

Client Enrichment Series – Q & A



Topic: eRETA Overview

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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 Overview session, see our [YouTube video](#)

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

Q1: How do I go about applying for access?

A: Navigate to www.gsa.gov/ereta and click on the link "How Do I Access eRETA?" tab for instructions on how to apply.

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Q2: Can we put all the names of our group on the Excel sheet for approval by one supervisor for access to eRETA?

A: Unfortunately, no. Per IT security, we require each user requesting access to have an individually approved application.

Q3: When you apply for eRETA account, can you specify Read-Only, Data Entry, or both? Is it the same application/request form?

A: There is one application form for access where one of the questions asks you to select which of the two user roles you need. You would only select one (the Data Entry role already has the Read Only functionality built into it).

Q4: How do I gain access to the Data Entry if I already have a Read-Only role?

A: Email ereita@gsa.gov to request to have your current Read-Only role changed to Data Entry.

Q5: If you now have Read-Only access, how do you get access to Data Entry access?

A: For obtaining the Data Entry, simply send a request to ereita@gsa.gov to change your User Role, accordingly.

Q6: I'm a finance person, and have nothing to do with the request and approval process. However, I need to verify the accounting code and TAS before approval and obligate funding with the acceptance letter. How should I get involved in eRETA? What Role is appropriate for me?

A: You should apply for Read-Only access online at gsa.gov/ereita since you do not have to input/change data in the document.

Q7: Is there a definition of the different roles in eRETA?

A: Only two roles exist. "Read-Only" (can view what is there) and "Data Entry" (can create/amend/cancel Work Requests/RWAs).

Q8: Is the Agency POC the person who will digitally signs the request, or is it the person entering the request?

A: Typically, the agency person identified as the Authorized Signer does not have or need access to eRETA. Agency users are identified by the agency/business line to view or create/modify their RWAs, and hold "Read-Only" or "Data Entry" roles.

Q9: Can the person using the digital signature amend the RWA form to add obligation numbers?

A: Only an eRETA User with the Data Entry role can create/amend/cancel WRs/RWAs.

Q10: Can I amend an RWA that someone else in the office created?

A: Yes you can, as long as you both have access to the same Agency Bureau Code(s).

Q11: When I log into eRETA it is a two-step process. Will it always be like that--getting a code to log in?

A: The two step log-in process will be required each day...our external Portal team

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however is introducing a second way to generate your "one time passcode" other than having it emailed to you (which is the only current option).

Q12: How do you get access to eRETA?

A: You can go to www.gsa.gov/ereta and click on the tab on the left of the page on "How do I Access eRETA".

Q13: Can someone other than the customer make edits to the RWA?

A: Yes, GSA can also make changes to RWAs. Both parties are aware of any proposed changes so the process remains non-unilateral.

Q14: I recently received an RWA from GSA but when I logged in to make edits I could not.

A: Only RETA/eRETA users with the Data Entry role can make changes to an RWA.

Q15: Can more than one person have Data Entry access?

A: Yes, many different people can have Data Entry access. It is up to each customer to determine the appropriate role for each of their users. Many customers have PMs and OCFO folks both get Data Entry access to each enter the different respective portions in eRETA.

Q16: I review the RWAs for my Agency prior to the Agency Approving official signing the document. Is it possible for me to have Data Entry access so that I can make necessary edits?

A: Users can simply send a request to ereta@gsa.gov to change your role from Read-Only to Data Entry.

Q17: How do you find out if you have Data Entry role setup?

A: You must request the Data Entry role. You will also have an indicator on your eRETA screen telling you that you have the Data Entry role.

Q18. I have Data Entry rights, but sometimes the file is "Read-Only", why?

A: Once signed by GSA, you cannot change any of your fields without making an amendment.

Q19: I already have access, but I tried logging in today and cannot get it. I get an invalid user message when attempting to change my password.

A: Send us an email at ereta@gsa.gov and we should be able to assist with getting you back up and running.

Q20: When in Read-Only mode what is the best way to get back to Edit mode?

A: An eRETA User with the Data Entry role can not only view, but also edit the customer's portion of the document. You will not have to switch into or out of different modes.

Q21: Does the person who enters the WR information need to enter the RWA information or can someone else in the agency do that?

A: Any data entered into eRETA automatically transfers onto the RWA once "Accepted" by GSA.

Q22: I am trying to determine how our agency will incorporate this new process with our current internal agency process. The way our agency is structured, this system will

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require both the customer (our field office) and the financial POC (our Comptroller's office) to simultaneously input information at the "request" stage. So, in order to do that we would both need data entry rights to simultaneously enter the request and financial elements, correct?

A: Yes, it sounds as though both groups will need data entry access. We are working with many customers at the national / headquarters level to help strategize how to implement the process, some of which may be outside of eRETA and internal just to your agency.

Q23: I was informed that the eRETA password expires after 90 days, and then you have to reset it. How do I go about doing that?

A: That is correct. CO PBS typically resets passwords for applications. Should you run into more trouble after reaching out, please reach back out to ereta@gsa.gov.

Q24: Can I start using eRETA now, or do I have to wait until 10/1/19?

A: You can start now, and we encourage you can start using eRETA right away! We recommend that after you obtain access that you ease into the tool by processing a portion of your Work Requests electronically to try it out while you still do the balance of them in your traditional way. The next month, try doing a few more. This way, both you and your servicing GSA office can overcome any "learning curve" quirks and will both be ready to successfully fully use the system come 10/1/19.

