



# Client Enrichment Series

Welcome to today's presentation on  
**RWA Tools for the Customer: eRETA and VCSS**  
**The presentation will start at *12:00 p.m. MDT***

**Note:** Phones are automatically muted during the presentation. You have the ability to send questions to the host and presenters through your questions pane. They will answer as many of the questions as possible throughout and at the end of the presentation. All questions will be captured, and answers sent to all participants prior to the next presentation.



# Client Enrichment Series

## RWA Tools for the Customer: eRETA and VCSS

Hosted by: Dawn Warner, RAM, GSA region 8

Presented by:

**Steve Sacco**, National Program Manager,  
Facilities Management,  
Small Projects and Reimbursable Services,  
GSA Central Office

**Larry Sampson**, Financial Management Analyst  
Communications and Training Branch  
Office of the Chief Information Officer



GSA Public Buildings Service



# external RWA Entry and Tracking Application (eRETA)



Allows users access to RWAs managed by multiple Agency Bureau Codes (ABCs) with a single log-in

Functionality includes:

- Run customized queries for an RWA using any of the 25 search criteria
- Review current financial activity of the RWA
- View uploaded documents and files for the RWA
- Download groups of RWA data to Excel for analysis

Replaced the antiquated “RWA Search” Website

- Roll out began in April 2011
- Available to all agencies by June 2011

Information and access available at: [www.gsa.gov/ereta](http://www.gsa.gov/ereta)

The following slides provide sample screenshots, however for purposes of this demonstration the trainer will log into the live eRETA environment.

Screenshots are provided for participants logged in via the audio portion only.

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## eRETA User Account Request Process

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1. Complete the [eRETA User Account Request Form](#) on-line by clicking here. Use the List of Agency Bureau Codes (ABCs) below to help complete the on-line form. The "eRETA User Account Request Form" link above opens a Google Form. Some agency firewall settings block this website. If you are unable to open the link above, please email us at [eRETA@gsa.gov](mailto:eRETA@gsa.gov) and request to complete the "eRETA User Account Request Form" via e-mail.

*NOTE: Please only select Agency Bureau Codes listed on the attachment below. GSA and its systems recognize these codes, even though some agencies may recognize slight variations of these codes. Until such a time that Agency Bureau Codes are standardized across the federal government, the codes below will be the only ones recognized by eRETA and GSA Systems.*

[List of Agency Bureau Codes](#)

[GSA IT General Rules of Behavior](#)

2. Complete the "eRETA Application Clearance Verification Form" available below. This form is required by GSA's Personnel Security Office. Because this form requests Personally Identifiable Information (PII), please share it with your Agency's Personnel Security office (or Human Resources Office) and GSA's Personnel Security Office only. Full instructions on how to securely send this information to GSA are provided on the form below. Steps 1 and 2 of the eRETA User Account Request Process are separated due to the PII captured in Step 2. We apologize for the inconvenience this may cause, but we are serious about protecting your PII and want to ensure it is reviewed only by those with proper authorization.

[eRETA Application Clearance Verification Form](#)

3. After your request has been processed and all approvals have been granted\*\*, the GSA National Application Helpdesk will send a verification e-mail to the e-mail address provided in Step 1. Follow the steps in that verification email to finalize your account.

*NOTE: We have received many questions as to why GSA is requiring the second form that captures PII. Please review the "eRETA Frequently Asked Questions and Help Topics" section below for answers.*

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## eRETA Resources

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[eRETA Resources and User Guides](#)  
[Understanding eRETA Financial Information \(5/15/2012\)](#)

# External PBS Portal at: extportal.pbs.gsa.gov



Login Spaces



Home



# Launch the eRETA application from within the External PBS Portal

**GSA PBS Portal Extranet**

Welcome Steven Sacco | Spaces Logout

## Welcome to PBS Portal Extranet Technical Support

For technical assistance with PBS Portal, PBS Portal applications or password maintenance issues, please contact us at [COPBSApp@gsa.gov](mailto:COPBSApp@gsa.gov) or call 866-367-7878.

