



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.

	 My RWAs	 eRETA
External System Access & User Roles	<ul style="list-style-type: none"> ● MAX.gov & D2D registration ● Agency Approval ● Customer Dashboard Link: https://D2D.gsa.gov/report/pbs-customer-dashboard 	<ul style="list-style-type: none"> ● User Roles: Read Only & Data Entry (access by assigned Agency Bureau code) ● Portal Access: https://extportal.pbs.gsa.gov
External link with Useful Resources	www.gsa.gov/PBSCustomerDashboard	www.gsa.gov/ereta
Work Request (WR) Status	N/A	<ol style="list-style-type: none"> 1. Pre-planning 2. Unassigned 3. Planning/Estimate
RWA Types	A, B, F, N and R	A, B, F, N and R
RWA Status	<ol style="list-style-type: none"> 1. Open 2. Substantially Complete But Not Financially Closed Out 	<ol style="list-style-type: none"> 1. Pending (new, mod, etc) 2. Signature Requested 3. Open 4. Substantially Complete But Not Financially Closed Out 5. Closed 6. Cancelled 7. Purged
Information Update Frequency	Information updated daily	Information updated 4 times a day!
Reports	Up to 30 Data elements (and ability to export data to PDF, JPEG, and Excel)	Up to 48 Data elements (and the ability to export data to Excel) <ol style="list-style-type: none"> 1. WR/RWA Search

		<ol style="list-style-type: none"> 2. Financial Review Search 3. Documentation Search 4. Estimates Search
Data Visuals	<ul style="list-style-type: none"> ● RWAs that are Substantially Complete, but not Financially Closed ● Nationwide to building specific ● RWA Statistics Across FYs 	N/A
RWA Details - General Info	<ul style="list-style-type: none"> ● Project description ● Location ● PM Name, phone & email ● Agency Accounting Data ● Fund Expiration Date 	Same and MORE!
RWA Details - Financial	<ul style="list-style-type: none"> ● Authorized ● Obligation & % Obligated ● Remaining Balance ● Billed Amount 	Same and MORE!
RWA Details - Dates	<ul style="list-style-type: none"> ● Acceptance/Start Date ● Substantial Completion Date ● Substantial Completion Letter Date 	Same and MORE!
RWA Documents	N/A	See the Documentation Tool in eRETA