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Vendor Customer Self Service

VCSS Pegasys 7.1.2 User Guide

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Pegasys 7.1.2 Upgrade

Final

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Contents

Revision Log

Date	Version No.	Description	Author	Reviewer	Review Date
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/ ." I Added screenshot of breadcrumb trail in 3.2.3. Added verbiage in multiple sections to include "customers".	Karin Keswani	Karin Keswani	1/2015

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) v6.5.0 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 click one of the links marked with a padlock icon in the left navigation bar and log in from there.)
- Mozilla Firefox versions 3.0.x & 3.5.x

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.

Name	Position	Phone Number	Organization
Financial Systems	Help Desk	1 -866-450-6588	GSA

2 Overview

VCSS allows GSA to complete their invoicing activities with vendors electronically. This document is separated into five 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 chapter details various things a user needs to know in order to most effectively use VCSS. Specifically, this chapter details access to VCSS, navigation around various areas of VCSS, different types of VCSS users, personal settings, and other useful tips.

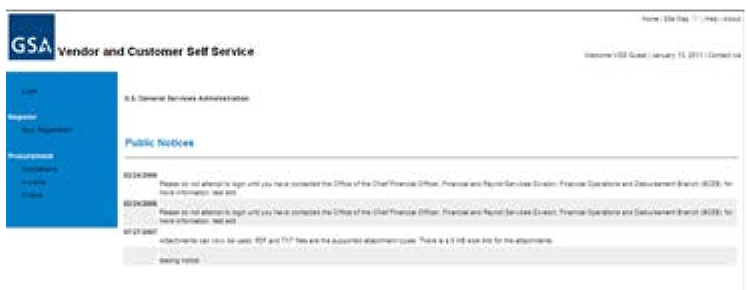
3.1 Accessing VCSS

3.1.1 Logging into VCSS

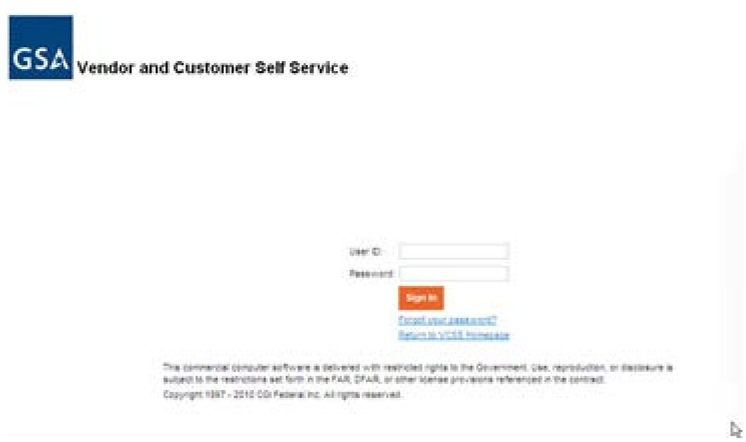
Access to certain invoicing functionality in VCSS requires the user to log into VCSS. A user must be associated with a registered vendor in order to create invoices and view invoices and payment. A user can log in at https://vcss.ocfo.gsa.gov/.

To log into VCSS:

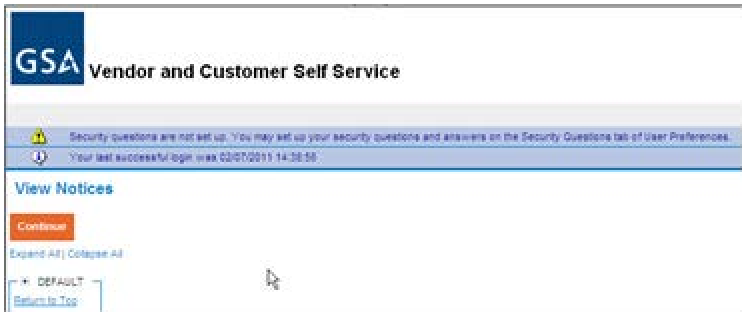
1. Access the VCSS Home page.



2. Click on the **Login** hyperlink at the top of the left-side navigation section. The login page appears.



3. Enter the user ID in the **User ID** field.
4. Enter the password in the **Password** field.
5. Click the [**Sign In**] button. The Registered User's Notice page displays.



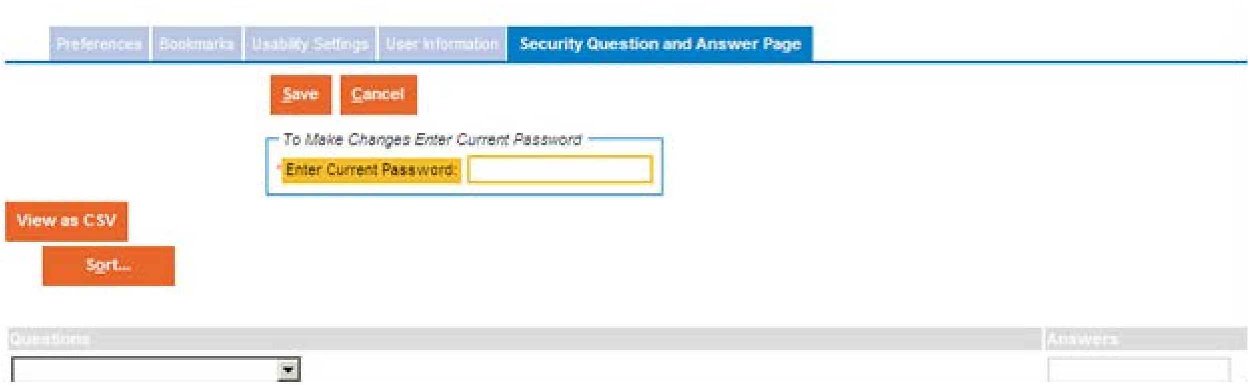
6. Click [**Continue**] to continue to the VCSS main page.

3.1.2 Notices

Upon logging in, the Notices page will be displayed. Please review the VCSS notices.

3.1.3 Security Questions

When logging into Pegasys, navigate to the Preferences Menu and the Security Question and Answer tab. 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.



