



About your Outlease Statements

This guide is designed to help you understand your GSA Outlease Statement when using Vendor Customer Self Service (VCSS).

(Version 1.1)

In November 2015, customers of the Public Buildings Service (PBS) Outlease Business Line will be moving to the Vendor Customer Self Service (VCSS) website, an electronic billing system, to access billing and account information online. GSA is committed to achieving the highest standards of customer service by providing you with timely, relevant information in a clear format, so you can more effectively manage your budget and expenditures. Equally important, we're meeting the goals of the Open Government Directive issued in 2009.

Getting your statement

Effective November 2015, GSA will discontinue the use of coupon books for Outlease Customers. Customers should refer to their contract as well as their *Acceptance and Notice to Proceed Letter* to obtain account information, terms and conditions. Customers should continue to pay according to the terms and conditions in their contract. There will be no change in how customers pay for their bill, and payment instructions will be included on the posted bills. If customers are late making a payment, their bill will be posted in VCSS, where they will be able to view and download it.

The first Outlease billing after the transition to VCSS will occur in December 2015. Going forward, customers will have access to all payment history that has occurred since the transition. Customers will be able to view their security deposit in VCSS, if one was paid.

Questions about your statement or your charges?

If you have questions about specific items on your statement, contact information can be found on the last page of your Outlease statement.

The big picture – the four sections of your Outlease statement

Your GSA Outlease Statements cover transactions over an entire billing cycle for a single Account Code and includes charges and credits for that Account Code. (Account Codes are explained later in this guide.)

Information in the statement is presented in four sections: (A) the statement overview, (B) the Account Code header, (C) itemized charges, and (D) the general information page.

A

Outlease
10/1/2014

GSA Financial Services Division BCF
838 Taylor Street Room 5A27
Fort Worth, TX 76102

Address/Customer Information
Outlease Customer Name
123 Main Street
Any Town, CA 12345

Statement Information
Statement Number: 00000004
Amount Due: \$1,903.89
Due Date: 10/1/2014

Contact Us
Phone Number: 800-476-3690
Fax Number:
Email Address: FW-OutleaseDocuments.Finance@gsa.gov

Customer Codes
Account Code: 1234567

Remittance Office
See Payment Options Below

Remit to Address
GSA Financial Services Division BCF
PO Box 301111
Los Angeles, CA 90030-1111

Payment Options
1) Credit Card or PayPal Remittance: www.gsa.gov
2) Lockbox: PO Box 301111
Los Angeles, CA 90030-1111
3) Check: ATTN: Lockbox 301111
10202 Normandie Ave Suite B
Torrance, CA 90503

Statement Summary

Initial Charges	1,903.89
Discount	0.00
Surcharge	0.00
Interest Charges	0.00
Penalty Charges	0.00
Admin Charges	0.00
Bill Amount Collected	1,903.89
Applied Credit	0.00
Adjustments	0.00
Amount Due	1,903.89

Credit Summary

Applied Credit	0.00
Unapplied Credit	0.00
Total Credit	0.00

To ensure proper credit, please write your contract number on your payment document.

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B

Account Code: 1234567
Outlease Customer Name: 123 Main Street, Any Town, CA 12345

Statement Number: 00000004
10/1/2014

Credit Summary

Applied Credit	\$0.00	Initial Charges	\$1,903.89
Unapplied Credit	\$0.00	Discount	\$0.00
Total Credit	\$0.00	Surcharge	\$0.00
		Interest Charges	\$0.00
		Penalty Charges	\$0.00
		Admin Charges	\$0.00
		Bill Amount Collected	\$1,903.89
		Applied Credit	\$0.00
		Adjustments	\$0.00
		Amount Due	\$1,903.89

C

GSA										
Agreement Number	Period of Performance start	Period of Performance end	Line Description	Amount	Fund	Document Number	Line Num	Region	Revenue Source Code	Program Function code
GS-09F-DCAL1340	10/1/2014	10/31/2014		\$1,903.89	1024	04960000000001	1	09	4217	PG00 PG00
Total for Building Num: CA052155 - 24000 AVILA RD LAGUNA NIGUEL, CA 92677-3400:				\$1,903.89						

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D

For more detailed information about your GSA bill, please visit our VCSS website at <http://vcss.gsa.gov>.

If you have any problems registering for or using VCSS website, please contact the help desk at 1-866-450-6588.

