



U.S. General Services Administration

A photograph of a large, multi-story, light-colored stone building with classical architectural features, including columns and a pediment. The building is partially obscured by lush green trees in the foreground. A flagpole with a blue flag is visible on the right side of the building. The sky is blue with scattered white clouds. The text is overlaid on the left side of the image.

**PBS Customer Forum
Navigating the New Workplace**

GSA 24x7 - Online and Self Service Tools

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PBS Customer Forum - GSA 24x7 - Overview of Online / Self-Service Tools



Mollie Ifshin

Lead Program Analyst
Capital Allocation and Assessment Division
PBS Office of Portfolio Management



Lisa McCoy

Program Specialist, National Rent Billing Office
PBS Office of Portfolio Management and Customer
Engagement



Ashlee Carlson

Reimbursable Services Program Manager
Office of Project Delivery
PBS Office of Design & Construction



Tina Atkins

Program Manager, Center for Cost, Schedule &
Tools
Office of Project Delivery
PBS Office of Design and Construction



Steve Sacco

Reimbursable Services Program Manager
Office of Project Delivery
PBS Office of Design & Construction



Valerie Pierre

Technical Lead
ePM System Administration, Support, & Training
Team
PBS Office of Design and Construction

Customer Dashboard - Speaker

Mollie Ifshin

PBS Customer Dashboard Program Manager

PBS Office of Portfolio Management and Customer Engagement

mollie.ifshin@gsa.gov



PBS Customer Dashboard Overview & Benefit

- The PBS Customer Dashboard **provides 24/7 access to project and occupancy information** for federal agencies with space managed by the Public Buildings Service (PBS) of the GSA.
- Here you'll find **current operational views information related to GSA-managed occupancies**, including Projects, Reimbursable Work Authorizations (RWAs), Occupancy Agreements, Locations, and Rent.
- All data in this dashboard **can be exported via CSV**.

This Dashboard Can Answer Specific Questions



Did the schedule slip on a project?
How much am I spending on design vs. moving for this project?
Who are the POCs for a project?



How many RWAs are open and how much money is associated with the RWAs?
Where has work been complete but the RWA has not been closed?
What does my three years worth of accepted RWAs look like?



Where do I have occupancies close to each other?
When do I need to start planning for a follow-on occupancy?
How many square feet do I occupy in GSA-controlled locations?



What congressional district or CBSA is my occupancy located in?
Who is my facility manager?
What is the building security level?



Where have my rent bills changed month to month and why?
How has my rent and square footage changed over time?
Can I compare full years or months to each other?

How to Access the PBS Customer Dashboard

- All agencies with GSA-managed space have access to the dashboard. Individual access is managed on an agency-by-agency basis and verified by a Access Approver.
- If you would like access to your agency's information, contact pbs.dashboard@gsa.gov to be referred to your agency's Access Approver.
- You **MUST** have a MAX.gov account set up **BEFORE** you can receive access to the Customer Dashboard
- Once you have access set up, link to the dashboard <https://D2D.gsa.gov/report/pbs-customer-dashboard>

Landing Page

- Easy access to all tabs by using the subject area “button” or by clicking on the tabs across the top
- PBS Resources including fact sheets, links to PBS National Offices and the User Guide

The screenshot shows the GSA PBS Customer Dashboard landing page. At the top, there is a navigation bar with tabs for 'Welcome and Guidance', 'My Projects', 'My RWAs', 'My Occupancies', 'My Locations', and 'My Rent'. Below the navigation bar is the 'GSA PBS Customer Dashboard' header. A GSA logo is followed by a paragraph explaining the dashboard's purpose: 'The PBS Customer Dashboard provides anytime access to project and occupancy information for federal agencies with space managed by the Public Buildings Service (PBS) of the US General Services Administration (GSA). You will find current operational information on Projects, RWAs, Occupancy Agreements, Locations, and Rent. For more information on the PBS Customer Dashboard, please check out the [User Guides](#), or see below in the PBS Resources section.'

Below the text are five main navigation buttons, each with an icon and a description:

- Projects**: Summary and detailed project information
- RWAs**: Reimbursable Work Authorizations
- Occupancy Agreements**: Final Occupancy Agreements
- Locations**: Information on your GSA-Controlled locations
- RENT**: Multiple years billed rent and square feet

Below the buttons is a 'PBS Resources' section with links to the dashboard, fact sheets, pricing guide, and RWA program. This is followed by 'PBS National Offices' with links to various office pages, and 'PBS Systems with Customer Access' with links to eRETA, eOA, and ROW. The page concludes with 'Contact the PBS Customer Dashboard Team' and a request for user feedback.

General Dashboard Module Layout

Each module has similar layout



5 Module:

- My Projects
- My RWAs
- My Occupancies
- My Locations
- My Rent

Filters

Agency, Bureau, City, state, federal/leased, size options, date options

Summary

Breakdown of all general information provided in each tab into useful overviews

Statistics

A map, table, or chart visualization

Details

Search by number and review key characteristics of the individual records (Project, RWA, OA, Location, Rent Bill)

My Projects



View your agency's current projects with GSA, for leases or construction, to space consolidation or design projects.

Compare project counts by type, funding amount, size, location and current project lifecycle phase.

Find details of individual projects including team members and POCs, funding obligations and balance, and latest schedule milestones achieved.

