

Client Enrichment Series – Q & A



Topic: Introduction to RWAs and eRETA 2.0

Date of Presentation: April 16, 2015

Link to Series Information: [CES Historical Topics](#)

As a reminder to our participants, slides are available at gsa.gov/ces.

1. I know eRETA is updated during the day. When do these updates occur?

GSA's internal RWA Entry and Tracking Application (RETA) interfaces with Pegasys, GSA's Financial Management application through which all GSA financial activity is transacted. RETA downloads the latest financial information from Pegasys three times per day at 8:00am, 12pm, and 4:00pm ET. Since eRETA is directly tied to RETA, eRETA's financial information is updated at approximately the same times.

2. How do we obtain an eRETA account?

Visit www.gsa.gov/ereta and follow the three-step process outlined on this page. Steps 1 and 2 can be done simultaneously, however please be sure to send them to the appropriate groups outlined on each form (other steps should NOT be sent to the same groups).

3. How quickly is access to eRETA granted after you submit your request?

Step 1 takes one minute to complete. Step 2 is the most variable since it depends on how quickly your agency's Personnel Security Office or Human Resources Office completes its portion of the form. If GSA's Personnel Security Office determines that there are no issues, it will immediately inform the eRETA Team that you have the appropriate clearance with your home agency and can be granted access to GSA's system. However, if GSA's Personnel Security Office and your agency need to resolve any issues, completing Step 2 will take longer. Depending on whether issues are identified, Step 2 can take as little as one day or as long as a couple of weeks. Within one to two days of Step 2's completion, GSA's Helpdesk will create a user ID and

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password for you. During Step 3, you will receive a “Welcome to eRETA” email containing final instructions on activating your account.

4. What is VCSS?

VCSS stands for “Vendor and Customer Self Service.”. This is an online portal tied in directly to GSA’s Financial Management system Pegasys. VCSS allows vendors to submit invoices to GSA online for payment. VCSS also allows customer agencies to log in and obtains copies of billing statements for any GSA business line they might do business with. This is not specific to only VCSS contains RWA bills,, but also includes rRent bills, Ffleet bills, and bills from any of the other 45 GSA business lines that bill for their services.

5. I am a VCSS user, but can’t access all of the bills for the RWAs I create since the person who was in charge of those accounts has left and can’t give me access.

The eRETA team does not manage VCSS. We would recommend contacting VCSS at the “Contact Us” link found at vcss.gsa.gov.

6. When is the projected rollout of eRETA 2.0?

The eRETA 2.0 development schedule has not yet been developed.. However, GSA plans to divide the rollout into two phases with the first phase estimated to begin Q2 FY2016 (though this estimate could change when a final project plan is created).

7. How far back do RWA records go in eRETA?

eRETA went live in May 2006. eRETA contains RWAs created in FY2006 to the present. Additionally, eRETA also contains any pre-FY2006 RWAs that were still open and active in FY2006. . This may include RWAs that started as far back as the 1990s.

8. Can the customer agency upload documents to eRETA. If not, will this feature be available in eRETA 2.0?

Currently eRETA 1.0 is purely read-only for customer agencies. However, eRETA 2.0 will enable customer agencies to upload documents pertaining to RWAs. Please note that this ability will be limited to only certain user roles within eRETA (read-only users will not have this ability).

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9. Is there a way I can confirm whether or not I have access to eRETA if I haven't used it and don't have a password?

If you've ever logged into eRETA successfully, you have the appropriate approvals to access it again. However, eRETA access lasts 12 months at a time. The helpdesk will email users 30 days before their access expires. If you fail to respond, your eRETA access will be temporarily disabled. If this occurs, please email COPBSApp@gsa.gov to request that your eRETA access to be reinstated. This group will work with the eRETA Team to have your access reactivated. If you forgot your password to login to the external portal where eRETA is housed, visit <http://extportal.pbs.gsa.gov/> and use the online "Reset My Password" feature. Alternatively, you may contact the PBS Helpdesk at COPBSApp@gsa.gov or (866) 367-7878.