

Client Enrichment Series - Q&A



Topic: *PBS Customer Dashboard Enhancements*

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Additional Resources:

[PBS Customer Dashboard Homepage](#) - Overview, access, training and contact information

[PBS Customer Dashboard How To Videos](#) - Tips on navigating, filtering, interactive graphs and exporting

[Client Enrichment Series website](#) - upcoming sessions and past presentations library

[Client Enrichment Series YouTube Playlist](#) - 32 session recordings about PBS programs, policies and services

Q1. Our agency's emails end in ".org". Should we expect to run into issues registering with Max.Gov?

- A. Since GSA does not operate max.gov, our best suggestion is to give it a try and if you run into any issues, contact OMB through their contact and/or help function. To contact [Max.gov](#) support for those without .gov or .mil emails: maxsupport@max.gov or 202-395-6860.

Q2. Aren't all the projects funded with RWA's, therefore the same information is available on both the projects and RWA tabs?

- A. In most instances yes, but the Projects tab includes things like project schedule while the RWA tab is more focused in the financial aspects of the RWA including agency funding information, acceptance and close out dates, and detailed description from the RWA itself. Also, the RWA tab has non-project related RWAs including R-Type for reimbursable services or F-Type with one time services or on demand services.

Q3. Why are there two different modules for "OAs" and "Rent"? How does an agency align its OAs with billed rent if two different modules?

- A. The OA tab is focused on "right now" - showing what your current inventory is with GSA and showing all "final" OAs. Rent is really focused backward - showing multiple years worth of billed data at the OA level and the month level and updated monthly during the current year to show billed rent after PBS bills on the 15th of each month. The information in the Rent tab is by OA and also contains similar identifiers as the OA tab - including building number and address.

Q4. Can I get copies of leases and/or Occupancy Agreements (OA) from the Dashboard?

- A. There are no copies of documents available in the Dashboard, only data. You can access your OAs via our eOA tool, or by contacting your GSA Realty Specialist. To request a copy of the underlying lease associated with your OA, please contact your GSA Realty Specialist.

Q5. How can I access GSA's eOA system?

- A. You can learn more about eOA and gain access to our system from our [eOA tool homepage](#).

Q6. How often is data uploaded to the Dashboard?

- A. The dashboard is updated daily for all tabs but My Rent. Rent is updated monthly. The data in the dashboard is not “live” but rather reflects the information from the day before.

Q7. What is meant by “Historic Status”?

- A. For more information about the historic status (lots more information!) you can go to our [Historic Preservation website](#).

Q8. Under Federal Buildings, can they provide us the last time they were renovated?

- A. We will evaluate this data point for possible inclusion in a future iteration of the Database. Thank you for the feedback!

Q9. Where can we find the current market rate from a location?

- A. On this dashboard you will find rate information specific to a final billing Occupancy Agreement. Market rate information is specific to each procurement and if needed you should work with your GSA POC.

Q10. Is the Rent data on the Dashboard updated when the bills become available?

- A. In general, yes. The Dashboard is updated when the rent bills become available, typically after the 15th of the month.

Q11. Where can I find a list of all GSA managed buildings?

- A. You can search our inventory on our [Owned and Leased Properties website](#).

Q12. How can I ask additional questions or make comments about the PBS Customer Dashboard?

- A. Our Dashboard Team invites your partnership and welcomes your feedback - email us at pbs.dashboard@gsa.gov.