Client Enrichment Series – Q & A

Topic: RWA Tools for the Customer: eRETA and VCSS

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Link to Series Information: CES Historical Topics

1. If we have access to the PBS Portal, which we use to get into G-REX, would we not have access to eRETA then?
Answer: Having access to an existing external portal application (such as G-REX) indicates the user has already been approved for a user ID and password to the external Portal itself. However, users need to request and be assigned a user role or roles in order to gain access to each application within the external Portal. To obtain the appropriate user role to eRETA complete "Step 1" of the eRETA application process as outlined at www.gsa.gov/ereta. In the "Additional Agency Bureau Code(s)/Existing External Portal Access" block of the Step 1 application indicate your existing access and to which application you already have access to. The eRETA business line will confirm your existing access and send further instructions on finalizing eRETA access.

2. I guess he's saying you can click on the headers and it will be listed chronologically by that header?
Answer: eRETA sorts results by RWA type and RWA number by default. However clicking on any of the other headers will resort the list by that column. Clicking once sorts that column in ascending order. Clicking a second time re-sorts in descending order.

3. If we already have access to GSA Portal for GREX do we still need to complete this form?
Answer: See response to #1 above

4. What if you signed up but never received your logon and or password?
Answer: Please visit www.gsa.gov/ereta and scroll down to the FAQ section at the bottom. Several FAQs indicate who to contact depending on which of the three application steps you last processed.

5. If you receive IPAC billing and RWA does not belong to your Bureau Code - How can you check on that?
Answer: In such cases, the user can either use the correspondence feature (after logging into VCSS) to communicate with GSA regarding the RWA or directly email GSA's Finance office at Ipacbilling@gsa.gov with questions, clarifications, or request for corrections to codes/values on their billing statement.

6. Will ALL GSA regions have the ability and/or be willing to accept an RWA through eRETA 2.0?
Answer: Yes. The ability to submit RWA requests online via eRETA 2.0 will be available to all customer agencies across all 11 GSA regions. Submitting the RWA requests online in eRETA 2.0 is not mandatory, but is simply another method in which a customer can submit an RWA work request to GSA. Gradually we do want to transition to 100% use of electronic RWA submission via eRETA.

7. What's the big difference among the eRETA and VCSS? VCSS you also can view RWAs.
Answer: eRETA provides global project and financial information on individual Reimbursable Work Authorization (RWA) projects. eRETA also includes a document storage tool that includes copies of signed RWA forms, estimates, customer letters, other customer communications, and much more. VCSS is a complimentary application to eRETA and specifically provides access to bills and billing data for not only RWAs, but all GSA business lines.

For additional assistance:
BAAR/VCSS FAQs: www.gsa.gov/portal/content/246417

eRETA FAQs: www.gsa.gov/ereta

General RWA FAQs: www.gsa.gov/rwa