



# Rent on the Web and Rent Estimate

## Background and Benefits

The Public Buildings Service (PBS) charges federal agency customers rent for spaces in GSA-owned and leased locations. Rental rates are determined by various criteria and stipulated in a tenant's Occupancy Agreement. Rent bills are generated on the 15th of each month, based on the space and rates in each Final Occupancy Agreement.

Rent on the Web (ROW) is GSA's online portal for access to rent bills and billing related information, including:

- Monthly rent bills
- Furniture and IT (FIT) bills
- DHS Security Charges
- Rent Estimates
- Expiring Leases and Occupancy Agreements report
- Monthly ROW Newsletter containing agency billing and pricing contacts

## How to Access Rent on the Web

Access Rent on the Web by clicking <https://www.pbs-billing.gsa.gov>. To request access, click on "Register an Account." Complete the form, obtain the proper signatures within your organization, and fax the form to (202) 208-7092. You will receive a confirmation email when your account is enabled, typically within two business days.

## Help with Rent, Billing, and Rent on the Web

Please use the appropriate resource to address your questions.

Topic Area	Contact
Rent on the Web (technical questions, access issues)	<a href="mailto:rent.on.web@gsa.gov">rent.on.web@gsa.gov</a>
Monthly Rent Bill	PBS point of contact listed on the bill or appropriate regional rent contact
Rent Estimate (including adding names to Rent Estimate distribution list)	<a href="mailto:GSA.PBS.Revenue.Division@gsa.gov">GSA.PBS.Revenue.Division@gsa.gov</a>
DHS/FPS Security Charges	Federal Protective Service Financial Management Division <a href="mailto:FPSRevenue@fps.dhs.gov">FPSRevenue@fps.dhs.gov</a>



## Commonly Used Codes for Processing Rent Payments

- GSA's Agency Location Code: 47000017
- GSA's CAGE Code for Fort Worth Rent Collection: 44Z51
- GSA's Treasury Identification Number (TIN): 750814970
- GSA's Rent Treasury Symbol (TAS): 47X4542.1

## Rent Disputes and Chargebacks

On occasion, customers may dispute a specific rent charge or request a chargeback to recover disputed funds. Before submitting a chargeback, please contact the PBS personnel listed on your bill to resolve the issue. If you require additional assistance, contact the appropriate regional or pricing point of contact listed in the ROW Newsletter. After taking these two initial steps, if the issue remains unresolved, please email [FW-Rent\\_Finance@gsa.gov](mailto:FW-Rent_Finance@gsa.gov) to request a chargeback control number.

## Rent Estimates and the OMB Space Budget Justification (Exhibit 54)

GSA provides the annual Rent Estimate to all customer-designated agency points of contact to aid with the development of your 'Rental of Space to GSA' budget activity and OMB Space Budget Justification. The information is also available on ROW.

Visit [www.gsa.gov/exhibit54](http://www.gsa.gov/exhibit54) for templates and guidance for completing your Exhibit 54.

## For More Information

To learn more about Rent on the Web, contact your [PBS Customer Lead](#).