

Work Request-RWA Process

Pre-Planning Status	Customer enters and saves WR information
Unassigned Status	Customer sends WR to GSA <input checked="" type="checkbox"/> <i>Email from eRETA: New WR is submitted to GSA</i>

GSA may take up to 5 business days to assign a PM/POC

Planning/Estimate Status	<ol style="list-style-type: none"> 1. GSA assigns PM/POC to project or service <input checked="" type="checkbox"/> <i>Email from eRETA: Work Request W## has been assigned</i> 2. GSA PM/POC and Customer develop requirements (Scope, Estimates) and links an estimate in RETA <p style="text-align: center;">---- This timeframe varies depending on type of project or service ----</p> <ol style="list-style-type: none"> 3. Customer enters remaining information and sends RWA to GSA for acceptance <input checked="" type="checkbox"/> <i>Email from eRETA: WR/RWA Sent to GSA for Acceptance</i>
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GSA may take 15 business days to review before routing for signatures

Pending-New Status	GSA reviews and enters GSA-specific information
Sig-Requested Status	GSA routes for digital signatures
Accepted Status	Customer and GSA digitally sign RWA via DocuSign Email <input checked="" type="checkbox"/> <i>Email from eRETA: Acceptance Letter</i>