To set security questions:

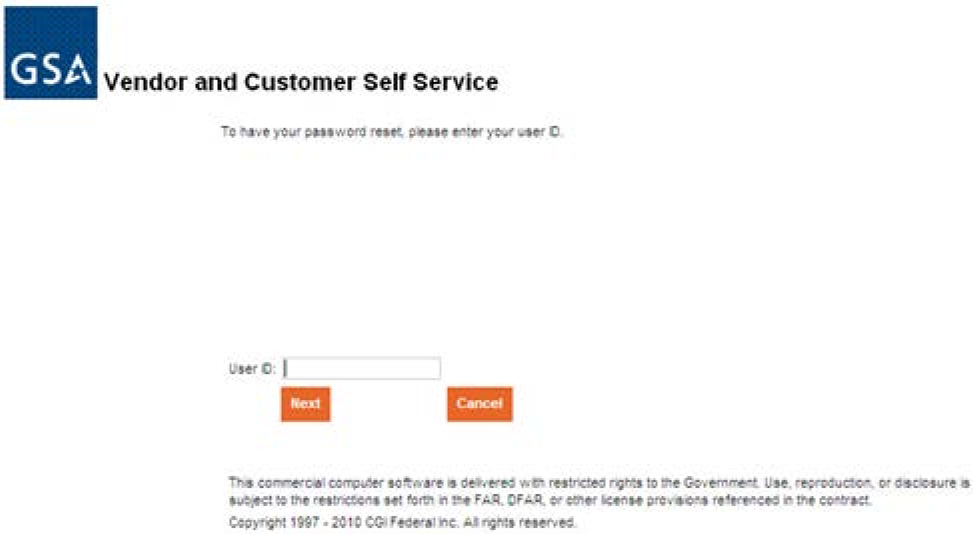
1. Navigate to the Preferences Menu and click the Security Question and Answer Page tab.
2. Enter your current password in the To Make Changes Enter Current Password box.
3. Choose a question from the Questions drop down box.
4. Enter an answer to the security question in the Answer text box.

3.1.4 Forgot Your Password

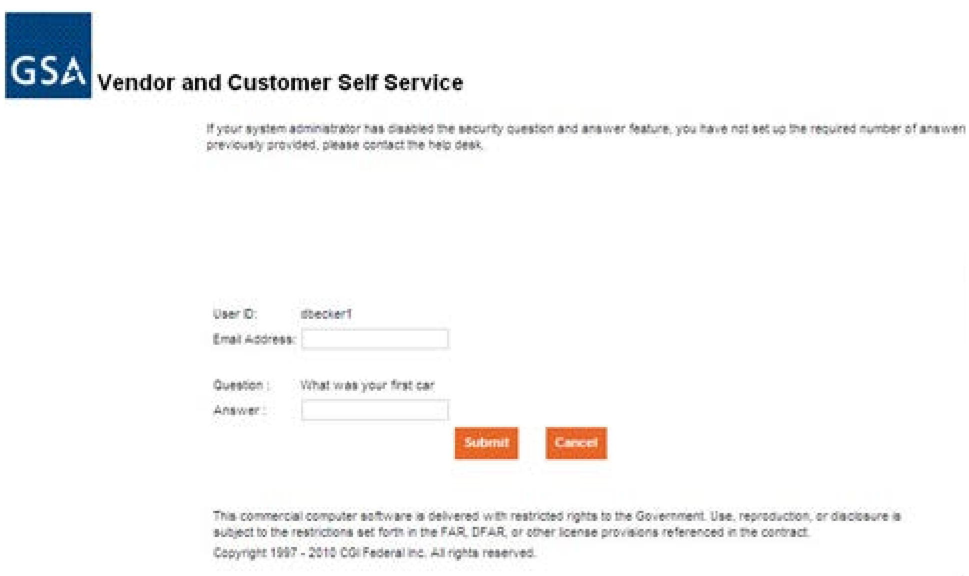
If a user forgets the password to access VCSS, the user may request a new password by clicking the Forgot Password link on the VCSS log in page.

To request a new password:

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



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



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

The system validates the information entered and sends a one- time link to your email address. After clicking 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:

- **Home**: Returns the user to the VCSS Home page.
- **Notices**: Returns the user to the VCSS Notices page.
- **Personal Information**: Directs the user to the Personal Information page (Refer to Section 3.4.1 for more information regarding Personal Information.)
- **Preferences**: Directs the user to the Preferences page (Refer to Section 3.4.2 for more information regarding personal preferences.)
- **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.
- **Sign Out**: Signs the users out of the VCSS session.
- **Contact Us**: Directs the user to the VCSS Contact page.

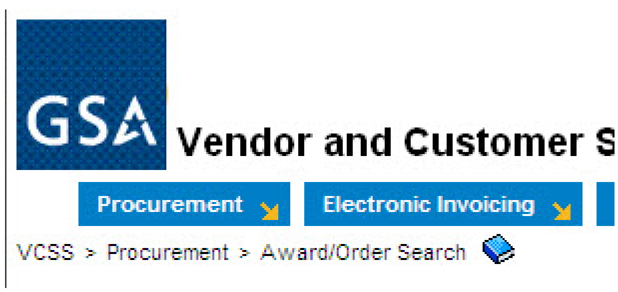
3.2.2 Menus

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:

- **Procurement — Award/Order Search**: Directs the user to the Award/Order Search page.
- **Electronic Invoicing — Invoice Search**: Directs the user to the Invoice Search page.
- E**lectronic 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.
- **Account — Account Search**: Directs users to the Account Search page.
- **Account — Account Information**: Directs the user to the Vendor Information page or the Vendor Select page if associated to multiple vendors.
- **Account — Messages**: Directs users to the Message Query.
- **Account— Send Message**: Directs users to the Send Message page.

3.2.3 Breadcrumbs

On various pages throughout VCSS, a breadcrumb is available at the top of the page below the menu 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 > Procurement > Award/Order Search as shown below.



3.2.4 Navigation

Throughout VCSS, various navigation options appear at the top 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

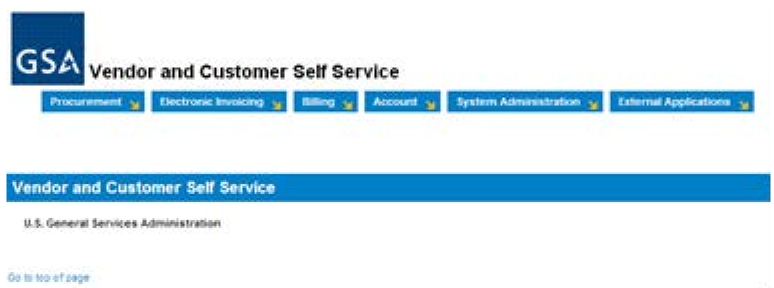
2. Left Navigation
    - Login – **Login**: Directs the user to the Login page
    - Register – **New Registration**: Directs the user to the Step 1 of the Vendor Registration wizard
    - Procurement – **Orders**: Directs the user to the Award/Order Search page.

