Welcome to today’s presentation on

**RWA Tools for the Customer: eRETA and VCSS**

The presentation will start at 12:00 p.m. MDT

**Note:** Phones are automatically muted during the presentation. You have the ability to send questions to the host and presenters through your questions pane. They will answer as many of the questions as possible throughout and at the end of the presentation. All questions will be captured, and answers sent to all participants prior to the next presentation.
Client Enrichment Series

RWA Tools for the Customer: eRETA and VCSS

Hosted by: Dawn Warner, RAM, GSA region 8

Presented by:

Steve Sacco, National Program Manager,
Facilities Management,
Small Projects and Reimbursable Services,
GSA Central Office

Larry Sampson, Financial Management Analyst
Communications and Training Branch
Office of the Chief Information Officer
external RWA Entry and Tracking Application (eRETA)
Allows users access to RWAs managed by multiple Agency Bureau Codes (ABCs) with a single log-in

Functionality includes:

- Run customized queries for an RWA using any of the 25 search criteria
- Review current financial activity of the RWA
- View uploaded documents and files for the RWA
- Download groups of RWA data to Excel for analysis

Replaced the antiquated “RWA Search” Website

- Roll out began in April 2011
- Available to all agencies by June 2011

Information and access available at: [www.gsa.gov/ereta](http://www.gsa.gov/ereta)
The following slides provide sample screenshots, however for purposes of this demonstration the trainer will log into the live eRETA environment.

Screenshots are provided for participants logged in via the audio portion only.
eRETA User Account Request Process

1. Complete the eRETA User Account Request Form on-line by clicking here. Use the List of Agency Bureau Codes (ABCs) below to help complete the on-line form. The “eRETA User Account Request Form” link above opens a Google Form. Some agency firewall settings block this website. If you are unable to open the link above, please email us at eRETA@gsa.gov and request to complete the “eRETA User Account Request Form” via e-mail.

NOTE: Please only select Agency Bureau Codes listed on the attachment below. GSA and its systems recognize these codes, even though some agencies may recognize slight variations of these codes. Until such a time that Agency Bureau Codes are standardized across the federal government, the codes below will be the only ones recognized by eRETA and GSA Systems.

   List of Agency Bureau Codes
   GSA IT General Rules of Behavior

2. Complete the “eRETA Application Clearance Verification Form” available below. This form is required by GSA’s Personnel Security Office. Because this form requests Personally Identifiable Information (PII), please share it with your Agency’s Personnel Security Office or Human Resources Office and GSA’s Personnel Security Office only. Full instructions on how to securely send this information to GSA are provided on the form below. Steps 1 and 2 of the eRETA User Account Request Process are separated due to the PII captured in Step 2. We apologize for the inconvenience this may cause, but we are serious about protecting your PII and want to ensure it is reviewed only by those with proper authorization.

   eRETA Application Clearance Verification Form

3. After your request has been processed and all approvals have been granted**, the GSA National Application Helpdesk will send a verification e-mail to the e-mail address provided in Step 1. Follow the steps in that verification email to finalize your account.

NOTE: We have received many questions as to why GSA is requiring the second form that captures PII. Please review the “eRETA Frequently Asked Questions and Help Topics” section below for answers.

eRETA Resources

   eRETA Resources and User Guides
   Understanding eRETA Financial Information (5/15/2012)
Launch the eRETA application from within the External PBS Portal.
### eRETA Welcome Screen

![eRETA Welcome Screen](image-url)

**Current Date and Time:** Tuesday, August 24, 2010 4:16:34 PM

**Logged in User Details**
- **User ID:** wongcl1@state.gov
- **Group(s):** eRETA_READ_ONLY_USER
- **Agency(ies):**
  - 1900 - DEPARTMENT OF STATE
  - 1929 - DEPARTMENT OF STATE, CONSULAR AFFAIRS

