Welcome to today’s presentation:

*eRETA Digest*

*August 10, 2021*

*The presentation will start at 1 pm Eastern*

**Note:** Phones are automatically muted during the presentation. You can ask questions via the Q&A feature and our eRETA eXPERTS will address them. A formal Q&A document, session slide deck, and a recording of this class will be made available on [www.gsa.gov/ces](http://www.gsa.gov/ces) after our session.
external RWA Entry and Tracking Application (eRETA)

eRETA Digest
August 10, 2021

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**eRETA**

**Required use of eRETA to send RWAs and RWA Work Requests**

We have an extensive outreach and training program developed that will allow preparation time to enable our customers to institute this new process.

A host of resources, guides, presentations, Q&A and training videos are available online at:

- [www.gsa.gov/ereta](http://www.gsa.gov/ereta)
- [www.gsa.gov/ces](http://www.gsa.gov/ces)
What access do you currently have in eRETA?

- Data Entry user
- Read Only user
- I don't have an eRETA user ID yet
Audience Poll - Number of Work Requests

If you are a Data Entry User, approximately how many RWA Work Requests have you sent to GSA in eRETA since eRETA was required in Oct 2019?

- 1-5
- 6-10
- More than 10
- I am not a Data Entry User
Today’s Topics

- **FY2021 Year-end Reminders**
- eRETA Website and Access
- Work Request Workflow
- Understanding the eRETA Searches and a walkthrough of all search fields
- Work Request/RWA “Progress Tracker” *(NEW - April 2021)*
- Creating a Work Request
  - Tab Instructions Feature
  - Data Entry - Customer Info, Billing Info, Accounting Details, Customer Approval
  - Component Treasury Account Symbol (TAS) Format and “My Favorites”
  - Multiple Funding Strings and the “Line to Bill” Feature
  - Validations on Dollar Amounts, Treasury Symbols, and Period of Performance *(NEW - April 2011)*
  - Digital Signatures
- Four RWA Amendment Input Codes
- Open Q&A
FY2021 Year-end Reminders

All “fully executable” RWAs must be sent to GSA for acceptance in eRETA no later than **Wednesday, September 8th, 2021.** ([Click here](#) for official year-end guidance)

“Fully executable” is defined as meeting the following three conditions:

1. A clearly defined scope of work for a current bona fide need,
2. The appropriate funding based upon an approved and [linked](#) eRETA Summary Cost Estimate (SCE), and
3. The “Send to GSA” button has been clicked in eRETA generating the “Customer Request for Acceptance” automated notification (a copy will automatically be saved in the Documentation section of eRETA)

PBS is unable to accept RWAs from customers sent after September 8, 2021. The only exception is for severable service requests (e.g., additional cleaning services in response to COVID19).
Gaining Access and Training Materials

Visit www.gsa.gov/ereta

Main page is where you can find:

- Link to the PBS External Portal (where you go to login to eRETA)

“Training Materials” page is where you can find:

- Detailed user guides and Quick Tips on how to navigate and use eRETA
- Video demonstrations and recordings of past training sessions

“How do I access eRETA” page is where you can find:

- Detailed steps on applying for eRETA access (3 simple steps)
  1. Complete initial online application (Account Request Form)
  2. Forward completed Account Request Form to your supervisor and have them send directly to eRETA@gsa.gov with a statement affirming your request for access
  3. Receive “Welcome to eRETA” email and follow final instructions
### Work Request Workflow

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
</table>
| Customer enters Work Request (WR) into eRETA | **Pre-Planning Status**  
Customer saves WR information |
|                         | **Unassigned Status**  
Customer send WR to GSA |
|                         | **Planning/Estimate Status**  
GSA assigns PM/POC to project/service  
GSA PM/POC and Customer develop requirements (Scope and Estimates)  
Customer enter remaining information and sends to GSA for acceptance |
|                         | **Pending-New Status**  
GSA reviews and enters GSA-specific information |
|                         | **Sig-Requesting Status**  
GSA routes for digital signatures |
|                         | **Accepted Status**  
Customer and GSA digitally sign RWA via DocuSign Email |
eRETA Search Tips and Tricks

- Multiple search criteria means eRETA will search for all records that match ALL criteria entered
- The “little person” icon auto-populates your name in the User ID field
- Hyperlinks on the searches and throughout eRETA open up the Glossary definition for that term
  - Customer ID - searches for records that have the matching data in the “Requisition ID”, “Customer Order Number”, “Agency Accounting Data”, or the “Brief Project Description” fields
- “Pending Action” filter allows you to locate WR/RWAs awaiting your action and attention
Magnifying glass icons open search windows for the search criteria in question.
eRETA Search – Export to Excel

- Export to Excel of any search provided additional data that cannot be displayed on screen (due to space limitations)
- The Financial Review Export to Excel is one of the most widely used, supplementing data you might pull from other GSA websites (i.e. the PBS Customer Dashboard).
The Progress Tracker displays beside the “Customer Information” for all Work Request and RWAs.