Dashboard Module - My Projects

Filters

Agency, bureau, location information, federal/lease, lifecycle phase, project type, funding type, date options, square footage, and funding

Projects - National Summary

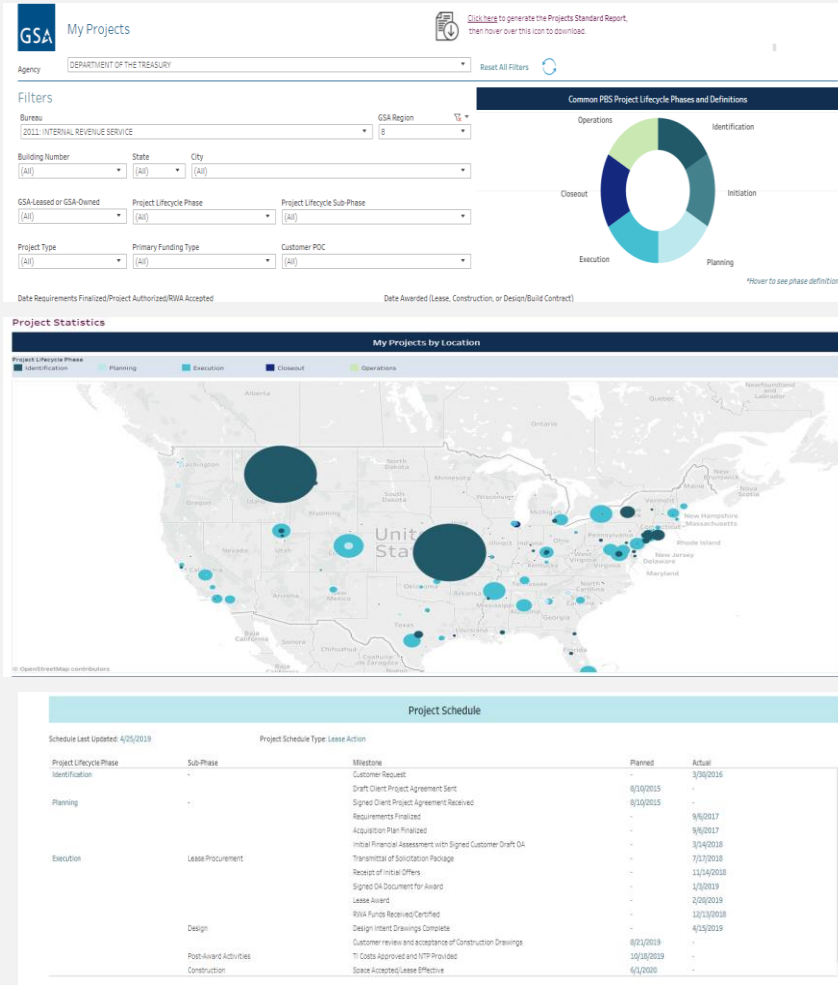
Breakdown of all project types by count, along with a Project List of relevant information

Project Statistics

A map visualization showing project location and lifecycle phase

Project Details

Includes the project details. Search by Project Name or Project Identifier (ePM ID, Lease #, RWA/PCN #)



My RWAs



View your agency's open Reimbursable Work Authorizations (RWAs), types A, B, F, N and R.

Find overall obligation amounts and remaining balances per RWA type.

See which RWAs are substantially complete but not financially closed.

Review trends in RWA acceptance throughout 3 prior fiscal years.

View details of individual RWAs including financial and funding information, project descriptions, POCs, and primary worksite.

Dashboard Module - My RWAs

Filters

GSA Region, Owned/Leased, State, RWA Type, Service Type, State, City, Building, Acceptance Date, Amount

RWAs - National Summary

Dollars and counts by RWA Type and summary table of OAs that are complete but not closed (counts, types, dollars)

RWA Statistics

Table showing RWAs accepted by fiscal quarter and type (count and dollars)

RWA Details

Individual RWA details including location, funding, description of project, dates

RWAs - National Summary

My Agency's Open RWAs					
RWA Type	# of RWAs	Authorized Amount	Obligated	Remaining Balance	Billed to RWA
N	7	\$899,137	\$200,976	\$698,161	\$180,608
R	9	\$8,267,788	\$7,986,595	\$281,193	\$7,986,595
Total	16	\$9,166,925	\$8,187,571	\$979,354	\$8,167,204

*This chart includes all RWAs that are open, including those that are substantially complete, but not financially closed.

RWA Statistics

This RWA Acceptance data is updated annually

RWA Acceptance by Fiscal Year Quarter: Total Authorized Amount						
Fiscal Year of Acceptance/Start Date	Quarter of Acceptance/Start Date	RWA Type				
		A	B	F	N	R
2016	FY 2016 Q1	\$8,246,005	\$7,374,944	\$11,218,221	\$102,549,346	\$139,616,631
	FY 2016 Q2	\$840,692	\$7,157,908	\$3,322,077	\$432,265,699	\$32,543,155
	FY 2016 Q3	\$1,232,356	\$17,866,316	\$1,689,170	\$271,997,772	\$6,178,209
	FY 2016 Q4	\$4,543,463	\$186,596,853	\$531,112	\$1,053,844,278	\$2,799,406
2017	FY 2017 Q1	\$2,335,366	\$4,239,510	\$11,152,555	\$89,997,440	\$142,887,230
	FY 2017 Q2	\$3,877,448	\$164,974,221	\$2,822,212	\$294,645,876	\$28,232,339
	FY 2017 Q3	\$4,421,023	\$17,343,472	\$803,919	\$331,687,751	\$2,639,062
	FY 2017 Q4	\$18,652,357	\$90,064,486	\$223,037	\$922,411,687	\$1,152,877
2018	FY 2018 Q1	\$872,538	\$9,783,601	\$8,897,170	\$123,818,404	\$158,930,130
	FY 2018 Q2	\$3,283,419	\$6,409,872	\$1,375,941	\$136,898,393	\$5,331,728
	FY 2018 Q3	\$2,364,243	\$17,803,222	\$963,952	\$297,718,210	\$2,444,717
	FY 2018 Q4	\$36,228,930	\$18,203,932	\$182,301	\$957,734,995	\$1,051,645

RWA Acceptance by Fiscal Year Quarter: Total Count						
Fiscal Year of Acceptance/Start Date	Quarter of Acceptance/Start Date	RWA Type				
		A	B	F	N	R
2016	FY 2016 Q1	3	3	474	1,258	1,904
	FY 2016 Q2	2	7	236	1,323	895
	FY 2016 Q3	5	6	150	1,586	201
	FY 2016 Q4	10	23	44	2,016	206
2017	FY 2017 Q1	6	4	445	1,300	2,278
	FY 2017 Q2	9	11	166	1,202	331
	FY 2017 Q3	8	13	89	1,251	157
	FY 2017 Q4	18	27	35	3,219	125
2018	FY 2018 Q1	2	7	357	1,286	2,307
	FY 2018 Q2	3	14	110	1,023	165
	FY 2018 Q3	4	13	81	1,281	133
	FY 2018 Q4	25	26	28	2,901	119