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.



- Procurement – **Award/Order Search**: Directs the user to the Award/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.
- Account - **Account Search**: Directs users to the Account Search page.
- Account – **Account Information**: Directs the user to the Account Information page.
- Account – **Messages**: Directs the user to a Message query.
- Account – **Send Messages**: Directs the user to the Send Message page.

3.4 Personal Settings

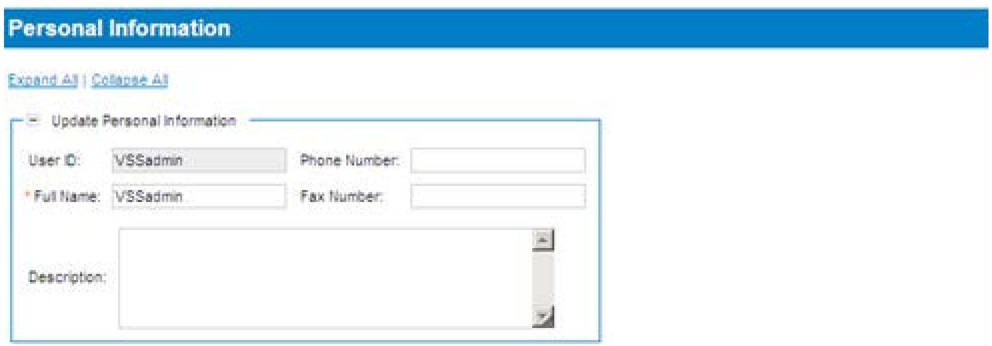
VCSS provides the capability for logged in users to modify various personal settings. This section details how the user maintains personal information and preferences.

3.4.1 Personal Information

VCSS users have the ability to maintain personal information for their user.

To update personal information:

1. Select the 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.



Actions

- [**Save**]: Validates and saves the personal information and returns the user to the previous page
- [**Cancel**]: Returns the user to the previous page

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

3.4.2 Preferences

VCSS provides users with the ability to establish preferences for using the VCSS web site. VCSS Dynamic Extensibility , GSA can modify existing VCSS components, add new application components, control the visibility and location of fields on screens, indicate whether a field is required or not, and change virtually any label within the application.

Additionally, dynamic extensibility provides the ability to populate transactions using pre-defined dynamic variables that set the value of a field based on the current date or the user's principal data. Examples include a system administrator setting a global level dynamic extension to populate with a current user's name or setting a date field to populate with the current date, as well as an individual user setting using a user level dynamic extension to populate a field with his/her name.

To update preferences:

1. Select the Preferences hyperlink from the top right navigation. The Preferences tab displays.

   Actions

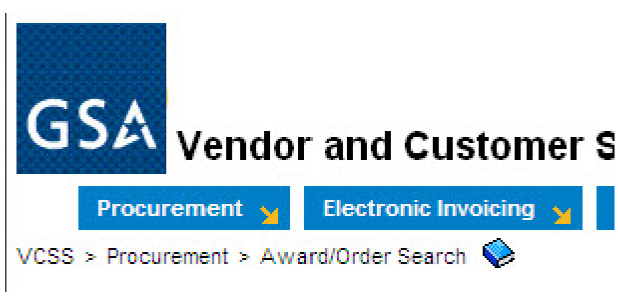
   [Save]: Saves the information entered and returns the user to the previous page.

   [Cancel]: Returns the user to the previous page.

2. Select the **Display Information Help** check box to display the informational text throughout the system.

   Bookmarks: The bookmark tab displays the user's current bookmark list and allows the user to add or delete bookmarks. Bookmarks allow users to bookmark pages throughout the system for quick access.

3. To add a bookmark, navigate to a screen, such as the Award/Order screen and click the bookmark icon.



   Usability Settings: The usability setting tab allows users to customize the look and feel of the system.

4. The Expert User checkbox rearranges the order of tab stops so that the order is input fields first. If this checkbox is not checked, the tab traversal order results on stopping on each actionable element of the page in the order which it resides on the page.
5. If the Enable Auto Tab checkbox is selected, the system automatically tabs to the next field when the maximum field length is reached.
6. If the Enable Section Links checkbox is selected, the system jumps to section drop box boxes

3.5 Other Useful Tips

This section details various other useful tips for using VCSS.

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.

   Actions

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

   <: Directs the user to the previous month

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

   >: 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. Click the Favorite icon ( ) next to the data field. The Favorites window expands.

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 **Sear**ch… 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.

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 chapter. The following items apply to all searching functionality in VCSS.

- The asterisks (*) 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.’

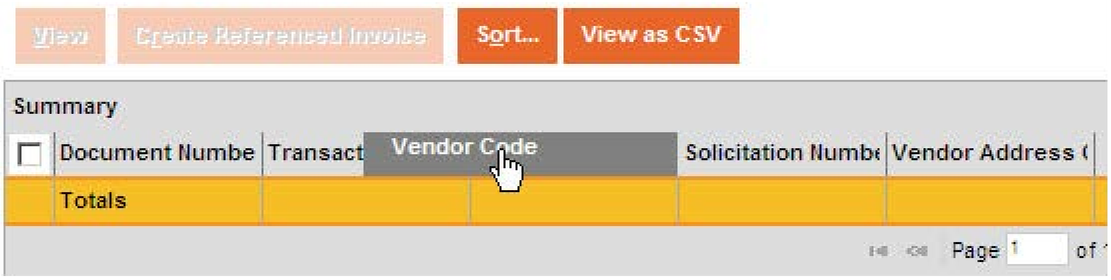
    Note—Users can enter multiple wildcards in the search criteria.

- 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.

