

Difference Between Work Requests and Reimbursable Work Authorizations

A Work Request (WR) is sent by a customer to PBS via eRETA as an identification of a need for a project or service. A WR does not become a Reimbursable Work Authorization (RWA) until requirements are developed and it is signed by the customer and PBS. Below you'll find more information on what constitutes a WR versus RWA.

Work Request (WR):

- Customer submits a WR in eRETA as soon as they identify a need for a project or service
- A WR is not funded (i.e. not a valid obligation), it simply tells PBS the customer has identified a need
- PBS assigns a Project Manager (PM) to the WR
- PBS PM and Customer PM/POC develop requirements (scope of work, estimates, etc.) offline, as has always been the case
- As requirements are developed, the customer enters remaining required information in eRETA
 - This can be the same Customer POC that started the WR or a completely different person or office
- Once requirements are fully developed and all required fields in eRETA are populated, the customer sends to PBS for potential acceptance as a fully funded RWA

Reimbursable Work Authorization (RWA):

- Represents the Interagency Agreement (IAA) signed by both the customer and PBS
 - Customer signs first, then PBS
 - Only when PBS signs (accepts) does it become a valid obligation on the customer's books
- Accepted RWA authorizes PBS to execute the scope
- PBS bills the customer as expenses are incurred against the RWA

As a reminder, using eRETA will be the mandatory method to submit WRs and amended RWAs to GSA beginning October 1, 2019. We strongly encourage you ensure the proper personnel in your organization have eRETA access and begin entering and submitting WR and RWA information directly into eRETA now, in advance of the mandatory conversion date.

To help prepare you and your team, we are continuing to offer monthly virtual eRETA demonstrations the second Tuesday of every month, which is today! If you cannot make today's session, be sure to sign up for our next session on Tuesday, December 11. You can register for any of the future sessions by clicking [here](#).

If you have additional questions about accessing or using eRETA, visit www.gsa.gov/ereta or email eRETA@gsa.gov. Also feel free to contact your [Regional RWA Manager](#) or your GSA customer lead.