

Client Enrichment Series – Q & A



Topic: *Get a Handle on Your Space Assignments with eOA*

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Link to Series Information: *www.gsa.gov/ces*

1) *If you have access to eRETA, can you easily get access to eOA?*

Answer - We are revising our access procedures so you can get access to eOA by submitting a form to eoasupport@gsa.gov.

2) *How long will it take to get access to eOA? I submitted both the User Account Request Form and eOA Application Clearance Verification Form today.*

Answer - The previous review process was lengthy and that is why we are revising our access procedures so you can get access to eOA by submitting a new form to eoasupport@gsa.gov.

3) *Where do we find a fully signed OA? All those I've seen on eOA are unsigned. Is the final OA found in eOA the signed version, just not viewable as signed?*

Answer - eOA generates Final version PDFs which are unsigned. Please contact your GSA representative for a signed version.

4) *If eOA only provides Final OAs, is the purpose just to see existing OAs? Will we be able to compare initial, interim (lease award), and final (lease execution) OAs with eOA?*

Answer - eOA provides access to Final and Closed OAs only so within eOA itself, there is no ability to compare various versions of an OA.

5) *Where can we locate an SLA?*

Answer - For copies of the lease and any lease amendments, please contact your GSA representative.

6) *Does the tracking # need to be a number or can it be a city name?*

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Answer - The Agency Tracking Number field can be any combination of alpha/numeric characters so a city name will work.

7) Since eReta will change the way RWAs are prepared, submitted and signed, is there also a plan to do the same thing with OAs? For example, will GSA be able to submit an electronic draft OA to be reviewed and signed by the agency?

Answer - We are currently investigating options for electronic signature of OAs.

8) What is the unique USF? Is there any breakout for free square feet?

Answer - Unique USF is used for Land Ports of Entry so the “Unique” is more about the building than the way the space is configured. Free square feet, if applicable, are contained in the total USF and RSF values but there will be a separate clause documenting the amount of free space.

9) Will we be able to see the FIT OAs as well?

Answer - Yes, if FIT charges apply to the OA, those values are displayed in eOA and the Supplement to the OA can be generated.

10) Will the agencies have access to the OA version that is billing?

Answer - Yes, the Final version is available through eOA and the Final version is the one used for billing each month.

11) How can you tell what has been changed from the last version of an OA? Is there a list somewhere of all the changes from one OA to the next? Could the change in the OA be highlighted for notification purposes?

Answer - The OA does not specifically highlight what was changed from the previous version, but if square footage and or parking was changed, there is a new row showing the new amounts with effective dates matching the version’s effective month. The same is true for rates.

12) Can you find your organization’s TI rate here?

Answer - The OA will show the customization tier for the specific OA. While it is possible for an individual OA to have the tier changed, if you look at several OAs the default tier should be able to be determined when the same value appears.

13) Can we see on a larger scale what our next month of rent will be for our bureau code, meaning a roll up of all the final OAs?

Answer - eOA allows you to see the preview bill on an individual OA basis but there is no way to generate a preview bill across multiple OAs.

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14) Whom shall I contact with technical questions about the eOA Tool or my access request?

Answer - eOA Support can be reached at COPBSApp@gsa.gov.

15) Where can we download copies of all leases and amendments without having to ask our GSA rep?

Answer - Contacting your GSA representative is the only way to get copies of leases and lease amendments.

16) What does the eOA annual recertification involve?

Answer - Responding that you either still need access to eOA or that access is no longer needed.

17) Can the Agency send you the names of who should have access to eOA?

Answer - Each person must submit the request form from their government email address so it is not possible to group multiple users into one request.