United States Department of Agriculture

Vendor Customer Self Service (VCSS)

Pegasys 7.5.1 User Guide

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Revision Log

Date	Version No.	Description	Author	Reviewer	Review
2/11/2011	Draft/ Version .1	Original Draft	Danielle Becker	Hector Robles	2/11/2011
11/2014	Version 2	Draft - 7.1.2 Upgrade enhancements	Karin Keswani	Matt Randall	11/2014
1/2015	Final	• In Section 1.3, added a bullet to read "Mozilla Firefox versions 3.0.x & 3.5.x". • In Section 1.4 added a bullet to read, "Java 1.6.0+". • In section 1.5, updated point of contact to Financial Systems helpdesk at 1 -866-450-6588. • In section 3.1.1, added last sentence to first paragraph to read, "A user can log in at https://vcss.ocfo.gsa.gov/." • Added screenshot of breadcrumb trail in 3.2.3. • Added verbiage in multiple sections to include “customers”.	Karin Keswani	Karin Keswani	1/2015

Date	Version No.	Description	Author	Reviewer	Review
1/18/2018	4.0	• Revision 4.0 - updated to reflect the following changes for Pegasys 7.5.1 Upgrade: • Applied 508 standards and performed testing. • Updated screen shots and provided Alternate Text.	Kevin Hillman	Nick Longworth	01/18/2018
5/10/18	5.0	• Updated **Table 1** in **Section 1.5**.	Kevin Hillman	Anthony Perrone, Jenny Lewis, Marice Grissom	04/02/2018, 05/2018

1 Introduction

1.1 General Information

This User Guide Document documents the user guide for actions performed in the Vendor and Customer Self-Service (VCSS) v7.5.1 application to facilitate the integration between VCSS and Pegasys. This document references the VCSS application using GSA-specific information. GSA has opted to disable the procurement functionality in the VCSS application.

1.2 System Description

The Vendor and Customer Self-Service application facilitates electronic invoicing activities and allows the GSA's vendors and customers to track the status of electronic invoices and the payments referencing those invoices. VCSS allows vendors the ability to view current orders and payments and to submit real-time electronic invoices to GSA. VCSS facilitates electronic invoices through Web Methods integration to GSA's Pegasys financial system. VCSS provides a method for vendors to view and respond to various business opportunities with real-time interaction. This user guide is for customers and vendors.

1.3 Supported Browsers

VCSS is compatible with the following browsers:

- Microsoft Internet Explorer 5.5 or higher
- Netscape Navigator 7.0 or higher (Users cannot log in from the main VCSS login screen with Netscape. To use Netscape to log in to VCSS, users must select one of the links marked with a padlock icon in the left navigation bar and log in from there.)
- Mozilla Firefox versions 4 and higher.

  NOTE:

  The 7.5.1 release supports Adobe Reader as the default PDF viewer for report output viewing and printing. This is a non-issue for Internet Explorer where the default PDF viewer is Adobe Reader.

  When using the Firefox browser, please change the PDF viewer to Adobe by following these steps:

1. Select the menu button and select [Options].
2. Select the [General] panel and go to the Applications section.
3. Select the [Portable Document Format (PDF)] entry and change the action to use the [Adobe Reader] program.

1.4 Required Software

VCSS requires the following software to utilize all of the site's features:

- Adobe Acrobat Reader
- Java 1.6.0+

1.5 Points of Contact

The following is the primary point of contact for this interface.

Table 1: VCSS Primary Contact

Name	Position	Phone Number	Email	Organization
Financial Systems	IT Service Desk	866-450-6588	businessapps@gsa.gov	GSA

2 Overview

VCSS allows GSA to complete their invoicing activities with vendors electronically. This document is separated into six sections; Getting Started, Vendor Registration and Maintenance, Award/Order, Invoices, Payments, and Correspondence.

- **Getting Started:** This section will address navigational and basic functions including logging into VCSS, navigational tools, user roles, and other useful tips.
- **Vendor Registration and Maintenance:** This section will address registering as a vendor.
- **Award/Order:** This section will address searching for an award or order for a particular vendor. The Award/Order section is also where the creation of a Referenced Invoice will begin.
- **Invoices:** This section will address creating a referenced invoice, submitting an invoice to GSA, and searching and viewing invoices. The invoice section will also address withdrawing an invoice and resubmitting a rejected invoice.
- **Payments:** This section will address searching and viewing payments created for accepted invoices.
- **Correspondence:** This section will address how to send correspondence messages to Pegasys from VCSS.

3 Getting Started

This section details various things a user needs to know in order to most effectively use VCSS. Specifically, this section details access to VCSS, navigation around various areas of VCSS, different types of VCSS users, personal settings, and other useful tips.

3.1 Accessing VCSS

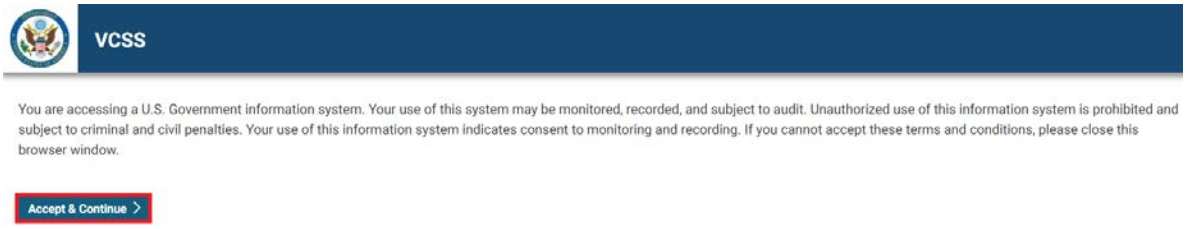
3.1.1 Logging into VCSS

Access to certain invoicing functionality in VCSS requires the user to log into VCSS. A user must be associated with a registered vendor in order to create invoices and view invoices and payment. A user can log in at https://vcss.ocfo.gsa.gov/.

To log into VCSS:

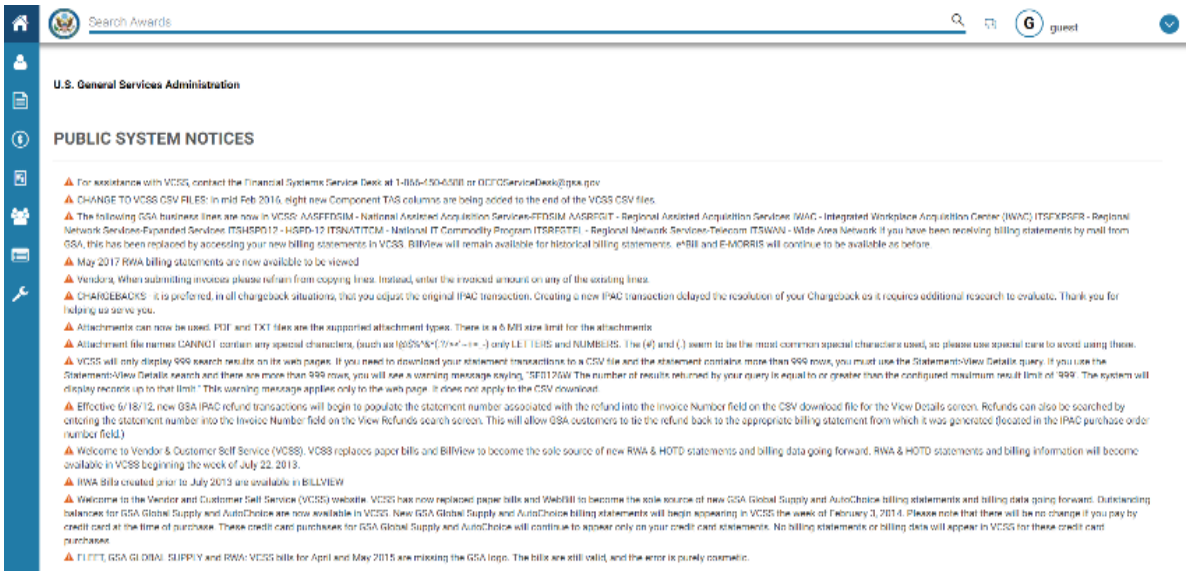
1. Navigate to the VCSS Home page. Terms and conditions of accessing VCSS will be displayed. Read this information, then select **[Accept & Continue]** to continue.

Figure 1: Terms and Conditions



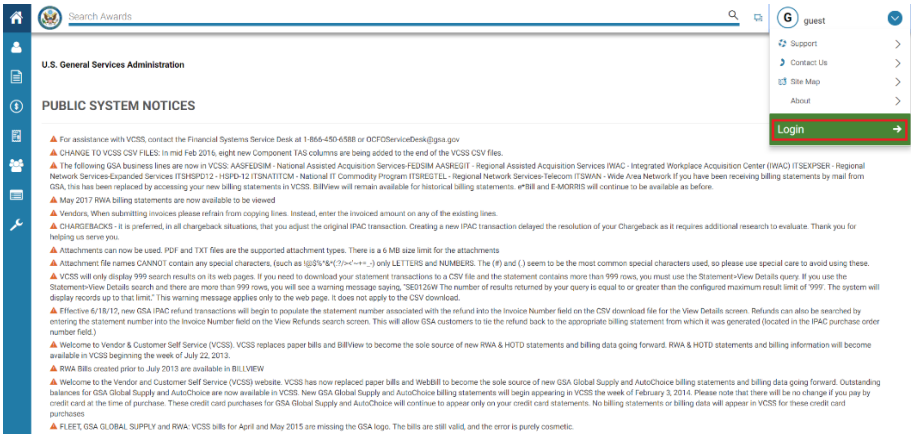
2. A list of Public System Notices will be displayed. Review the list before logging in.

