



# 1.0 WELCOME

Welcome to Rent on the Web (ROW), an easy, convenient way to search and retrieve specific information in the General Services Administration (GSA) Rent Bill Reports. Using ROW you can view, print, and save bill reports or the supporting raw data. The search results are based on the specifications entered by the users.

Reports from June, 1998 through the current billing month are available for query. Both the Intra-governmental Payment and Collection (IPAC) and the Billed Office Address Code (BOAC) reports are available.

To perform a search, fill in the data fields on the Search Page with the information you know, (e.g., March, 2013, Region 10, and so on). Each additional item you enter will narrow down the search.

The application will find rent bill information that matches your search. You can view reports on your computer screen, print reports from your Internet browser, or download reports and save them. ROW offers two download formats:

- Web pages - Hyper Text Markup Language (HTML) allows you to view and print rent bill reports using your Internet Browser.
- Spreadsheet - Comma Separated Values (.CSV) allows users to view, download, and print supporting data using a spreadsheet.

Supporting data is available in five spreadsheet formats. Each provides a spreadsheet of the raw data used to generate the selected rent bill report. The five formats of supporting data are:

1. Current - Current data represent advance payments made for the month being queried.
2. Adjustment - Adjustment data are positive or negative adjustments to rent charges based on actual occupancy during the month.
3. Current and Adjustment data combined.
4. Current, Adjustment data combined with expired OAs.
5. Rebill - Rebill data, if applicable, represents the revised rent bill for the month.

Instructions for searching, viewing, saving, printing, and interpreting the ROW Rent Bills are contained in the subsequent sections, as well as tips on Using Online Help and a Glossary of computer terms.

ROW works best with Microsoft Edge Version 115.0 or higher.

If you have any questions about your rent bill, please contact the person whose name is on the bill. For questions about ROW, please email the helpdesk at [rent.on.web@gsa.gov](mailto:rent.on.web@gsa.gov).

## 2.0 SEARCHING

To search and retrieve a specific Rent Bill Report, simply fill in the data fields on the Search Page with the appropriate search parameters. Then click Start Search to see a listing of applicable reports.

### 2.1 Instructions

When a user accesses either the Extranet or Intranet ROW website, the Search page will appear with the following common options:

- Rent Bills – Ability to search and retrieve GSA/PBS rent bills.
- Rent FIT Bills – Ability to search and retrieve GSA/PBS rent FIT bills.
- DHS Security Charges – Security charges that agencies have to pay to the Department of Homeland Security.
- Exemptions – Rent bills that were affected by Hurricanes Katrina, Rita, and Wilma.
- Expiring Leases/OAs – Provides information on expiring leases and expiring OAs for buildings.
- Merge Agency CSV Files – Ability to merge multiple CSV files for an agency.
- Rent Estimate – Rent Estimate data shows the revised current year and the rent estimate for the next fiscal year displayed in spreadsheet format and rent bill format.
- Text Search – Capability to search rent bills based on a name, word, or combination of words.
- Newsletter – The newsletter is updated on a monthly basis.
- Help – The help link contains a number of sub links:
  - Help – This is a condensed version of the User Manual.
  - FAQ – Most frequently asked questions for ROW.
  - Rent Bill Definitions – Definitions of Terms used on the Bill.
  - Reasons for Rent Changes – Explains why the rent bill can change.
  - User Manual – This is the online .pdf version of the User Manual.

For users on the Intranet, there are three additional options available:

- Management One reports - Two types of Management One reports for querying
- Preview Bills - The rent bills and Management One reports that are created in advance each month in order for the agencies to see what their projected bill will be and make corrections if necessary before the final bill is generated.

For users of the Extranet, there are three additional options available.

- GSA Online Billing
- Change Password
- Change User Info

*You will get better results by making your search as specific as possible.* For example, if you choose 2013 but also choose July, the wizard will retrieve a much shorter list of reports. Choose other categories to narrow your search even more. Click in the blank data fields and type in the appropriate information, such as CBR Number, Bill Number, and so on. With every data field you fill in, the search becomes more specific. You can click the Reset button at any time to clear the data fields and start over.

If you do not know the complete number or word you're looking for, just type in the first few characters. For example, if you want the rent bill for a property in Indianapolis but forget how to spell it, just type "Ind" in the City data field. The software will search and retrieve bill reports for properties in any city starting with "Ind": Indianapolis, Independence, and so on.

