



About your GSA Wide Area Network (WAN)/ Network non-IPAC Statements

This guide is designed to help you understand your non-IPAC GSA Wide Area Network (WAN)/Network Statements.

(Version 1.1)

Starting February 2016, you will begin receiving redesigned statements for your GSA Wide Area Network (WAN)/Networx Statements. GSA's redesign is part of a larger effort to modernize our billing and collections. We're 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

GSA Wide Area Network (WAN)/Networx Statements will be issued on the 11th of the month (or the next business day if the 11th falls on a weekend or holiday). The first billing statement after the Vendor and Customer Self Service (VCSS) go-live will occur on February 19, 2016.

The VCSS website, located at vcss.gsa.gov, will not be replacing E-MORRIS. Going forward, GSA will no longer send paper billing statements by mail or make new billing statements available in BillView. In VCSS, you can obtain Summary billing statements, dispute billing statements, and correspond with billing representatives. You will also be able to view and run queries on summarized billing data and payments received by GSA.

Once you've registered for access to your accounts, you can submit questions or report problems about items on your statement. You can also download your billing activity in comma-separated value format (.csv).

Questions about your statement or your charges?

If you have questions about specific items on your statement, or if you still have questions about GSA billing after you read this guide, you should visit the VCSS website. If you can't find your answer online, contact us by phone, fax or email. Our contact information is listed under the "Contact Us" link on the VCSS website. The contact information can also be found on the second page of your statement.

The big picture – the four sections of your non-IPAC statement

Your GSA Wide Area Network (WAN)/Network non-IPAC 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. Note that the first page of your statement is a cover page that contains only your address— it is not shown here.

A

Wide Area Network
11/05/2015

Statement Information
Statement Number: ZN000081
Amount Due: \$354.00
Due Date: 10/31/15

Statement Summary

Initial Charges	\$354.00
Discount	\$0.00
Surcharge	\$0.00
Interest Charges	\$0.00
Penalty Charges	\$0.00
Admin Charges	\$0.00
Collected	\$0.00
Applied Credit	\$0.00
Adjustments	\$0.00
Amount Due	\$354.00

Customer Codes
Account Code: 96A014

Contact Us
Phone Number: 800-476-3690
Fax Number: 816-823-5416
Email Address: kctsa@contractorreceivablefinance@gsa.gov

Remittance Office
See Payment Options Below

Payment Options
1) PAC: ALC: 47000016 GSA TAD: 47A4534.1
2) Credit Card Remittance: www.gsa.gov
3) Lockbox: P.O. Box 71365 Philadelphia, PA 19176-1365

Credit Summary

Applied Credit	\$0.00
Unapplied Credit	\$0.00
Total Credit	\$0.00

GSA 789:
I certify that the terms listed herein are correct and proper for payment from and to the Approprator(s) designated:
Date: _____ Authorized by: _____
Phone Number: _____
Amount: _____
Line of Accounting: _____

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B

Account Code: 96A014
Statement Number: ZN000081
11/05/2015

Credit Summary

Applied Credit	\$0.00	Initial Charges	\$354.00
Unapplied Credit	\$0.00	Discount	\$0.00
Credit Total	\$0.00	Surcharge	\$0.00
		Interest Charges	\$0.00
		Penalty Charges	\$0.00
		Admin Charges	\$0.00
		Collected	\$0.00
		Applied Credit	\$0.00
		Adjustments	\$0.00
		Amount Due	\$354.00

Customer Information

Agency	Branch	Customer ID	Description of Service Line of Accounting	Amount	Start Date	End Date	Invoice ID	Project
096	047	X4534001	Century LINK - CENTURY LINK Service Month: 0415 TAD: 096 X492000 LOA: W66QKZ42238462049000000000000000000000	\$354.00	10/01/15	10/31/15	MON62FP0001R6M52E10 T721	

Total for Account code: 96A014 **\$354.00**

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D

Billing Questions:
If you need additional detail about what you are being billed for, please visit the GSA's eMonitor website at <https://emonitor.texilling.gsa.gov>.