RWAs that are Substantially Complete, but not Financially Closed					
Fiscal Year Complete	RWA Type	Count of RWAs	Authorized Amount	Obligations	Remaining Balance
2014	R	7	\$6,149,738	\$5,918,510	\$231,227
2015	R	2	\$2,118,051	\$2,068,085	\$49,965
2017	N	2	\$102,842	\$0	\$102,842
Totals		11	\$8,370,630	\$7,986,595	\$384,034

My Occupancies



View your agency's current, final Occupancy Agreements with GSA and filter by size, location, and bureau.

Identify upcoming occupancy planning activities based on due dates for strategic and technical requirements for expiring OAs.

Explore the details of individual OAs to find parking counts, square footage, cancellation or termination information, OA effective and expiration dates, and POCs.

Dashboard Module - My Occupancies

Filters

GSA Region, Owned/Leased, State, City, Building, Non Cancelable, FY Expiration, OA Effective Date, OA Expiration Date, Size of OA

Occupancies - National Summary

General overview of portfolio (sq ft, counts, parking) by leased/owned. Also has OA expiration table by GSA Region and Fiscal year.

Filters

Bureau: 4715 - PUBLIC BUILDINGS SERVICE (CENTRAL OFFICE) | GSA Region: (All) | GSA-Leased or GSA-Owned: (All) | State: (All) | City: (All) | Building #: (All)

Building Name: (All) | Lifecycle Phase: (All) | Lifecycle Sub Phase: (All) | Non-Cancelable: No | FY Expiration: (All)

OA Effective Date: 2/2/2001 | OA Expiration Date: 4/16/2017, 8/31/2019, 11/30/2028

USF: 0 | RSF: 49,871 | 0 | 68,216

Selected Filters: Bureau: 4715 - PUBLIC BUILDINGS SERVICE (CENTRAL OFFICE), GSA Region: All, State: All, City: All

Occupancies- National Summary

Portfolio Summary

	OA USF	OA RSF	Count of Personnel	% of Space	OA Count	Number of Buildings	Non-Cancelable OA	Non-Cancelable OA RSF	ROI OA	ROI OA RSF	Structured Parking	Surface Parking	Total Parking
GSA-Leased	11,800	13,456	12	14.23%	3	3	0	0	0	0	5	7	12
GSA-Owned	59,770	81,085	414	85.77%	9	9	0	0	0	0	11	25	36
Total All Building Types	71,570	94,541	426	100.00%	12	12	0	0	0	0	16	32	48

OAs by FY Expiration

GSA Region	2019		2021		2023		Out Years		Total	
	OA Count	OA RSF	OA Count	OA RSF	OA Count	OA RSF	OA Count	OA RSF	OA Count	OA RSF
2	0	0	1	0	0	0	1	0	2	0

OA List

OA Number	Bureau	GSA Region	Date Termination Rights Begin	Lease #	Building #	Building Name	OA Effective Date	OA Expiration Date	OA Current Version	Total Parking	Count of Personnel	USF	RSF
ANY07969	4715 - PUBLIC BUILDINGS SERVICE (CENTRAL OFFICE)	2	9/21/2025	LN23416	NY7423	I-87 CANADIAN BORDER	9/22/2005	9/21/2025	1	0	0	0	0
APR00873	4715 - PUBLIC BUILDINGS SERVICE (CENTRAL OFFICE)	2			PR0017	DEGETAU FB & RUIZ-NAZARIO CTHS	2/1/2001	1/31/2021	31	7	0	0	0
AALD2189	4715 - PUBLIC BUILDINGS SERVICE (CENTRAL OFFICE)	4	7/1/2019	LAL48025	AL2071	MEDICAL FORUM	12/9/2008	6/30/2023	18	5	9	3,800	4,256

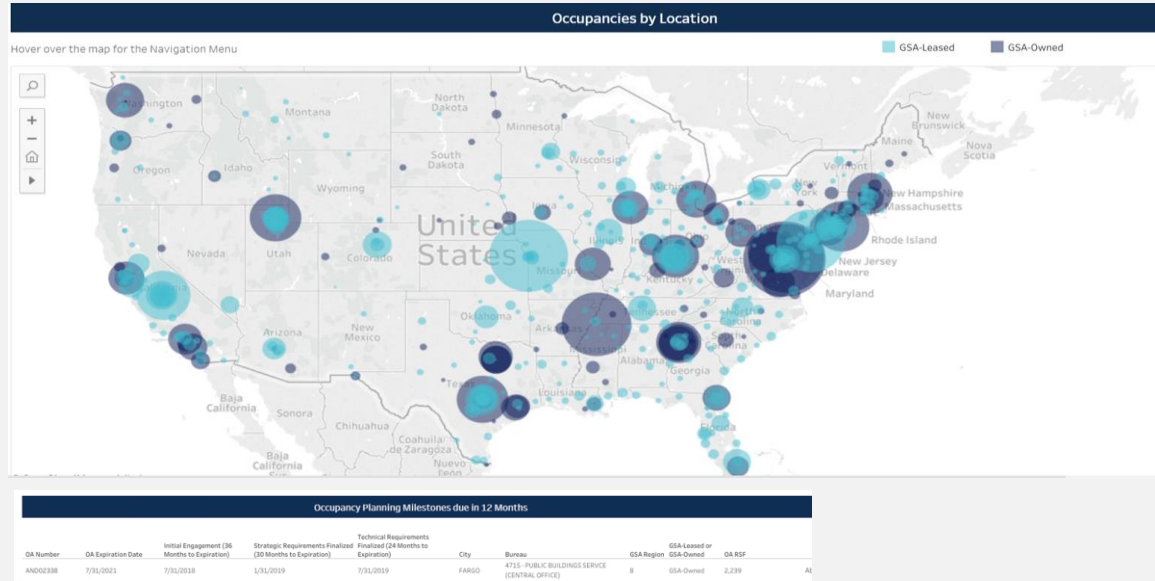
Dashboard Module - My Occupancies

Occupancies - Statistics

A map visualization of all Final OA and breaks out between leased/ owned

Occupancy Agreement Details

At the OA level, specific occupancy info including location, size, dates, GSA POCs, planning milestone due dates



My Locations



View your agency's locations, including building details, space types, and lists of OAs for each location.