Figure 2: Not Logged-in Home Page



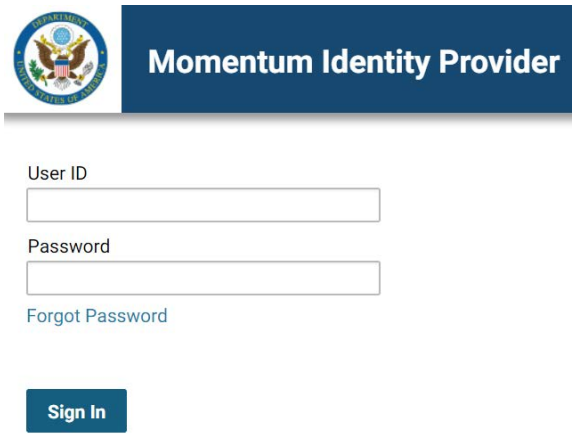
3. Select the **[Login]** option from the drop down menu in the upper-right corner.

Figure 3: Login Button



4. Enter the **[User ID]** and **[Password]**.

Figure 4: VCSS Login Screen

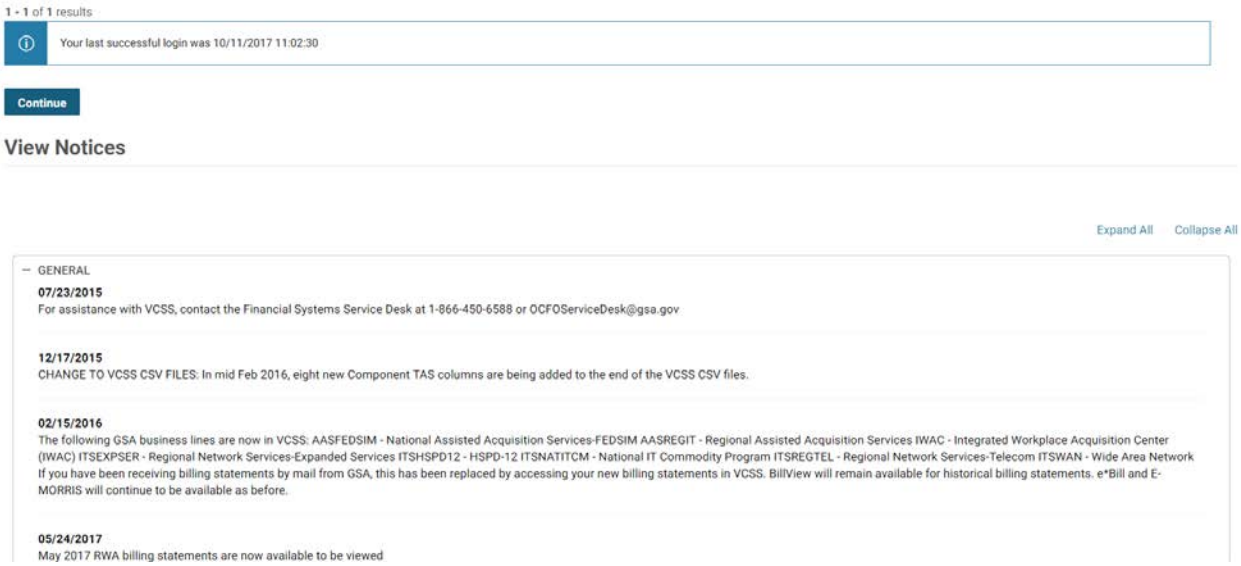


5. Select the **[Sign In]** button.

3.1.2 Notices

1. After logging in, the Notices page will be displayed. Please review the VCSS notices, then select **[Continue]**.

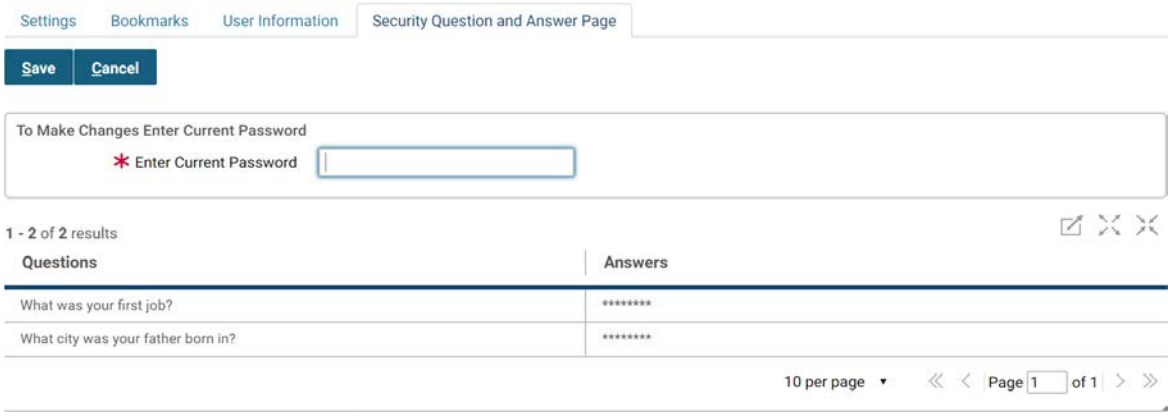
Figure 5: VCSS Home Page



3.1.3 Security Questions

You can edit your security questions and answers from the Security Security Question and Answer Page on the Settings menu. The security questions and answers must be set up in order to use the Forgot Password link on the VCSS log in page. Please follow the steps below to set up your security questions and answers.

Figure 6: Security Question and Answer Page



To set security questions/answers:

1. From the right drop down menu, navigate to **Account Maintenance → Security Question and Answer Page** tab.
2. Enter your current password in the **[Enter Current Password]** field.
3. Choose a question from the **[Questions]** drop down box.

4. Enter an answer to the security question in the **[Answer]** text box.

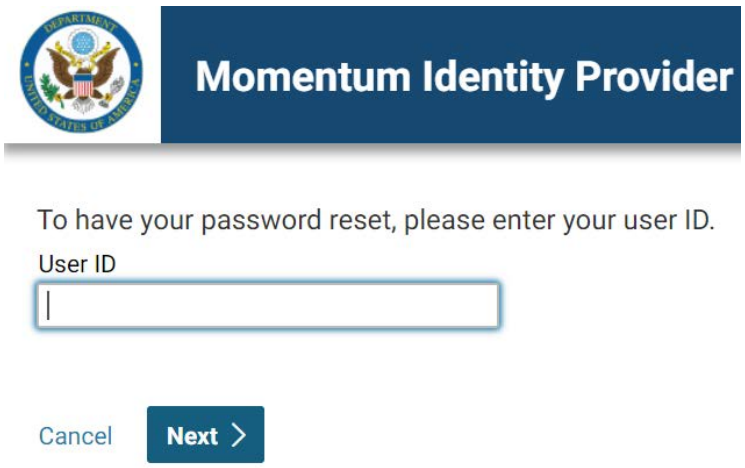
3.1.4 Forgotten Password

If a user forgets the password to access VCSS, the user may request a new password by selecting the Forgot Password link on the VCSS log in page.

To request a new password:

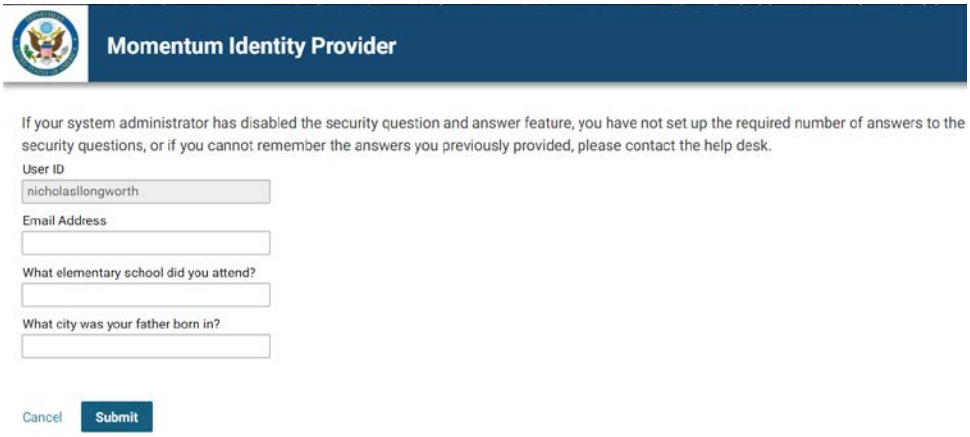
1. From the VCSS Login Page, select the **[Forgot Your Password?]** hyperlink. The Forgot Password page displays.

Figure 7: Forgot Password



2. Enter the **[User ID]**.
3. Select the **[Next]** button.
4. Enter the e-mail address associated with the user ID in the **[Email Address]** field.
5. Enter the answer(s) to your security question(s).

Figure 8: Stage 2 of Password Reset



6. Select the [**Submit**] button.

   The system validates the information entered and sends a one-time link to your email address. After selecting the link you will be prompted to change your password before logging into VCSS.

7. Select the **[Cancel]** button to return to the VCSS Home page.

3.2 Navigation

This section details various ways that a user can navigate around VCSS.

3.2.1 Top Right Navigation

Throughout VCSS, the user may access various areas of VCSS using the top right navigation. The top right navigation for a VCSS non-registered user includes the following:

- **Home:** Returns the user to the VCSS Home page.
- **Site Map:** Allows the user to view the VCSS Home Page menu options in the Site Map view.
- **About:** Opens the About VCSS window.
- **Help:** Directs the user to the Help page that allows the user to view the VCSS User's Guide.
- **Contact Us:** Directs the user to the VCSS Contact page.

The top right navigation for a user logged into VCSS includes the following:

- **Support:** Directs the user to the VCSS User Guide.
- **Contact Us:** Directs the user to the VCSS Contact page.
- **Settings:** Opens a menu that allows the user to configure application settings.
- **Notices:** Returns the user to the VCSS Notices page.
- **Site Map:** Allows the user to view the VCSS Home Page menu options in the Site Map view.
- **Account Maintenance:** Allows the user to configure application settings, bookmarks, user information, and security questions and answers.
- **About:** Opens the About VCSS window.
- **User Extension Configuration:** Allows the user to configure available fields.
- **Sign Out:** Signs the users out of the VCSS session.

