Client Enrichment Series – Q & A

Topic: *eRETA Digest*
Presenter: *Rachel Bichsel*
Date of Presentation: *May 10, 2022*

Additional eRETA Digest Related Resources:

www.gsa.gov/ereta - eRETA Customer Portal (how eRETA works, gaining access & training resources)

CES Session - eRETA Digest **Presentation Video** *(previously recorded - Aug 2021)*

Q1. What does the acronym eRETA stand for?

A. eRETA means "Electronic (**e**), Reimbursable Work Authorization (that's the "**R**", how's that - an acronym within an acronym!), Entry (**E**) and Tracking (**T**), Application (**A**)

Q2. If my agency email naming convention changes (eg from @usdoj to @dea), how do I change my eRETA access?

A. Please email the eRETA@gsa.gov mailbox to request a change to your user ID / Agency Bureau Codes.

Q3. Why does it sometimes take multiple tries to connect between ereta and the component?

A. Signing into eRETA happens through an external portal and some agencies have some issues with firewalls. We encourage you to reach out to the National Application Help Desk should you experience continued issues. One recommendation we do have is to ensure you have your phone number accurately recorded in your eRETA profile. We have seen success with users receiving their one time password through a text to their government phone as opposed to email.

Q4. Can eRETA be used for GSA to provide an install service for a Physical access system in our leased facility that uses the PIV cards?

A. You can enter a Work Request in eRETA and our regional colleagues can assist with what services we can provide and their associated costs.

Q5. Recently, we have had our local GSA send us estimates, but they are not being linked in eRETA and look a little different. They said it is a new system. Is this a change that is happening?

A. It is hard for us to know what is happening specifically in each region for the SCE. Typically the SCE is linked to the RWA for the agency's POC to review and approve. Please reach out to your

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Regional RWA Manager or eRETA@gsa.gov if you have specific questions about a particular Work Request/RWA.

Q6. How long does the typical Planning/Estimate part take, up to 3 weeks?

A. It depends on the scope of the project and the availability of information from the customer

Q7. Where can I find the flow chart for the RWA Process? Is it posted online?

A. Please visit www.gsa.gov/rwa

Q8. How are RWA numbers generated?

A. The numbers are automatically generated at the creation of the Work Request in eRETA by the eRETA system

Q9. Do I need a specific internet browser to work in eRETA?

A. All eRETA processes are optimized for use in Microsoft Edge. The vast majority of features work in Chrome, but generally speaking we recommend accessing eRETA through Edge.

Q10. It seems to be taking longer than 5 business days for a work request to be assigned. If longer than a week, who would I call or email to get help?

A. You can always reach out to the appropriate RWA Manager for assistance with the status of your work request or RWA. Details may be found at www.gsa.gov/rwa.

Q11. Are the remaining funds updated per expenditure or weekly, monthly, etc?

A. The financial information is updated 4 times each day from the GSA financial application, so it's "almost" real-time data.

Q12. How many ABU / BOAC codes can any one person have access to?

A. Any one user can have access to as many AB Codes within their agency as needed. However, in order to add new AB Codes to your user profile, you will need to email the request to eRETA@gsa.gov while copying your supervisor on your request that way she or he is aware of the need for additional AB Codes.

Q13. If the block is grayed out, does that mean nothing is needed in that space?

A. Fields may be grayed out for a variety of reasons. When a field is grayed out it means that you are unable to edit that field, not necessarily that no action is required. Many grayed out fields are automatically filled out based on other fields such as your BOAC.

Q14. In the "Types of Services" section, why are you not able to enter a period of performance?

A. The period of performance is grayed out on Rachel's screen using our test example because that field is only available for Severable RWAs (Rachel selected Non-Severable).

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Q15. *For FEMA emergency mission related RWAs, that by FY period is not feasible for Mission that start after the cutoff but before the FY end. Is there a 'waiver' for the requirement for those RWAs?*

    A. The relationship established between PBS, OMA and FEMA is a bit unique. We do not have an established "waiver" but handle each situation on a case by case basis. Respecting the urgent nature of the mission critical needs and balancing the required process can be a delicate process. Please work with our national team as you already are to keep things moving expeditiously.