Q25: Can we have two data entry people in one office?

A: Yes. The right number of Data Entry roles per office is certainly dependent on your office workload and staff - there is no license limit to eRETA.

Q26: If a co-worker enters a WR for me, can I edit the Agency POC to myself at a later time?

A: Yes, the agency POC, any POC for that matter, can be changed at any time.

Q27: What about the financial information for the RWA? Can someone else other than the person who entered the WR enter that information?

A: Yes, GSA has folks enter data from GSA's side for the RWA. eRETA Data Entry Users can also enter data on the RWA, but the change is only effective once GSA accepts the customer's input.

Q28: How do you get two digital signatures (from the certifying officers) if that is required by your agency?

A: Currently, the RWA 2957 Form that has been used for years only has one customer signature block on it (block 18A). The same is true in eRETA as only one customer signature is captured and populated in block 18A. Additional reviewers/approvers would have to be obtained offline like they may be today. A future eRETA enhancement in FY2020 is in the works to allow for multiple customer approvals/signatures to be applied.

Q29: My agency sends funds to GSA for various services (24/7 HVAC, local/long distance calls, etc.) in support of our Field Offices that are in CONUS. In the past, a request to send funding comes in via our Field Office and then we initiate a funding document to GSA which results in a GSA RWA form that I, as the Financial POC, sign. Since the RWA process is now being replaced by eRETA, who is responsible for initiating the request in eRETA? Does it need to be someone at the local Field Office requesting

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the service? I'm not sure where my role as the Financial POC who signs for the funding comes into play in eRETA or if I will need to be the one initiating the request.

A: Your scenario could be accomplished in a variety of ways, which may be a workflow discussion you as the financial POC has with the Field Offices. The initial Work Request to indicate a new project or service need could be entered at the Field Office. After a GSA PM is assigned to handle the project or service, the Field Office can continue to enter the rest of the RWA (equivalent to page 1 of the 2957) in eRETA and then list your name as the Fund Certifying Official on the "Customer Approval" tab. Once GSA receives the RWA entered in eRETA, we fill out our half (equivalent to page 2 of the 2957 form) and then route for digital signatures. This is when you would get an email notification to digitally sign the RWA. You would be presented with a copy of the 2957 form with all the data populated in the appropriate blocks and then would apply your digital signature (click of a mouse). This is just one way that could happen. The total opposite way of doing this is the Field Office emails/calls you of their need and you initiate the Work Request in eRETA and do all the data entry cradle to grave. Or the data entry is shared between the Field Office and you, which is also possible. Bottom line, there are a variety of ways to accomplish what you describe, it's really up to what best fits your needs.

Q30: I just submitted the excel to eRETA to gain access login. How fast is the turn around for me to get my access?

A: Using our new expedited procedure that no longer requires PII, the turnaround time can be as fast as 24-48 hours.

Q31: Our DOL agency acts as a liaison between other DOL agencies and GSA, and also is responsible for obligating RWA funds on behalf of those agencies, so we need to be involved in the establishment of all DOL RWAs. Ideally, our agency would be initiating all RWAs on behalf of our agencies, will this be possible with GSA's approval process in eRETA? We need to be working with the agency and involved in all project requirement talks and the agency will actually be signing the RWAs. We obligate the RWAs in the DOL financial system to pay the IPACs. So at no point in the process, should the agencies be working with GSA directly.

A: Yes this is possible. If your agency within DOL is responsible for obligating RWA funds on behalf of other DOL agencies, then you could request Data Entry access to all DOL agency bureau codes, and enter and submit RWA information on behalf of the other agencies. If DOL doesn't want other agencies entering and submitting RWA information to GSA, then you could ensure those folks only obtain Read-Only access. In terms of approving RWAs, since you have the Data Entry role you would simply input the email address of the individual you would like to sign the RWA, and eRETA would automatically route the RWA to him or her for signature. This is a discussion you will want to have with your counterparts and other DOL agencies. Ultimately your process may need to be adjusted a bit to fit this new model.

Q32: How can I check to see if you have received my supervisor's approval or not for my eRETA access? Will I receive a confirmation email with the access password?

A: Check with your supervisor first, then send an email to ereta@gsa.gov with your issue/question.

Q33: Does the Certifying official need an eRETA account?

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A: No, the funds certifying official does not need an eRETA account.

Q34: So will our signing authority need to have access to provide obligation numbers or will this come later in the process?

A: Everything that would normally be included on the RWA form should already be input into eRETA prior to the RWA being routed for digital signature. So, the obligation numbers you use to track things internally should already be input at the time of signature.

Timelines, Timing and Expectations

Q1: When will the use of eRETA become mandatory, and for whom?

A: eRETA will become mandatory on 10/01/2019 for all GSA customers and staff. After this date, all GSA customers must enter their Work Requests and sign RWAs via the tool.

Q2: So we would be creating a new RWA in a paperless format in eRETA? There will be no more hard copy RWAs to submit after October 2019?

