



U.S. General Services Administration



Understanding Your GSA Fleet Bill

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2015 Federal Fleet Management Training
General Services Administration



GSA Motor Vehicle Management Value Proposition



Right Vehicle



Right Price



Great Service

*and the required data needed to effectively and
efficiently manage a fleet*



Presentation Agenda

- Accessing and Understanding Your Bill
- Registration and Administrator Role
- Payment Options
- Training Resources
- Questions



Accessing and Understanding Your Bill



See the Training Resources slide for more detailed support.



Registration and Administrator Role

Registration

- The first viewer of account data must register the account.
- Subsequent viewers request access instead.

Administrator Role

- Approves and disapproves all further access requests.
- GSA does a final review before issuing credentials.



VCSS Account Registration

- **VCSS Account Registration is the process you complete in order to register for a VCSS account.**
 - The first person that registers the account in VCSS will become the account administrator.
 - As an account administrator, your responsibilities include approving or disapproving all access to the VCSS account.



Request Access to VCSS

Step 1: Visit <http://vcss.ocfo.gsa.gov/>

Step 2: Click **Registrations & Access Requests** button.

Step 3: In the Customer Registration and Access Requests box, select **Click here if you are a Customer of GSA**

If your Account Code is already registered in VCSS, continue on to Step 4 (slide 8).

If your Account Code is NOT registered in VCSS, continue on to Step 9 (slide 14).



Request Access to Existing Account

Step 4: To request access to an existing Account Code (BOAC), complete the Access Request section.

The screenshot displays the GSA Vendor and Customer Self Service interface. At the top, there is a navigation bar with links for Home, System Requirements, Contact Us, and Help. Below this is a progress indicator with four steps: New Requests (active), User Information, Confirm and Submit, and Request Complete. The main content area is divided into two panels. The left panel, titled 'Access Request', contains a form with the following elements: a heading 'Access Request', a question 'What account(s) would you like access to?', a prompt 'Enter an Account Code/8-digit ALC (Agency Location Code) or Agency Name.', and two input fields: 'Account Code' with a radio button and 'ALC' with a radio button. The 'Account Code' field contains 'Ex. 123456789' and the 'ALC' field contains 'Ex. ABC Agency'. A 'Search' button is located to the right of these fields. The right panel, titled 'Accounts', has a sub-heading 'Access Requests' and shows a table with one row containing a blacked-out account code and a close button (X). Below this is a sub-heading 'Registration Requests' with the text 'There are no accounts added.'



Request Access to Existing Account

Step 4 (cont'd): Click on the radio button in front of Account Code. Enter your Account Code in the first box, then click on **Search**. If your Account Code appears below, click on the blue + sign to add this account to your requests. *(If you are a military customer, you will choose the one with the “F” at the end of your BOAC in the Address Code section.)* Repeat this step if you need access to more than one Account Code.

The screenshot shows the 'New Requests' web interface. The 'Access Request' section is active, with a red box highlighting the 'Account Code' radio button and its associated input field. The 'Organization' field contains 'Ex. ABC Agency' and a 'Search' button is visible. Below the input fields is a table with columns for ALC, Account Code, Address Code, Organization, and Add. The table contains one row with a blue plus sign in the 'Add' column. To the right, the 'Accounts' section shows 'Access Requests' and 'Registration Requests' with a 'Continue' button at the bottom.

ALC	Account Code	Address Code	Organization	Add



Request Access to Existing Account

Step 5 (optional): If you want to request access to an Agency Location Code, click on the radio button in front of ALC, then enter your 8 digit ALC number. Click on Search and repeat Step 4.

New Requests **User Information** **Confirm and Submit** **Request Complete**

Access Request ^

What account(s) would you like access to?

Enter an Account Code/8-digit ALC (Agency Location Code) or Agency Name.

Account Code ALC Organization

ALC	Account Code	Address Code	Organization	Add
				<input button"="" text"="" type="button" value=""/> <input type="button" value="x"/> <p>- SHOW DETAILS</p> <p>Registration Requests</p> <p>There are no accounts added.</p> <p><input type="button" value="Continue"/></p>



Request Access to Existing Account

Step 6: After you have searched for and selected all of the Account Codes you need access to, you can click on the Show Details button in the Accounts section to review the accounts. Then, click Continue.

The screenshot shows a window titled "Accounts" with a close button in the top right corner. Inside the window, there are two main sections: "Access Requests" and "Registration Requests". The "Access Requests" section contains a large black rectangular area, likely representing a list of accounts that is currently empty or obscured. Below this, the "Registration Requests" section contains the text "There are no accounts added." At the bottom of the window, there is a blue button labeled "Continue", which is highlighted with a red rectangular border.