**Reimbursable Work Authorizations Customer Website:**
- www.gsa.gov/rwa

**National eRETA Note Board:**
- Welcome to eRETA 1.0.
eRETA Search Screen

**RWA Documentation Search**

- **RWA Type**
  - Select options

- **RWA Status**
  - Select options

- **Building Number**

- **Primary Worksite City**

- **Agency Bureau Code**
  - 1900, 1929

- **Building Name**

- **Primary Worksite State**
  - Colorado

- **Building Type**
  - Select options

- **Agency Name/Bureau Name**

- **Severable Service**
  - Select options

- **Customer Funding Type**
  - Select options

- **Request ID**

- **Agency Contact Email**

- **GSA POC Email**

**Search Results**

- **RWA Number**
  - N0712602
  - A4000462

- **RWA Status**
  - Submitted

- **Agency Bureau Code**
  - 1900
  - 944000

- **Customer Order Number**

- **BOAC**
  - 19401H
  - 1040H

- **Total Authorized Amount**
  - $1,916.75
  - $76,100,354.80

- **GSA Region**

- **RWA Start Date**

- **GSA Accounting Date**

- **GSA Region**

- **Agency Accounting Data**

- **Agency Contact Email**

- **GSA POC Email**

**Notes:**
- Only official Authorized Amounts are displayed in this report. RWAs with a status of “Pending-New”, “In Queue”, or “Failed” do not yet represent valid RWAs in GSA’s system (RETA). A “Pending-Mod” status represents RWAs undergoing an amendment and the Authorized Amount shown is that of the last successful submission in RETA. For more on RWA Statuses click on “RWA Status” above to open the Glossary.
- RWAs deemed as “sensitive projects” by the customer and/or GSA will not be displayed in search results. If you require information about a “Restricted RWA” please contact the appropriate GSA Regional RWA Manager. A list of current Regional RWA Managers can be found at [www.gsa.gov/rwa](http://www.gsa.gov/rwa).

**Select Page Size:**

20

2 Records found. Displaying page 1 of 1.
**RWA DOCUMENTS DETAIL**

**RWA Summary**
- RWA: N4000462  DATA CENTER, STATE DEPT.
- Last RETA Action: Submitted Successfully
- Estimate Tracking Number:  
- Estimate Approval Date:

**Customer Information**
- Agency: 1900 DEPARTMENT OF STATE
- Customer POC Email: Huntga@state.gov
- Customer Cert Official Email: Huntga@state.gov
- Customer Billing Contact Email: Huntga@state.gov

**PBS Information**
- Organization: P082D000 DFC Serv Ctr-RPM&S
- Worksite: AX0800AX ASST REG ADM OPR R8
- GSA POC: eddie.johnson@gsa.gov

**RWA Details**
- Acceptance Letter Date: 11/18/2009
- RWA Start Date: 08/10/2009
- Last Bill Date: 02/25/2010
- Substantial Completion Letter Date: 
- Cancellation Date: 
- Close-out Letter Date: 
- Financial Purge Date: 
- Hold Billing Indicator: No
- Agency Accounting Data: 19_901119.1-1019-94A009-183200-5443-RACF1002 2569

**Financial Summary**
- Original Auth Amount: $100,354.80
- Current (Submitted) Auth Amount: $76,100,354.80
- Commissions: $0.00
- Total Obligations: $65,122,083.79
- Total Expenses: $22,365,427
- Total Billed: $181,131.60
- Collected Amount: $181,131.60
- Fund Year: 2009
- Fund Type: M-Multi-year
- Bill Type: O-IPAC/ITE
- Bill Term: M-Monthly
- Overhead Billed Amount: $711.34
- Chargeback Amount: $0.00
- Write-off Amount: $0.00