A: Yes. Starting October 2019, you will no longer be able to manually fill out an RWA Form and send to GSA. You will be required to use eRETA to enter all RWA information and submit to GSA. When you identify a need for work, you'll log into eRETA and submit an RWA Work Request. GSA will then assign a PM to that request, and he or she will work with you to develop requirements and build the Work Request into a fully executable RWA. You will go back into eRETA and fill out the remaining required information and send to GSA for potential acceptance into an RWA.

Q3: How long does it take from the RWA submission date until a PM is assigned?

A: This depends on the type of project, regional workload, etc., but it should not take longer than two weeks to assign a PM to a Work Request.

Q4: Can you address EOY RWA submissions and the timeframe for which these will be accepted and approved in time?

A: EOY information can always be found on www.gsa.gov/rwa under the Policy and Guidance section. This past year's [Customer RWA EOY guidance](#) was issued in May 30, 2018.

Q5: How long does it typically take for the approving official to receive and email requesting signature?

A: There is no specific timeline, but we typically say it takes no more than 15 business days for GSA's internal review of the WR. Once everything has been reviewed and all information input, signature requests go to both the customer and GSA.

Q6: Approximately how long should we expect the Unassigned WRs to get assigned?

A: Unassigned WRs should be assigned a PM relatively quickly. If it's been more than 5 business days, you should follow up with the region.

Q7: Does GSA has a firm year end Procurement Action Lead Time (dates for submitting in an RWA in eRETA)?

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A: We have year end cutoff for RWAs, typically the last day of August, and will likely have similar guidance for Work Requests in eRETA, but have not finalized the dates yet. The dates are typically finalized and communicated in May. We will be sure to share the dates with this larger community to ensure over-communication in the coming weeks.

Q8: How long will it take for agencies requesting access manually? My agency is blocked from requesting it electronically.

A: The manual process to request eRETA access is just as fast as submitting the application request online electronically- generally 2-3 business days.

Q9: For a currently unfunded project that began without an eRETA Work Request, how will the client submit an RWA when the decision is made to fund the project?

A: The traditional process will continue until October 1, 2019. After that, there will not be an option to not start the RWA process with a Work Request in eRETA. We encourage customers to begin using eRETA to submit these Work Requests sooner than later.

Q10: How long does it take for a Work Request to be converted to an editable RWA?

A: Once you have sent the WR to GSA for consideration of RWA acceptance we do some internal reviews before submitting for signatures. Typically we say about 15 business days.

Q11: Can an approving official expect an email about 15 days after I receive the acceptance letter?

A: No, the email for a signature request will come prior to the acceptance letter. The acceptance letter is sent after the RWA has been signed by all parties. Apologies on the confusion. The 15 days is from when you send the Work Request with all accounting information to GSA.

Q12: Will we still receive the IGE and Statement of work from GSA first? I have to have that in order to generate an RWA. (For example OT Utilities in Federal Buildings come from GSA first).

A: For regular construction/renovation projects, you will need to enter a Work Request to begin working on a statement of work or receive an estimate. The Work Request is essentially doing that and is not an RWA until much later in the process when funding information is provided/requested. Overtime utilities are slightly different in that you create a Work Request and link to the estimate you were likely already provided by GSA. The estimate has already been created in the system, so it will actually populate much of the information you need.

Q13: Will RWA's be rejected if beyond the GSA FY deadline through eRETA

A: Yes, there will still be a FY deadline as there has been in years past. We will be clear in our guidance if there any potential differences to the application of WRs.

Q14: Can we submit a Work Request two (or more) years out in order to get a Summary Cost Estimate (SCE)?

A: Yes! GSA strongly encourages customers to send Work Requests as soon as they identify a need for the project. Sometimes that may be years in advance; the earlier we can start planning and estimating for the project, the better. Note that the Summary Cost Estimate (SCE)

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is a summary of the Independent Government Estimate or GSA Cost Estimate, plus applicable GSA fees, and it is what we use for the total RWA Authorized Amount. As such, if we are estimating several months to years in advance, it is likely we'll have to revise those estimates as time progresses, meaning the SCE would change as well. Still, it's much easier to revise an existing estimate than it is to start from scratch, which is another reason we strongly encourage customers to send us Work Requests as early as possible, i.e. as soon as they identify the need! In fact, we are encouraging customers to begin entering their "spend plan" as soon as they have it so planning and prioritization discussions can occur.

Q15: What if you are already working with GSA PM on a large project, like a renovation, and need to submit an RWA for moving costs or furniture. At what point who will be initiating the RWA?

A: Customers should always submit a Work Request in eRETA as soon as they identify a need for the work. That way the need is captured in the system and we can work towards developing a fully executable RWA. If the customer has already been working with a particular PM, or if they know they want to work with a particular PM, then they can list that individual on the Work Request they send to GSA. It does not guarantee that specific GSA PM will be officially assigned to the project, but it at least lets us know that you are working with him or her or would like to work with him or her.

Routing, Notification Collaboration and RWA Letter Communication

Q1: Do the Work Requests go to the building manager if the work requested will be in a federal building?

A: Each Work Request is automatically routed to a GSA regional RWA mailbox. That region then "Assigns" a GSA PM/POC to that particular request based upon the type of request, regional workload, etc. He or she will develop requirements with the customer to build the Work Request into a fully executable RWA. If the work requested will be in a federal building, then it's likely that the assigned GSA PM/POC to that request will be the building manager, but again it can depend on several factors.

Q2: Will this new process allow us to receive the approved signed copy back any quicker?