Request Access to Existing Account

Step 7: Enter your information on the right side of the form and click Continue.

The screenshot shows a 'User Information' form with the following fields and values:

- First Name: John
- Last Name: Doe
- Email: john.doe@us.army.mil
- Confirm Email: john.doe@us.army.mil
- Phone Number: (555) 912-1234
- Non US Phone Number: () - -
- Fax Number: () - -

At the bottom of the form, there are two buttons: 'Continue' and 'Go back'.



Request Access to Existing Account

Step 8: Confirm your information, enter the code in the box then click Submit.

Confirm your request

Make sure all details are correct. When you are done, click "Submit"

Your Information

Name : John Doe
Email : john.doe@us.army.mil
Phone : (555) 912-1234
Non US Phone : N/A
Fax : N/A

Account Requests

Access Requests

ALC	Account Code	Address Code	Organization	Account Administrator
N/A				

[Generate New Image](#)

Type the code from the image

[Go back to edit](#)



Register Account Code

Step 9: To register an Account Code in VCSS, you would go to the Registration section.

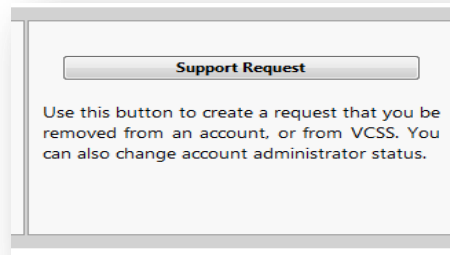
The screenshot shows a web form titled "Registration". The form contains the following elements:

- A heading: "Registration" with an upward arrow icon.
- A question: "What account(s) would you like to register?"
- Instructions: "Enter an Account Code/8-digit ALC (Agency Location Code) **and** Agency Name."
- Two radio buttons: "Account Code" and "ALC".
- Input fields: "Ex. 12345678" for the Account Code/ALC and "Ex. ABC Agency" for the Organization.
- A "Register" button.
- A section titled "Enter Address" containing:
 - Input fields for "Address 1" (Ex. 123 Street) and "Address 2" (Ex. Suite 123).
 - Input fields for "City" (Ex. ABC City), "State" (a dropdown menu with "--Select--"), and "Zip Code" (Ex. 12345).

