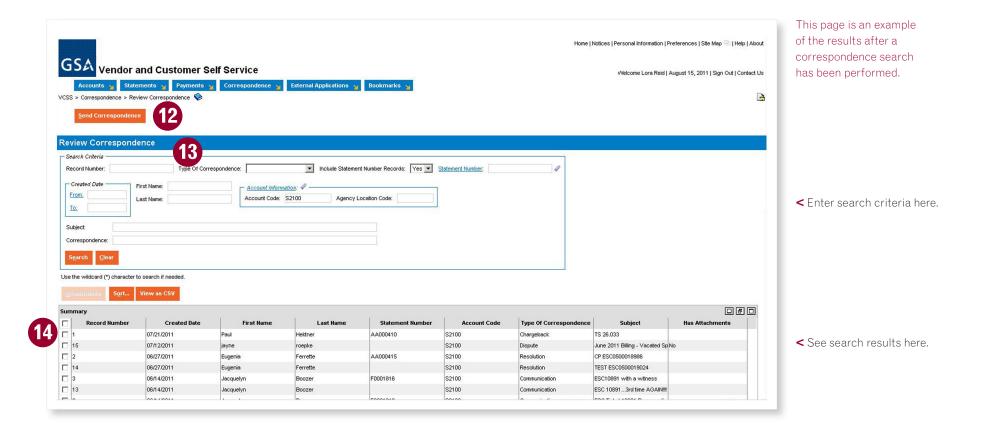


This example page shows the results of performing a statement search.

- 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 commaseparated 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).

Initiate, view and manage your correspondence with GSA.



- **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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