**Work Request-RWA Flowchart**

**Start**

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Planning Status</td>
<td>Customer begins entering Work Requests (WR) in eRETA</td>
</tr>
<tr>
<td></td>
<td>Customer saves WR information</td>
</tr>
<tr>
<td>Unassigned Status</td>
<td>Customer sends WR to GSA</td>
</tr>
<tr>
<td></td>
<td>*AC10: New WR is submitted to GSA</td>
</tr>
</tbody>
</table>

**Planning/Estimate Status**

1. GSA assigns PM/POC to project or service
   *AC1: Unassigned WR is assigned*
2. GSA PM/POC and Customer develop requirements (Scope, Estimates)
   ---- This timeframe varies depending on type of project or service ----
   *AC15: Summary Cost Estimate is approved and linked to WR*
3. Customer enters remaining information and sends RWA to GSA for acceptance

**Pending-New Status**

GSA reviews and enters GSA-specific information
*AC12: WR/RWA Sent for Acceptance*

**Sig-Requested Status**

GSA routes for digital signatures

**Accepted Status**

Customer and GSA digitally sign RWA via DocuSign Email
*Acceptance Letter sent*

**Finish**

RWA work may begin

* AC= An Automated Communication via Email