The PBS Customer Dashboard and eRETA

The Public Buildings Service (PBS) has a variety of different systems, eRETA being just one of them. Together these systems make up PBS' real estate data. In an effort to provide our customers with effective and strategic solutions, PBS developed the Customer Dashboard to consolidate a broad range of data into a central portal with flexible, filtered views and weekly data refreshes.

What does the PBS Customer Dashboard allow me to do?
- **Access** current data sourced directly from PBS systems, available 24/7
- **Evaluate** the status of your projects, Occupancy Agreements, and RWAs
- **View** annual or monthly rent bills by bureau, location, or individual OA
- **Gather** meaningful portfolio trends at a national, regional, or local level
- **Prepare** for upcoming occupancy planning and chart requirements due dates

What are the different visualizations it offers?
- **My Projects** *(source systems: ePM REXUS, G-REX and eRETA)*
- **My RWAs** *(source system: eRETA)*
- **My Occupancies** *(source systems: OA Tool, REXUS)*
- **My Rent** *(source system: OA Bill)*

Does this mean I don't need access to source systems like eRETA?
- No, it just means you have a centralized location to access some of your agency's real estate data that spans across several PBS systems. If you are looking for information on RWA Work Requests, any in-depth information on accepted RWAs, or if you are submitting any information to GSA (e.g. RWA Work Requests, RWA Amendments), you must continue to use eRETA.
- Visit www.gsa.gov/ereta or the site listed in the following Q&A for a crosswalk titled "My RWAs vs. eRETA" which details the various features and data elements included in the Dashboard versus eRETA.

Where can I find more information about the PBS Customer Dashboard (e.g. gaining access, training)?
- More information can be found at the following link:
  https://sites.google.com/a/gsa.gov/customer-engagement/dashboards-resources/pbs-customer-dashboard

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BONUS KNOWLEDGE: When entering RWA Amendments in eRETA, certain fields are editable (or not editable) based on the input code selected. For a crosswalk listing editable fields by input code, visit www.gsa.gov/ereta and navigate to the "eRETA Training Materials" page where you'll find the crosswalk under the user guide titled "Submitting RWA Amendments to GSA in eRETA".

DOUBLE BONUS KNOWLEDGE: Training, training and more training!
Visit www.gsa.gov/ereta where you'll find a wealth of training materials including user guides, Quick Tips (like this one), and more. Also we are offering one live virtual training session per month, featuring highlights from past eRETA Overview and Advanced sessions. These trainings are held through GSA's Client Enrichment Series and you can register by visiting www.gsa.gov/ces or by clicking the links below!
- **eRETA Digest - Live Virtual Training Session**
  - March 10: 1-2:30pm (eastern)
  - April 14: 1-2:30pm (eastern)
  - May 12: 1-2:30pm (eastern)