If you have questions about a charge on your bill, you may contact the following:
GSA FAS Billing Customer Service Help Desk at (800) 576-3690. Your GSA Accounting Technician or kctsa@contractorreceivablefinance@gsa.gov. You can review charges on your GSA bill by going to our VCSIS website, <http://vcsis.gsa.gov>. For general system/login ID/password issues, please contact: GSA OCFO Service Desk 1-866-450-0588.

When submitting payment, please include the GSA Statement Number on your check or include GSA Form 789 with your payment.

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A: The Statement Overview appears on the second page of your statement. It contains key information about the statement and your agency, contact information for help if you need it, payment options and a top-level summary of your charges and credits for the billing cycle.

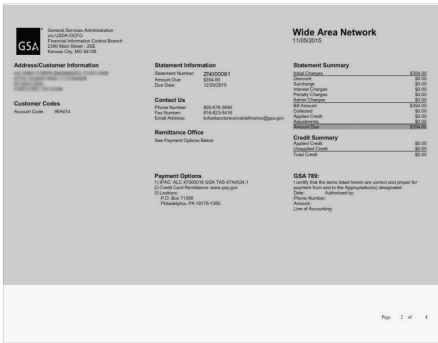
B: The third page of your statement begins with an Account Code Header, followed by itemized charges. The Account Code header is a subset of the information in your statement overview. Any additional pages for that Account Code will begin with an abbreviated header.


C: Billing Summarized Information begins at the bottom of page 3 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, account information for help if you need it, and a top-level summary of the charges and credits listed by Account Code.



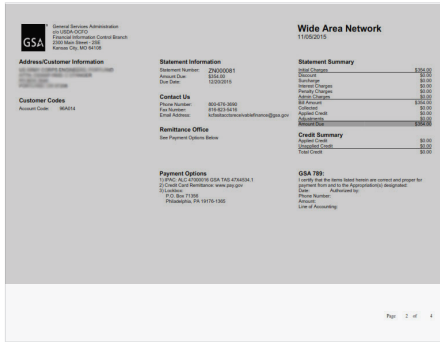
<p>1  General Services Administration c/o USDA-OCFO Financial Information Control Branch 2300 Main Street - 2SE Kansas City, MO 64108</p> <p>2 Address/Customer Information Customer Name: CHRYSLER FINANCIAL GROUP Address: 300 N. ZEEB RD ANN ARBOR MI 48106</p> <p>3 Customer Codes Account Code: 96A014</p>	<p>4 Statement Information Statement Number: ZN000081 Amount Due: \$354.00 Due Date: 12/20/2015</p> <p>5 Contact Us Phone Number: 800-676-3690 Fax Number: 816-823-5416 Email Address: kcfasitacctsreceivablefinance@gsa.gov</p> <p>6 Remittance Office See Payment Options Below</p> <p>7 Payment Options 1) IPAC: ALC 47000016 GSA TAS 47X4534.1 2) Credit Card Remittance: www.pay.gov 3) Lockbox: P.O. Box 71358 Philadelphia, PA 19176-1365</p>	<p>Wide Area Network 11/05/2015</p> <p>Statement Summary</p> <table border="0"> <tr><td>Initial Charges</td><td style="text-align: right;">\$354.00</td></tr> <tr><td>Discount</td><td style="text-align: right;">\$0.00</td></tr> <tr><td>Surcharge</td><td style="text-align: right;">\$0.00</td></tr> <tr><td>Interest Charges</td><td style="text-align: right;">\$0.00</td></tr> <tr><td>Penalty Charges</td><td style="text-align: right;">\$0.00</td></tr> <tr><td>Admin Charges</td><td style="text-align: right;">\$0.00</td></tr> <tr><td>Bill Amount</td><td style="text-align: right;">\$354.00</td></tr> <tr><td>Collected</td><td style="text-align: right;">\$0.00</td></tr> <tr><td>Applied Credit</td><td style="text-align: right;">\$0.00</td></tr> <tr><td>Adjustments</td><td style="text-align: right;">\$0.00</td></tr> <tr><td>Amount Due</td><td style="text-align: right;">\$354.00</td></tr> </table> <p>Credit Summary</p> <table border="0"> <tr><td>Applied Credit</td><td style="text-align: right;">\$0.00</td></tr> <tr><td>Unapplied Credit</td><td style="text-align: right;">\$0.00</td></tr> <tr><td>Total Credit</td><td style="text-align: right;">\$0.00</td></tr> </table> <p>GSA 789: I certify that the items listed herein are correct and proper for payment from and to the Appropriation(s) designated: Date: _____ Authorized by: _____ Phone Number: _____ Amount: _____ Line of Accounting: _____</p>	Initial Charges	\$354.00	Discount	\$0.00	Surcharge	\$0.00	Interest Charges	\$0.00	Penalty Charges	\$0.00	Admin Charges	\$0.00	Bill Amount	\$354.00	Collected	\$0.00	Applied Credit	\$0.00	Adjustments	\$0.00	Amount Due	\$354.00	Applied Credit	\$0.00	Unapplied Credit	\$0.00	Total Credit	\$0.00
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1. **Address** The address of the 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. **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.
5. **Contact Us** Finance Office phone and fax numbers, and email address.