Identify building type, historic status, CBSA, and other important building/location information.



Dashboard Module - My Locations

Filters

GSA Region, Owned/Leased, State, City, Building Number, Building Name, Facility Number, Facility Name

Locations List

Shows key location information including count of OAs, total sf, historic status, and security level

Building Details

Dropdown to filter for more specifics on an individual building

OA List

Individual OA details including space type

OA Details (next slide)

Individual OA details including space type

Locations List											
Building Number	Building Name	Facility Number	GSA Region	Count of OAs	Total OA USF	Total OA RSF	% of Building Occupied	Total Building USF	Total Building RSF	Building Vacant USF	Building Total Parking
AK0005AK	KETCHIKAN FEDERAL BUILDING	AK0000AK	10	1	0	0	0.0%	26,888	35,351	457	111
AK0009ZZ	POST OFFICE AND CU H		10	1	95	95	100.0%	95	95	0	0
AK0013ZZ	HURFF A. SAUNDERS FB & ROBERT BOOCHEVER USCH		10	4	39,745	55,885	19.7%	201,930	284,055	15,552	295
AK0031AA	ANCHORAGE NEW FEDERAL BLDG & JAMES M. FITZGERALD US CTSE	AK0000AA	10	6	20,875	26,934	5.9%	352,131	455,608	13,177	488
AK0032AA	ANCHORAGE NEW FEDERAL BUILDING US COURTHOUSE ANNEX	AK0000AA	10	2	12,784	15,630	24.1%	53,018	64,821	11,569	2

Building Details							
Building Number		Building Name		Facility Number		Facility Name	
DC0013ZZ		HERBERT C. HOOVER BLDG		DC		GSA Region 11	
Address: 1401 CONSTITUTION AVE NW		City: WASHINGTON		State: DC		Zip Code: 20004-0001	
Total Building USF: 1,074,264	Total Building RSF: 1,675,314	Building Vacant USF: 56,301	Building Surface Parking: 175	Building Structured Parking: 23	Building Structured Parking: 23	Asset Predominant Use*: GENERAL	FRPC Real Property Use*: OFFICE
GSA-Owned	GSA-Leased or GSA-Owned	Building Class: GOVT OWNED OFFICE OVER 600K SQFT		Building Historical Status: National Register Listed		CESA Title: Washington-Arlington-Alexandria, DC-VA-MD...	
Security Level: LEVEL 4	Congressional District: DC98	Congressional District Representative Name: Eleanor Holmes Norton		Number of OAs: 2		OAs in Building: ADC00004, ADC06691	

**Note: The predominant use is for the majority of use for the asset, which may vary from an individual OA. For example, an agency's OA may only be for parking spaces within the office building and the predominant use or real property use will be for the overall asset designation.*

OA List										
OA Number	Building Number	Building Name	Facility Number	City	Lease Number	Bureau	Previous OA	OA USF	OA RSF	Tc
ACA01725	CA0273ZZ	GLENN M ANDERSON FED BLDG		LONG BEACH		1314: NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION		2,687	3,711	0
ACA07200	CA0273ZZ	GLENN M ANDERSON FED BLDG		LONG BEACH		1314: NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION		5,118	7,067	0
ACA02175	CA0281ZZ	RONALD DELLUMS FED BLDG		OAKLAND		1312: INTERNATIONAL TRADE ADMINISTRATION		365	483	0
ACA11269	CA0281ZZ	RONALD DELLUMS FED BLDG		OAKLAND		1314: NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION		3,174	4,199	0
ACA12246	CA0305ZZ	SAN FRANCISCO FEDERAL BLDG		SAN FRANCISCO		1304: BUREAU OF THE CENSUS		6,408	8,349	0
ACA11979	CA5946ZZ	STEWART SCHL OFC BLD		ARCATA	LCA00483	1314: NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION	ACA10291	700	700	2

My Locations - OA Details

Occupancy Agreement Details OA Number

IDENTIFIERS	OA Current Version 4	OA Effective Date 10/23/2017	OA Expiration Date 10/22/2020	Bureau 1308: NATIONAL TECHNICAL INFORMATION SERVICES	Agency Track
	Previous OA		Non-Cancelable No	ROI Priced No	

SIZE	OA USF 5,277	OA RSF 6,310	Count of Personnel 0	Surface Parking 0	Structured Parking 0	Total Parking 0
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TENANT IMPROVEMENT (TI)	Amortization Start Date 10/23/2017	Amortization Term (Months) 36	Amortization Interest Rate (%) 2.545	TI to be Amortized \$0.00
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LEASE INFO	Lease Number	Lease Effective Date	Lease Expiration Date	Holdover Indicator	Holdover Term
	Termination Rights	Date Termination Rights Begin	Days to Terminate All Space	Days to Terminate Partial Space	

SPACE TYPE	Space Type	USF	RSF
	Warehouse	5,277	6,375
	Grand Total	5,277	6,375

**Note: Total Space may not match the OA USF or OA RSF above.*

Instructions to create Locations Space Export (supporting data file)

1. Apply filters above, if desired (they will apply to the generated report).
2. Click on this box (within the gray dotted lines) to activate the export sheet.
3. Select 'Download' located at footer of the page, followed by 'Crosstab' for an Excel/CSV file.
4. You will know the export sheet has been selected when there are options available to download.

Access the User Guide (from Welcome/Guidance tab) for more export options.