A: Since all the same data still needs to be captured in eRETA as it was before on paper, the existence of eRETA alone doesn't speed things up. HOWEVER, in eRETA, the moment the customer fills out their part and hits "Send to GSA", the appropriate POCs on GSAs side are notified immediately and can likely begin entering the "GSA specific" data right away. Furthermore, the fact that customers enter their data directly into eRETA instead of on paper means their data is validated by the edits built into eRETA. This ensures the data the customer sends to GSA is right the first time and avoids the sometimes lengthy "back and forth" to ensure invalid data is corrected before the RWA is accepted.

Q3: How are we notified the GSA official has signed and therefore the RWA has been accepted?

A: There has been no change to this process with eRETA. After all signatures are captured on the RWA, the RWA Acceptance Letter is emailed to both the customer and GSA

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point of contacts listed on the RWA. The Acceptance Letter issuance is now automated for 97% of RWAs and is automatically emailed out minutes after the GSA Approving Official has digitally signed the RWA.

Q4: Our budget office also touches the RWA process - how would we route it to budget in the eRETA system?

A: Multiple Data Entry users can be entering information on the same Work Request. You can include them or perhaps a Budget Mailbox on the POC information tab.

Q5: When the RWA has been accepted by GSA, how does the agency know when it has been forwarded to their finance center for funding?

A: This is a similar answer as Q3 above. However, it should be noted that if a “Customer Billing POC” email is not entered in eRETA (it is an optional field, not required) then the Customer Billing POC will not receive the Acceptance Letter. It is the customer agency’s responsibility to ensure the RWA is properly funded at the time of RWA Acceptance.

Q6: Will the letters only go to the initiator and are we notified when the RWA goes to the agency?

A: Every customer POC identified will receive all of the communications and updates. There are three required POCs and additional optional ones as well.

Q7: Once I has access to eRETA, will I begin getting the GSA emails, like the eRETA Quick Tips that came out during September?

A: That is one way, however if you registered for any of our eRETA Training courses your name is added to our monthly Quick Tip distribution list, even if you haven’t signed up for eRETA access yet.

Q8: Our field office POCs who would be the "customer" entering the request would not know the financial elements to populate this screen. Can this form be shared by two individuals i.e. customer and financial POC?

A: eRETA users with the “Data Entry” role can input any data fields providing they have the data to enter...they do not have to be from the same business line - so yes, completing the form can be a collaborative process.

Q9: How are customers notified when a GSA Project Manager is assigned, and how does the Project Manager learn about our designated project POCs?

A: The moment GSA assigns a Project Manager (PM) to your project, an automated email is sent to the customer POCs identified on the Work Request and the GSA PM so the whole team receives the same email with everyone's contact information.

Q10: After getting setup on new eRETA process, will I still get formal GSA letters indicating Acknowledgement, Acceptance, etc. via email or just in eRETA now? My procurement people don't typically generate a PO for designated PO until they get the official GSA Acceptance letter from me. Is this all exclusively done via eRETA or do we still get separate GSA letter PDF files via email?

A: All of the customer letters you were accustomed to receiving before eRETA will still continue with eRETA. The benefit of eRETA is that we’ve added numerous additional automatic email notifications at other steps in the process as the RWA is being developed.

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Q11: Once I enter and RWA how does my funds officer fund the RWA?

A: Once a Work Request is created your funds folks can log in to begin adding the financial information at any time.

Q12: Once I receive the Summary Cost Estimate (SCE) and want to fund the RWA how does the certifier sign the document? Does GSA notify the person in block 6F?

A: Once the SCE is finalized, the funding folks on your side should begin entering the financial information if they have not yet. Once everything is entered they send to GSA for input and review and eventual digital signature request.

Q13: After I officially submit a new RWA via new eRETA process, can I copy or include my building Property Manager (as an FYI) so that they know I submitted it?

A: Yes, if you include your building property manager's email in the "RWA Mailbox" field that allows you to include a second email on all automatic communications for eRETA (it doesn't actually have to be a mailbox, but could be an individual email account).

Q14: Will GSA be automatically notified that a government estimate is needed, or do we have to notify the project manager for that project?

A: The submission of a Work Request to GSA is an indication that customer agency has a need for the described project or service. Once GSA receives the Work Request and then assigns a GSA Project Manager to it, the standard "Project Development" steps are taken by the Project Manager which include developing Requirements, Scope of Work, Cost Estimate, and Project Schedule..

Q15: Currently. RWA Minor Work Request is submitted after notification of an accepted RWA. Should that practice continue?

A: That sounds a bit backwards - Work Requests (WRs) are currently made verbally or through eRETA and RWAs are created from those requests.

RWA Types and Terminology

Q16: How will Miscellaneous (F-Type) RWAs work? How will we initiate work to be done under these?

A: You'll initiate the request the same way you would for other types of work, e.g. log into eRETA, move your cursor over the 'Data Entry' dropdown, and click 'Create Work Request'). However, in the description of requirements block, you could denote that this request is for miscellaneous work (changing key locks, miscellaneous repairs, etc.) throughout the fiscal year. We would then build that Work Request into an F-Type RWA which would cover those miscellaneous items for the duration of the fiscal year.

Q17: Is eRETA used for Work Requests on existing F-Type RWAs?

