My RWA or eRETA - Where To Answer Your RWA Questions

Where do you turn when you have a question about a Reimbursable Work Authorization (RWA) for federal customers? PBS has two resources to help federal customers track and understand their RWAs: the “My RWAs” section of the PBS Customer Dashboard and the External RWA Entry and Tracking Application (eRETA). Each resource serves a unique purpose. Reference the chart below to determine which application will best answer your RWA question.

**My RWAs vs. eRETA**

**My RWAs** is a section of the PBS Customer Dashboard that shows open RWA information. Data can be downloaded or displayed visually, in tables and charts, to show acceptance trends.

**eRETA** is PBS’ electronic repository for all RWA and Work Request (WR) information. Federal customers are required to use eRETA to send all RWA and WR information to PBS.

<table>
<thead>
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<th>My RWAs</th>
<th>eRETA</th>
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| **External System Access & User Roles** | ● MAX.gov & D2D registration  
● Agency Approval  
● Customer Dashboard Link: https://D2D.gsa.gov/report/pbs-customer-dashboard | ● User Roles: Read Only & Data Entry (access by assigned Agency Bureau code)  
| **External link with Useful Resources** | www.gsa.gov/PBSCustomerDashboard | www.gsa.gov/ereta |
| **Work Request (WR) Status** | N/A | 1. Pre-planning  
2. Unassigned  
3. Planning/Estimate |
| **RWA Types** | A, B, F, N and R | A, B, F, N and R |
| **RWA Status** | 1. Open  
2. Substantially Complete But Not Financially Closed Out | 1. Pending (new, mod, etc)  
2. Signature Requested  
3. Open  
4. Substantially Complete But Not Financially Closed Out  
5. Closed  
6. Cancelled  
7. Purged |
<p>| <strong>Information Update Frequency</strong> | Information updated weekly | Information updated 4 times a day! |</p>
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<tr>
<th>Reports</th>
<th>Up to 30 Data elements (and ability to export data to PDF, JPEG, and Excel)</th>
<th>Up to 48 Data elements (and the ability to export data to Excel) 1. WR/RWA Search 2. Financial Review Search 3. Documentation Search 4. Estimates Search</th>
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| Data Visuals                  | • RWAs that are Substantially Complete, but not Financially Closed  
  • Nationwide to building specific  
  • RWA Statistics Across FYs                      | N/A                                                                         |
| RWA Details - General Info    | • Project description  
  • Location  
  • PM Name, phone & email  
  • Agency Accounting Data  
  • Fund Expiration Date                      | Same and MORE!                                                            |
| RWA Details - Financial       | • Authorized  
  • Obligation & % Obligated  
  • Remaining Balance  
  • Billed Amount                      | Same and MORE!                                                            |
| RWA Details - Dates           | • Acceptance/Start Date  
  • Substantial Completion Date  
  • Substantial Completion Letter Date      | Same and MORE!                                                            |
| RWA Documents                 | N/A                                                                       | See the Documentation Tool in eRETA                                       |