The top will indicate who has the current action: you as the customer, GSA, GSA HQ Office, or no action (this final status will display for RWAs that are now accepted or those that are cancelled).

The bubble will move down the path as the Work Request gets closer to RWA Acceptance.

The Progress Tracker currently only displays for Work Requests up to RWA Acceptance. Subsequent RWA amendments will not show a new set of statuses.
Creating/Submitting RWA Work Requests (WR)

- Data Entry Wizard allows customer to provide basic information to GSA about the requested project or service.
- Required fields are marked by a red asterisk (*).
- The “Description of Requirements” field should be as detailed as possible:
  - Attach documents to provide more details if necessary.
- A tracking “Work Request Number” is generated after the user clicks ‘Save’, which you will see on the next slide.
Creating/Submitting RWA Work Requests (WR #)

- A unique tracking Work Request Number and the WR status is changed to ‘New’ indicating it is saved for future lookup.

- It is not yet submitted to GSA. The user would have to click the “Submit Request” button to route the WR to the GSA region who will then assign a GSA Project Manager.

- Once the eRETA user clicks “Submit Request”, the WR status changes to ‘Unassigned’...see next slide.
Creating/Submitting RWA Work Requests - Status

- After submitting the request to GSA, the Work Request will have an ‘Unassigned’ status, meaning GSA is in the process of assigning a PM to the project/service.

- Once GSA ‘Assigns’ a GSA PM to the WR, the customer may move on to following tabs. If the GSA PM is already defined, then the customer may move on to following tabs before GSA assigns the WR.
• Once GSA assigns a PM, the customer receives an automated email notifying them of the assigned PM.

• Customer now has access to all customer tabs in RETA (equivalent of page 1 of RWA Form 2957).

• Requirements development and cost estimating should occur between GSA and customer offline.

• Once GSA PM creates estimate in RETA they can link it to your WR for easy viewing in eRETA and/or email it to you.
Tab Instructions Feature

- Tab Instructions link is located at the bottom of the “RWA Wizard” when in Edit mode.

- Clicking it opens a new pop-up box on the screen which gives helpful information regarding how to enter information on your WR/RWA.
- As the WR becomes an RWA, customers and GSA can update data on the seven data entry tabs.
  - Customer data (first 4 tabs)
  - GSA data (final 3 tabs)

- Customers should begin entering data in eRETA at the same time they would previously have started the 2957 Form or whenever a GSA estimate is received.

- Magnifying glass icons provide “lookups” to query codes not memorized.

- Star icon allows customers to save “My Favorites”
Entering RWA Information (Accounting Details)

- Enter the appropriation(s) funding this RWA including the fund year, fund type, fund expiration date, Treasury Symbols, and Accounting Data (all data is transferred to future billing statements for easy reconciliation).

- Multiple funding sources (e.g. multiple appropriations) can fund an RWA. However the sum of all sources must equal the authorized amount.

- If multiple funding sources provided, only one funding source can be billed at a time. Check the “Line to Bill” column
Treasury Account Symbol (TAS) and “My Favorites”
TAS and “My Favorites” (cont.)

- Highlight the “star” icon to save a favorite TAS
- Instructions explain the exact “Component TAS” format required by Treasury and GSA billing system
- Use partial TAS code to run a search
- TAS search allows for both “Component” format and also “Two-digit year” format
Multiple Funding Strings and “Line to Bill” Feature

- GSA Billing system can only bill one (1) accounting line at a time
- E-input code can be used to change which line is billed
Confirming “Agency Certified Amount” matches GSA Estimate (page validation)

- The amount of the estimate linked to your Work Request now displays on the “Billing Information” tab just above the “Agency Certified Amount” field.

- If a different amount is entered from the estimate, the “Estimate Total” will turn red to indicate the amounts do not match.

- If the amounts remain different (by more than +/- $1.00), eRETA will prevent you from submitting the Work Request to GSA (see next slide).

- Either the “Agency Certified Amount” must be updated or you must work with your GSA Project Manager if you believe the estimate amount is incorrect.
If the “Agency Certified Amount” on the “Billing Information” tab remains different (by more than +/- $1.00) than the GSA estimate linked to the Work Request, eRETA will prevent you from submitting the RWA to GSA.

Either the “Agency Certified Amount” must be updated to match the linked estimate or you must work with your GSA Project Manager if you believe the estimate amount is incorrect (the latter may be true during a Continuing Resolution (CR) - see next slide).
Continuing Resolution Guidance for Submitting Partially Funded OT Utility RWAs

• If the “Agency Certified Amount” on the “Billing Information” tab is different than the GSA Overtime Utility Estimate (OUE) linked to the Work Request, eRETA will display the above unique warning message.

• In this scenario, GSA realizes that some agencies can only partially fund OT Utility RWAs during a Continuing Resolution (CR). As such, eRETA directs the customer to work with their GSA Project Manager to adjust the OUE to account for the partial amount funded under the CR.
Warning Message for Changes to the RWA Period of Performance

- If the “Requested Service Period” dates on the “Customer Information” tab are adjusted on any RWA amendment (for RWAs previously accepted), the above warning message will display.