A: Only one Work Request should be created for an F-Type RWA and then you should work with the GSA PM to "utilize" the funds against the F-Type.

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Q18: How are the RWA types determined or assigned?

A: RWA types are determined and assigned by GSA - here is a resource for learning more about [RWA Types](#).

Q19: With this new process at what point do you actually specify/indicate whether it's an N-Type RWA, F-Type, etc?

A: GSA makes the determination of the RWA type based on the requirements.

Q20: Do all new RWA numbers begin with N?

A: All Work Requests are initially given a "W" type. Once it appears that the Work Request will evolve into an RWA (customer indicates they have and plan to fund it) then the W-type is changed to the correct RWA type (which could be A-, B-, F-, N-, or R-type)...the RWA number itself (the seven digits after the letter prefix) will remain unchanged. Here is a resource for learning more about [RWA Types](#).

Q21: What is the difference between “Completed Not Terminated” and “Terminated”?

A: “Completed, but not Terminated” means the RWA is Substantially Complete. In other words the scope of the work has been substantially delivered to the customer, however financial activity may still remain. “Terminated” is an old system term that is the equivalent of “Financial Closeout” that you likely hear GSA refer to more often. Terminated/Financially Closed means the RWA is both substantially complete AND all financial activity has been finished, billed, and collected.

Work Requests and Conversion (or Not) to RWAs

Q1: Does the initial tracking number that is assigned when you save a Work Request become the final permanent RWA number for the life of it?

A: Yes, once accepted by GSA, the same Work Request number will become the RWA number. The Work Request acts as a request for an estimate. After GSA builds out the estimate, refining the Scope of Work, etc., the customer can go back into eRETA and fill out the remaining required information, thereby turning the Work Request into a fully executable RWA, which you would send to GSA for official acceptance. This is the case for all RWAs that are fully funded by the customer, which is around 95% of RWAs. The rare exception is A- and B-type RWAs, which are RWAs that are split-funded between GSA and the customer. Only for A- and B-type RWAs does the initial tracking number change when the Work Request is accepted into an RWA.

Q2: What if a Work Request does not turn into an RWA? Does it just sit there?

A: it can just sit there, or you have a "Cancel" button where you can cancel the WR and enter a justification as to why you are cancelling it...the justification will then be shared with your GSA counterpart so they're on the same page.

Q3: If I'm understanding correctly, this example assumes we already have an estimate. How do I request an estimate?

A: In this example you (as the customer) would not have an estimate or SOW or any of that yet other than what you might have put together internally already. Essentially, entering the

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WR and sending it to GSA is what "kicks off" the next part of the process which is to have GSA assign you a project manager and from there your agency and the GSA PM(s) will start helping develop requirements, scope, and an estimate.

Q4: How do you request a quote for work without completing the estimate field or RWA funding info?

A: Submitting a Work Request in eRETA is the catalyst for having GSA review the request and assigning a GSA Project Manager. Part of the Project Manager's job is to help develop requirements, develop cost estimates, and develop project schedules. These responsibilities have always existed, even before eRETA. If, after review, the estimate, schedule, etc you realize you won't be able to move forward with this project, you can stop. Initiating a Work Request does not force the customer to fund the project. Some Work Requests become Accepted RWAs if the customer funds it, others might stop half way if the customer can't fund it or decides to defer the work to a future year.

Training, Resources and Support

Q1: Is this session being recorded so we can review it later on?

A: Yes, you can view a closed-captioned [YouTube video](#) of our eRETA Review session.

Q2: Will this training be repeated as we get closer to FY2020?

A: Yes! We will be offering this eRETA Review every month, on the second Tuesday of the month, from now until September 2019 to allow our customer maximum access to our experts and opportunities to ask questions and become familiar with the tool. See upcoming sessions at www.gsa.gov/ces.

Q3: Will I be able to view this presentation on line?

A: Yes, you can watch a video of this session, and many other of our Client Enrichment Series, on [YouTube](#).

Q4: Do you offer a test eRETA database?

A: We do not offer a test eRETA database, but are here to assist to help walk you through the process should you need help - contact us at eRETA@gsa.gov.

Q5: Will there be a help desk to call, or only information online?

A: We have a mailbox for eRETA that is managed directly by our team and our response time is very quick. The mailbox is eRETA@gsa.gov. Should your question or issue require more discussion, we can assist by phone or meeting space.

Q6: Is there a video of this session that I can go back and watch as a refresher?

A: Yes, we already have recorded sessions on the gsa.gov/ereta web site under Training and FAQ.

Q7: Is it possible to get access to the test site to practice using the system?

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A: We do not grant access to the test site, but do encourage you to apply for access to start using eRETA now - so you can learn in the tool before it becomes mandatory for use.

Q8: Will eRETA have a Help Desk like Concur and Pegasys?

A: Yes, at eRETA@gsa.gov

Q9: Whew! This is a lot of good info...do you have a cheat sheet?

A: We do have many resources to support you - including Quick Tips, a user guide, videos and FAQs like those being asked today. Go to gsa.gov/ereta as well as gsa.gov/RWA for those FAQs and other training/learning material for your reference.

Digital Signatures

Q1: How do I get setup with this new digital signature process in eRETA? What are the steps?

A: Please see our [eRETA User Guide on Digital Signatures](#)

Q2: Will IRS's Beckley Finance will accept all E-signatures?