**Project Description:**
Work shall include the procurement of the following services: pre-construction A/E, site studies, design/build, project management, construction management, construction site security management for the ARRA funded new construction project to support the Department of State data Center project in Denver, Colorado. Additional funding for the construction of this building will be added to this rwa at a later date.
<table>
<thead>
<tr>
<th>Document Type</th>
<th>Document Name</th>
<th>Last Modified Date</th>
<th>Upload Date</th>
<th>System Generated</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
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<td>RETA 2957 FORM 2010-01-25</td>
<td>01/25/2010</td>
<td>01/25/2010</td>
<td>Y</td>
<td>RETA Generated 2957 Form Submitted to NEAR on 2010-01-25</td>
</tr>
<tr>
<td>RWA 2957 Form</td>
<td>MOD 2</td>
<td>02/11/2010</td>
<td>01/20/2010</td>
<td></td>
<td>ORIGINAL RWA N4000462</td>
</tr>
<tr>
<td>Customer Correspondance (Other)</td>
<td>INVOICE REJECTION</td>
<td>12/03/2009</td>
<td>12/03/2009</td>
<td></td>
<td>Invoice rejection letter for invoice #T083125</td>
</tr>
<tr>
<td>CL2 - Acceptance</td>
<td>Acceptance Email</td>
<td>11/18/2009</td>
<td>11/18/2009</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>RWA 2957 Form</td>
<td>RETA 2957 FORM 2009-11-12</td>
<td>11/12/2009</td>
<td>11/12/2009</td>
<td>Y</td>
<td>RETA Generated 2957 Form Submitted to NEAR on 2009-11-12</td>
</tr>
<tr>
<td>RWA 2957 Form</td>
<td>MOD 1</td>
<td>02/11/2010</td>
<td>11/09/2009</td>
<td></td>
<td>ORIGINAL RWA N4000462</td>
</tr>
<tr>
<td>DoD Compliance Documentation</td>
<td>DEPARTMENT OF STATE TESTIMONY</td>
<td>10/20/2009</td>
<td>10/20/2009</td>
<td></td>
<td>SUPPORTING DOC'S</td>
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<tr>
<td>Estimates</td>
<td>ESTIMATE</td>
<td>10/20/2009</td>
<td>10/20/2009</td>
<td></td>
<td>initial estimate</td>
</tr>
<tr>
<td>CL2 - Acceptance</td>
<td>Acceptance Letter</td>
<td>10/05/2009</td>
<td>10/05/2009</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>CL2 - Acceptance</td>
<td>Acceptance Email</td>
<td>10/05/2009</td>
<td>10/05/2009</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>RWA 2957 Form</td>
<td>RETA 2957 FORM 2009-08-24</td>
<td>09/14/2009</td>
<td>08/24/2009</td>
<td>Y</td>
<td>RETA Generated 2957 Form Submitted to NEAR on 2009-08-24</td>
</tr>
</tbody>
</table>

**If the document does not open** users should install the missing software required for viewing the document.
eRETA Help Menu
GSA Admin Controls allow sensitive RWA projects to be hidden from eRETA queries.
eRETA Customer Feedback

Researching RWAs with eRETA will be so much more informing and detailed [than the RWA Search website]. I can’t wait!!

- Marion Williams, Program Analyst, DHS/FEMA

I look forward to using the new eRETA system in the future!

- Customer Tester, DHS/CIS

eRETA brings the GSA RWA search tool into the 21st century, adding the ability to search and verify information much quicker than before.

- Carlos Proctor, Senior Financial Analyst, Dept of Education
What eRETA 2.0 brings to the table

Ability to enter RWA requests directly

Tracking of work requests from RWA Receipt to RWA Acceptance

Digital Signature Capabilities – no more paper!

Scheduled for Winter 2014
GSA’s Vendor and Customer Self Service (VCSS)
Vendor and Customer Self Service (VCSS) is a web application that allows users to quickly and efficiently access information concerning their accounts.

- VCSS provides a single location for GSA customers to do the following:
  - View Account, Billing and RWA (Agreement) information
  - Submit correspondence
  - Submit a dispute request

- There are two types of registration:
  1. VCSS account code
  2. User ID
Vendor and Customer Self Service - Homepage

- Training
- Contact Us
- System Login
- Registration and Access Request
- Support Request
VCSS Online Training

- **Segment 1:** Introduction
- **Segment 2:** VCSS Account Registration & Requesting Access
- **Segment 3:** Basic Navigation
- **Segment 4:** Account Information
- **Segment 5:** Statement and Dispute Information
- **Segment 6:** Customer Payment Information
- **Segment 7:** Correspondence Information
- **Segment 8:** External Applications Information
Support Request Overview

• Support requests can be created from the GSA Launch Page.