For any additional questions regarding your billing, please email FW-OutleaseDocuments.Finance@gsa.gov or contact GSA Finance at 800-476-3690

Page 3 of 3

- A: The first page of your statement is the statement overview.** It contains key information about the statement and your agency, contact information for help if you need it and a top-level summary of your charges and credits for the billing cycle.
- B: The second page of your statement begins with an Account Code header,** followed by itemized charges. The Account Code header is a subset of the information in your statement overview. Any additional pages for that Account Code will begin with an abbreviated header.
- C: Itemized charges** begin at the bottom of page 2 of your statement. This section displays itemized charges and useful subtotals.
- D: The general information page** contains points of contact for help if you need it, notices and helpful information.

What's in the statement overview?

The statement overview contains key information about the statement and your agency, contact information for help if you need it, and a top-level summary of charges and credits for the listed Account Codes.



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GSA Financial Services Division BCF
819 Taylor Street Room 5A27
Fort Worth, TX 76102

Outlease

10/1/2014

2 **Address/Customer Information**

Outlease Customer Name
123 Main Street
Any Town, CA 12345

3 **Customer Codes**

Account Code 1234567

Remittance Office

See Payment Options Below

4 **Payment Options**

- 1) Credit Card or PayPal Remittance: www.pay.gov
- 2) Lockbox: PO Box 301511
Los Angeles, CA 90030-1511
- 3) Overnight: ATTN: Lockbox 301511
19220 Normandie Ave Suite B
Torrance, CA 90502

To ensure proper credit,
please write your contract number on your payment document.

5 **Statement Information**

Statement Number: 00000004
Amount Due: \$1,903.89
Due Date: 10/1/2014

6 **Contact Us**

Phone Number: 800-676-3690
Fax Number:
Email Address: FW-OutleaseDocuments.Finance@gsa.gov

7 **Remit to Address**

GSA Financial Services Division BCF
PO Box 301511
Los Angeles, CA 90030-1511

Statement Summary

Initial Charges	1,903.89
Discount	0.00
Surcharge	0.00
Interest Charges	0.00
Penalty Charges	0.00
Admin Charges	0.00
Bill Amount	1,903.89
Collected	0.00
Applied Credit	0.00
Adjustments	0.00
Amount Due	1,903.89

Credit Summary

Applied Credit	0.00
Unapplied Credit	0.00
Total Credit	0.00

1. GSA Address The address of the GSA Finance Office that handles the business line.

2. Address/Customer Information The name and address of your agency associated with the Account Code listed below under the Customer Codes header.

3. Customer Codes Includes the Account Code, which is a unique number assigned by GSA that identifies your agency or the entity to which the charges are associated.

4. Payment Options How the Account Code is paid based on the terms and conditions outlined in your contract.

5. Statement Information
Statement Number: A unique alphanumeric code

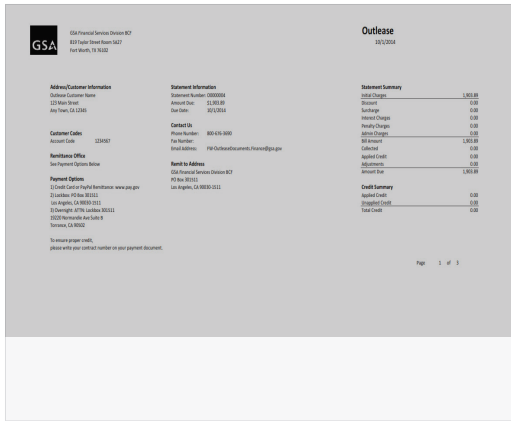
generated by GSA for each statement. You'll need this number if you have questions about your statement or need to initiate a chargeback.

Amount Due: The total due for this billing cycle.

Due Date: The date by which GSA must receive your payment. Non-federal customers may incur interest charges or penalties for late payments.

6. Contact Us GSA phone and fax numbers, and email address.

7. Remit to Address Send your payment to the address identified here on your actual statement, if you're paying by check.



GSA Financial Services Division BCF
819 Taylor Street Room 5A27
Fort Worth, TX 76102

Address/Customer Information
Outlease Customer Name
123 Main Street
Any Town, CA 12345

Customer Codes
Account Code 1234567

Remittance Office
See Payment Options Below

Payment Options
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2) Lockbox: PO Box 301511
Los Angeles, CA 90030-1511
3) Overnight: ATTN: Lockbox 301511
19220 Normandie Ave Suite B
Torrance, CA 90502

To ensure proper credit,
please write your contract number on your payment document.