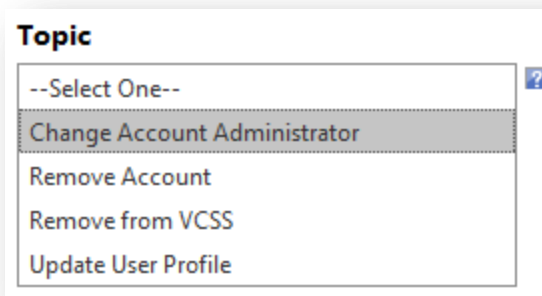


Changing the Account Administrator

1. Visit <http://vcss.ocfo.gsa.gov/>
2. Click on the Support Request button.



3. From the Topic box, select “Change Account Administrator.” Fill out the remaining information on the web form.

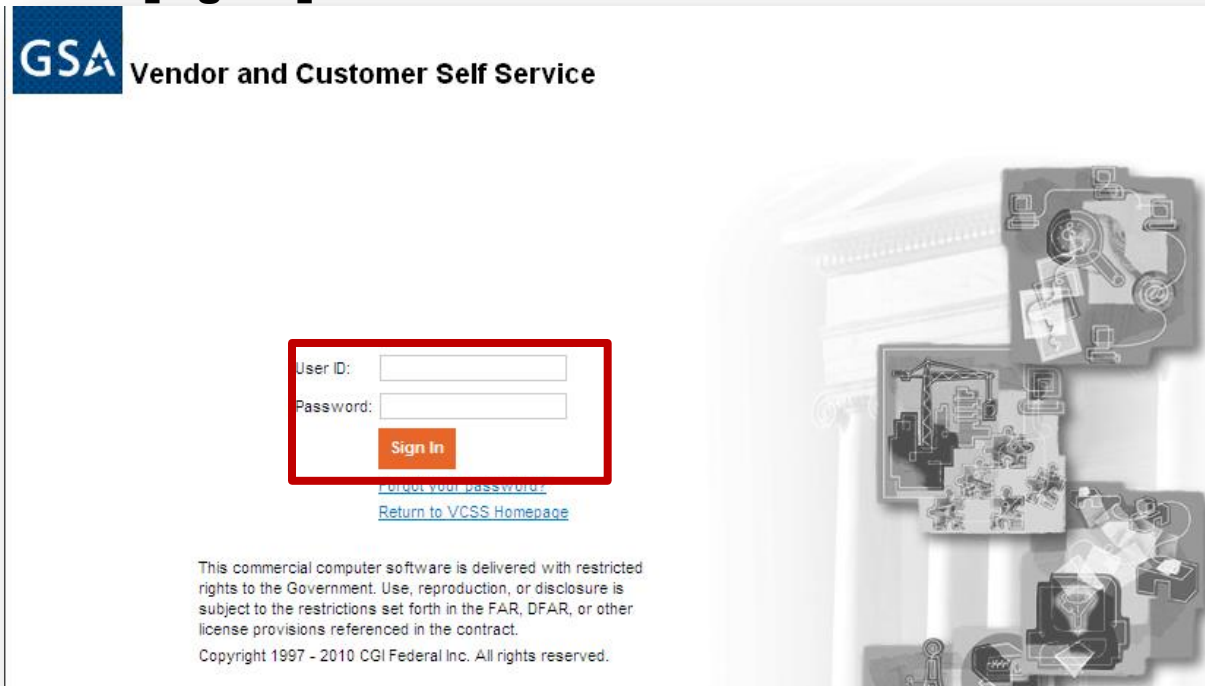




Login to VCSS

To login to VCSS, perform the following steps:

1. Go to <https://vcss.ocfo.gsa.gov> and select the **Login to VCSS** option.
2. On the VCSS main page, select the **Login** hyperlink.
3. On the VCSS login page, enter your login information:
User ID and **Password** sent in two separate emails from GSA.
Select the **[Sign In]** button.



GSA Vendor and Customer Self Service

User ID:

Password:

Sign In

[Forgot your password?](#)

[Return to VCSS Homepage](#)

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View Notices

Upon successful login, the View Notices page displays.

Notices provide specific information. For example, they notify the customer when billings become available.

Review notices associated with your accounts and then select the **[Continue]** button.

Home | Notices | Personal Information | Preferences | Site Map | Help | About

GSA Vendor and Customer Self Service

Welcome VSS TRAINING | April 21, 2011 | Sign Out | Contact Us

Security questions are not set up. You may set up your security questions and answers on the Security Questions tab of User Preferences.

Your last successful login was 04/21/2011 16:52:01

View Notices

Continue

[Expand All](#) | [Collapse All](#)

DEFAULT

02/24/2006
Please do not attempt to login until you have contacted the Office of the Chief Financial Officer, Financial and Payroll Services Division, Financial Operations and Disbursement Branch (BCEB) for more information.

07/27/2007
Attachments can now be used. PDF and TXT files are the supported attachment types. There is a 6 MB size limit for the attachments

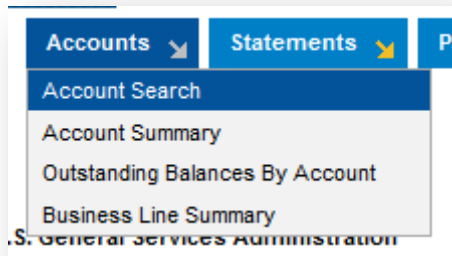
[Return to Top](#)



Search Accounts

Account Information or Account Search

- If you have access to one account, then the Account Information menu option displays first. Review general information about your account.
- If you have access to more than one account, then the Account Search menu option displays first. Search for the account you would like to review information on.
- Select the account code and click View to see Account Information, Address Information and Users registered under that account code.



Account Name: Account Code:

DUNS+4/BPN+4:

Agency: Bureau: Agency Location Code:

Summary			
	Account Code	DUNS+4/BPN+4	Account Name
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]

Page 1 of 1

[Go to top of page](#)



PDF Version of a Bill

Step 1: Under the Statements menu, select View and Print Statements.

Step 2: Enter the Search Criteria.

Step 3: Select the Statement you want to view, and click on View PDF.