• The following types of support requests can be created:

1. Change Account Administrator
2. Remove Account
3. Remove from VCSS
4. Update User Profile
Menu Bar

• Use the menu bar to navigate through your account and access account information.

• Accounts (segment 4)
• Statements (segment 5)
• Payments (segment 6)
• Correspondence (segment 7)
• External Applications (segment 8)
Accounts Menu

• **Account Information or Account Search**
  - If you have access to only one account, then the Account Information menu option displays. This will review general information of your account.
  - If you have access to more than one account, then the Account Search menu option displays. You can search for the account you would like to review information on.

• **Account Summary**
  - Review balances for your accounts.

• **Outstanding Balances by Account**
  - Review a list of outstanding balances for your accounts. (This page is the same as the home page).

• **Business Line Summary**
  - Review account balances sorted by GSA business line (i.e. Rent and Fleet).
Statements Menu

• **View and Print Statements**
  – View and print statements for your accounts.

• **Statement Search by Agreement**
  – Search for and view statements by your GSA agreement number.

• **View Details**
  – View details for statements on your accounts.

• **Dispute Statement/Details**
  – Dispute a statement that you think might be in error (for non-IPAC statements only).
  – Disputes of IPAC bills should be performed via Treasury IPAC guidelines using the chargeback process.

• **View Dispute Requests**
  – View dispute requests and status of your disputes.
The Statement Search by Agreement page is used to search for statements by your GSA Agreement Number.

- Provides the ability to search for Statements using Agreement Number (for RWA/HOTD customers, this would be the “RWA Number”).
- Search criteria includes:
  - Agreement Number
  - IPAC Information (Funding Document, Purchase Order Number, etc.)
  - Account Information (Account Code, Agency, Bureau, etc.)
- Provides the ability to view the Statement by launching the Statement Query pre-searched by the selected number.
- To access the Statement Search by Agreement page, from the menu bar select **Statements > Statement Search by Agreement**.
The Statement Search by Agreement page displays with a search criteria area to search for statements associated with your account.

- Enter search criteria and select the [Search] button.
• **Statement Search by Agreement Page**
  - In the search results, review the statement records.
Payments Menu

- **View Customer Payments**
  - Search for and view payments made to GSA for your accounts.

- **View Refunds**
  - Search for and view refunds received from GSA for your accounts.
Correspondence Menu

- **View Account or Statement Correspondence**
  - Select the View Account Correspondence option to search for and view account correspondence.
  - Select the View Statement Correspondence option to search for and view correspondence for a specific statement on your account.

- **Create Account or Statement Correspondence**
  - Select the Create Account Correspondence option to create account correspondence.
  - Select the Create Statement Correspondence option to create correspondence for a specific statement on your account.
External Applications Menu

- If you need to access an application outside of VCSS, select one of these External Applications menu options.
  - From the menu bar, select **External Applications > [application]**.
eRETA Questions
Contact us at eRETA@gsa.gov
Find out more at www.gsa.gov/ereta

BAAR-VCSS Questions
Contact us at baar@gsa.gov
Find out more at www.gsa.gov/baar
For VCSS Assistance ocfoservicedesk@gsa.gov
or 866-450-6588
Questions?
• Thank you for joining us today for a discussion on RWA Tools for the Customer: eRETA and VCSS

• Future sessions
  – June – Introduction to the Federal Acquisition Service (FAS)
  – July – Introduction to PBS Pricing Policy
  – August – Introduction to Occupancy Agreements

www.gsa.gov/ces
ClientEnrichmentSeries@gsa.gov
If you are interested in attending future PBS Client Enrichment Series webinars, but are not on our CES mailing list, please send a request to our clientenrichmentseries@gsa.gov inbox and we'll add you to our CES mailing list. As a member of our CES mailing list you will directly receive CES presentation slides, Q&As for each session, and notifications for future scheduled CES sessions.

Thank you!