Statement Information
Statement Number: 00000004
Amount Due: 1,903.89
Due Date: 10/1/2014

Contact Us
Phone Number: 800-676-3690
Fax Number:
Email Address: FW-OutleaseDocuments.Finance@gsa.gov

Remit to Address
GSA Financial Services Division BCF
PO Box 301511
Los Angeles, CA 90030-1511

8 Outlease

10/1/2014

9 Statement Summary

Initial Charges	1,903.89
Discount	0.00
Surcharge	0.00
Interest Charges	0.00
Penalty Charges	0.00
Admin Charges	0.00
Bill Amount	1,903.89
Collected	0.00
Applied Credit	0.00
Adjustments	0.00
Amount Due	1,903.89

10 Credit Summary

Applied Credit	0.00
Unapplied Credit	0.00
Total Credit	0.00

8. Statement Data The date the statement was generated.

9. Statement Summary This section of the header contains select totals of your charges and credits for the period covered by the statement.

Initial Charges: The total amount you incurred this billing cycle, before interest, penalties, discounts or other adjustments have been applied.

Surcharge: This field will not be populated for Outlease customers.

Interest, Penalty, Admin Charges: Amount charged to non-federal customers this billing cycle for late payments.

Bill Amount: The subtotal of above charges and discounts.

Collected: The amount of any payment for this bill.

Applied Credit: Total amount of credits that have been applied against this statement.

Adjustments: A bill modification applied to your account.

Amount Due: The sum that you owe to GSA.

10. Credit Summary

Applied Credit: Total amount of credits from this statement that have been applied to this or another statement.

Unapplied Credit: An outstanding credit amount which can be applied to future or past bills, or refunded to you.

Total Credit: The summary of all credit transactions for this statement number.

What's in the itemized charges section of your statement?

Subtotals are shown for the Account Code listed in the Account Code header of this same page.

Each horizontal row in the itemized charges section includes reference information and billing details for one type of item. The reference information and billing details are shown below.

Account Code: 1134567 Customer Name 123 Main Street Any Town, CA 12345	Statement Number: 0000004 2012014
Credit Summary	
Applied Credit \$0.00	Initial Charges \$1,903.89
Unapplied Credit \$0.00	Discount \$0.00
Total Credit \$0.00	Service \$0.00
	Interest Charges \$0.00
	Penalty Charges \$0.00
	Other Charges \$0.00
	Bill Amount \$1,903.89
	Collected \$0.00
	Applied Credit \$0.00
	Adjustments \$0.00
	Amount Due \$1,903.89

GSA											
Agreement Number	Period of Performance start	Period of Performance end	Line Description	Amount	Fund	Document Number	Line Item	Region	Revenue Source Code	Program Code	Function Code
GS-09P-OCA12345	10/1/2014	10/31/2014		\$1,903.89	192X	ODN00000004001	1	09	4217	PG00	PG000
Total for Building Num: CA0521SS - 24000 AVILA RD LAGUNA NIGUEL, CA 92677-3400:				\$1,903.89							



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Customer				GSA							
Agreement Number	Period of Performance start	Period of Performance end	Line Description	Amount	Fund	Document Number	Line Num	Region	Revenue Source Code	Program Code	Function code
GS-09P-OCA12345	10/1/2014	10/31/2014		\$1,903.89	192X	ODN00000004001	1	09	4217	PG00	PG000
Total for Building Num: CA0521SS - 24000 AVILA RD LAGUNA NIGUEL, CA 92677-3400:				\$1,903.89							

14. Agreement Number
Indicates the GSA assigned system agreement number.

15. Period of Performance Start
Indicates the start date of the IAA (agreement).

16. Period of Performance End
Indicates the end date of the IAA (agreement).

17. Line Description
Indicates the description of charges.

18. Fund
The GSA Fund used for internal GSA information.

19. Document Number
The GSA accounting system document number for internal GSA information.

20. Line Number
The GSA accounting system document line number for internal GSA information.

21. Region
The GSA Region for internal GSA information.

22. Revenue Source Code
The GSA Revenue Source Code is a financial code used to help properly assign the correct revenue to each transaction.

23. Program Code
The GSA Program Code for internal GSA information.

24. Function Code
The GSA Function Code for internal GSA information.

What's in the more information section of your statement?

Additional resources on billing and VCSS can be found in this section.



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For more detailed information about your GSA bill, please visit our VCSS website at <http://vcss.gsa.gov>.

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If you have any problems registering for or using VCSS website, please contact the help desk at 1-866-450-6588.

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For any additional questions regarding your billing, please email FW-OutleasDocuments.Finance@gsa.gov or contact GSA Finance at 800-676-3690

25. VCSS Website Where to go if you need more information on your GSA bill.

26. Help Desk Provides the Help Desk number.

27. Outlease Email Provides additional ways of seeking assistance for questions regarding your Outlease billing.



July 2015

GSA Finance

Phone: 800.676.3690

Email: FW-OutleaseDocuments.Finance@gsa.gov

VCSS Help Desk

Phone: 1.866.450.6588