Q16. *How is RWA fee calculated?*

    A. Multiple resources are available on our website at www.gsa.gov/rwa under the Policy and Guidance tab that detail the fee structure, how it applies and a comparison to the previous fee structure. Generally speaking, it is a stepped fee structure that is applied to the estimate.

Q17. *Can a customer use eRETA to load info in RWA?*

    A. Yes, eRETA *must* be used to load information and documentation to create the Work Request (WR) and edit the RWA.

Q18. *How come the certifying official sometimes does not receive notification to sign and the point of contact is correct? and you can't resubmit because it goes to read only?*

    A. Some Agency Email privacy settings block incoming Docusign Emails. If the certifying official does not receive the email DocuSign, we recommend to:

        1. Confirm the email address entered on the Customer Approval tab is spelled correctly. DocuSign is using that email address when routing the RWA for digital signature.
        2. Check their Junk or Spam folder for the DocuSign email.
        3. Add the following email addresses as Safe Senders (aka Trusted Senders) in his or her email client. These are the DocuSign system sending email addresses:
            dse_demo@docusign.net
            dse_na2@docusign.net
            dse_na3@docusign.net
            dse_na4@docusign.net
            dse@eumail.docusign.net
            dse@camail.docusign.net
            dse@aumail.docusign.net

    Once all three steps are complete please reach out to GSA to request that they re-request signatures.

Q19. *If the certified amount is different from the estimate, how would you correct it?.*

    A. The certified amount must match the estimate - Rachel is going over it right now actually!

Q20. *Where do you find the GSA POC for your area?*

A. The Regional RWA Manager's contact information can be found at www.gsa.gov/rwa and clicking on "**Contact Us**" on the left pane. If you have already submitted a WR/RWA, you can find the GSA PM/POC contact on your specific WR/RWA.

Q21. For Overtime Utilities, the requested period of performance is always (in our case) 12 months, but due to CR it will be in various periods until we get to the 12 months. Do we have to put the complete period in Period of Performance from the original submission of WR?

A. Please see the "**Processing OTU RWAs During a Continuing Resolution**" user guide found on our website under our training materials tab.   For ease of access please use this link: https://www.gsa.gov/cdnstatic/QRG%20-%20Process%20OTU%20RWAs%20During%20a%20Continuing%20Resolution%2001222020.pdf

Q22. Is this system not subject to the FAR, VAAR, or VAAM?

A. eRETA is not an acquisition system nor does it include any acquisition documentation, which would be FAR.

Q23. Can you sign the document using your PIV card instead of DocuSign?

A. All Work Requests must be signed via DocuSign when submitting it for Acceptance to GSA.

Q24. How long does it take GSA to assign a project manager once a work request is submitted?

A. The average amount of time to assign a PM to a work request is 5 days, but it can depend on regional work load or the specific project requirements.

Q25. If an RWA is canceled, is the GSA Fee also canceled and when are the funds released to the customer agency?

A. The RWA Fee is charged as expenses are incurred, so they should be current once all billing has been done. When an RWA is canceled, all expenses incurred get billed and applicable fees applied and THEN the RWA gets closed and remaining funds may be de-obligated by the customer. This is communicated by a Closeout Letter.

Q26. If you have multiple accounting lines, and one line of funding is exhausted, do you need to go in and amend the RWA to get the new line billed or will that happen automatically?

A. As long as all accounting lines are input correctly, all lines are billed automatically.

Q27. The example demonstrated used different funding sources, multi-year and annual. Recently, I was unable to add a new funding year to an RWA (modified due to a change order - updated estimate). I had to find prior year funding for the additional/change order funding. Why?

A. We aren't able to respond here in this FAQ because we would need more information about the particular work request. Please email ereta@gsa.gov with the specific situation along with the RWA number. Thanks.