

Vendor and Customer Self Service (VCSS) Registration and Access Request Instructions

Registration in VCSS is driven by the customer's Account Code, also known as a Billed Office Address Code (BOAC). For each Account Code, the customer agency must complete a Registration in VCSS. Once the Registration is completed, all bills for that Account Code will be available to the specific user who completed the Registration process. This person will also, by default, become the account administrator for that Account Code. Other users may then apply to view the bills for this Account Code by completing an Access Request in VCSS. The account administrator will be responsible for approving all new Access Requests for that Account Code. Below, instructions are provided for completing the Registration and Access Request processes for your Account Code.

Registration Process

This process will only be completed once for each Account Code. All subsequent requests to view data for the Account Code should be conducted using the Access Request instructions.

1. Navigate to <http://vcss.ocfo.gsa.gov/> using either Internet Explorer or Mozilla Firefox.
2. Click the "Registrations and Access Requests" button.

The screenshot shows the GSA Vendor and Customer Self Service website. At the top, there is a navigation bar with links for Home, System Requirements, Contact Us, and Help. Below the navigation bar, there is a blue banner with the GSA logo and the text "Vendor and Customer Self Service". Underneath the banner, there is a yellow box with a warning message: "If you do not do business with GSA as either a vendor or customer, please do not contact GSA to register in VCSS and do not attempt to log in." Below the warning box, there are three main sections: "System Login", "Registrations & Access Requests", and "Support Request". The "Registrations & Access Requests" button is circled in red. Below the "Registrations & Access Requests" button, there is a list of bullet points: "Register new accounts" and "Gain access to existing accounts".

GSA Vendor and Customer Self Service

Home System Requirements Contact Us Help

- **New! ATTENTION:** GSA Fleet Customers - AFV (Alternative Fuel Vehicle) surcharges have been turned off for the remainder of FY 2014. [+ SHOW DETAILS](#)
- **New!** Tired of looking in multiple locations for information on VCSS and other financial systems? [+ SHOW DETAILS](#)
- **ATTENTION:** VCSS Fleet Customers - Some month-end bills (dated 9/21/2013) included unintended credits as being processed. [+ SHOW DETAILS](#)
- VCSS will only display 999 search results on its web pages. [+ SHOW DETAILS](#)

If you do not do business with GSA as either a vendor or customer, please do not contact GSA to register in VCSS and do not attempt to log in.

System Login

Use this button if you've already registered for access to use VCSS.

Tip: Be sure to never use the "back" button of your browser while using VCSS.

Registrations & Access Requests

Use this button if you are a new user to VCSS and need to:

- Register new accounts
- Gain access to existing accounts

Support Request

Use this button to create a request that you be removed from an account, or from VCSS. You can also change account administrator status.

3. Click the "Click here if you are a Customer of GSA" button.

Vendor Registrations and Access Requests

[Click here if you currently do business with GSA as a Vendor](#)

Being in VCSS allows a vendor to create and process real-time invoices electronically and track the status of payments made by GSA. If you wish to participate in VCSS, you must have a valid DUNS/DUNS+4 number and register in the Central Contractor Registration (CCRC) database prior to registering in VCSS.

Customer Registrations and Access Requests

[Click here if you are a Customer of GSA](#)

A customer utilizing VCSS will have the capability to view their billing and payment information. You can link to external websites and export billing data to CSV. You can also manage your accounts, review account history and submit correspondence. All customers must register their GSA Account Code formerly known as BOAC or AGBU Codes and IPAC activities must register their Agency Location Codes (ALC).

- In the Registration box, enter either your Account Code or 8-digit Agency Location Code (ALC) and your Agency Name. Enter the Address to associate with this Account Code or ALC. Click Register.

Access Request

What account(s) would you like access to?

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

Account Code (BOAC/AAC) ALC Organization

Registration

What account(s) would you like to register?

Enter an Account Code (BOAC/AAC)/8-digit ALC (Agency Location Code) and Agency Name.

Account Code (BOAC/AAC) ALC Organization

Enter Address

Address 1 Address 2

City State Zip Code

- Your information will populate in the Registration Requests box on the right of the screen. Click "Show Details", review the populated information for accuracy, and then click "Continue". You may click the "X" button if you need to correct your submission.