Owned buildings will provide more details on space type (in general) than leased, but space records are available in the OA Details for all OAs

My Rent



View your agency's annual or monthly rent by bureau, building, city, state, or by individual OA.

Compare your agency's rent by month, or by calendar or fiscal year.

Examine yearly trends in square footage and rent.



Dashboard Module - My Rent

Filters

GSA Region,
Owned/Leased,
State, City,
Building, OA

Rent - National Summary

Billed Rent Defaults
to current FY Billed
Rent by month and
rent component;
options to change
to prior years

Rent- National Summary

Fiscal Year 2019 Billed Rent											
Fiscal Year	(All)	<i>*Note: This filter only applies to the Billed Rent chart</i>									
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
Rentable Square Feet	3,486	1,049,358,071	1,057,005,991	1,056,440,622	1,057,195,979	1,056,782,314	705,649,650	704,011,852	703,467,224	706,020,440	
Usable Square Feet	1,470	864,951,585	871,933,484	871,430,175	871,796,548	871,402,560	582,266,150	580,820,143	580,306,488	582,752,348	
Parking Spaces (Structured + Surface)	3,808	1,247,173	1,253,897	1,251,568	1,251,438	1,250,495	836,188	835,385	836,123	838,456	
Parking Spaces (Structured)	1,259	369,196	370,933	372,328	372,495	372,443	246,912	246,775	248,140	248,842	
Parking Spaces (Surface)	1,549	877,977	882,964	879,240	878,943	878,052	589,276	588,610	587,983	589,614	
1. Shell Rental Rate	3,079	\$1,578,142,630	\$1,586,695,659	\$1,594,700,299	\$1,597,503,174	\$1,596,405,773	\$1,055,591,891	\$1,057,789,978	\$1,057,856,196	\$1,059,699,826	\$17,460,768,849
2. Amortized Tenant Improvement Used/General	3,987	\$77,103,454	\$77,416,965	\$77,316,757	\$77,244,482	\$76,951,716	\$51,762,897	\$51,583,117	\$51,354,640	\$51,233,163	\$851,204,848
3. Operating Costs	3,059	\$573,097,157	\$576,085,280	\$578,440,641	\$579,101,112	\$578,926,557	\$384,699,240	\$386,981,160	\$385,020,752	\$385,643,111	\$6,344,745,019
4. Real Estate Taxes	3,358	\$60,387,110	\$60,916,545	\$61,329,920	\$61,332,865	\$61,143,947	\$40,783,614	\$40,811,467	\$40,856,698	\$40,798,703	\$672,214,962
5. Amortized Tenant Improvement Used/Customization	7,168	\$32,183,667	\$32,461,461	\$32,343,705	\$32,276,855	\$31,989,324	\$21,458,529	\$21,448,071	\$21,398,175	\$21,740,948	\$355,110,579
6. GSA-Installed Building Improvements	3,303	\$148,986	\$148,739	\$142,201	\$142,201	\$142,201	\$101,741	\$101,741	\$103,004	\$103,004	\$1,636,412
7. Building Specific Amortized Capital	1,724	\$11,985,633	\$12,097,498	\$12,085,852	\$12,180,852	\$12,259,643	\$8,066,118	\$8,122,812	\$8,153,521	\$8,199,850	\$132,763,912
9. Parking (9.a + 9.b)	1,028	\$47,525,091	\$47,864,122	\$48,290,157	\$48,528,914	\$48,644,427	\$31,996,031	\$32,083,608	\$32,293,370	\$32,418,936	\$529,722,701
9.a Structured Parking	3,333	\$38,811,090	\$39,145,077	\$39,547,483	\$39,681,713	\$39,773,782	\$26,116,956	\$26,173,770	\$26,361,695	\$26,433,553	\$432,985,065
9.b Surface Parking	7,695	\$8,714,001	\$8,719,045	\$8,742,673	\$8,847,201	\$8,870,645	\$5,879,075	\$5,909,838	\$5,931,675	\$5,985,383	\$96,737,636
10. Rent Charges for Other Space	3,960	\$2,136,364	\$2,137,495	\$2,133,372	\$2,138,425	\$2,187,591	\$1,310,830	\$1,605,711	\$1,612,018	\$1,605,876	\$24,052,510
11. PBS Fee	1,404	\$85,895,308	\$86,525,723	\$87,195,712	\$87,238,047	\$87,127,079	\$58,029,004	\$58,229,713	\$58,053,939	\$58,251,994	\$956,348,078
12. Pro Rata Joint Use Charges	1,537	\$35,338,597	\$35,348,790	\$35,327,512	\$35,305,029	\$35,189,789	\$23,506,746	\$23,442,882	\$23,390,205	\$23,397,776	\$388,054,244
Total Monthly Rent	1,607	\$2,503,943,997	\$2,517,698,277	\$2,529,306,128	\$2,532,991,957	\$2,530,968,047	\$1,677,306,641	\$1,682,200,259	\$1,680,092,337	\$1,683,093,188	\$27,716,622,113
14. Billing Adjustments & Corrections	1,054	(\$15,207,830)	\$11,684,779	(\$6,690,342)	(\$25,896,334)	(\$27,444,931)	\$10,199,649	(\$6,760,485)	\$3,665,002	(\$27,729,424)	(\$124,770,698)
15. Antenna	1,131	\$1,894,460	\$1,925,532	\$1,905,541	\$1,881,850	\$1,855,177	\$1,232,424	\$1,240,445	\$1,250,101	\$1,220,594	\$20,858,007
16. Reimbursable Services	1,170	\$2,757,261	\$3,568,630	\$3,385,846	\$3,231,988	\$3,791,902	\$2,424,181	\$2,141,273	\$2,420,556	\$2,388,947	\$36,294,502
Total PBS Bill	1,962	\$2,493,387,887	\$2,534,877,218	\$2,527,907,173	\$2,512,209,460	\$2,509,170,195	\$1,691,162,895	\$1,678,821,491	\$1,687,427,996	\$1,658,973,006	\$27,649,003,925