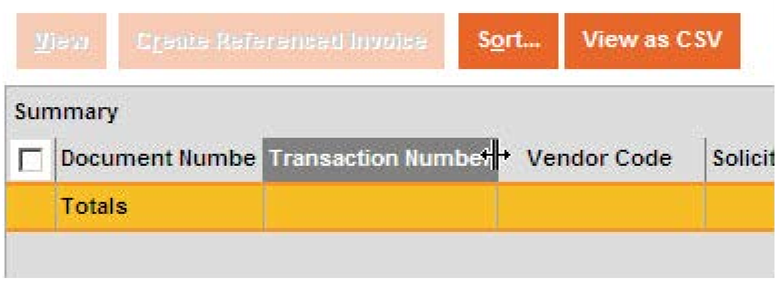
Use the following steps to rearrange column headings:

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



Use the following steps to expand or contract column widths:

1. Click 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.



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 & Maintenance

4.1 Vendor Information

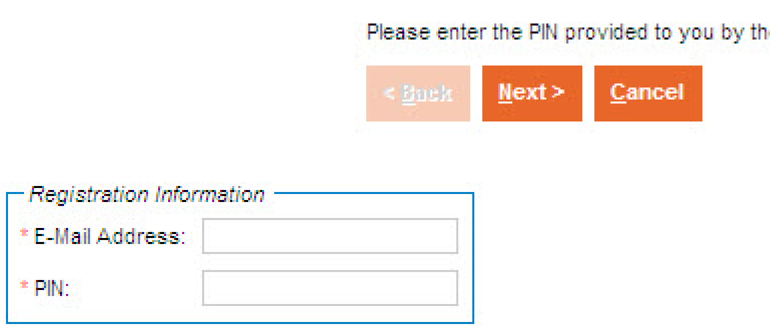
To access Electronic Invoicing features, a vendor must register. This chapter provides detailed step-by-step instructions for completing the Vendor Registration process in VCSS.

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 VCSS Home page, select the New Registration hyperlink under Register on the left side of the page.

Step 1 of the Vendor Registration Wizard displays.



Actions

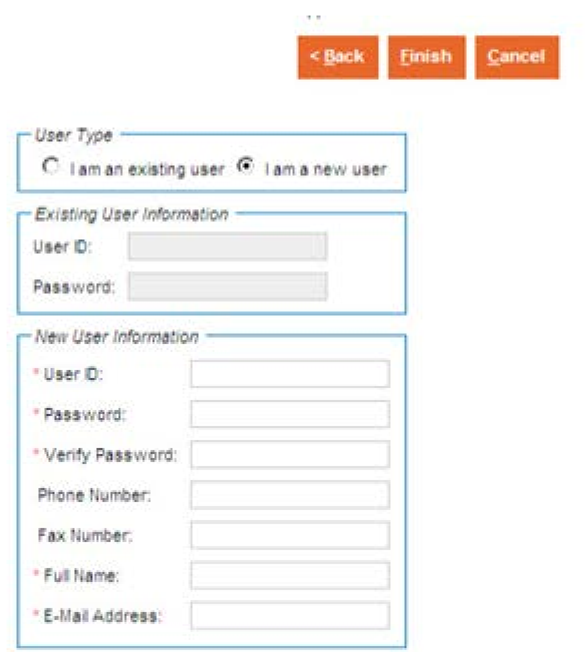
- [**Back**]: Will return the user to the previous page.
- [**Next**]: Validates the information entered and continues to Step 2 of the Vendor Registration Wizard.
- [**Cancel**]: Returns the user to the VCSS Home page.

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

   Step 2 of the Vendor Registration Wizard displays.

4.1.2 Step 2 – Vendor Information

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



Actions

- [**Cancel**]: Will Return the User to the VCSS Homepage.
- [**Back**]: Will Return the User to the previous page.
- [**Finish**]: Will navigate the user to the next page of registration.

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.

   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.

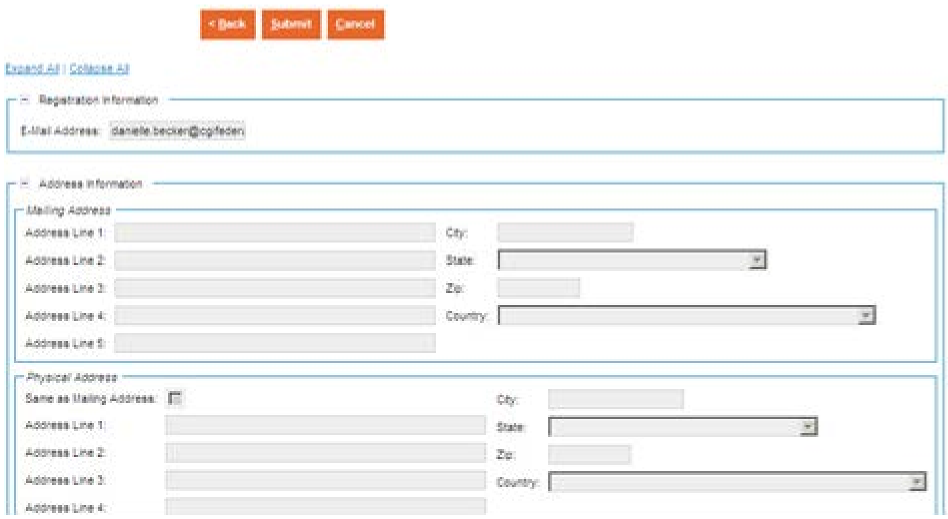
   Click [**Finish**].

If the vendor is a new vendor, once the registration has been approved, and email will be sent to the email address associated with the vendor registration.

6. Step 3 of the Vendor Registration Wizard displays.

4.1.3 Step 3 – Registration Information

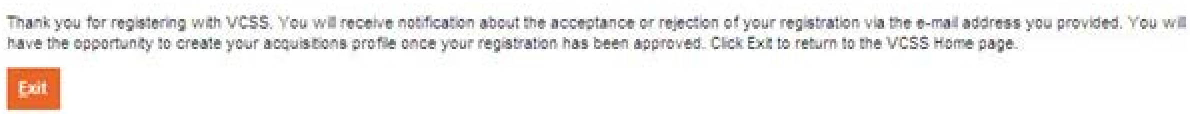
Step 3 of the Vendor Registration Wizard allows the user to review the address information.



Actions

- [**Back**]: Returns to the user to Step 2 of the Vendor Registration Wizard.
- [**Submit**]: Validates the information entered and continues to the Vendor Registration Summary.
- [**Cancel**]: Returns the user to the VCSS Home page.

7. Review the vendor information and click [**Submit**]. The vendor will receive a system message indicating that the registration in VCSS is complete.