3.2.2 Menus

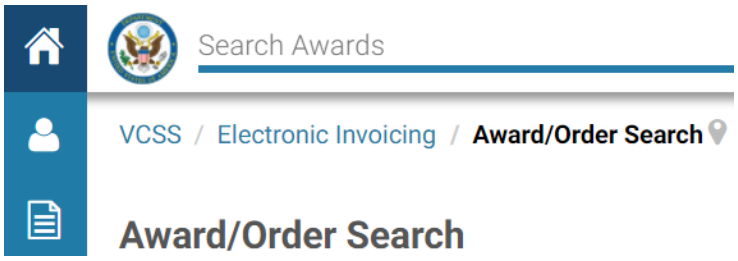
Users may access various areas of VCSS by using the menus. Menus appear on all pages within VCSS and contain the following options based on the user role and access rights:

- **Award/Order Search:** Directs the user to the Award/Order Search page.
- **Electronic Invoicing - Invoice Search:** Directs the user to the Invoice Search page.
- **Electronic Invoicing - Create Referenced Invoice:** Directs the user to the Award/Order Search Page.
- **Electronic Invoicing - Vendor Payment Search:** Directs the user to the Vendor Payment Search page.

3.2.3 Breadcrumbs

On various pages throughout VCSS, a breadcrumb is available at the top of the page for navigation purposes. This breadcrumb includes hyperlinks that represent each of the pages the user navigated through to get to the current page. The user may select any of the hyperlinks to return to a previous page. An example of a breadcrumb is VCSS → Electronic Invoicing → Award/Order Search as shown below.

Figure 9: Use of Bread Crumbs in VCSS



3.2.4 Navigation

Throughout VCSS, various navigation options appear on the left side of the page.

3.3 User Roles

VCSS includes various user roles that determine the user's access rights throughout the system. The System Administrator selects the role when a new VCSS user is created. This section details the various user types and access rights of each.

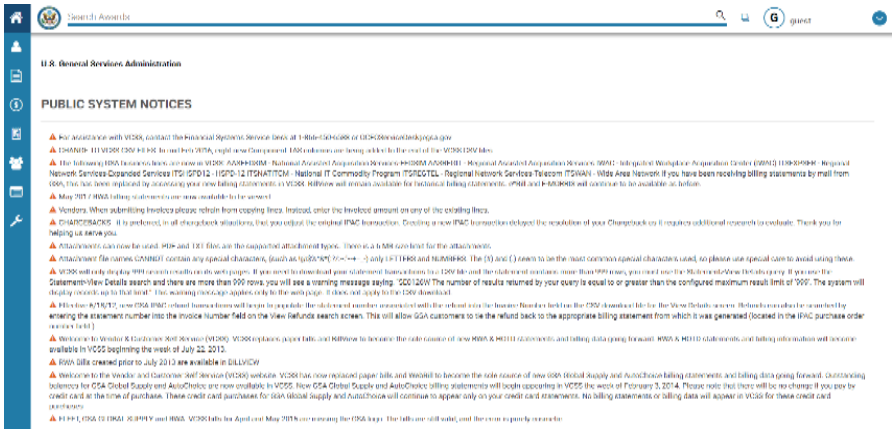
3.3.1 VCSS Non-Registered User

VCSS does not require a user to be registered in VCSS to access the vendor registration functionality.

Viewing VCSS as a non-registered user:

1. Access the VCSS Home Page

Figure 10: Public System Notices



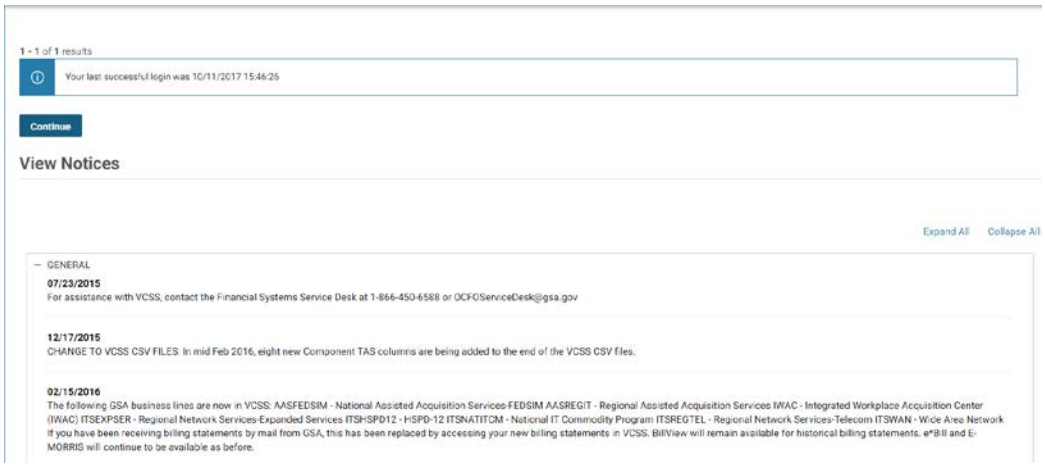
2. Left Navigation
   a. **Electronic Invoicing:** Allows the user to search or create invoices.
   b. **Account:** Allows the user to access New Registration, which directs the user to the Step 1 of the Vendor Registration wizard.
   c. **Utilities:** Allows the user to access external applications.

3.3.2 VCSS Vendor User

The VCSS Vendor has access to all invoicing functionality. To access VCSS as a Vendor User:

1. From the VCSS Home page, log into VCSS. (**Refer to Section 3.1.1 for more information regarding logging into VCSS**). The VCSS Home page displays.

Figure 11: VCSS Home Page



3.4 Personal Settings

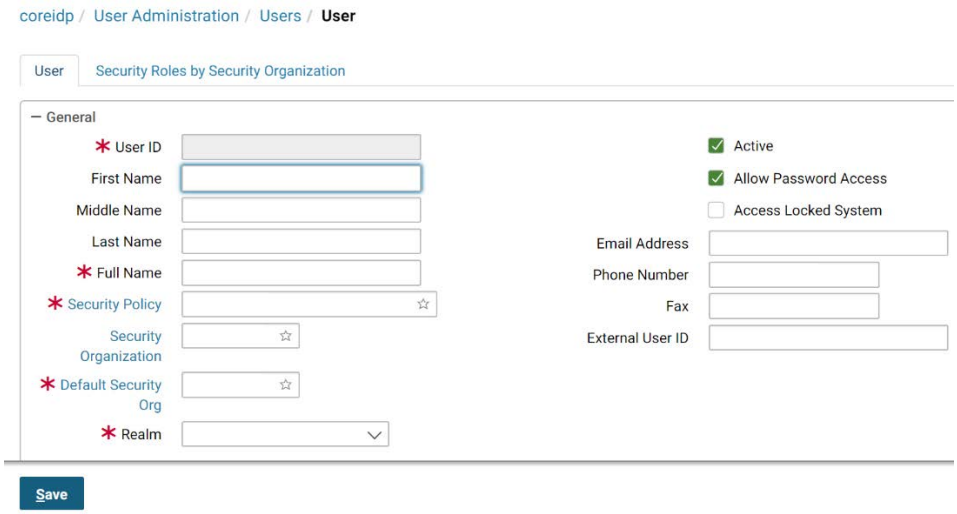
VCSS provides the capability for logged in administrators to modify various personal settings for users. This section details how the administrator maintains personal information and preferences.

3.4.1 Personal Information

VCSS administrators have the ability to maintain personal information for users through the IDP (Account Maintenance) menu. To update personal information:

1. Select **User Administration → Users**. Search and open a User and the User information will be displayed. Personal Information hyperlink from the top right navigation. The Personal Information page displays. The User ID field pre-fills with the user ID and remains read-only.

Figure 12: User Information Screen



2. The following fields pre-fill with current data and can be updated:
   a. Full Name
   b. Phone Number
   c. Fax Number
   d. Description

3.5 Other Useful Tips

3.5.1 Auto-Calendar Feature

The auto-calendar feature allows the VCSS user to quickly select a date from a calendar interface.

To use the auto-calendar feature:

1. Select the Date hyperlink for the date fields. The Auto-Calendar displays with the current date highlighted.

   Calendar Icon Actions

   a. <<: Directs the user to the same month in the previous year

   b. <: Directs the user to the previous month

   c. >>: Directs the user to the same month in the next year

   d. >: Directs the user to the next month

2. Select the appropriate **[Date]** hyperlink to select the date. The Auto-Calendar closes and the selected date displays in the date field as MM/DD/YYYY.

3.5.2 Favorites

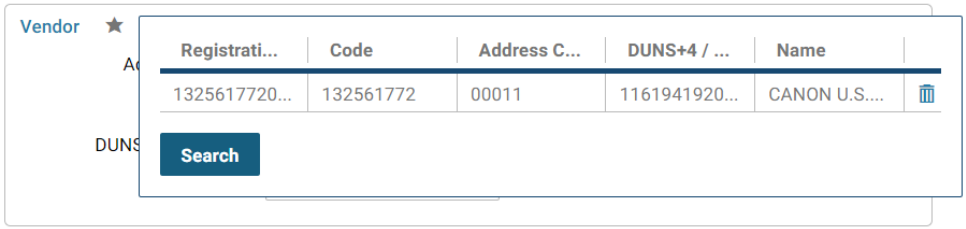
The Favorites functionality in VCSS allows a user to specify common values selected for data fields to appear as a favorite that can be easily selected in the future.

As a suggestion, add GSAINVOICE as a favorite Invoice Office Code. This is the main invoice office code used in the system, and selecting it as a favorite will speed up the invoice creation process. This can be done during the first creation of an invoice.

To select a favorite:

1. Select the Favorite icon (★) next to the data field. The Favorites window expands.

Figure 13: Favorites Window



2. Select the hyperlink for the appropriate value. The Favorites window closes and the selected value displays in the data field.