VCSS > Statements > S

Accounts Statements Payments Electronic Invoicing Co

View and Print Statements
Statement Search by Agreement
View Details
Dispute Statement/Details
View Dispute Requests

Search Criteria

General Criteria

Statement Number:

Statement Type:

Business Line:

Statement Date

From:

To:

Account:

Account Code:

Agency Location Code:

DUNS+4/BPN+4:

If the Statement contains information for multiple customers, the search results contain the Statement

Search Clear

View View PDF Sort... View as CSV

Summary					
	Statement Number	Statement Date	Business Line	Account Code	Account
<input type="checkbox"/>	F [REDACTED]	07/21/2014	Fleet	[REDACTED]	[REDACTED]
<input checked="" type="checkbox"/>	F [REDACTED]	06/21/2014	Fleet	[REDACTED]	[REDACTED]
<input type="checkbox"/>	F [REDACTED]	05/21/2014	Fleet	[REDACTED]	[REDACTED]
<input type="checkbox"/>	F [REDACTED]	04/21/2014	Fleet	[REDACTED]	[REDACTED]



Excel Version of Printed Bill

Repeat Steps 1 and 2 on previous slide.

Step 3: Select the Statement you want to view, and click on View.

Step 4: Select the Detail Billing Records tab (shown in image to the right). Scroll to the bottom of the page. Select View as CSV.

View Referencing Payments Send Correspondence Dispute Statement View Related Dispute Requests View PDF

Statement Information **Detail Billing Records** Attachments Review Correspondence

Detail

Search Criteria

Detail Search Criteria

Reference ID: Title:

Charge Period: Record Type:

Articles/Services Description: Disputed:

Bill Document Date Entry Date Detail Amount

From: From: From:

To: To: To:

Account

DUNS+4/BPN+4: Account Code:

Additional Criteria

Search Clear

Detail Sort View as CSV

Summary

Export Items into a CSV file

Reference ID	Account Code	Account Name	Record Type	Title
Totals		\$119,896.72		
<input type="checkbox"/>			Normal	
<input type="checkbox"/>			Normal	
<input type="checkbox"/>			Normal	
<input type="checkbox"/>			Normal	
<input type="checkbox"/>			Normal	
<input type="checkbox"/>			Normal	
<input type="checkbox"/>			Normal	



Excel Version with More Details

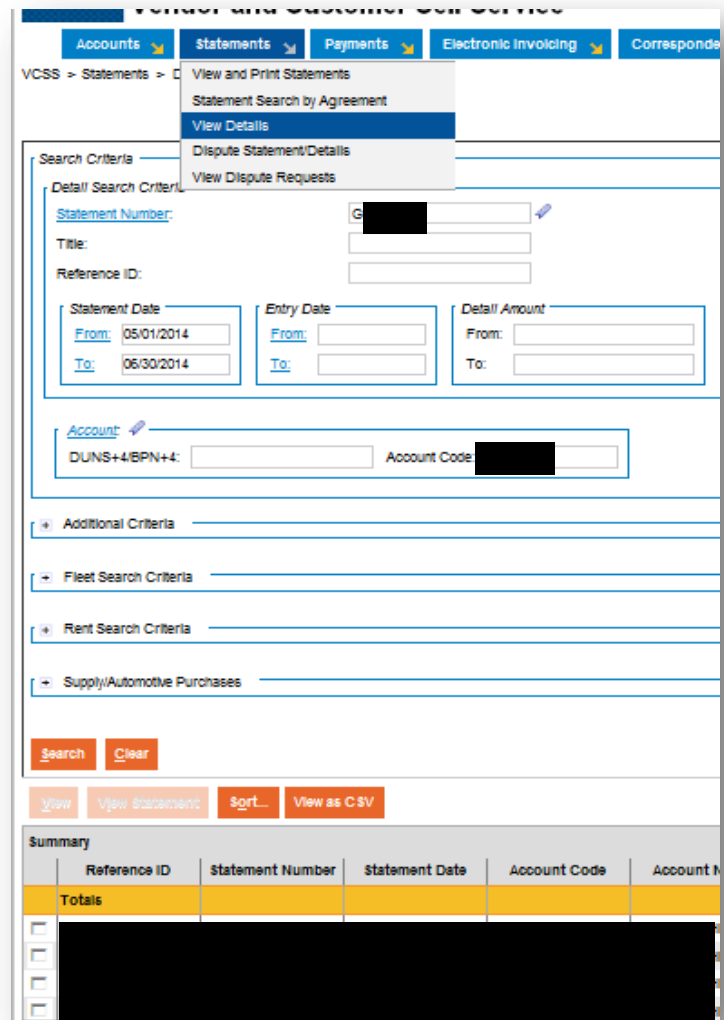
Step 1: Under the Statements menu, select View Details.

Step 2: Enter the Search Criteria & click Search. (Must include Statement Date Range OR Statement Number OR Reference ID.)