## 2.2 Example

You work for the Miscellaneous Government Bureau and your boss has asked you to find the Rent Bill Report for June. However, she forgot to specify which year. You know your boss manages Region 5 and she uses BOAC reports. How should you find the report? Open your Internet browser and login to "Rent on the Web." On the Search Page, fill in the data fields with the information you know:

- Report: Click the Report arrow and choose BOAC.
- Month: Click the Month arrow and choose June.
- Region: Click the Region arrow and choose 5.
- Bureau: Click the Bureau Name arrow and choose Miscellaneous Government Bureau.

Click the Start Search button to begin searching. The wizard will search and retrieve a list of reports that fulfill all four criteria: BOAC Report AND June AND Region 5 AND Miscellaneous Government Bureau.

From the Results Page, click the link in the Page Number column to view **that** page of the report. Then click the Next and Previous buttons on the Bill Page to "flip through" the bill report until you find the page you need.

If you need to know what items in your rent bill mean, consult the Rent Bill Definitions document online.

The sections below contain complete instructions for Viewing, Saving, and Printing, Rent Bill Reports, as well as tips for Using Help and a Glossary of common computing terms. If you have further questions about finding rent bills online, please [email](#) us.

## 3.0 VIEWING

When a search is performed, the **Results Page** displays a list of rent bills that match the search criteria. The reports on the **Result Page** are grouped in the following order: **Report Type, Year, Month, Account Code, and Page Number**. In other words, the application groups all BOAC reports together and all IPAC reports together. Within the BOAC reports, the application groups all the reports for the current calendar year together and any reports for previous calendar years are grouped according to their

respective years. Within each calendar year group, the application groups all January reports together, all February reports together, and so on.

### 3.1 Finding Rent Bills to View

To view a bill page or report, it must be available on the **Results** list. The user can either search the list manually or use the **Find** command from the browser menu. To search the list manually, use the scroll bar at the right side of the screen to move up and down the list. The application returns the results in groups of 25 records to a page and the option exists to view the results by page.

Perform the following steps to use Microsoft Edge's search function:

1. On the Results Page in the Microsoft Edge Web browser, click **Edit > Find (on This Page)** from the menu bar.
2. The **Find** window opens.

In the **Find what:** text box, type what you are looking for and click **Find Next**. (Remember, if you don't know the complete number or word, you can type just a few characters. Make sure **Match Whole Word Only** is deselected first.)

### 3.2 Viewing a Specific Rent Bill Page

Click a number in the Page Number column to see that page of the rent bill report. For example, to see page 59 of the bill report listed, click the link [59](#). When the Bill Page appears, use the Next and Previous buttons on the navigation bar to "flip through" the bill until you find the page you need. Once you find the correct page, you can print it by clicking the print icon located at the top right hand corner of the page.

If you do not find the correct bill page, you can skip ahead in the results list and try something else. You can choose another page in the same report, or another report altogether. You do not need to click the Next button repeatedly: just click the Results List button on the navigation bar and the Results Page will reappear.

If you still do not find the correct bill page, you can try a new search. Just click the Modify Search button on the Bill Page navigation bar. The Search Page will reappear with your previous search parameters filled in. You can modify your selections or click the Reset button to clear the page and start again.

### 3.3 Viewing a Complete Bill Report or Supporting Data

You can quick-view a complete rent bill report or its supporting data without having to download and save first. Quick-viewing is helpful when you only need to answer a few questions for a customer.

To view the selected bills, click the Show Selected Bills icon under the Download Bills & Data column. To quick view the CSV files, which are the raw data for all bills within the account code selected, click the Download Page icon under the Download Bills & Data column. The Download Page is displayed. Click any of the five options - Current Data, Adjustment Data, Current & Adjustment Data, Current, Adjustment Data & Expired OAs

or Rebill Data. Click Open on the File Download dialog box displayed and the results will be displayed in spreadsheet format.

## **4.0 DOWNLOADING AND SAVING**

Once you have found the rent bill report or supporting data that you need, you may wish to save it for future reference. You can do this easily by downloading and saving to your computer's hard disk.

If you download reports frequently, you can create a folder especially for rent bill information. Rent bill files have confusing names and are often difficult to tell apart. When you save files to your folder, you can give them a simpler name. To rename a file, highlight the portion of the name before .ASP or .CSV and type in a new name. For example, to rename S0019.ASP, highlight "S0019" and type "June 2008" instead and change the file type as HTM, so that document is named June 2008.HTM. This new name will help you find it later.

### **4.1 Downloading Rent Bills**

Rent Bill Reports range in size from 2mb to 50mb. Rent bills are formatted as the previous hard copy of the bill and make it easy to read the printed copies.