6. **Remittance Office** Send your payment to the address identified in this section.
7. **Payment Options** If paying by check, include your statement number on the check. This section also provides information on how to pay via IPAC.



GSA General Services Administration
c/o USDA-OCFO
Financial Information Control Branch
2300 Main Street - 2SE
Kansas City, MO 64108

Address/Customer Information

2300 Main Street - 2SE
Kansas City, MO 64108
2300 Main Street - 2SE
Kansas City, MO 64108

Customer Codes

Account Code: 96A014

Statement Information

Statement Number: ZN000081
Amount Due: \$354.00
Due Date: 12/20/2015

Contact Us

Phone Number: 800-676-3690
Fax Number: 816-823-5416
Email Address: kcfasitacctsreceivablefinance@gsa.gov

Remittance Office

See Payment Options Below

Payment Options

- 1) IPAC: ALC 47000016 GSA TAS 47X4534.1
- 2) Credit Card Remittance: www.pay.gov
- 3) Lockbox:
P.O. Box 71358
Philadelphia, PA 19176-1365

8 Wide Area Network
9 11/05/2015

10 Statement Summary

Initial Charges	\$354.00
Discount	\$0.00
Surcharge	\$0.00
Interest Charges	\$0.00
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Bill Amount	\$354.00
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Applied Credit	\$0.00
Adjustments	\$0.00
Amount Due	\$354.00

11 Credit Summary

Applied Credit	\$0.00
Unapplied Credit	\$0.00
Total Credit	\$0.00

12 GSA 789:

I certify that the items listed herein are correct and proper for payment from and to the Appropriation(s) designated:
Date: _____ Authorized by: _____
Phone Number: _____
Amount: _____
Line of Accounting: _____

8. The GSA Business Line providing the services you are getting billed for.

9. Statement Date The date the statement was generated.

10. 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.

Discount: Any discount applied.

Surcharge: An additional amount charged for freight, export or other miscellaneous costs.

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.

11. 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.

12. GSA 789 This form is used by customer agencies to certify and approve payment.

What's in the Account Code Header?

The Account Code Header on the third page of your non-IPAC statement includes charge and credit totals, plus identifying information, for the listed Account Code.



13 Account Code: 96A014
AGENCY: GSA WIDE AREA NETWORK (WAN)/NETWORK
AGENCY: GSA WIDE AREA NETWORK (WAN)/NETWORK
AGENCY: GSA WIDE AREA NETWORK (WAN)/NETWORK

14 Credit Summary
 Applied Credit \$0.00
 Unapplied Credit \$0.00
 Credit Total \$0.00

15 Statement Number: ZN00081
 11/05/2015

Initial Charges	\$354.00
Discount	\$0.00
Surcharge	\$0.00
Interest Charges	\$0.00
Penalty Charges	\$0.00
Admin Charges	\$0.00
Bill Amount	\$354.00
Collected	\$0.00
Applied Credit	\$0.00
Adjustments	\$0.00
Amount Due	\$354.00

13. Account Code A unique number assigned by GSA that identifies your agency or the entity to which the charges are associated.