A: Yes, GSA has been using only digital signatures for our side since May, and Beckley has come to terms with understanding it is a valid signature.

Q3: So the final actual digital signature is not the person's "real" original sig? It's just going through a process of checking the box so it can be approved & continue to be processed?

A: No "real" signatures exist now. The person to sign will receive an email with instructions on how to digitally sign the document, which is returned once completed.

Q4: If a person has only has "Read-Only" access, can they still sign the RWA?

A: Yes, remember the individuals who digitally sign RWAs don't even need eRETA access at all. The digital signature solution used by eRETA is a separate software integrated with eRETA. As long as the identified signer has a valid government email address, he/she will receive an email to digitally sign an RWA in their government email inbox. Clicking the link in that email allows the customer to review the data on the RWA and apply his/her signature. Signatures can be applied on any device where you can access your government email: desktop, laptop, smartphone, or tablet.

Q5: Where does the customer sign the RWA in eRETA?

A: The agency certifying official signs the "first page" (customer data input) once all other data is entered.

Q6: Our Director signs but I always send the paper RWA to his assistant for his digital signature. Will I have to just use his email from now on?

A: For now, customers can/do use hard signatures. Starting 10/1/2019, customers will have to use the digital signature method.

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Q7: Can you show us what it looks like for the approving official to digitally sign?

A: Digital signatures are emailed to the Authorizing Official of record. Signing does not occur inside of the eRETA application.

Q8: For the digital signature feature, how do you assure that someone has a delegation of authority to sign with only a valid government ID?

A: It is not for GSA to determine valid delegation of authority or not, that is for customers to determine and establish. There is language included that indicates the person signing is a valid signatory authority. GSA can question if a "new" name pops up, but it is ultimately not the role of GSA to police 350 unique customer signature delegations.

Q9: Is a “.org” address an accepted email address?

A: With rare exceptions (such as the [@fd.org](mailto:fd.org)); typically “.org” is not acceptable.

Q10: Do customers have the ability to add a specific info/message to the auto generated digital signature email?

A: The digital signature email includes fixed text which pulls some info from the RWA (e.g. RWA number, city/state, and the description field from the RWA in RETA/eRETA). You cannot add any additional text to the digital signature email (unless you include it in the Description block of eRETA as that is pulled into the digital signature email).

Q11: Does everyone automatically have a digital signature or does our Systems department need to ensure that our approving official has a digital signature?

A: Your agency determines who can obligate their funds. The e-Sign system is free to use, but your agency decides who signs what.

Q12: We have a Deputy and an Office Chief - they both have signature authority. When one is out of the office, the other will sign. How would this be handled if eRETA only sends the email to one POC? What if they are out of the office?

A: You (or someone in your agency) can populate the name/email of who will sign each RWA. If you know one of your signers is going to be out of the office coming up we'd recommend you enter the alternate's name. Even if you don't do this, when we (GSA) route the RWA for digital signature, if someone has their out of office message on, the digital signature software sends an email back to GSA alerting us. At that point we may reach out to the main POC listed on your RWA and say "we got an "Out of Office", and can confirm with your agency if we should just wait for him/her to sign it or route it to an alternate signer.

eRETA and Overtime Utilities

Q1: Will my agency be able to submit an RWA per quarter for overtime utilities via eRETA, in keeping with our current Continuing Resolution guidance?

A: Yes, however you would not be submitting a "New" RWA each quarter. Instead you would be amending the first RWA each quarter with the additional funding.

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Q2: I recently submitted several Overtime Utilities RWAs via the traditional way last week, but they have to be corrected and re-sent and I also need to enter several F-Type RWA's for FY19 shortly. Should I follow the same old process, and get them submitted ASAP, or try getting setup on this new eRETA process instead of the paper submission?

A: With the accelerated access process, it might be much more efficient to apply for access and send in both sets of Work Requests via the eRETA tool.

Q3: Will you have a session on Overtime Utilities?

A: Yes, we conducted a session on March 21, 2019- and so we'll be posting the slide deck and Q&A on our website -www.gsa.gov/ces.

Q4: Overtime Utilities RWA are also submitted through eRETA?

A: Yes - mostly... If customers have any kind of estimate, they can/should upload into eRETA. For more specific information about Overtime Utilities and eRETA - see the presentation and Q&A posted for our "Calculating and Billing For Overtime Utilities and Agency Program Equipment" CES session held on March 21, 2019, available on www.gsa.gov/ces.

What You Can View in the eRETA Application / What You Can Upload To It Or Export Out of It?

Q1: Will I be able to see the charges to the RWA?

A: Yes, there is a financial tab that you can reference to see the total obligations against the RWA, but an itemized list of each charge are available in the VCSS (Vendor and Customer Self Service) application. You can visit the VCSS website to pull up your bills. Access is handled by the VCSS application, so you would have to request access through them directly at <http://vcss.gsa.gov/>.

Q2: Can you search for RWAs by Agency POC? We had an employee retire, and she was the lead Agency POC on several RWAs. We would like to update the POC.

A: Yes. One of the search fields on all eRETA search screens is "Agency Contact Email"

Q3: Will older RWAs be viewable in eRETA?

A: Yes, once you gain access to eRETA, you can see any WRs/RWAs under your AB Codes regardless of their age.