Step 3: Select View as CSV.

Notes:

- Column AO: Accounting Line Information
- Column AZ: Charge Period



Vendor and Customer Self Service

Accounts Statements Payments Electronic Invoicing Correspondence

VCSS > Statements > View and Print Statements
Statement Search by Agreement
View Details
Dispute Statement/Details
View Dispute Requests

Search Criteria

Detail Search Criteria

Statement Number: G [redacted]

Title: [redacted]

Reference ID: [redacted]

Statement Date: From: 05/01/2014 To: 06/30/2014

Entry Date: From: [redacted] To: [redacted]

Detail Amount: From: [redacted] To: [redacted]

Account: DUNS+4/IBPN+4: [redacted] Account Code: [redacted]

Additional Criteria

Fleet Search Criteria

Rent Search Criteria

Supply/Automotive Purchases

Search Clear

View View Statement Sort... View as CSV

Summary					
	Reference ID	Statement Number	Statement Date	Account Code	Account N
Totals					



“F” Statements

“F” Statements (non-IPAC): These statements begin with the letter F. In order to pay these outstanding bills, they need to be certified and sent to your agency’s finance office.

Summary

	Statement Numbe	Statement Date	Business Line	Account Code	Account Name	Total Billed	Paid	Adjusted	Applied Credit	Closed	Outstanding
<input type="checkbox"/>	F0 [REDACTED]	07/21/2014	Fleet	:	:	\$6,588.36	\$0.00	\$0.00	\$260.00	\$260.00	\$6,328.36



“G” Statements

"G" Statements (IPAC): These statements begin with the letter G. On these statement types that have been charged back, the customer should send correspondence using VCSS stating what LOA should be used to re-bill the chargeback.

Summary												
	Statement Number	Statement Date	Business Line	Account Code	Account Name	Total Billed	Paid	Adjusted	Applied Credit	Closed	Outstanding	Outstanding Chargeback
<input type="checkbox"/>	G [REDACTED]	05/21/2014	Fleet			\$47,824.68	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$47,824.68



Sales Codes

Sales codes reveal the purpose behind a line item in your bill

Sales Code	Explanation
A1	Assigned vehicle
A2	Substitute Vehicle
AS	Substitute Vehicle
A8	Special Lease
D1	GSA Dispatch Vehicle
D2	Commercial Dispatch
N1	Non-Revenue (No Charge)-IFMS use
N2	Non-Revenue (No Charge)-Agency Use
PI	Driver Services
Q1	Shuttle/Taxi Services
S1	Paid Storage (Agency)
S2	Paid Storage (IFMS)
U1	Unauthorized Repairs
U2	Unauthorized Credit Card Use
U3	Driver Abuse
V3	Accident Repair
V4	Sales Damage and Expenses
W1	Warranty Reimbursement (Output Only)
X1	Miscellaneous Service
X2	Miscellaneous (Labor)
X3	AFV Surcharge



Payments

View payments made against your account & specific statements.

Step 1: Go to the Payments Menu, and select View Customer Payments.

Step 2: Enter Search Criteria, specifically the Referenced Statement Number. Click Search.

Step 3: Select the payment line item you want to review, and click View.

Accounts Statements Payments Electronic Invoicing Correspondence System Administration External App

VCS > Payments > Customer Payment Search

View Customer Payments
View Refunds

Search Criteria

General Criteria

Payment Number: Line Type:

Title: Referenced Statement Number: G0052785

Debit Voucher Number: Business Line:

Deposit Number: Source Number:

Invoice Number: Agreement Number:

Receipt Date: Paid Amount:

From: From:

To: To:

Note: The OA Number is the Alternate Agreement Number.

Account: Account Code:

Designated Agent

Code: Address Code:

Additional Criteria

Search Clear

View Account Summary View Statement Sgrt... View as CSV

	Payment Number	Referenced Stateme	Related Statement N	Title	Account Code	Account Name	DUNS+4/BPN+4	
Totals								
<input type="checkbox"/>	IR6-IR6201405070388	G0052785						File
<input type="checkbox"/>	IR6-IR6201405070388	G0052785						File
<input type="checkbox"/>	IR6-IR6201405070388	G0052785						File



Correspondence

- Correspondence allows you to contact a person for billing and VCSS access support
- Select Correspondence -> Create Account Correspondence
- Fill out the form and click “Submit Correspondence”

Correspondence ▾ External Ap

- View Account Correspondence
- View Statement Correspondence
- Create Account Correspondence**
- Create Statement Correspondence