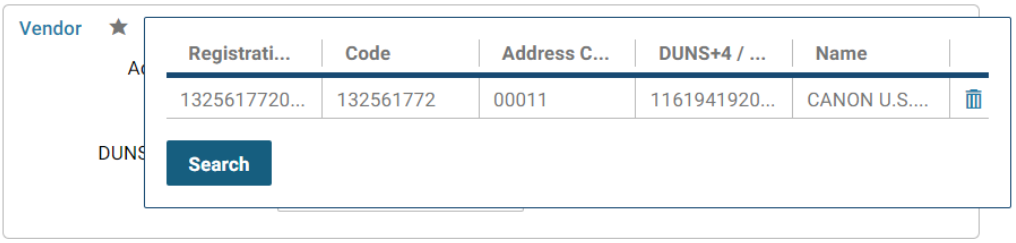
To add a favorite:

1. From the Favorites window, select the **Search**… hyperlink. The data field Search window displays.
2. Execute the appropriate search.
3. From the search results, select the **Favorites** icon (★) next to the value to be added to the Favorites list. The value is added to the Favorites list.

To delete a favorite:

1. From the Favorites window, select the Delete icon (🗑) next to the data value to be deleted from the Favorites list. The Favorite window closes and the value is deleted from the Favorites list.

Figure 14: Favorites Window



3.5.3 Searching

VCSS includes searching functionality for various types of forms throughout the system. The detailed searching functionality for each form type is detailed in the appropriate section. The following items apply to all searching functionality in VCSS.

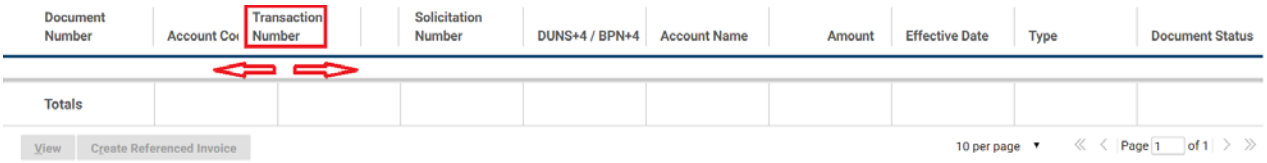
- The asterisk (*) functions as the wildcard for searching in VCSS. If search criteria are not entered, the search is executed using the asterisks for the particular search field, and the search returns all VCSS documents. To narrow the search, enter characters and wildcards for various search criteria. Examples of search criteria are:
    - Document Number - SP0710*: Search returns all documents where the document number starts with 'SP0710'.
    - Document Number - *0001: Search returns all documents where the document number ends with '0001'.

      NOTE: Users can enter multiple wildcards in the search criteria.
- Searches in VCSS are not case-sensitive. Therefore, search criteria of 'sp0710*' and 'SP0710*' entered for the document number will return the same set of documents.
- The site configures the maximum number of search results returned for performance purposes. If the search returns more results than the maximum number, the user receives a message to narrow the search.
- Column headings for search result columns in VCSS can be rearranged and expanded and contracted as desired.

Use the following steps to rearrange column headings:

1. Select the column heading and drag it to the desired location.

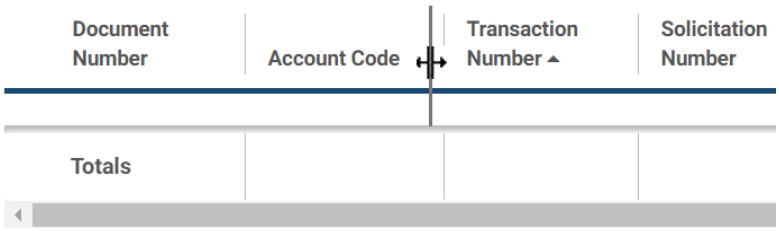
Figure 15: VCSS Search Results



Use the following steps to expand or contract column widths:

1. Select the column heading dividing line to the right of the desired column and when the icon shown below appears, drag it to the right to expand the column width. Drag the icon to the left to contract the column width.

Figure 16: Adjusting Column Width



3.6 Session Timeout

When the user logs into VCSS, a VCSS session starts. If the session remains inactive for more than fifteen minutes (i.e. the user does not interact with VCSS), the session is terminated. If the session is terminated, all work in VCSS is lost and the user may not return to the previous page. When the user returns and performs an action that requires the user to be logged in, VCSS prompts the user to close the browser window. If desired, the user may access VCSS to login again.

4 Vendor Registration and Maintenance

4.1 Vendor Information

To access Electronic Invoicing features, a vendor must register. This section provides detailed step-by-step instructions for completing the Vendor Registration process in VCSS.

4.1.1 Step 1 - Vendor Code

To register in VCSS:

1. The vendor will receive an email from Pegasys with a vendor registration PIN.
2. From the the left side menu on the VCSS Home page, select **Account → New Registration**.

Figure 17: New Registration Link

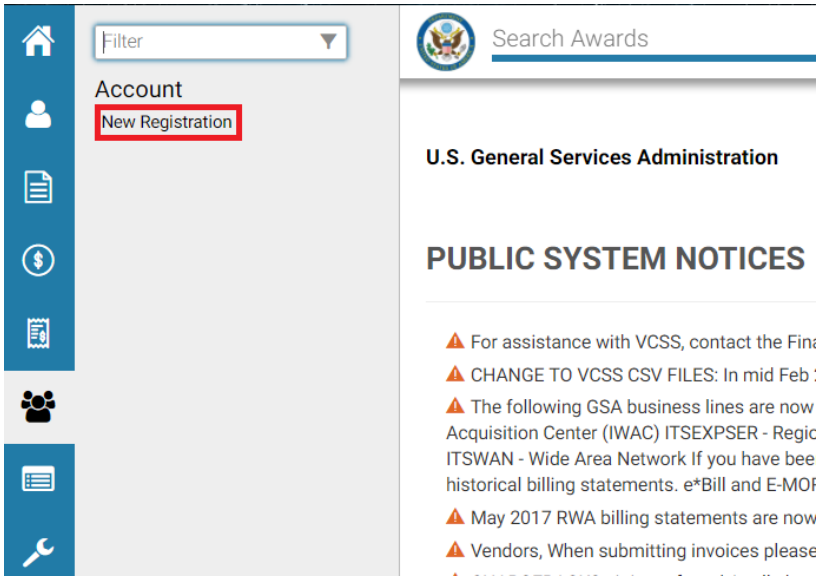
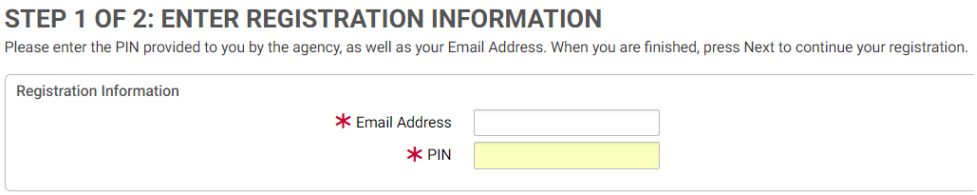


Figure 18: Step 1 of Vendor Registration Wizard



3. Enter the vendor email address and PIN in the Registration Information section
4. Select the **[Next]** button to continue to Step 2 of the Vendor Registration Wizard. Step 2 of the Vendor Registration Wizard displays.

4.1.2 Vendor Information

Step 2 of the Vendor Registration Wizard allows the vendor to set up user information.

Figure 19: Step 2 of Vendor Registration Wizard

5. If the vendor is an existing user, select the 'I am an existing user' radio button, and enter the existing **User ID** and **Password** in the Existing User Information box.
6. If the vendor is a new user, enter the new user information in the New User Information section. The User ID should be a compilation of the user's first and last name. For Example, Joe Wonder would have the user id of joewonder.
   a. Select [**Finish**].
7. If the vendor is a new vendor, once the registration has been approved, an email will be sent to the email address associated with the vendor registration.
8. Review the vendor information and select **[Submit]**. The vendor will receive a system message indicating that the registration in VCSS is complete.

Figure 20: Registration Confirmation

4.1.3 E-Mail Notifications

- VCSS sends an email notification to a vendor approver indicating that a registration has been submitted for approval.
- VCSS sends an e-mail notification to the vendor once a Vendor Registration has been accepted or rejected.
- When the System Administrator creates a new user, VCSS sends an e-mail notification to the new user containing the user ID and password that can be used to access VCSS.

- When the System Administrator edits an existing user and updates the user's password, VCSS sends an e-mail notification to the user containing the user ID and new password that can be used to access VCSS.

5 Award/Order

Registered users with invoicing rights will be able to search for their Awards and/or Orders from the Award/Order Search page. The award or order must be chosen before the invoice can be created.

5.1 Searching for an Award or Order

1. From the left side menu on the Home page, select **Electronic Invoicing → Order Search**. The Award/Order Search page displays.

Figure 21: Award Order Search

2. Enter any pertinent search criteria that may reduce the number of results returned.
3. Select **[Search]**. The results display in the search results table.

   The following summary information displays in the invoice search results table: **Document Number, Transaction Number, Solicitation Number, Vendor Code, Vendor Address, DUNS+4, Vendor Name, Amount, Effective Date, Type, Document Status**.

6 Invoices

Registered users with invoicing rights can view and create invoices in VCSS. Users will create referenced invoices. These invoices must reference orders currently in the VCSS system.

Once an invoice has been created, the user may save the invoice as a draft or submit the invoice. Saving an invoice as a draft allows the user to work on an invoice, save the invoice, and return to complete it at a later time. The user may delete a draft invoice at any time.

In addition to saving an invoice, the user may submit the invoice. Once an invoice is submitted, it is sent to Pegasys. The invoice is accepted or rejected in Pegasys, and the user receives an e-mail notification of the updated status. The user may not delete an invoice once it has been submitted but the invoice can be withdrawn. An invoice can only be withdrawn if it has not been liquidated (partially or fully) by a disbursed payment. A withdrawn invoice cannot be resubmitted, but the information from the withdrawn invoice can be copied to a new invoice to be submitted. Additionally, a rejected invoice may be resubmitted via VCSS.

Once the vendor or customer submits an invoice in VCSS, the invoice is sent electronically to Pegasys (GSA's Financial System) for processing. Following receipt of a vendor's invoice, GSA makes the payment to the vendor through Pegasys. The payment will be posted to VCSS, allowing the vendor to track the status of the invoice and corresponding payment. (**Refer to Section 7 for more information regarding payment functionality.**)

6.1 Creating a Referenced Invoice

A user should follow the steps below to create a referenced invoice.