- The “Requested Service Period” dates are not the official Period of Performance (PoP) dates documented in GSA’s systems. The official dates are on the “PBS Approval” tab, which only GSA has the ability to change.

- The warning message instructs the eRETA user to: 1) ensure the amendment they are entering is an X-input code amendment (see amendment slides for definition), 2) then submit the amendment with the updates to the “Requested Service Period”, and then 3) lastly to also communicate directly with the GSA Project Manager to emphasize the requested PoP change so the official dates can be changed to match.
Capturing RWA Signatures

- The “Customer Approval” tab is where customers identify who will sign the RWA by selecting “Electronic Signature” and enter the email of the Fund Certifying Official - that’s it!

- The Fund Certifying Official will receive an email from “eSignLive” to apply his/her signature after GSA enters and verifies all information already entered in RETA/eRETA

- The “Send to GSA” button must be clicked to move the RWA towards acceptance. If not clicked, GSA will take no action and the RWA not be accepted.
If you digitally sign RWAs, make sure to add the following email addresses to your address book so your email client does not treat them as spam:

- dse@docusign.net
- dse_na2@docusign.net
- dse_na3@docusign.net
Digitally Signing in DocuSign
Audience Poll - Dedicated Funding

Does my agency need to have dedicated funding set aside for a project or service before I can submit a Work Request in eRETA to GSA?

- Yes
- No
Audience Poll - RWA Signatures

Do you need an eRETA user ID to digitally sign an RWA?

• Yes
• No
RWA Amendment Input Codes

When do I need an amendment?
- If GSA entered the RWA before eRETA and you want to correct or add any missing data
- You need to cancel the RWA after acceptance due to priority changes in your organization
- You need to add funding to an RWA

Four Amendment Types:
- E-input code: Customer Administrative Change - direct submission to Pegasys
- H-input code: Billing Change
- N-input code: Cancel/Early Completion
- X-input code: Amount and/or Scope Change
### RWA Amendment Input Codes (cont.)

- Depending on the “Input Code” selected, certain fields are editable and others are disabled (grayed out).

- Changing certain fields will automatically require new digital signatures.

- Visit [www.gsa.gov/ereta](http://www.gsa.gov/ereta) and navigate to the eRETA Training materials page for the full crosswalk listing editable fields by input code.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Admin Change (E-input)</th>
<th>Billing Change (H-input)</th>
<th>Amount/ Scope Change (X-input)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Information Page</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date of Request</td>
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<td></td>
<td></td>
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<tr>
<td>Agency POC information</td>
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<td>✓</td>
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<tr>
<td>Description of Requirements</td>
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<tr>
<td>Requested Service Period From</td>
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<td></td>
<td>✓</td>
</tr>
<tr>
<td>Requested Service Period To</td>
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<td></td>
<td>✓</td>
</tr>
<tr>
<td>Work Request for multiple buildings checkbox</td>
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<td></td>
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<tr>
<td>Overtime Utilities</td>
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<tr>
<td>Estimated Amount</td>
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<tr>
<td>Work Requests related to other RWAs checkbox</td>
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<td>Related RWAs text field</td>
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<tr>
<td>GSA PM/POC</td>
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</tbody>
</table>

### Billing Information Page

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Admin Change (E-input)</th>
<th>Billing Change (H-input)</th>
<th>Amount/ Scope Change (X-input)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency/Customer BPN</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer Order Number</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>
Amendment Summary Tab

- Amendment Summary tab shows fields that changed from previous version to amended version in blue (for H-input code and X-input code amendments).
- Click the “Send to GSA” button at the bottom of the tab to send for potential acceptance.
Audience Poll - Using eRETA

As a result of today’s session, how much more comfortable are you using eRETA to submit RWA information to GSA?

- Much more comfortable
- Somewhat more comfortable
- I still need some more training
Additional Resources

- Lots of eRETA info available at www.gsa.gov/ereta
- Lots of RWA info available at www.gsa.gov/rwa
- eRETA System question? eRETA@gsa.gov
- General RWA question? AskRWA@gsa.gov
- Specific question on an RWA project or service?
  - Contact the regional RWA Manager (see map) or locate the GSA Project Manager email in eRETA
Thank you for joining us today for

eRETA Digest

Training materials, including PDF User Guides and video recordings of previous training demonstrations, are available at:

www.gsa.gov/ereta

Questions?
Join us for the next Client Enrichment Series session!

**PBS Office of Leasing’s GLS Plus**

*Private Sector Experience, Public Sector Value*

**Thursday, September 16th, 2021**

1pm-2:30pm

**Register Now!**

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**GSA’s COVID-19 Resources for Customers**

See our [COVID-19 Website](https://www.gsa.gov/covid-19) for our Emergency Response Activities and our [Safer Federal Workplace page](https://www.gsa.gov/saferfederalworkplace) for procedures and guidance for GSA Owned and Leased Buildings, Projects and Workplaces

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Watch CES sessions on [YouTube](https://www.youtube.com)

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