4.1.4 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

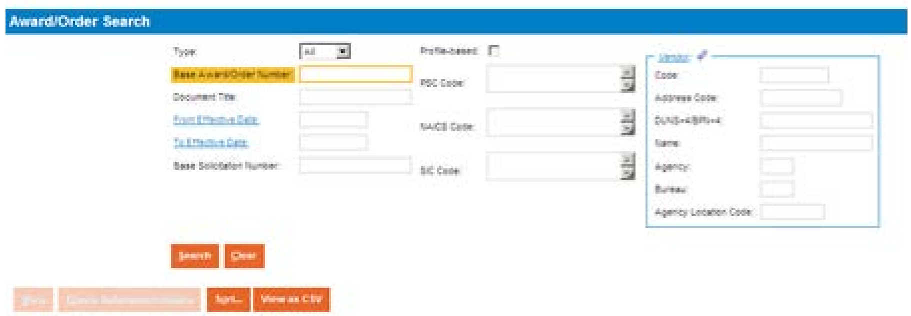
Registered users with invoicing rights will be able to search for their Awards and/or Orders from the Award/Order Search page. The award or order must be chosen before the invoice can be created.

5.1 Searching for an Award or Order

Users may search for Awards and Orders associated with their DUNS number

To search for Awards or Orders:

1. From the Home page, select Procurement – Award/Order Search from the navigation at the top of the screen. The Award/Order Search page displays.



   Actions

   - [**Search**]: Performs the search based on the entered search criteria.
   - [**Clear**]: Clears entered search criteria.
   - [**Create Referenced Invoice**]: Directs the user to the Invoice References page.

     Note— Standalone Invoices will not be used. Only Referenced Invoices may be created.

   - [**View**]: Directs the user to the Invoice Information page of the selected document in read-only mode
   - [**Sort**]: Allows the user to sort the search results.
   - [**View as CSV**]: Allows the user to export the search results to a spreadsheet application.
2. Enter any pertinent search criteria that may reduce the number of results returned.
3. Click the [**Search**] button. 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.

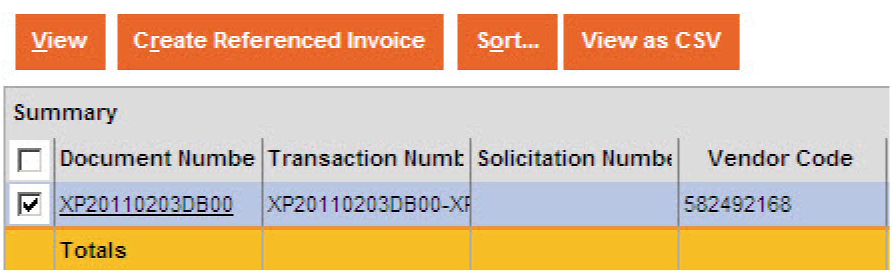
In addition to saving an invoice, the user may submit the invoice. Once an invoice is submitted, it is sent to Pegasys. The invoice is accepted or rejected in Pegasys, and the user receives an e-mail notification of the updated status. The user may not delete an invoice once it has been submitted but 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 Chapter 7 for more information regarding payment functionality.)

6.1 Creating a Referenced Invoice

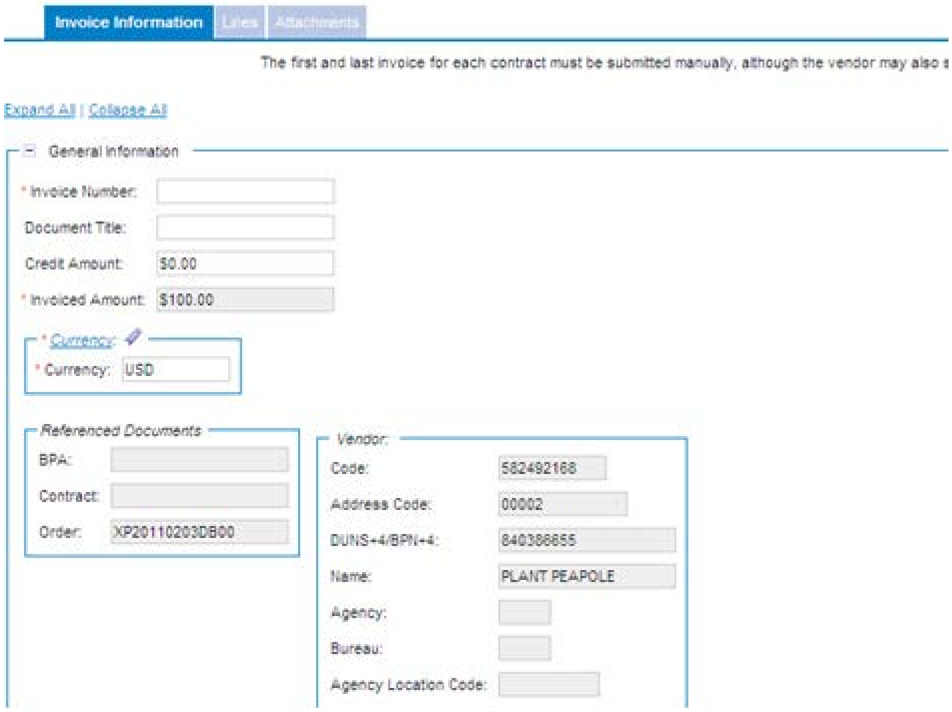
A user should follow the steps below to create a referenced invoice.

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 clicking the checkbox to the left of the record and clicking the [**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.



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.

Actions

- [**Verify**]: Validates the information entered.
- [**Save**]: Saves the information entered.
- [**Submit**]: Validates, saves, and submits the invoice and returns the user to the previous page.
- [**Delete**]: Deletes the invoice.
- [**Exit**]: Returns the user to the previous page.

1. Complete the following required field:
   - **Invoice Number**
2. Complete the following fields as needed:
   - **Document Title**
   - **Credit Amount**
   - **Description**
   - **Delivery Date**
   - **Discount Terms**
   - **Net Days**

6.1.2 Lines

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

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, click the **Attachments** tab. The Attachments page displays.

Actions

- [**Browse…**]: 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.
- [**Sort**]: Allows the user to sort attachment files.

2. Click the [**Browse…**] button The Choose File window displays.
3. Select a file from the Choose File window.
4. Click the [**Open**] button. The Choose File window closes and the path of the selected file is in the File field.
5. Click the [**Add**] button. The selected file is added to the invoice.

   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. Click the [**Delete**] button.

   The selected attachment is deleted from the invoice.