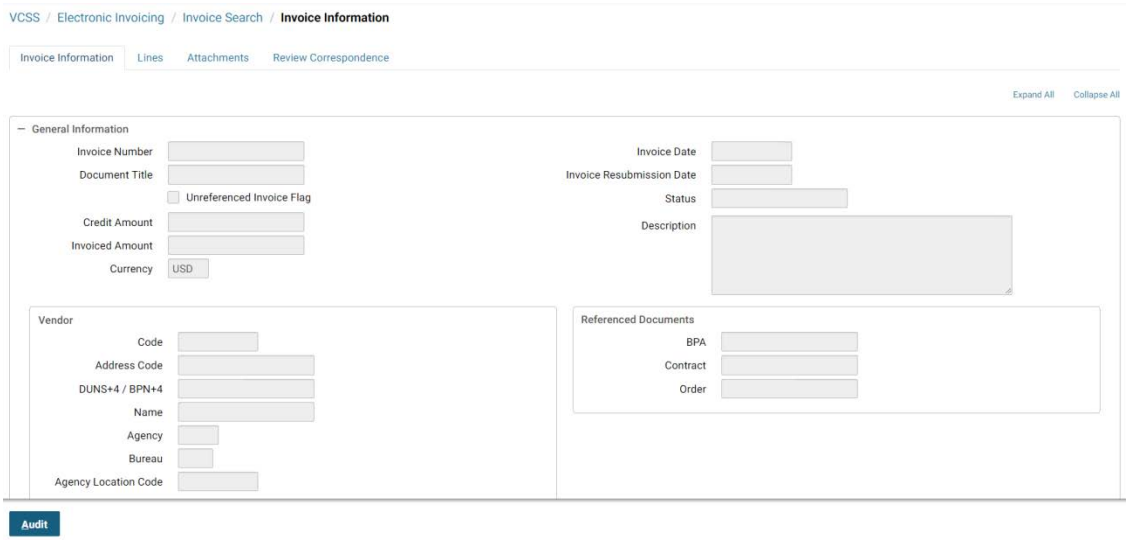
1. From the Award/Order Search page, search for the order that the invoice will reference. (**Refer to Section 5.1 for more information regarding the Award/Order Search page**.)
2. Select the order to reference by selecting the checkbox to the left of the record and selecting the **[Create Referenced Invoice]** button.

Figure 22: Create Referenced Invoice Button

6.1.1 Invoice Information

The Invoice Information page captures the general information, shipping information, discount information, and invoice office information.

Figure 23: Invoice Information Page



The **Invoice Date** field defaults to blank and remains read-only. Upon saving or submitting the invoice, the field is updated to the current date.

The **Invoice Resubmission Date** field defaults to blank and remains read-only. The **Invoice Resubmission Date** is updated to the current date when the invoice is re-submitted after initially being rejected by GSA.

The **Currency** field pre-fills with 'USD', and cannot be changed

The **Status** field defaults to 'Draft' and remains read-only. Upon submitting the invoice, the field is updated to 'Pending Acceptance'.

The **DUNS+4** field pre-fills with the DUNS+4 that the user is associated to (or selected on the Invoice References page) and remains read-only.

The **Order** field pre-fills with the order number selected from the Award/Order Search page. The **Discount Terms** information pre-fills from the award or order reference, if there was Discount Information on the order.

The **Invoice Office information** pre-fills from the selection made on the Invoice References page or, if there is only one invoice office record in VCSS from that record, and remains read-only.

Tab Navigation

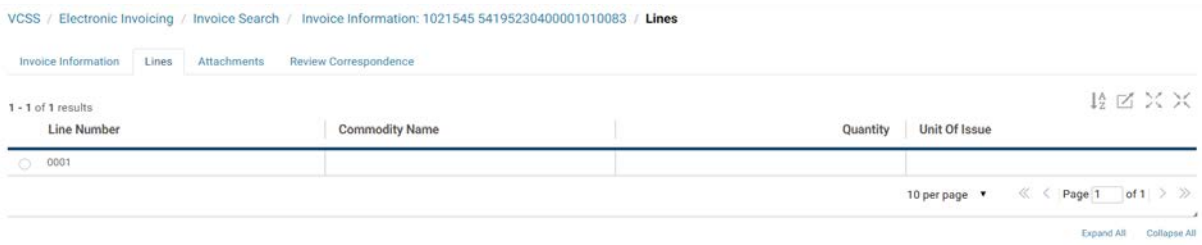
- **Invoice Information:** Directs the user to the Invoice Information page.
- **Lines:** Directs the user to the Lines page.
- **Attachments:** Directs the user to the Attachments page.
- **Review Correspondence:** Directs the user to the Review Correspondence query page.

1. Complete the following required field:
    a. Invoice Number
2. Complete the following fields as needed:
    a. Document Title
    b. Credit Amount
    c. Description
    d. Delivery Date
    e. Discount Terms
    f. Net Days

6.1.2 Lines

The Lines page captures the line detail and shipping information for each invoice item.

Figure 24: Lines Page



On this page, the invoice line amount can be modified in the event that the purchase order is only being partially liquidated.

6.1.3 Attachments

The user has the option to add attachments to the invoice. In order to add attachments to an invoice, the invoice must be saved first.

1. To add an attachment, select the **[Attachments]** tab. The Attachments page displays.

Figure 25: Attachment Tab

Actions

- **[Choose File…]:** Directs the user to the Choose File window
- **[Add]:** Adds the selected file to the invoice
- **[View]:** Directs the user to the File Download window to open or save the attached file.
- **[Delete]:** Deletes the selected attachment from the invoice.

How to use the actions:

1. Select the **[Choose File…]** button. The Choose File window displays.
2. Select a file from the Choose File window.
3. Select the **[Open]** button. The Choose File window closes and the path of the selected file is in the File field.
4. Select the **[Add]** button. The selected file is added to the invoice.
5. The following summary information displays in the attachments table: **Title, Size (bytes),** and **Content Type**.
6. To delete an attachment, select the attachment to be deleted.
7. Select the **[Delete]** button. The selected attachment is deleted from the invoice.

6.2 Submitting an Invoice

In order to submit an invoice, the invoice must pass all validations. The user may select the Verify button in order to check the status of the validations before submitting or select the Submit button, which also runs the validations.

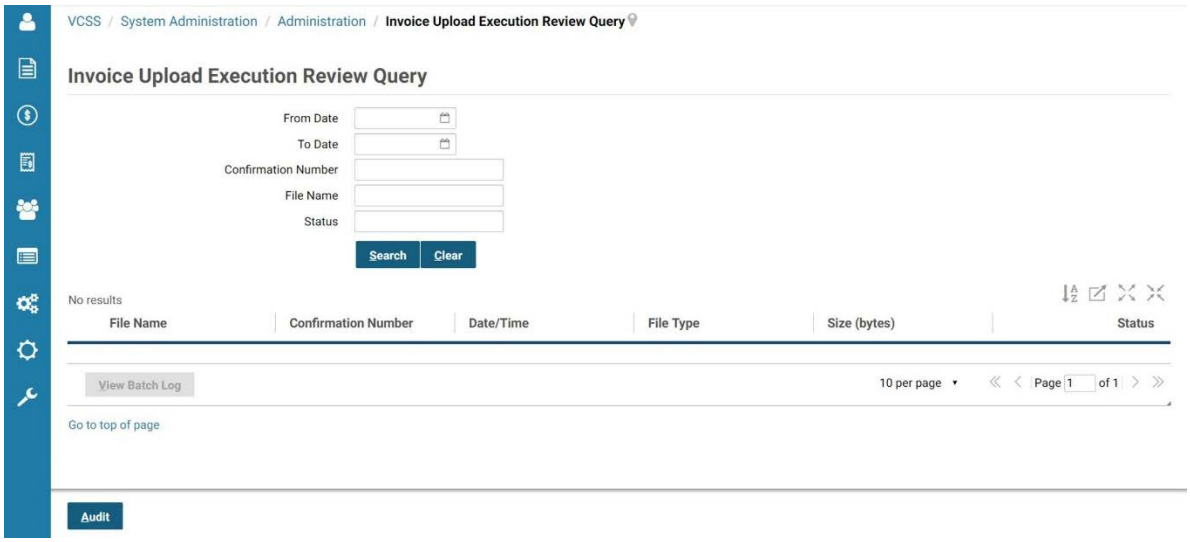
1. To Submit an invoice, if the invoice is not opened, open the invoice in edit mode.
2. Select the **[Submit]** button.

   The validations are run, the invoice is saved, and the user is returned to the previous page with the successful submission message displayed. If the invoice does not pass validations, the user is directed to the Messages page, which displays the problem(s) preventing submission.

6.3 Allow for Input Files

The Allow for Input files in VCSS enhancement provides a mechanism to allow vendors to upload invoices into VCSS in an attempt to reduce the data entry required with entering multiple invoices into VCSS. This item will not replace the existing process for creating invoices in VCSS, but will complement the existing functionality by providing an alternative method to users for entering multiple invoices in VCSS through a file upload process using comma-separated value (CSV) formatted spreadsheets (sample screenshots shown in below).

Figure 26: Invoice Upload Execution Review Query



This enhancement will include the following changes to existing functionality.