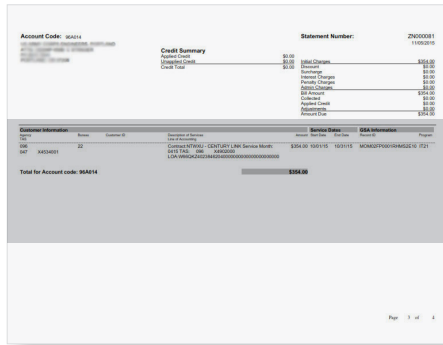
14. Credit Summary These fields are the same as defined previously on page 4 for the Statement Overview.

15. Summary for Account Code These fields are the same as defined previously on page 4 for the Statement Overview.

What's in the Billing Summarized Information 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 and billing information for one type of item. The reference and billing information are explained below.



16 Customer Information		17	18	19 Description of Services		20	21	22	23	24
Agency	Bureau	Customer ID	Line of Accounting	Amount	Start Date	End Date	Record ID	Program		
TAS										
096	22		Contract:NTWXU - CENTURY LINK Service Month:	\$354.00	10/01/15	10/31/15	MOM02FP0001RHMS2E10	IT21		
047	X4534001		0415 TAS: 096 X4902000							
			LOA:W66QKZ40238462040000000000000000000000							
27 Total for Account code: 96A014										\$354.00

16. Agency Your three digit agency code assigned by Treasury.

17. Bureau Your two digit bureau code.

18. Customer ID First eight digits of the Billable AHC.

19. Description of Services Vendor/Contract that are providing the services.

20. Amount Amount of the detail line being billed.

21. Start Date Start date of services being provided.

22. End Date End date of services being billed.

23. Record ID GSA assigned number to track this line being billed.

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

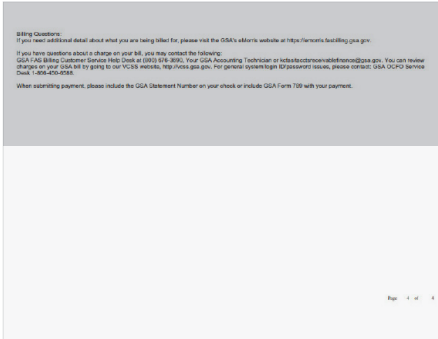
25. TAS Treasury Account Symbol being billed.

26. Line of Accounting Customer accounting information provided to GSA to be included when billed.

27. Total for Account Code The total for the account code for this statement.

What's in the General Information section of your statement?

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



Billing Questions:

If you need additional detail about what you are being billed for, please visit the GSA's eMorris website at <https://emorris.fasbilling.gsa.gov>.

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If you have questions about a charge on your bill, you may contact the following:

GSA FAS Billing Customer Service Help Desk at (800) 676-3690, Your GSA Accounting Technician or kcfasitacctsreceivablefinance@gsa.gov. You can review charges on your GSA bill by going to our VCSS website, <http://vcss.gsa.gov>. For general system/login ID/password issues, please contact: GSA OCFO Service Desk 1-866-450-6588.

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When submitting payment, please include the GSA Statement Number on your check or include GSA Form 789 with your payment.

28. E-MORRIS Website Where you can go to get details on what you are being billed for.

29. GSA FAS Billing Customer Service Help Desk If you have questions about a charge on your bill, you may contact this Help Desk.

30. Financial Systems Service Desk For general system/login ID/passord issues, please contact this Service Desk.



January 2016

GSA
Accounts Receivable Customer Service Helpdesk
Phone: 800-676-3690
Fax: 816-823-5507
Email: kc.general-funds.billingrequests@gsa.gov