6.2 Submitting an Invoice

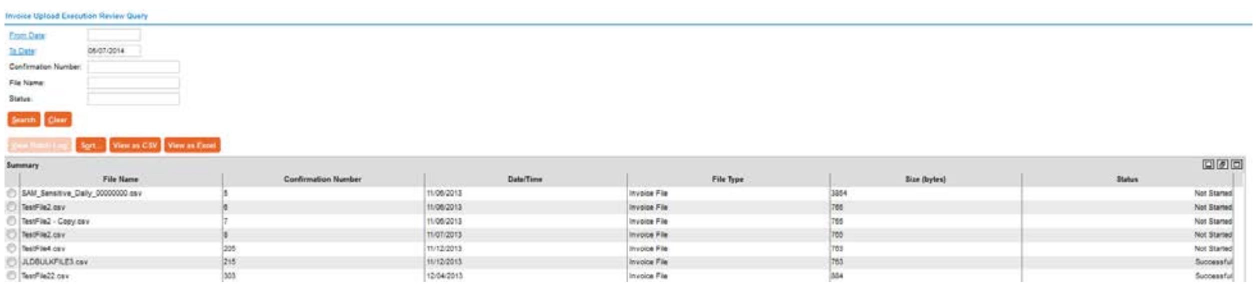
In order to submit an invoice, the invoice must pass all validations. The user may click the Verify button in order to check the status of the validations before submitting or click the Submit button, which also runs the validations.

1. To Submit an invoice, if the invoice is not opened, open the invoice in edit mode.
2. Click 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).



This enhancement will include the following changes to existing functionality.

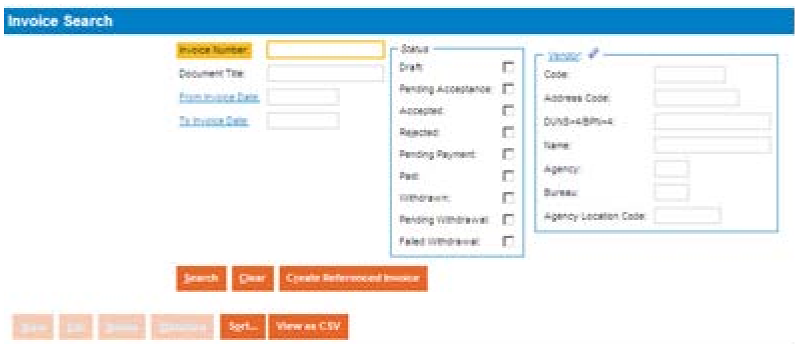
- Update of Electronic Invoicing menu structure to provide a new option for uploading invoices into VCSS.
- Update of System Administration menu structure to provide a new option for reviewing the status of the invoice upload batch process executions.
- The addition of “Invoice Upload Confirmation Number”, “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 the Invoice Search hyperlink under the Electronic Invoicing menu. The Invoice Search page displays.



Actions

- [**Search**]: Performs the search based on the entered search criteria.
- [**Clear**]: Clears the entered search criteria.
- [**Create Referenced Invoice**]: Directs the user to create a referenced invoice.
- [**View**]: Directs the user to the Invoice Information page of the selected document in read-only mode.
- [**Edit**]: Directs the user to edit an invoice.
- [**Delete**]: Directs the user to delete an invoice.
- [**Withdraw**]: Directs the user to withdraw a submitted invoice.
- [**Sort**]: Directs the user to sort the returned search criteria.
- [**View as CSV**]: Directs the user to view the returned search results in a spreadsheet application.

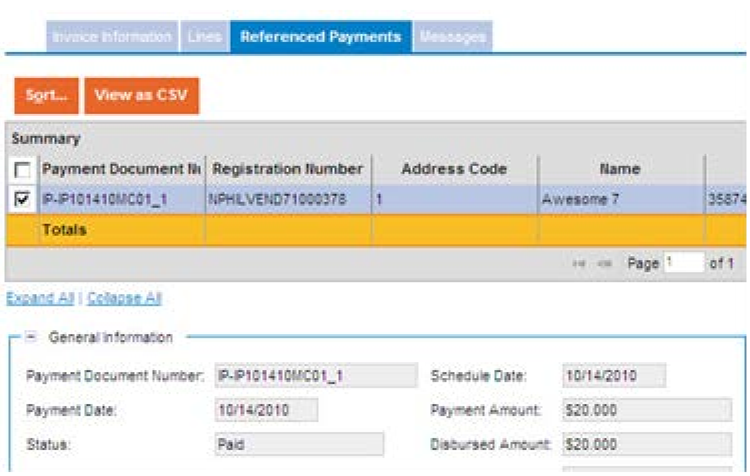
2. Enter the desired search criteria in the following fields:
   - **DUNS+4**
   - **Invoice Number**
   - **Document Title**
   - **From Invoice Date**
   - **To Invoice Date**
   - **Status**
3. Click the [**Search**] button. The results display in the search results table.

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 6.3 for more information regarding searching for an invoice.)
2. Select the checkbox next to the invoice and click 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.



Actions

- [**Send New Message**]: Directs the user to send a new correspondence message to Pegasys. Refer to Section 8 for more information on sending Messages.
- [**Sort**]: Allows the user to sort the referenced payments.
- [**View as CSV**]: Allows the user to view the referenced payments in a spreadsheet application.

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 click the [**Withdraw**] button.

   Actions

   - [**Withdraw**]: Withdraws the invoice from Pegasys.
   - [**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. Click the [**Withdraw**] button. An informational message appears stating "You are about to withdraw this invoice."
3. Click 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. Click 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. Click 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 Transmit 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

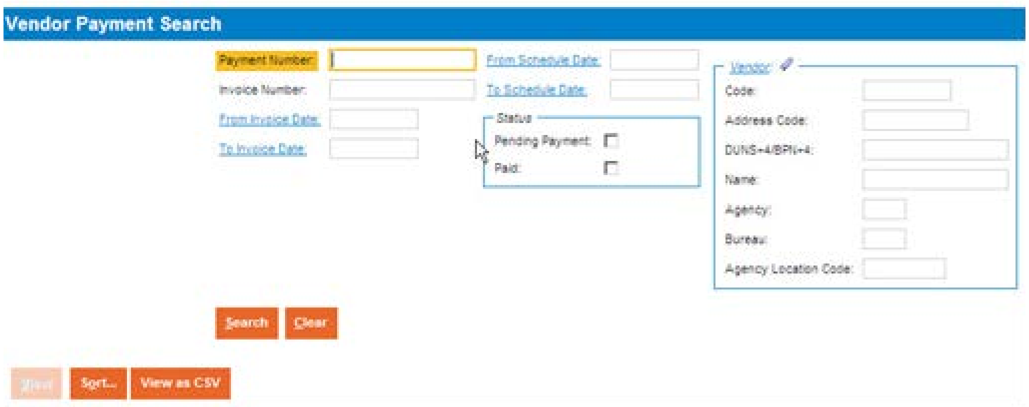
VCSS allows registered users to search for and view payments.