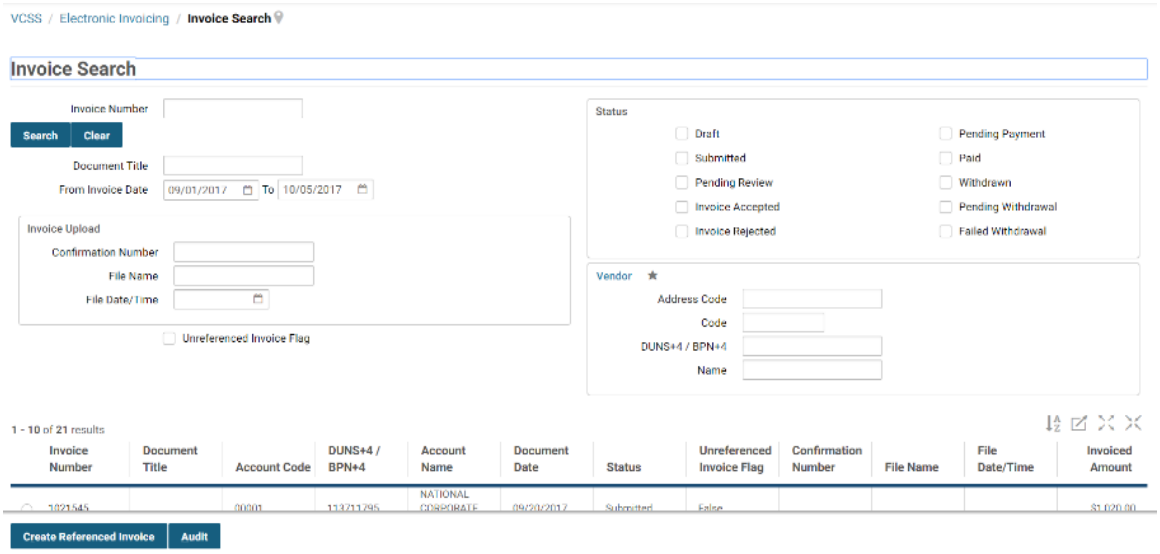
- Update of Electronic Invoicing menu structure to provide a new option for uploading invoices into VCSS.
- Update of System Administration menu structure to provide a new option for reviewing the status of the invoice upload batch process executions.
- The addition of “Invoice Upload Confirmation Number”, “Invoice Upload File Name”, and “Invoice Upload Date/Time” to the Invoice Search page as search criteria and displaying in the search results.
- The addition of “Batch Number” and “Invoice File” to the invoice view. The fields will always be read-only on the invoice and will be populated by the system if an invoice is created in the system via the invoice upload batch process.
- The Invoice Office Code and Invoice Office Address Code will no longer be required fields on the VCSS Invoice, but will remain as optional fields.
- Addition of a “Default Invoice Upload Security Organization” to the VCSS System Settings. This will only control access to data on the Invoice Upload Execution Query. This Security Organization will not be used for securing attachments associated with a created invoice in VCSS.

6.4 Searching

Users may search for invoices created by the vendors they are associated to.

1. To search for an invoice from the Home page, select **Electronic Invoicing → Invoice Search**. The Invoice Search page displays.

Figure 27: Invoice Search Page



2. Enter the desired search criteria in the following fields:
   a. DUNS+4
   b. Invoice Number
   c. Document Title
   d. From Invoice Date
   e. To Invoice Date
   f. Status
3. Select the **[Search]** button. The results display in the search results table.

   The following summary information displays in the invoice search results table: Invoice Number, Document Title, Vendor Code, Vendor Address Code, DUNS+4, Vendor Name, Invoice Date, Status, and Invoiced Amount.

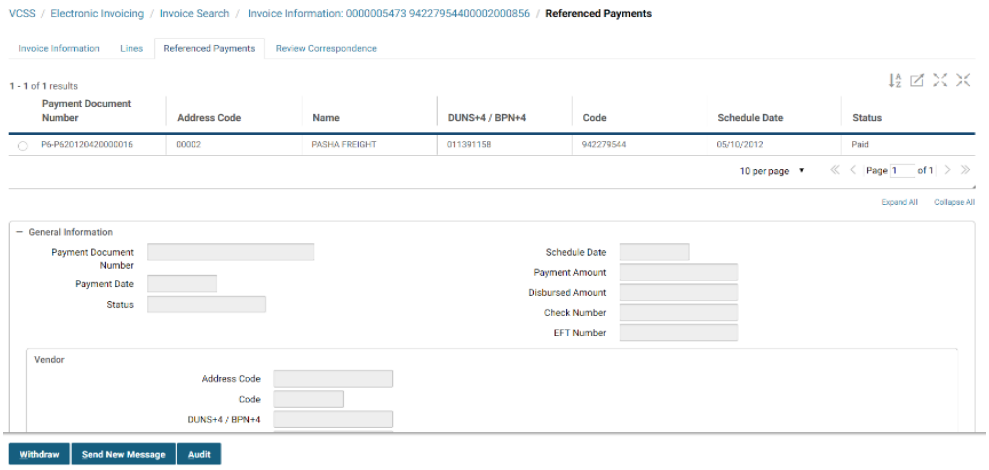
6.5 Viewing

Users may view invoices created for the vendors they are associated to. An invoice may contain up to four sections for viewing: Invoice Information, Itemized Lines, Attachments, and Referenced Payments. Depending on the status, the user may take various actions on the viewed invoice. Invoices with a status of 'Draft' or 'Rejected' can be edited and deleted. Invoices with a status of 'Pending Acceptance', 'Accepted', or 'Payment Cancelled' can be withdrawn. Invoices with a status of 'Pending Payment' can be withdrawn if none of the referencing payments are disbursed (i.e. in a status of 'Paid'). Invoices with a status of 'Paid' can only be viewed. Finally, invoices with a status of 'Withdrawn' can be viewed and copied to a new draft invoice.

1. To View an invoice, search for the invoice to view. (**Refer to Section 6.4 for more information regarding searching for an invoice**.)

2. Select the checkbox next to the invoice and select the **[View]** button or select the **[Document Number]** hyperlink to view the invoice. The Invoice Information page displays. The user may view all of the invoice information in read-only mode.
3. To view referenced payments for an invoice, select the **[Referenced Payments]** tab, if available. The Referenced Payments page displays.

Figure 28: Referenced Payment Tab



4. Select a payment.

   The following summary information displays in the payments table, is pre-filled and remains read-only: **Payment Number, DUNS+4, Payment Date, Status, Schedule Date, Payment Amount, Disbursed Amount, Check Number, and EFT Number**.

   NOTE: The **Payment Date** field will be null if the payment has a status of 'Pending Payment'.

   NOTE: The **Check Number** and **EFT Number** fields will be null if the payment has a status of 'Pending Payment'.

6.6 Withdrawing an Invoice

The user can withdraw previously submitted invoices. An invoice can only be withdrawn if there are no referencing payments in a status of 'Paid'.

1. To withdraw an invoice from the Invoice Search page, select the checkbox next to the Document Number and select the **[Withdraw]** button.

   Actions:

   a. **[Withdraw]:** Withdraws the invoice from Pegasys.

   b. [Send New Message]: Directs the user to send a new correspondence message to Pegasys. **Refer to Section 8 for more information on sending Messages.**

2. Select the **[Withdraw]** button. An informational message appears stating "You are about to withdraw this invoice".

3. Select the **[OK]** button to continue withdrawing the invoice. The invoice is withdrawn.

6.7 Resubmitting an Invoice

Once an invoice is submitted, it is sent to Pegasys. A Pegasys user either accepts or rejects the submitted invoice. If the invoice is rejected, the user may correct and resubmit the invoice.

1. To resubmit a rejected invoice from the Invoice Search page, select the checkbox next to the document number for the invoice.
2. Select the **[Edit]** button. The Invoice Information page displays in edit mode.
3. Update the invoice as necessary. (**Refer to Section 6.1.1 for more information regarding completing an invoice.**)
4. Select the **[Submit]** button. The validations are run, the invoice is saved, and the user is returned to the previous page with the successful submission message displayed.

6.8 Transmitted Itemized Order Corrections

VCSS allows GSA's vendors to electronically submit invoices to the GSA, referencing awards and orders posted by the GSA.

This will ensure that vendors are presented with the most current order information, which will facilitate the submission of more accurate invoices by vendors from VCSS.

Additionally, attachments associated with these order corrections will also be available for viewing from VCSS if the attachment meets the requirements for transmission to VCSS.

If that is visible in VCSS is updated in Pegasys to contain a vendor without a Vendor Registration Number (VRN), that order will no longer be viewable in VCSS through the use of the existing "Remove from View" flag on the VCSS Order table.

6.9 E-Mail Notifications

VCSS sends the following e-mail notifications regarding invoices:

- VCSS sends an e-mail notification to the user who submitted the invoice when the invoice is accepted by Pegasys. The e-mail contains the updated status and invoice details.
- VCSS sends an e-mail notification to the user who submitted the invoice when the invoice is rejected by Pegasys. The e-mail contains the updated status, invoice details, and a rejection reason.

7 Payments

VCSS allows registered users to search for and view payments.

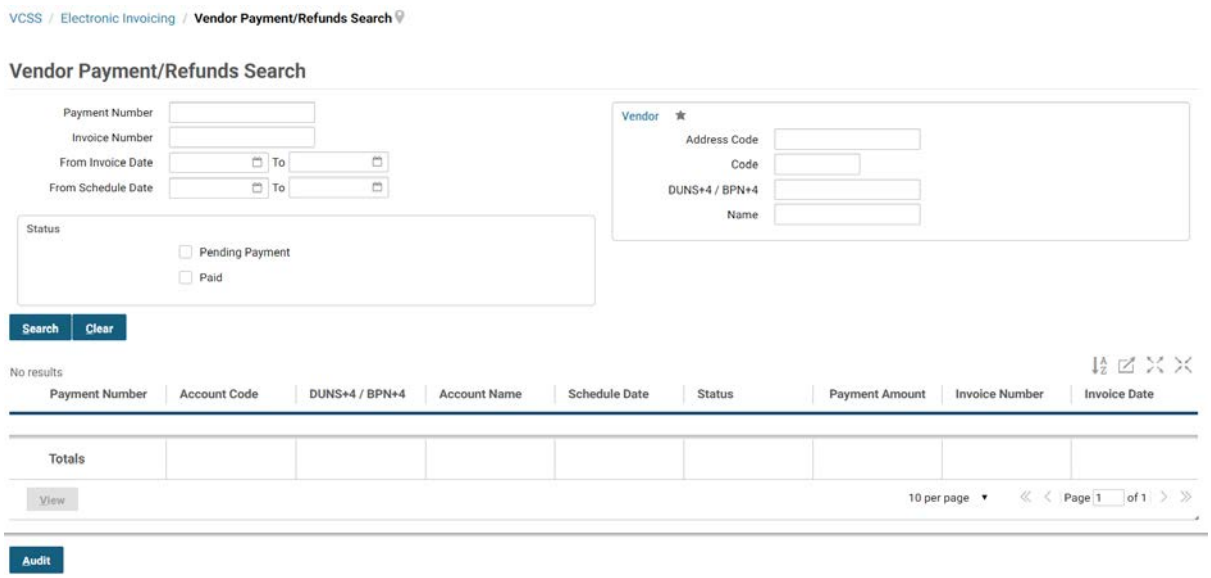
Following receipt of a vendor or customer's invoice, GSA makes the payment to the vendor or customer through Pegasys. The payment will be posted to VCSS, allowing the vendor or customer to track the status of the invoice and corresponding payment.