Dashboard Module - My Rent

Rent - National Summary

Rent Comparison Tool

Allows user to compare rent by fiscal year or month at the rent component level

Rent Statistics

Bar charts showing billed rsf and billed rent dollars by fiscal year, and leased/owned

Occupancy Agreement Details

At the OA level, specific occupancy info including location, GSA POCs

Rent Comparison Tool

Compare Rent By

Step 2: Choose Filters & Comparison Points

Bureau OA #

Fiscal Year Filters Month Filters

Note: Filters below will only be active for the rent comparison that is chosen (i.e. if Month is chosen, only the Month filters will be active)

Select Fiscal Year #1 Select Fiscal Year #2

Select Date #1 Select Date #2

	FY Total	FY Total
Rentable Square Feet	115,182	106,440
Usable Square Feet	87,653	79,819
Parking Spaces (Structured + Surface)	56	402
Parking Spaces (Structured)	17	18
Parking Spaces (Surface)	39	34
1. Shell Rental Rate	\$2,445,280	\$2,066,587
2. Amortized Tenant Improvement Used/General	\$92,669	\$7,597
3. Operating Costs	\$837,920	\$627,918
4. Real Estate Taxes	\$25,342	\$9,714
5. Amortized Tenant Improvement Used/Customization	\$380	\$1,519
6. GSA-Installed Building Improvements		
7. Building Specific Amortized Capital	\$125,416	\$91,129
9. Parking (9.a + 9.b)	\$33,842	\$43,679
9.a Structured Parking	\$19,692	\$20,319
9.b Surface Parking	\$14,150	\$23,360
10. Rent Charges for Other Space	\$0	\$0
11. PBS Fee	\$21,271	\$12,252
12. Pro Rata Joint Use Charges	\$119,236	\$84,306
Total Monthly Rent	\$3,701,355	\$2,944,701
14. Billing Adjustments & Corrections	(\$28,246)	\$5,775
15. Antenna	\$2,023	\$1,293
16. Reimbursable Services	\$0	\$0
Total PBS Bill	\$3,675,132	\$2,951,769

Resources for the Customer Dashboard

External PBS Customer Dashboard page

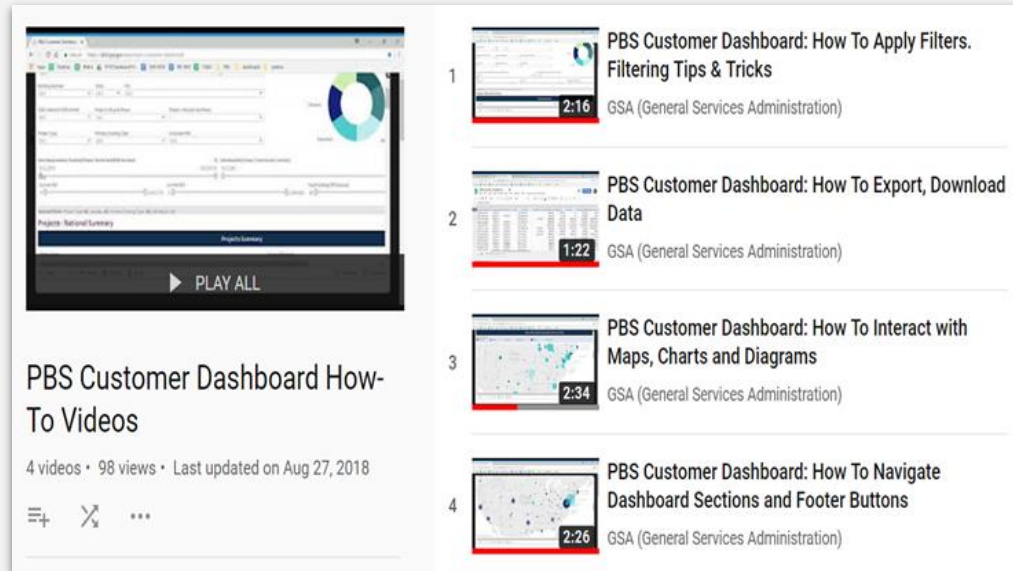
www.gsa.gov/PBSCustomerDashboard

User Guide

- How to Find & Access the Dashboard
- Quick Start Guide
- Data Dictionary

YouTube Videos

- 1) How to Apply Filters, Filtering Tips and Tricks
- 2) How to Interact with Maps, Charts and Diagrams
- 3) How to Navigate Dashboard Sections and Footer Buttons

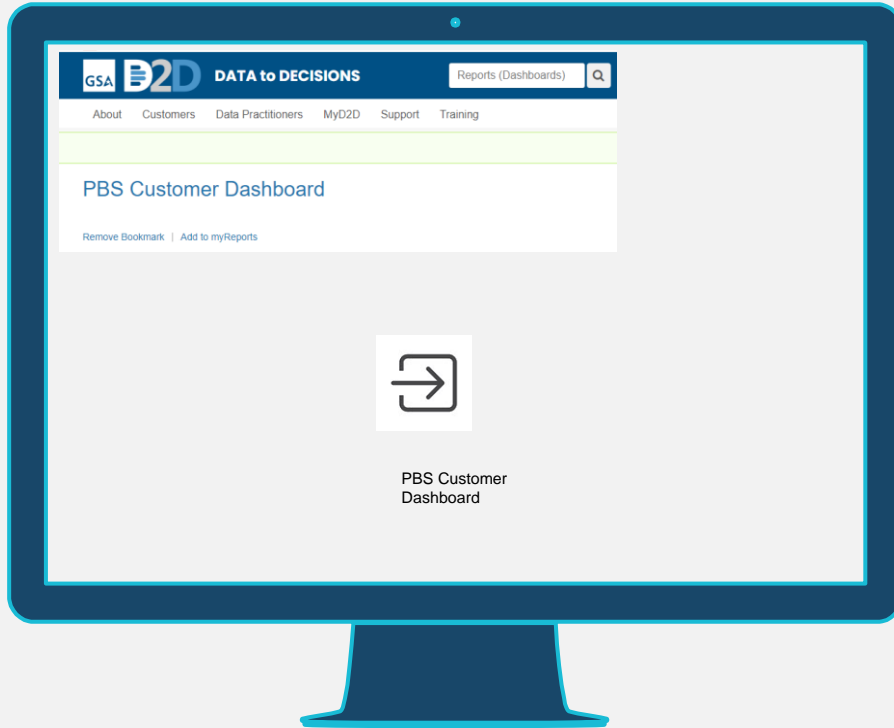


The image shows a YouTube video player interface. On the left, a large video thumbnail displays a screenshot of the PBS Customer Dashboard with a 'PLAY ALL' button at the bottom. Below the thumbnail, the text reads 'PBS Customer Dashboard How-To Videos', '4 videos · 98 views · Last updated on Aug 27, 2018', and icons for playlist, share, and more options. On the right, a vertical list of four video thumbnails is shown, each with a number, a title, and a duration:

