

Client Enrichment Series – eRETA Digest Class



Topic: eRETA Digest Class (Monthly)

Presenters: Steve Sacco/Jeff Franz

Dates of Presentations: February 2020

Additional eRETA Resources:

For a host of eRETA resources - see our website - www.gsa.gov/ereta

For specific process questions/matters, please send your queries to eRETA@gsa.gov

For upcoming eRETA classes, see the Client Enrichment Series website - www.gsa.gov/ces

For a closed-caption video of our eRETA Advanced session, see our [YouTube video](#)

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Applying For Access, Access Roles and Logging in to the System

Q1. How do we recover our username?

- A.** Your government email address is your User name/ID.

Training, Resources and Support

Q1. I have access but still need my BOAC and set up in VCSS to complete my RWA. How do I do that?

- A. eRETA has a BOAC search feature. VCSS is a completely separate application which is used to view your billing statements. We actually sent a Quick Tip last month on billing statements and VCSS - titled "Entering Billing Information and Where to View Billing Statements" - which you can find at www.gsa.gov/ereta on the eRETA Training Materials page.

Q2. Upon receiving access for Data Entry will we receive access to all locations under our Agency Bureau Code?

- A. You will have data entry access to all RWAs with the same AB code as that (or those) to which you have access in eRETA, regardless of location. In other words if you have data entry access to AB code 01513, you would have access to ANY RWA associated with that AB code; it doesn't matter if one of those RWAs is in Atlanta, GA while the other is in Seattle, WA.

Processes

Q1. Is there any way we can have emails sent to the Agency POC whenever the RWA is sent to the Approving Official for their digital signature?

- A. Only the Fund Certifying Official will receive the email when the RWA has been routed for digital signature. We can't add someone else to that email because the email is sent from DocuSign, not eRETA. However your Agency POC will receive the Acceptance Letter email communication after the RWA has been accepted (which occurs after your FCO and the GSA Approving Official sign the RWA). Also anyone with eRETA access can see if the RWA has been sent for signature by searching for any RWAs in "Signature Requested" status.

Q2. How do we know when something is out for signatures who it is assigned to at the time? I get "blamed" for not signing, but I have signed and it is with the next person in the chain. I can't find where that routing is located to show that I signed and when.

- A. If it is out for signatures, the RWA will have a status of Signature Requested in eRETA. If you are experiencing issues please send an email to eRETA@gsa.gov.

Amendments

Q1. If GSA makes a change does the eRETA system automatically notify the agency? (We had an instance where GSA made a change and we had to go back into the Accounting Details and click edit then submit the second time).

- A. If GSA changes the GSA PM/POC then you'll receive an automated notification. However, not all changes will trigger a notification to the agency. With that said, GSA should not be changing information on a WR/RWA without letting you know so if you are experiencing this please let us know at eRETA@gsa.gov.

Financial Data, Allocation of Funding and Invoicing

Q1. Would it be possible to speak with someone regarding a specific RWA?

- A. You should be in contact with the GSA Project Manager listed on your specific RWA (his/her name is on the RWA in eRETA) or you can reach out to your regional RWA Manager, whose contact information you can find at www.gsa.gov/rwa on the "Contact Us" page.

Q2. Where does the Work Request come from? Are they sent via email to a POC? Are they sent via email from the customers and then I type them in eRETA?

- A. RWA Work Requests are created in eRETA. As a customer, you would create an RWA Work Request in eRETA when your agency has identified a need for a project or service. Once you create and send it to GSA, GSA will assign a PM to your Work Request. Then we will develop requirements with you and after requirements are developed and an estimate is linked to your Work Request, you can enter all of your funding info and any other required info and send for potential acceptance into an RWA.

You can find a Quick Tip on the Work Request-RWA process at www.gsa.gov/ereta on the Training and Materials page.

Codes and Fields

Q1. What does the "N" with the number mean?

- A. The letter preceding the RWA number has internal purposes to GSA more so than customers, and it is something that GSA determines (and selects in RETA), not the customer. There are seven letters (A, B, C, D, F, N and R) in addition to the W. The W includes all work requests, and has no funding associated with it.

You can reference the FAQs Page on www.gsa.gov/rwa for details and rules governing each one.

Timelines, Timing and Expectation Setting

Q1. I entered an initial work request. It's been 5 business days. How can I check the status of assignment?

- A. If it has been more than 5 business days and your Work Request is still not assigned, you can reach out to the Regional RWA Manager whose contact information you can find at www.gsa.gov/rwa.

Q2. How long should it take for a modification to an RWA that has already been accepted by GSA?

- A. Typically amendments are requested and agreed upon ahead of them being sent in eRETA, so limited amount of planning and requirements are required. The review and approval process takes the same amount of time for both new and amended RWAs. If however you are submitting an RWA amendment in eRETA to change the amount/scope on the RWA and this is the first time the GSA POCs are hearing of a need for an amount/scope change, it will likely take much longer to process and review since we will need to account for any scope/schedule/cost changes before being ready to accept the amendment.

Q3. Can you share with us the length of time between the various stages of the RWA process? It isn't clear to me how long this new process will take, from original submission to RWA accepted phase.

- A. While there is a set amount of time it should take to assign a Work Request (within 5 business days), as well as a set amount of time to route the RWA for signature after you've sent for potential acceptance (within 15 business days), it is impossible to set a time frame for the part "in between" because that is the requirements development phase, which depends entirely on the complexity of the project or service. Feel free to visit www.gsa.gov/ereta and navigate to the eRETA Training Materials page where you'll find a Quick Tip titled "Work Request-RWA Workflow and Status Labels" as well as a Work Request-RWA workflow diagram.

Q4. What is the timeline if all that is needed is just a correction to a TAS number?

- A. It depends on the nature of the change. If you are changing the fund year/type/expiration date, then the review may take longer as GSA must ensure we are complying with appropriations laws and PBS policies.