7.1 Searching

Users can search for payments posted to the vendors they are associated to.

1. To search for payments from the Home page, select **[Vendor Payment Search]** under the Electronic Invoicing Menu. The Vendor Payment Search page displays.

Figure 29: Vendor Payment/Refunds Search



Actions:

a. **[Search]:** Performs the search based on the entered search criteria

b. **[Clear]:** Clears the entered search criteria.

c. **[View]:** Directs the user to the Payment Information page

d. **[Audit]:** Directs the user to the Audit Log Query.

2. Enter the desired search criteria using the following fields:

   a. DUNS+4

   b. Payment Number

   c. Invoice Number

   d. From Invoice Date

e. **To Invoice Date**

f. **From Schedule Date**

g. **To Schedule Date**

h. **Status**

3. Select the [**Search**] button. The results display in the search results table.

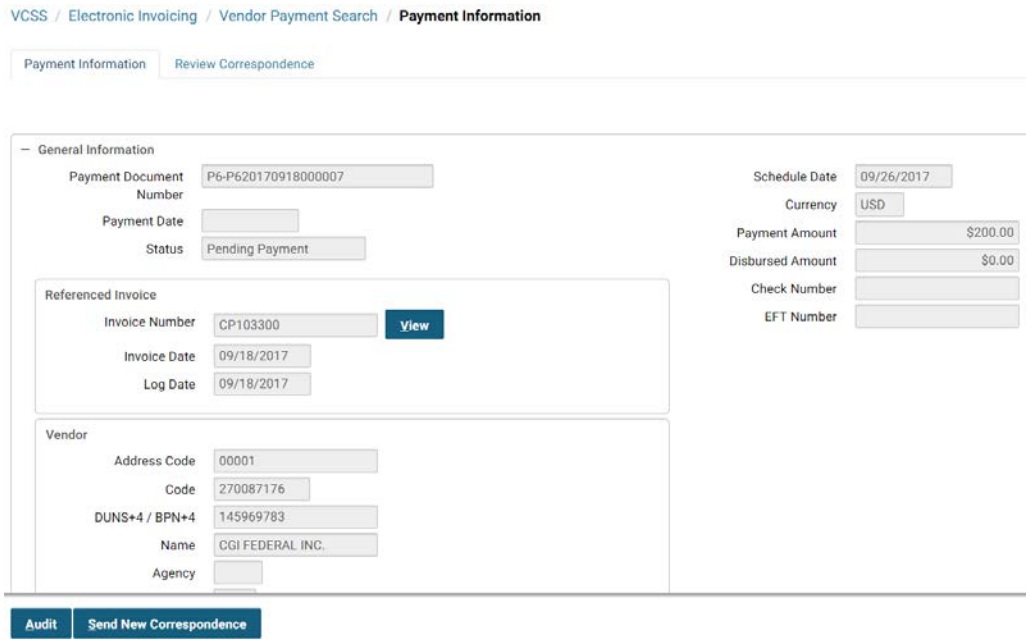
   The following summary information displays in the payment search results table: **Payment Number, Vendor Registration Number, Vendor Code, Vendor Address, DUNS+4, Vendor Name, Schedule Date, Status, Payment Amount, Invoice Number, and Invoice Date**.

7.2 Viewing

Users can view the payments of those vendors they are associated to.

1. To view a payment from the Vendor Payment Search page, select the checkbox next to the payment and select the [**View**] button. The Vendor Payment Information page displays.

Figure 30: Vendor Payment Information Page



Actions:

a. **[Send New Correspondence]:** Directs the user to send a new correspondence message to Pegasys. **Refer to Section 8 for more information on sending Messages.**

b. **[Audit]:** Directs the user to the Audit Log Query.

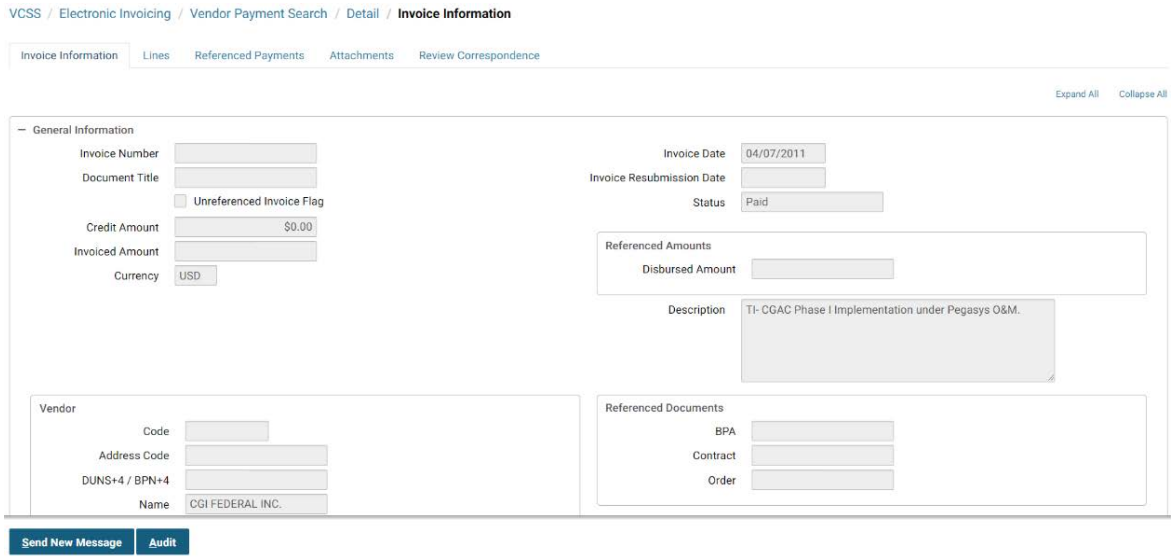
2. The following fields pre-fill and remain read-only:

a. **DUNS+4**
b. **Payment Number**
c. **Payment Date**
d. **Status**
e. **Schedule Date**
f. **Payment Amount**
g. **Check Number**
h. **EFT Number**
i. **Invoice Number**
j. **Invoice Date**
k. **Log Date**

3. Select the View hyperlink.

   The referenced Invoice Information page displays or a message displays stating that the document is not available for viewing in VCSS.

Figure 31: Referenced Invoice Information



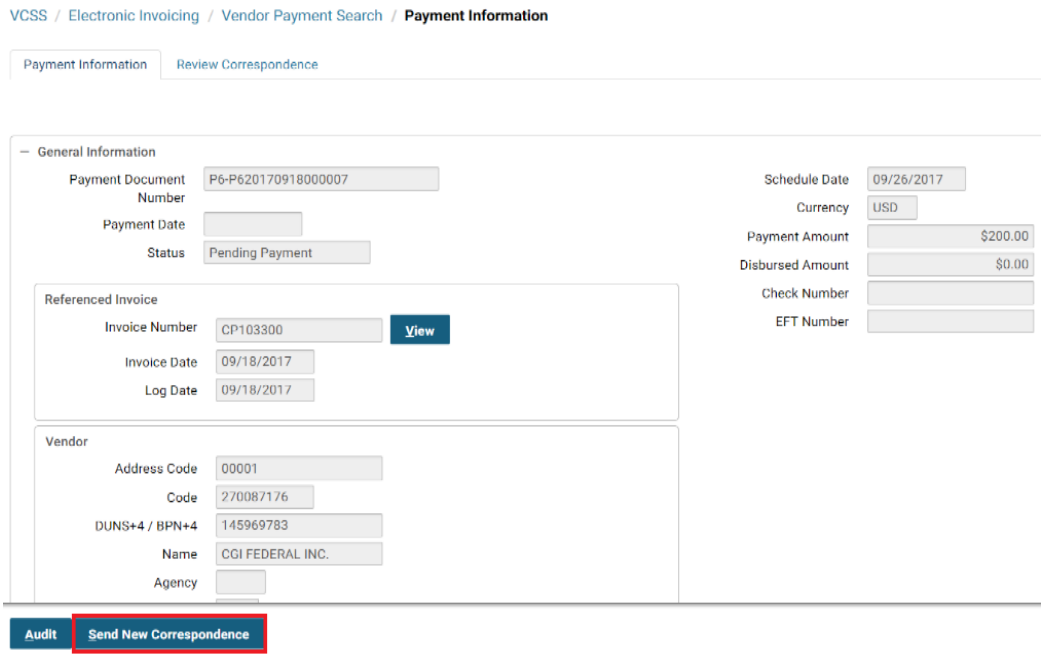
8 Correspondence

Vendors are able to send correspondence messages to Pegasys by selecting the Send New Message button on certain screens within VCSS. A message can be sent corresponding to a particular document in VCSS or it can be sent at the vendor account level. Once the message is sent, the appropriate GSA workgroup receives email notification of the new message. GSA can view the message and send a response which will be transmitted from Pegasys to VCSS. Vendors can then view messages sent from Pegasys within VCSS. Additionally, already sent messages may be viewed via the Message screen in VCSS.