1. PBS Customer Dashboard: How To Apply Filters, Filtering Tips & Tricks (2:16) GSA (General Services Administration)
2. PBS Customer Dashboard: How To Export, Download Data (1:22) GSA (General Services Administration)
3. PBS Customer Dashboard: How To Interact with Maps, Charts and Diagrams (2:34) GSA (General Services Administration)
4. PBS Customer Dashboard: How To Navigate Dashboard Sections and Footer Buttons (2:26) GSA (General Services Administration)

PBS.Dashboard@gsa.gov

PBS Customer Dashboard Entry



TIP! Copy and paste URL in D2D for direct access:
<https://D2D.gsa.gov/report/pbs-customer-dashboard>



Mollie Ifshin
PBS Customer Dashboard
Program Manager
PBS Office of Portfolio Management
and Customer Engagement
mollie.ifshin@gsa.gov

Customer Dashboard

Q & A



eRETA - Speakers

Steve Sacco

RETA/eRETA Program Manager

PBS Office of Project Delivery

steven.sacco@gsa.gov



Ashlee Carlson

Reimbursable Services Program Manager

PBS Office of Project Delivery

ashlee.carlson@gsa.gov



What is eRETA?

eRETA stands for “external RWA Entry and Tracking Application”

- Customer portal to enter, manage, and review Reimbursable Work Authorization (RWA) with GSA-PBS.
- Provides users real-time access to RWA estimates, project status, financial information, and supporting documentation.
- Federal customers are required to send all RWA and RWA Work Request information to GSA via eRETA including digitally signing RWAs.

What does eRETA allow me to do?

Submit new RWA Work Requests electronically online

- Can no longer get “lost” since requests are saved in the system.
- Keep GSA accountable to responding to your requests!
- eRETA quality checks lots of information instantly - no waiting for GSA!
- Increases efficiencies due to automated routing to all POCs.

Electronically **initiate amendments for existing RWAs** and submit them into GSA’s database or route them to GSA for acceptance.

Upload documentation into eRETA to maintain an electronic “RWA file”.

Digitally sign RWAs (with trace docs in eRETA)

- No eRETA access required to digitally sign - just need an email address. You can even sign from your phone!

Recently added or upcoming features

April 2021 - RETA version 9.3

- Work Request Progress Tracker
- Linked Estimate Amount Displays on Work Request
- Workflow to assist with updating RWA amount during a CR
- Validation comparing AB Code and Treasury Symbol
- Workflow to assist when changing Period of Performance

Coming Soon

- RETA-Kahua interface
 - Allow customers to view project milestone schedules from eRETA without needing additional Kahua log-in
- G-invoicing integration

How do I gain access to eRETA?

Visit www.gsa.gov/ereta where you can find:

- Link to the PBS External Portal (where you go to login to eRETA)
- Visit the “How do I access eRETA” page which provides detailed steps on applying for eRETA access (3 simple steps)
 1. Complete initial online application (Account Request Form)
 2. Forward completed Account Request Form to your supervisor and have them send directly to eRETA@gsa.gov with a statement affirming your request for access
 3. Receive “Welcome to eRETA” email and follow final instructions

Where can I go to learn more about eRETA?

Visit www.gsa.gov/ereta where you can:

- Link to the PBS External Portal (where you go to login to eRETA)
- Visit the “eRETA Training Materials” page
 - Detailed user guides and Quick Tips on how to navigate and use eRETA
 - Video demonstrations and recordings of past training sessions
- Register for the next eRETA Digest training session on August 10th from 1:00-2:30 ET at www.gsa.gov/rwa on the “Training” page



Steve Sacco

eRETA/RETA Program Manager
Office of Project Delivery
steven.sacco@gsa.gov



Ashlee Carlson

Reimbursable Services Program
Manager
Office of Project Delivery
ashlee.carlson@gsa.gov



eRETA

Q & A



eOA Application & OA Tool Replacement Speaker

Lisa McCoy

National Rent Billing Office
Office of Portfolio Management and
Customer Engagement

lisa.mccoy@gsa.gov





[Click here to access eOA](#)

Please note, eOA is currently only compatible with Internet Explorer 9 or higher, Chrome and Firefox.

Before attempting to access eOA, customers must obtain a Username and Password by following the eOA User Account Request Process

Key Features

- Search for OAs within your Agency Bureau Code
- Preview rate calculations on the OA
- Preview the complete OA before billing

How to Request Access to eOA

Step 1 Request Form

- [eOA User Account Request Form](#)
 - [eOA Agency Bureau Codes](#)
- [GSA IT General Rules of Behavior](#)
- [IT Rules of Behavior for External Users](#)

How to Request Access to eOA – Steps 2-3

Step 2 Verify Email

- GSA reviews request
- Once approved, the GSA National Application Helpdesk will send a verification email with instructions

Step 3 Access eOA

- <http://extportal.pbs.gsa.gov>
- Single Sign On suite located on the external PBS portal
- Questions? COPBSApp@gsa.gov

What's Next? OA Tool Replacement

Coming October 2022

- New system with a customer self-service portal

Streamlined OA Process

- Receive and Approve OAs directly in the system
- Track OA status and view your OAs
- Ask a question about your bill
- Request a release of space