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, click **Vendor Payment Search** under the Electronic Invoicing Menu. The Vendor Payment Search page displays.



Actions

- [**Search**]: Performs the search based on the entered search criteria
- [**Clear**]: Clears the entered search criteria.
- [**View**]: Directs the user to the Payment Information page
- [**Sort**]: Directs the user to sort the payment search results.
- [**View as CSV**]: Directs the user to view the payment search results in a spreadsheet application.

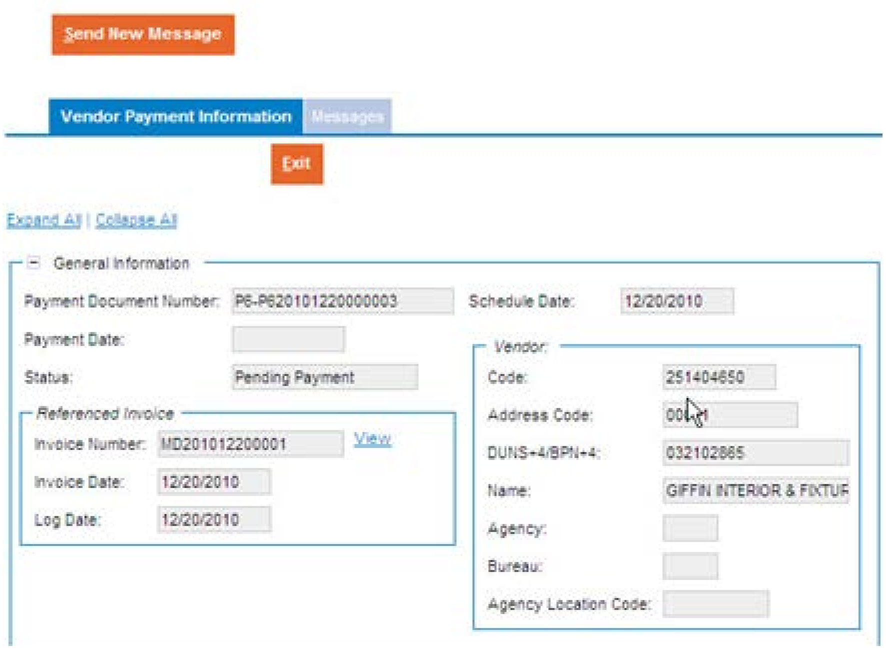
2. Enter the desired search criteria using the following fields:
   - **DUNS+4**
   - **Payment Number**
   - **Invoice Number**
   - **From Invoice Date**
   - **To Invoice Date**
   - **From Schedule Date**
   - **To Schedule Date**
   - **Status**
3. Click the [**Search**] button. The results display 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 click the [**View**] button. The Vendor Payment Information page displays.



Actions:

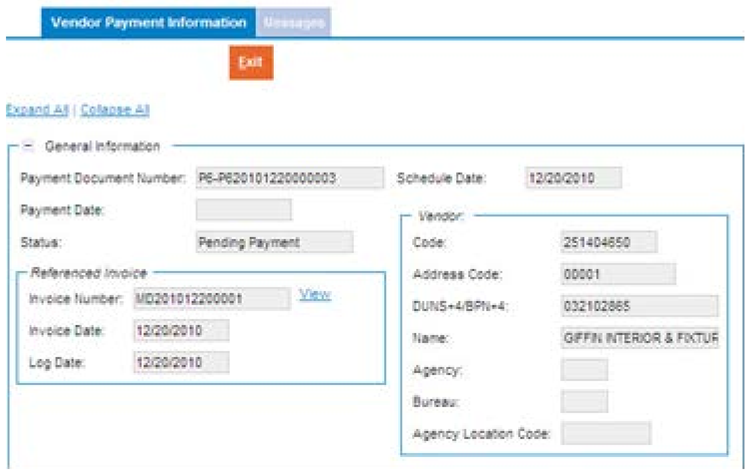
- [**Send New Message**]: Directs the user to send a new correspondence message to Pegasys. Refer to Section 8 for more information on sending Messages.
- [**Exit**]: Returns the user to the previous page

2. The following fields pre-fill and remain read-only:
   - **DUNS+4**
   - **Payment Number**
   - **Payment Date**
   - **Status**
   - **Schedule Date**
   - **Payment Amount**
   - **Check Number**
   - **EFT Number**