Q4: How can we upload/add supporting documentation such as original scope of work, pictures, product documentation, etc.?

A: Once you save the Work Request you will see the yellow "Documentation" hyperlink appear on the screen, you can click on that and be given the option to upload documents related to this Work Request right there.

Q5: Will older RWAs that were submitted on paper be loaded into this system so that they will be searchable and able to be referenced going forward?

A: Yes. All RWAs, going back to the 1990s are available in RETA/eRETA for research

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purposes and/or to amend those RWAs. While customers may have been providing GSA paper/PDF version of the form, we have been entering that data into RETA/eRETA over the years as we received them. The real change with eRETA is that instead of GSA re-entering 100% of the data you provided on a form, you are now entering your half of the data directly into eRETA.

Q6: How do we attach drawings and/or scope of work so GSA can use for the estimate?

A: The moment you save the Work Request you will see the yellow "Documentation" hyperlink appear on the screen, you can click on that and be given the option to upload documents related to this Work Request right there. For step by step instructions, you can go to our www.gsa.gov/ereta site and download the user guide on entering Work Requests, Page 10 of that user guide specifically goes over how to upload documents.

Q7: Are my Work Requests all saved in my eRETA Inbox, or somewhere where I can see them?

A: If you go to the basic eRETA Search screen there is a search field called "User ID" with a little icon of a person next to it. Click on that icon and it will automatically populate your user ID. Then run the search. It will pull back ALL of the WRs or RWAs that you've ever initiated in eRETA.

Q8: Can you print out of eRETA?

A: Yes. Already accepted RWAs will have a "Form 2957" button icon on the top of the Summary screen allowing you to generate and print the most recently completed 2957 Form out. RWAs in process of being entered have a "Print 2957" button available on the "Customer Approval" tab.

Q9: Does eRETA give an itemized breakdown of each RWA expense? For example, I have an Alteration and Renovation RWA for \$45,000; will eRETA provide me with an itemized breakdown of how that RWA is spent?

A: Yes. eRETA shows every line item of financial transaction.

Q10: Once our RWA is accepted in eRETA, where do we send our obligated document? Do we upload in eRETA?

A: The obligating document is internal to your agency to ensure you obligate the full authorized amount of the RWA in your financial management system at RWA Acceptance. In addition to ensuring the obligation document is in the appropriate places in your own agency, you may also upload the documentation into eRETA if you so choose for your own record keeping purposes. However, GSA does not require that you do so. Again, the obligation document is something required internally within your agency..

Q11: Are we able to upload documents to the Work Request, such as a SOW?

A: Yes you can. You can upload documents the moment you create the Work Request or anytime thereafter. If you go to our www.gsa.gov/ereta site and download the user guide on entering Work Requests, page 10 of that user guide specifically goes over how to upload documents.

Financial Data, Accounting, Allocation of Funding and Invoicing

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Q1: Will the RWA need to be entered in the new G-Invoicing system as well?

A: The requirements for G-invoicing are still being ironed out. GSA's stance is that we want to manage all of your G-invoicing needs for you so that we can consistently manage all customer RWAs the same way. In other words, our goal is that you would only have to use eRETA and we'd handle the G-invoicing data we need for that RWA for you.

Q2: Will this interface with G:Invoicing or how will this be integrated with the G:invoicing mandate that is coming?

A: Yes. The specific technical interfaces and integrations with GSA systems and G-invoicing are still being developed, but given GSA is one of the biggest "Sellers" when it comes to intragovernmental transactions, GSA has a huge task force working with Treasury on how we incorporate G-invoicing into our 30+ GSA business lines (eRETA and RWAs are just one of those).

Q3: Does this automatically populate the GSA fees?

A: Yes, the appropriate fee structure is applied automatically on the SCE and thus included in the total amount required for the RWA.

Q4: Can you put multiple accounting codes?

A: Yes, however the limitation of GSA billing system only allows it to bill one accounting line at a time. So effectively, if you had two accounting lines you might chose to select one on initial entry of the RWA. Once GSA bills the full amount of accounting line #1, you would return to eRETA and process an administrative amendment to select accounting line #2 so bills moving forward would reference that accounting line. On the "Accounting Details" tab in eRETA you will see a column called "Line to Bill" with a radio button under it. This allows you to select which accounting line should be billed and then allows you to change that over time so the billing system is instructed to bill the newly selected accounting line moving forward.

Q5: If we want GSA to bill both lines of accounting for the RWA do we still have to click the line to bill button?

A: GSA will not bill one line versus another, we automatically bill the first line. If you select a different line, then that line will appear on the bill instead, but we do not break bills across multiple lines of accounting. The line listed on the billing statement is a "suggestion" but we encourage customers to manage their funds as they see appropriate.

Q6: I have a billing question - what is the process to get the funding to GSA once the RWA is accepted? MIPPR/IPAC?

A: The process will remain the same as hard copy RWAs in terms of how the billing will work. RWAs are billed as expenses are incurred. This will not change. The RWA "Form" is a valid Inter-Agency Agreement, and the "Form" is still created based on the information provided/input.

Q7: How does the funding string get input?

A: There is a specific "tab" for the funding information.

Q8: Sometimes our RWAs are funded from two separate lines of accounting. For example, when we receive an RWA for TI with security added, the TI portion of the RWA will be funded from a separate CAN from the security portion. in such a case, we would

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want both lines of accounting to be billed concurrently. Can this be done in eRETA?