Send Correspondence Attachments

Submit Correspondence **Cancel**

Contact Person

* First Name: * Last Name: Email Address:
Title: Phone Number: International Phone Number:

Account:

Account Code: Name: Agency Location Code:
DUNS+4/BPN+4: Agency: Bureau:

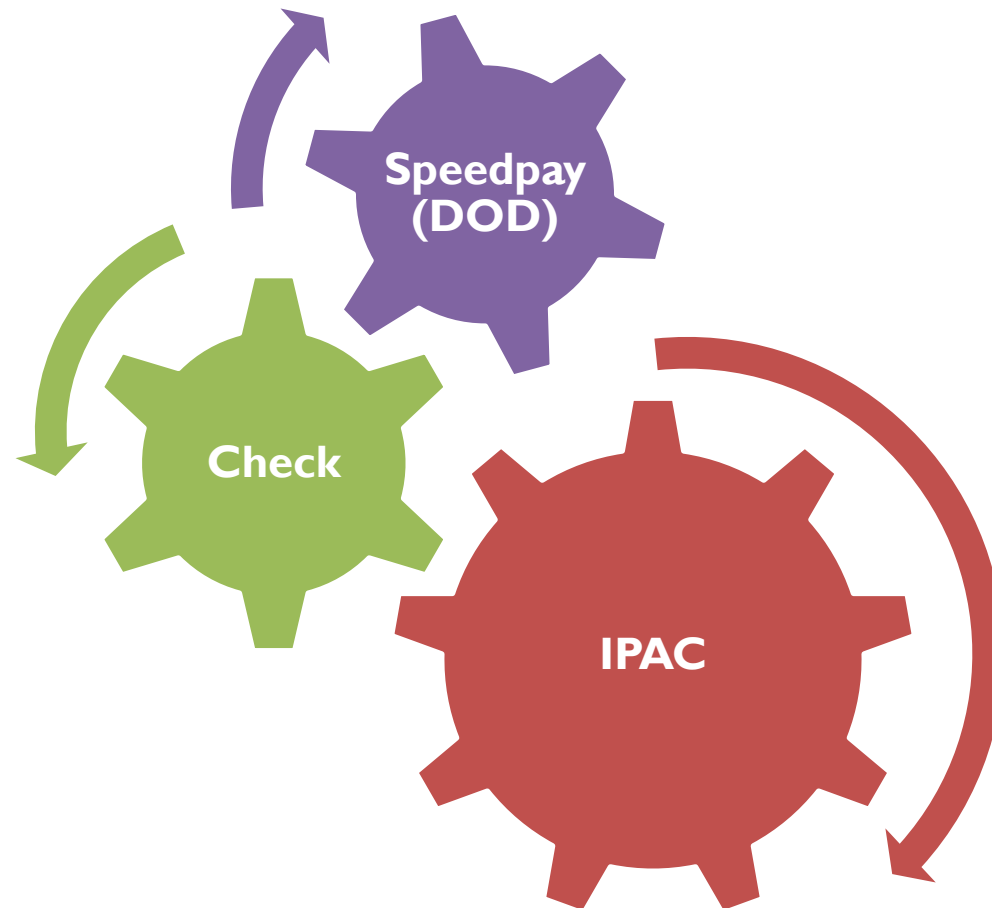
Correspondence

* Type Of Correspondence: **Communication** ▾

* Subject:



Payment Options





Lockbox Information

Send checks with relevant statement number included in the memo to the below lockbox address:

**Lockbox 979083
St. Louis, MO 63197-9000**



Training Resources

- Detailed training available on the [VCSS Website](#)
- Account registration and access requests
Details Here
- Quick-start brochure [Available Here](#)
- Fleet statement overview [Available Here](#)
- Virtual live demo [Available Here](#)
- Access concerns: [OCFO Service Desk](#)
- Questions about using VCSS: [Your GSA Fleet Service Representative \(FSR\)](#)
- Billing questions: [GSA Accounts Receivable](#)



Questions?





GSA Motor Vehicle Management Resources

- [GSA Fleet Drive-thru and Training](#)
- [Consolidate Your Vehicles With GSA Fleet](#)
- [Short Term Rental Program](#)
- [Dispatch Reservation Module](#)
- [Federal Fleet Management System \(FedFMS\)](#)
- [Car Sharing](#)
- [Alternative Fuel Vehicle Guide](#)
- [WEX Station Locator](#) / [DOE Station Locator](#)
- [2015 FFMT Presentations](#)