To create a correspondence message in VCSS for a document, use the following steps:

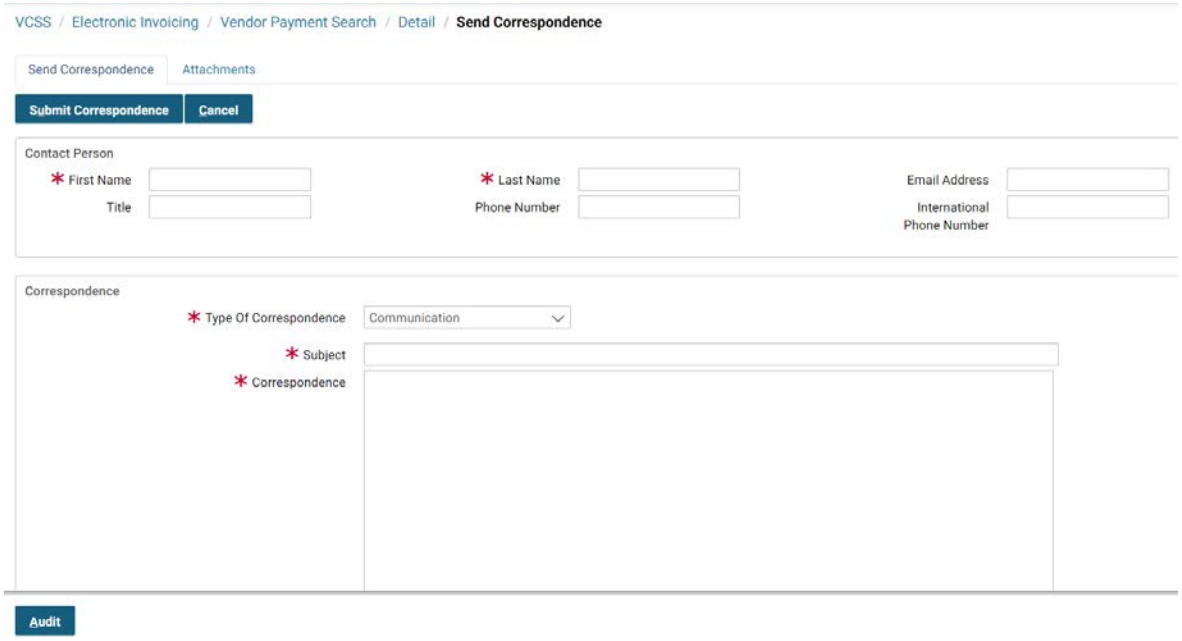
1. Select **[Send New Message]** on a document.

Figure 32: Payment Information



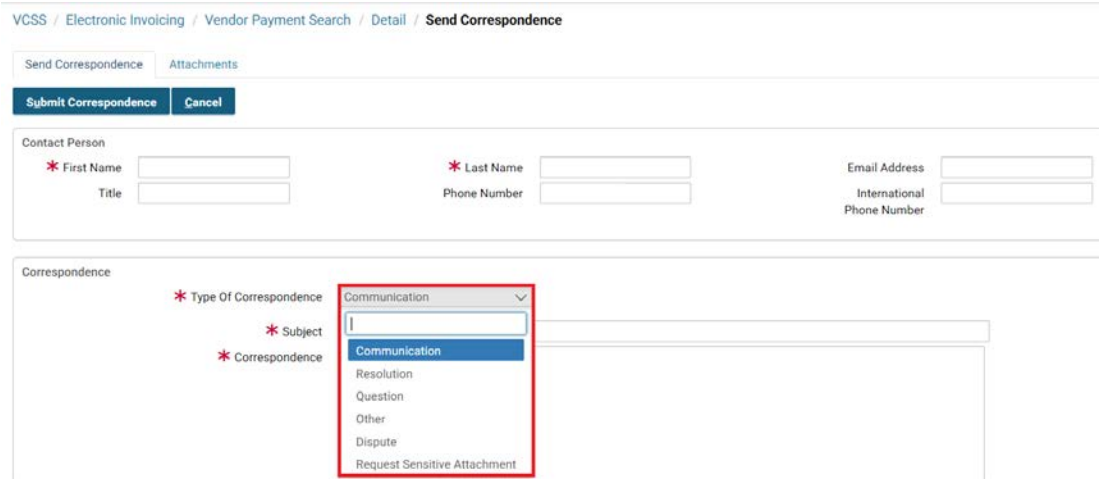
The Send Correspondence tab displays. The user's email address defaults from the VCSS profile address.

Figure 33: Send Correspondence Page



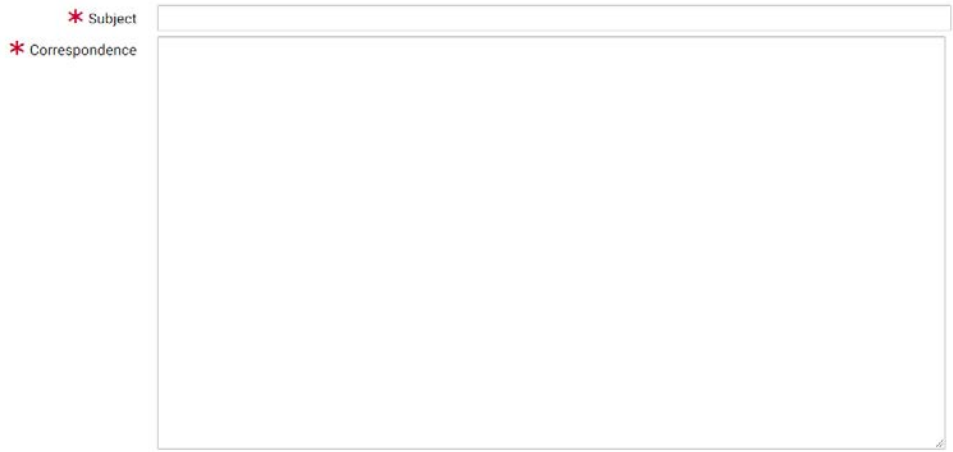
2. Enter the **First Name**.
3. Enter the **Last Name**.
4. Choose a type of correspondence in the **Type of Correspondence** drop down box.

Figure 34: Send Correspondence Drop Down



5. Enter a subject for the correspondence message in the **Subject** field.
6. Enter the message in the **Correspondence** field.

Figure 35: Subject and Correspondence Field

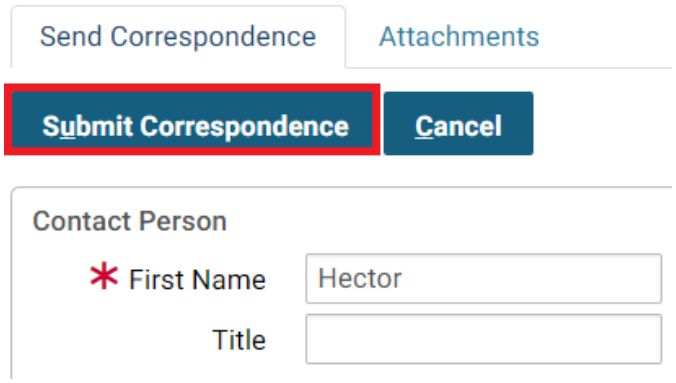


7. To add an attachment to the Correspondence message, select the **Attachment** tab.

Figure 36: Attachments Tab

8. Select **[Choose File]** to search for a file and select **[Add]**.
9. Select Send Correspondence to return to the Send Correspondence Tab.
10. Select **[Submit Correspondence]** to submit the correspondence message.

Figure 37: Submit Correspondence Button



11. To cancel the message, select the **[Cancel]** button.

To create correspondence at the vendor account level, use the following steps:

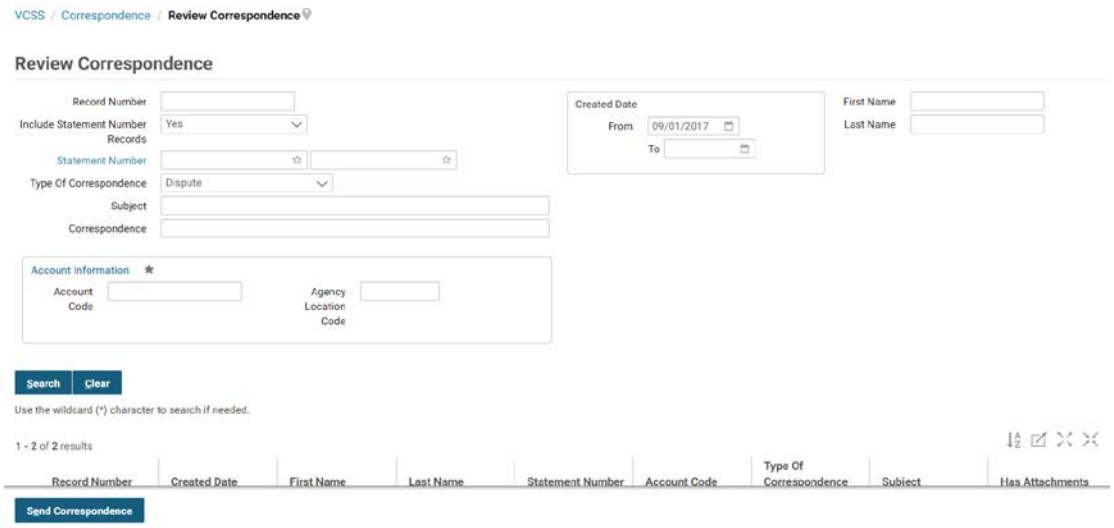
1. Navigate to **Correspondence → Create Account Correspondence**.
2. Repeat steps 2 - 11 above.

   NOTE: To view correspondence messages initiated from Pegasys, a vendor can navigate to the particular document or navigate to the Vendor → Messages Query.

Use the following steps to search for messages in the Messages Query.

1. Navigate to **Correspondence → View Account Correspondence**. The Review Correspondence query will display.

Figure 38: Review Correspondence Screen



2. All correspondence will appear in the the lower section of the screen. To search for a particular correspondence, enter search criteria and select **[Search]**.
3. To export correspondence into a spreadsheet application, select the , and then select **[View as CSV]** or **[View in Excel]**.