What's Next? OA Tool Replacement con't

Data Access

- View your rent data
- Run reports
- Export your rent data

Assignment Drawings/Floor Plans

- View existing plans
- View future scenario plans
- Export your plans

What's Next? OA Tool Replacement - Training

Updates will be given at future forums

Look for training next summer

- Obtaining system access
- How to approve OAs
- Running reports
- Exporting your rent data
- Viewing and exporting assignment drawings



Lisa McCoy
National Rent Billing Office
Office of Portfolio Management and
Customer Engagement
lisa.mccoy@gsa.gov

eOA & OA Tool Replacement

Q & A



Kahua - Speakers

Tina Atkins

Kahua Change Management Lead
PBS Office of Project Delivery

tina.atkins@gsa.gov



Valerie Pierre

Kahua Training & Support Lead
PBS Office of Project Delivery

valerie.pierre@gsa.gov



New Project Management & Collaboration Tool

Let's **kahua**[™]

- Spans multiple business lines
- Captures all project phases
- Fosters collaboration



Kahua Features & Functionality

Access:

- Single Interface
- Quicker
- Mobile
- Internal/External

Usability:

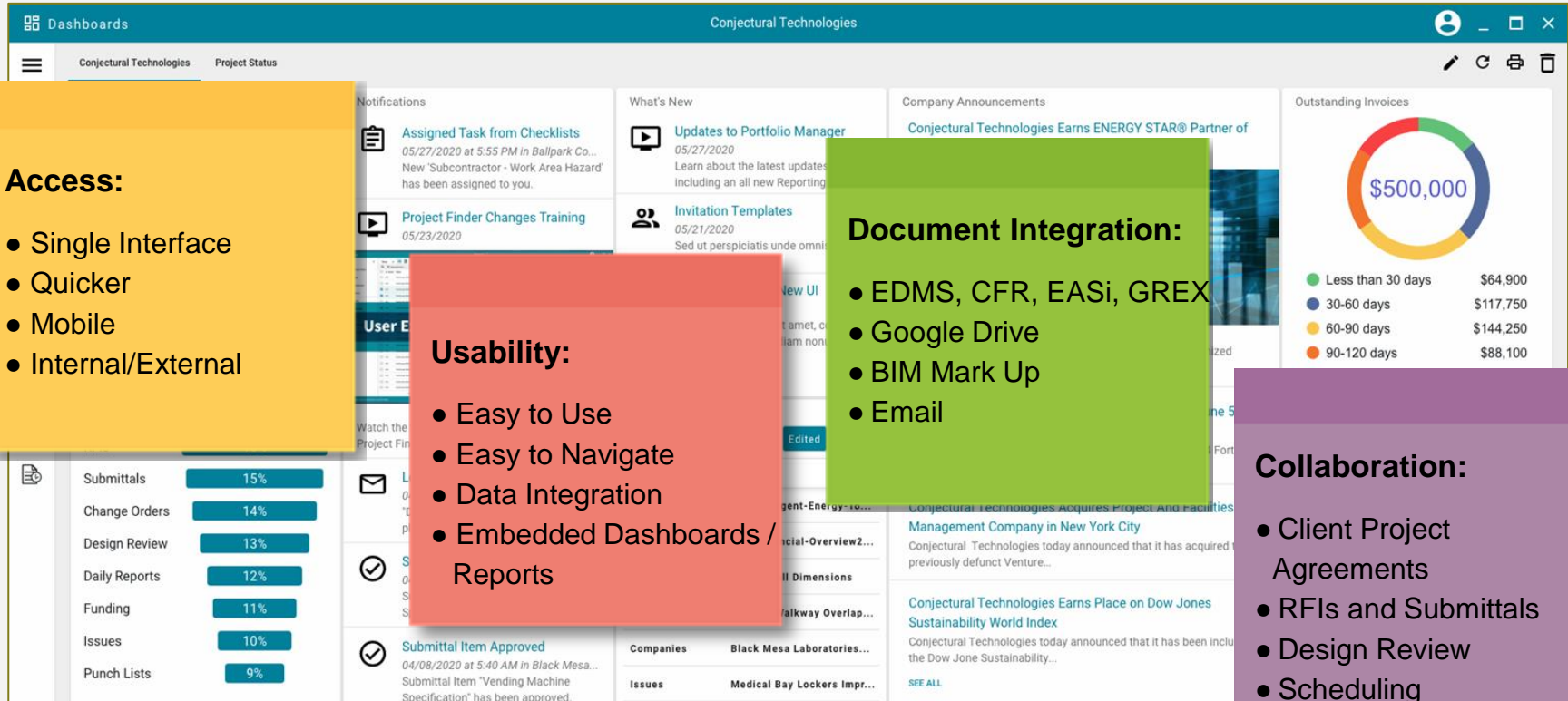
- Easy to Use
- Easy to Navigate
- Data Integration
- Embedded Dashboards / Reports

Document Integration:

- EDMS, CFR, EASi, GREX
- Google Drive
- BIM Mark Up
- Email

Collaboration:

- Client Project Agreements
- RFIs and Submittals
- Design Review
- Scheduling
- Punchlist



Kahua Deployment Timeline

**Kahua
Configuration
Complete, Pilot**

August 2021

**Begin Regional
Deployment - Phase 1:
Above Prospectus
(Owned & Leased)
Training and Migrations**

October 2021

**Phase 2: Under
Prospectus (Owned)
Training and
Migrations**

December 2021

**Decommission ePM,
Phase 3: Under
Prospectus (Leased)
Training and Migrations
(Customers)**

April 2022

**Complete Deployment
and Training**

June 2022



Tina Atkins

Kahua Change Management Lead
PBS Office of Project Delivery
tina.atkins@gsa.gov



Valerie Pierre

Kahua Training & Support Lead
PBS Office of Project Delivery
valerie.pierre@gsa.gov



Darin Frost

Kahua Project Sponsor
PBS Office of Project Delivery
darin.frost@gsa.gov



Kahua Overview

Q & A