Registration Requests

Demo Department ✕

ALC: 98765432 Account Code: N/A
123 Demo Drive, Washington, DC- 20004

[- HIDE DETAILS](#)

Continue

6. Provide the specific user information for the Account Code you are registering in the “User Information” box on the right of the screen. Click “Continue”.

User Information ^

John

Smith

john.smith@demodepartment.gov

john.smith@demodepartment.gov

Phone Number (555) 555-5555

Non US Phone Number () _- _____

Fax Number (555) 555-5555

Continue [Go back](#)

7. Review your user information and the statement at the bottom of the screen. If you concur that your information is correct and that you are willing to accept the responsibility for administrating this Account Code, check the box next to “I accept this responsibility.”

Administrator Responsibility

I accept this responsibility

By submitting this request to GSA you are agreeing to accept the responsibility of being the Administrator for this account. Your responsibility will be to approve/disapprove all user access to this account.

Additionally, you are agreeing to have your name and email address provided to anyone requesting access to this account.

- At the bottom of the page, type the code from the provided image and click "Submit".



- GSA will review the request and approve, where appropriate. When your request is approved, you will receive an email with a VCSS URL to click and a Personal Identification Number (PIN) to complete registration of your account. Follow the remaining instructions on the website to complete your registration.

Access Request Instructions

Once a Registration has been completed for an Account Code, all subsequent requests to view billing data for that Account Code will be completed via an Access Request.

- Navigate to <http://vcss.ocfo.gsa.gov/> using either Internet Explorer or Mozilla Firefox.
- Click the "Registrations and Access Requests" button.

Screenshot of the GSA Vendor and Customer Self Service website. The page features a navigation bar with "Home", "System Requirements", "Contact Us", and "Help". Below the navigation bar is a section with three buttons: "System Login", "Registrations & Access Requests", and "Support Request". The "Registrations & Access Requests" button is circled in red. Below the buttons are instructions for each, including a tip for the System Login button.

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<p>System Login</p> <p>Use this button if you've already registered for access to use VCSS.</p> <p><i>Tip: Be sure to never use the "back" button of your browser while using VCSS.</i></p>	<p>Registrations & Access Requests</p> <p>Use this button if you are a new user to VCSS and need to:</p> <ul style="list-style-type: none">Register new accountsGain access to existing accounts	<p>Support Request</p> <p>Use this button to create a request that you be removed from an account, or from VCSS. You can also change account administrator status.</p>
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Vendor Registrations and Access Requests

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- In the Access Request box, enter either your Account Code or 8-digit Agency Location Code (ALC) and your Agency Name. Click "Search".

Access Request

What account(s) would you like access to?

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

Account Code (BOAC/AAC)
 ALC

 Organization

- Existing VCSS accounts matching your search criteria are returned. Click the "+" symbol to add the account(s) for which you need access.

ALC	Account Code	Address Code	Organization	Add
70191512	70191512	70191512	DEPARTMENT OF HOMELAND SECURITY - ICE	
70191513	70191513	70191513	DEPARTMENT OF HOMELAND SECURITY - ICE	

1

- The Access Requests box on the right of the screen will be populated with your information. Click "Show Details", verify the information is correct, and then click "Continue". You may click the "X" button if you need to correct your submission.

Access Requests

DEPARTMENT OF HOMELAND SECURITY - ICE

ALC: 70191513 Account Code: 70191513
Address Code: 70191513
[- HIDE DETAILS](#)

Registration Requests

There are no accounts added.

7. Fill out the User Information to be associated with your access request in the User Information box on the right of the screen. Click "Continue".

User Information

John

Smith

john.smith@demodepartment.gov

john.smith@demodepartment.gov

Phone Number (555) 555-5555

Non US Phone Number () _- _____

Fax Number (555) 555-5555

[Go back](#)

8. Confirm the entered information is all correct. At the bottom of the page, type the code from the provided image and click "Submit".



1TOPA

[Generate New Image](#)

1TOPA Type the code from the image

[Go back to edit](#)

9. The account administrator for this access code will review your request and approve it, where appropriate. Upon approval from the account administrator, GSA will review the request and approve it, where appropriate. Once approved, you will receive two emails: one with your VCSS User ID and one with your VCSS password. You will use these credentials to log in to the system for the first time.

Additional training on VCSS functionality is available [here](#).