- **Invoice Number**
- **Invoice Date**
- **Log Date**

3. Click the **View** hyperlink.

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

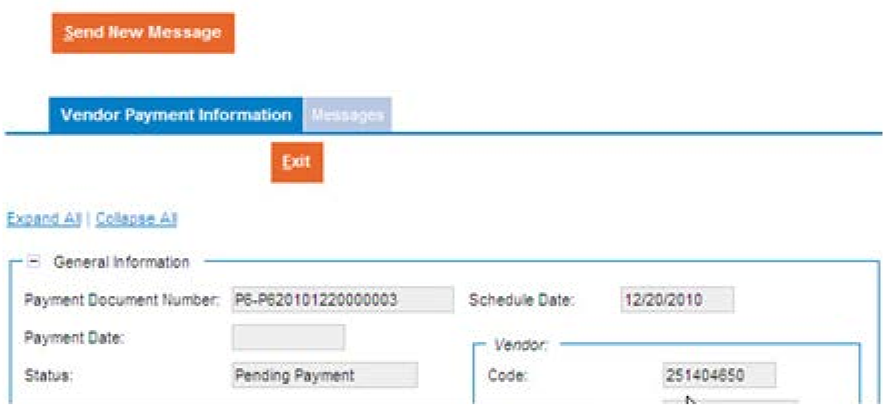


8 Correspondence

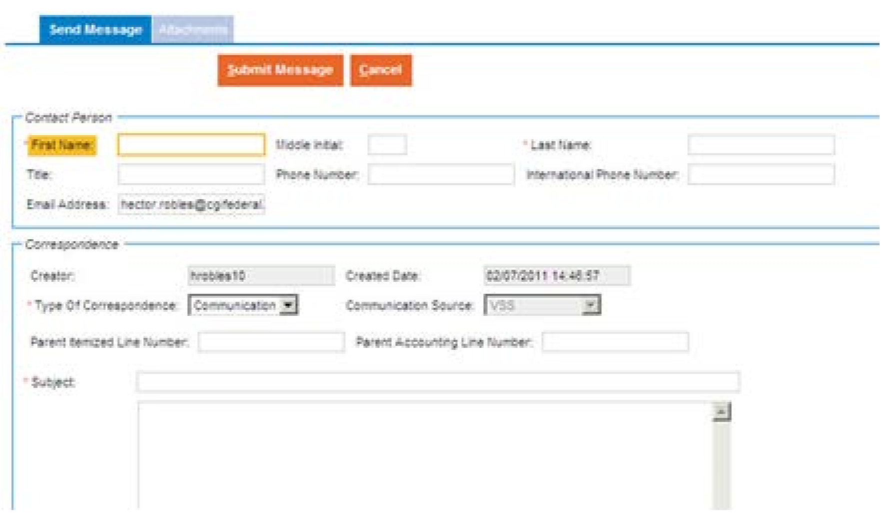
Vendors are able to send correspondence messages to Pegasys by clicking the Send New Message button on certain screens within VCSS. A message can be sent corresponding to a particular document in VCSS or it can be sent at the vendor account level. Once the message is sent, the appropriate GSA workgroup 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 using the following steps:

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

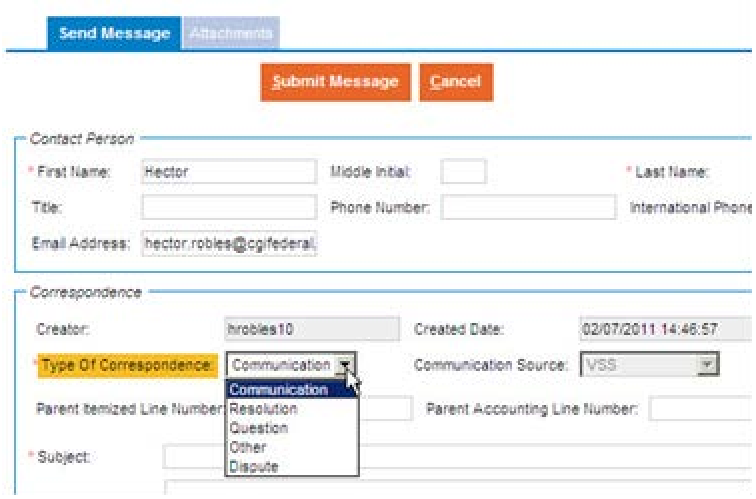


The Send Message tab displays. The users email address defaults from the VCSS profile address.



2. Enter the **First Name.**
3. Enter the **Last Name**.

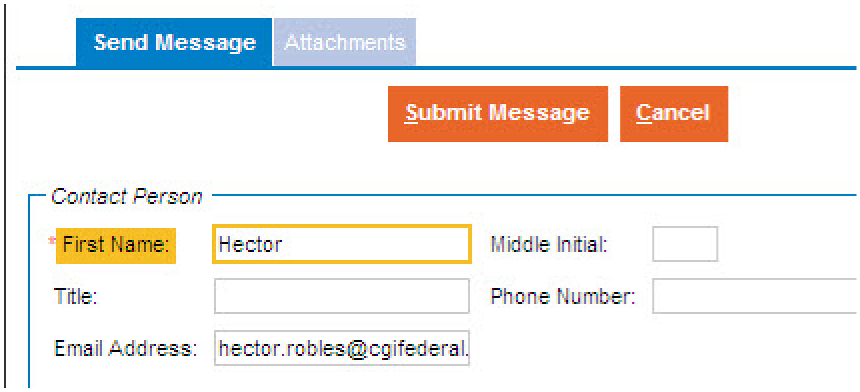
4. Choose a type of correspondence in the **Type of Correspondence** drop down box.



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

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

8. Click [**Browse..**] to search for a file and click [**Add**].
9. Click the Send Message Tab to return to the Send Message Tab.
10. Click [**Submit Message**] to submit the correspondence message.



11. To cancel the message, click [**Cancel**].

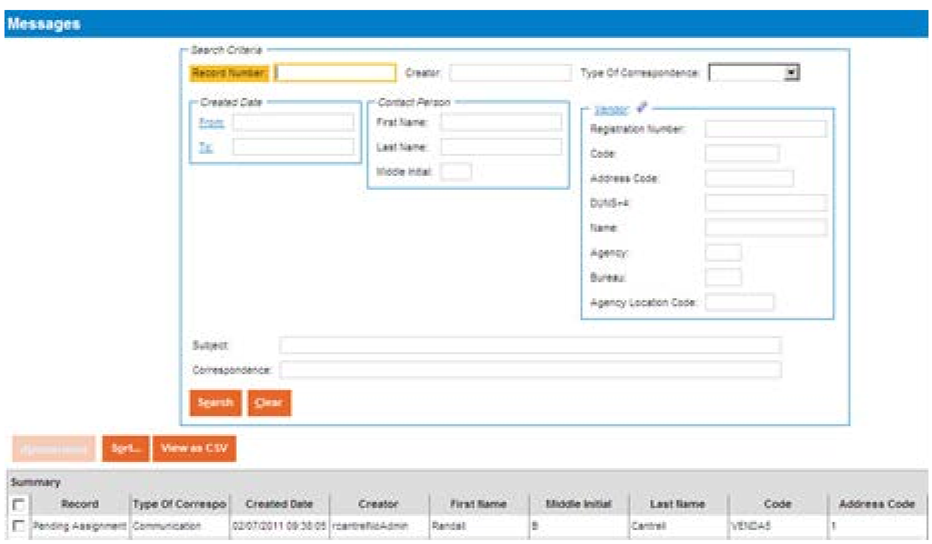
To create correspondence at the vendor account level, use the following steps:

1. Navigate to Account – Send Message.
2. R Repeat steps 2- 11 above.

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 Account – Messages. The Messages query will display.



2. All messages will appear in the Summary in the lower section of the screen. To search for a particular message, enter search criteria and click [**Search**].
3. To sort the messages, click [**Sort**].
4. To export the messages into a spreadsheet application, click [**View as CSV**].