A: We do not bill against multiple lines, we bill the RWA and the onus is on the customer to break it across the multiple lines. The only other option would be to submit multiple RWAs for each line of accounting.

Q9: Am I understanding correctly, that we can only have 1 accounting line per RWA? There could be an occasion where a project would have split funding between departments? Seems odd to submit 2 RWAs for 1 project request.

A: No, you may list multiple lines of accounting on your RWA. We do not bill across multiple lines. We bill based on the RWA and total funding available. It is the customer's responsibility to apply the bill to the appropriate line(s) of accounting. I would not recommend submitting multiple RWAs for the separate lines of accounting, but there are some customers who elect to do that.

Q10: How often is the financial data (billing) updated?

A: The financials are updated in eRETA four times a day, but the billing application, VCSS (Vendor/Customer Self Service), is updated when the monthly billing cycle is run, typically around the 24th of the month.

Q11: I work for consolidated Admin Services & support both USDC & USPO. Are there future plans to address the current limitations of allocating funding/accounting lines to more than one agency so that everything is consistent on both the customer & GSA billing end?

A: The current recommended path is for one agency to provide funds to the other and then one agency provide the funds directly to GSA. We are always happy to discuss ways to improve the process, but there are no current plans in place at this time.

Modifications, Changes, Amendments and Other Tweaks...

Q1: If I need to change/extend the period of performance, would the Customer Administrative Change be the option I would select?

A: Administrative changes do not normally Affect the project schedule. The Project Manager would have to change the estimated completion date.

Q2: I assume a modification (additional scope) will require an amendment, right?

A: Yes, any change in scope, cost, or period of performance is a modification requiring an amendment.

Q3: What about change in funding/costs amended RWA, when we need GSA to provide a cost estimate to support the funding change/increase?

A: Amendments can be triggered by either party and then follow a similar process to new Work Requests.

Q4: Does the system provide a history of who makes changes to any RWA?

A: Yes, each RWA has a "History" tab that shows a history of the initial RWA acceptance and any subsequent amendments as well as a "Signature History" tab that tracks

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the names and dates of who applied digital signatures to the initial RWA and subsequent amendments.

Codes and Fields

Q1: How do we find out our AB Code?

A: There is a reference list on our website for you to reference www.gsa.gov/ereta

Q2: Is the Object Class necessary to be included?

A: There is a section for accounting information but it does NOT include Object Class.

Q3: Would the BOAC be the same we use for GSA Advantage? Or do we need a different one for eRETA?

A: The Billing Office Address Codes (BOACs) used by the GSA Advantage business line are different than the BOACs used by the RWA Program and other GSA business lines. GSA Advantage BOACs are unique to just the GSA Advantage Program. However, when entering a Work Request/RWA in eRETA, the BOAC field has a built in search. Click the magnifying glass icon next to the BOAC field to search for matching BOACs based on your Agency Bureau Code, Agency Location Code (ALC), billing address, or all three.

Q4: Is there a place on the eRETA process for me to place an agency "agreement" number when the funding is located so our payment office knows where to apply the GSA bill?

A: Absolutely. The customer order number field is a free text field you can use for that type of information. It will also be included on the billing statement.

Templates and Clones

Q1: Can you begin a new data entry project by copying forward a previous project?

A: You can download any previous project scope as a template when making a new/similarly-scoped project.

Q2: Can I create a template and save it for future use?

A: Yes. You can create a WR "Template" for recurring use but not submit it for GSA acceptance. You can currently only save a BOAC and Treasury Symbols as "My Favorites" for quick selection on future WR/RWAs you create in eRETA. We are working on a future enhancement that will allow you to "clone" a previously created WR so you can essentially copy/paste all fields from a prior WR and simply change the field(s) that need to be changed.

Miscellaneous

Q1: Do you need to enter a new RWA if a project is "phased" and phase 1 is in process?

A: When the initial RWA is created, it will state any phasing required. Even phasing for

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logistical reason requires full funding (1 RWA). You can discuss exceptions with your [Regional RWA Manager](#).

Q2: A little off topic - but can we access the other applications, i.e ROW through eRETA application without access or a password?

A: Each application is unique and requires coordination with the PBS business line to establish access.

Q3: Based on this information, we will be going paperless?

A: Yes, the goal here is to adhere to the Paperwork Reduction Act and reduce/eliminate the need for paper documentation.

Q4: Is the eRETA system ADA compliant for sight impairments?

A: All of our applications are Section 508 compliant. Several internal GSA users with visual impairments have special software on their machines that helps read the fields they navigate to in RETA/eRETA. If there is a specific software that you or your colleagues might use who have a visual impairment please feel free to share the name of that software with us at eRETA@gsa.gov and we can double check that will be compatible with eRETA. We don't expect there is any software that is not compatible with eRETA, but if there is a situation we can have our developers address it in a future release for us.

Q5: What is the difference between “Save” and “Reset”?

A: “Save” is to save your information and come back later, much like save features in microsoft word for example. “Reset” will clear the information populated on that "tab" so you can start over.

Q6: Can you have more than one Agency POC listed?

A: Yes, agency POCs are identified regionally by the customer. Usually the POC on the RWA is the originator of the RWAs.