Click the link corresponding to your desired account code in the Download Bills & Data column on the Results Page. Then right-click the Show Selected Bills link on the Download Page and choose Save Target As. The Save As dialog box will appear, with the name of your bill report in the File Name box. Navigate to the folder in which you would like to save the report. Double-click the folder to open it, and then click Save. Close out of the Download Page to finish.

### **4.2 Downloading Supporting Data**

Supporting data files range in size from 2mb to 50mb. Rent bill data is formatted as a Comma Separated Values (.CSV) file containing special codes that split the data into rows and columns. These formatting codes ensure that you can open the report using any standard spreadsheet program.

Click the link corresponding to your desired account code in the Download Bills & Data column on the Results Page. Right-click the Current Data, Adjustment Data, Current & Adjustment Data, Current, Adjustment Data & Expired OAs, or Rebill Data (.CSV) link on the Download Page and choose Save Target As. The Save As dialog box will appear, with the name of your bill report in the File Name box. Navigate to the folder in which you would like to save the report. Double-click the folder to open it, and then click Save. Close out of the Download Page to finish.

## **5.0 PRINTING**

You can print specific pages of Rent Bill Reports right from your browser using the instructions in Section 5.1. To print an entire report or its supporting data, first download

the file, then print using the instructions in Section 5.2, or if the report is small, use File on the menu bar and select print.

## 5.1 Printing Bill Pages from Your Browser

If you need only a few pages from a Bill Report, you can print directly from your Internet browser by selecting the File on the Menu bar and then selecting Print option.

## 5.2 Printing a Downloaded File

To print a complete Rent Bill Report or supporting data file, first download it to your computer. Then navigate to the file and open it using your word-processor (bill reports) or spreadsheet (data files). To print, choose Print from the File menu or click the Print button on your toolbar. You can either print the entire file or specify specific pages to print.

# 6.0 USING HELP

You can flag or print Help to assist you while using Rent on the Web. Follow the instructions below for your Internet browser.

## 6.1 Flagging Help

You can “flag” Help for quick reference by adding a Favorite to your Internet browser. To add a Favorite for Help to your browser, right-click anywhere in Help and then choose Add to Favorites from the small menu that appears. Type the name you would like in the Add Favorite dialog box, then click OK.

## 6.2 Printing Help

You can print Online Help to assist you while using Rent on the Web. Select File on the Menu bar and select print.

# 7.0 GLOSSARY

The following definitions will help you use your computer, Rent on the Web, and the Internet. They are in alphabetical order.

**BOAC:** A type of Rent Bill Report. The abbreviation stands for Billed Office Address Code.

**Browser:** A software program that allows you to access the Internet and World Wide Web. Browsers function as an interface or window between you and the Internet.

Browsers come in different versions (5.5, 6.0, 7.0, etc.); sometimes a web page created in a newer version of the browser will not open in an older version of the browser. **Comma Separated Values (CSV):** A type of data file. Comma Separated Values file names end in .CSV and contain special formatting codes. These formatting codes split the data into

rows and columns so that you can open it in any standard spreadsheet program. **Data**

**Field:** A blank or box you fill in with information—Name, Address, City, and so on.

**Download:** A means of copying a file from the Internet to your workstation computer.

When you download a file, you must specify whether you just want to read it, or whether you want to save it on your computer so you can read it again later.

**Drop-down Menu:** A menu that appears when you click the small arrow next to a data field.

**Favorite:** A marker that allows you to return to a web page quickly and directly. **Link:**

An underlined word or phrase that connects or “links” you to something when you click it. Links are usually a different color, and jump you to things like another paragraph, another document, an email message or a web page.

**IPAC:** A type of Rent Bill Report. The abbreviation stands for Intra-governmental Payment and Collection.

**Parameters:** The boundaries, or search criteria, of a query. When you ask the Search or Advanced Search functions to find June Region 5 BOAC reports, you are creating boundaries. You want only June, not any other month. You want only Region 5, not all regions. And you want only BOAC reports, not IPAC, and not both types.

**Portrait:** A type of page orientation. Portrait organizes pages in the vertical direction; you hold the page “up and down” to read it.

**Public Buildings Service (PBS):** A division of the U.S. Government General Services Administration (GSA) that is responsible for leasing and managing federal properties nationwide.

**Query:** A question you ask a search engine, software program, or other application.

When you fill in BOAC, June, and Region 5 on the Search Page, what you are really doing is asking, “Which BOAC Region 5 rent bill reports were created in June?”

**Rent Bill Reports:** Monthly rent statements sent to customers by GSA-PBS. **Rent on the Web:** The Internet-based rent-billing system of the Public Buildings Service. Using Rent on the Web, customers can look up rent bills online.