To access a particular a PBS National Application, please click on one of the corresponding icons below:

 Del-eGate	 eLease eLease standardizes a national leasing transaction lifecycle and automates the daily tasks of leasing specialists through document management, electronic templates, a workflow engine, communication facilitation, and systems integration	 ePM
 CourtsWeb	 eRETA External RETA (or eRETA) is a customer facing application where real-time Reimbursable Work	 Resource Center

### PBS Portal Extranet Access Procedures

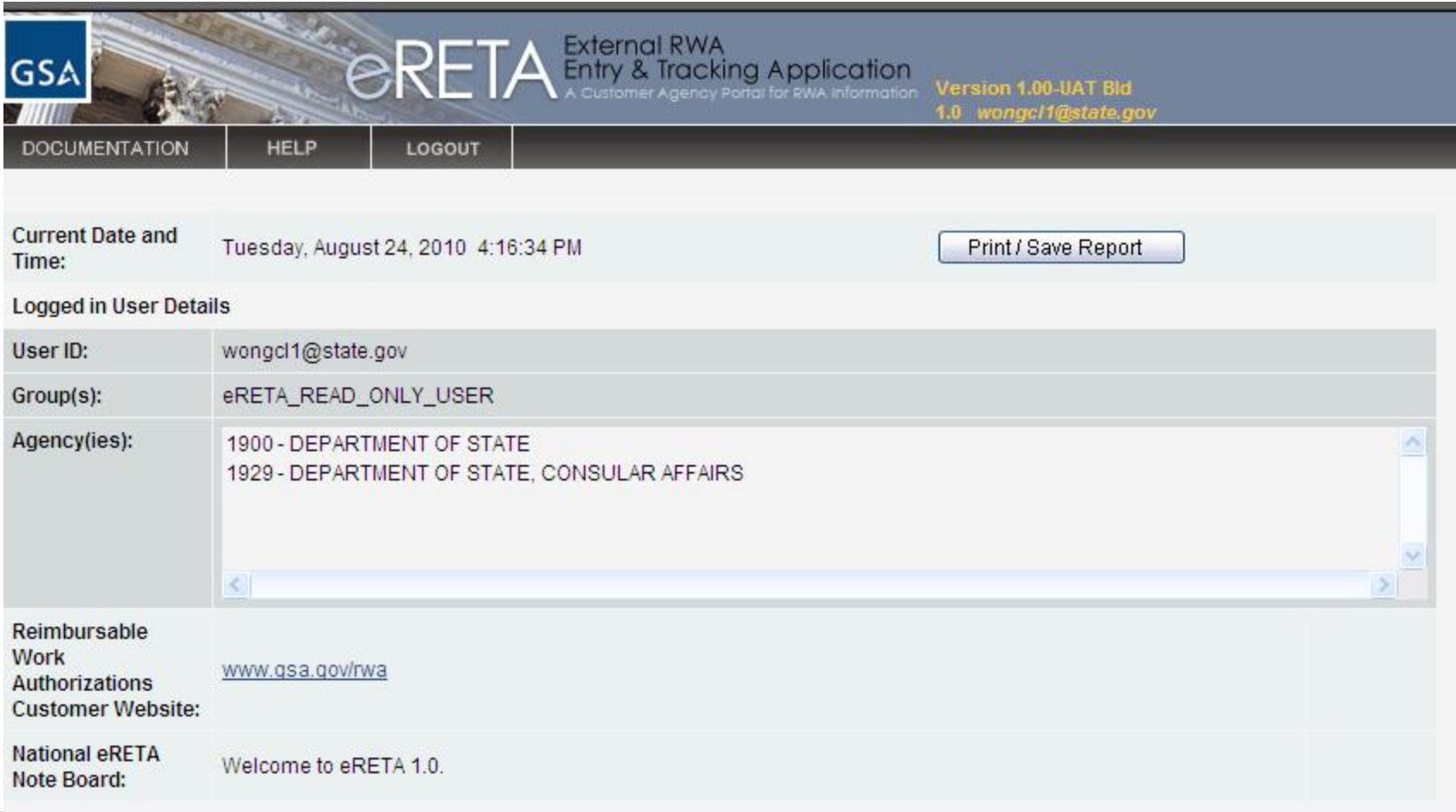
For more info [click here](#)

### Extranet Alerts

None at this time.



# eRETA Welcome Screen



The image shows the eRETA Welcome Screen. At the top left is the GSA logo. The main header contains the text 'eRETA External RWA Entry & Tracking Application' and 'A Customer Agency Portal for RWA Information'. To the right of the header, it says 'Version 1.00-UAT Bid 1.0 wongcl1@state.gov'. Below the header is a navigation bar with 'DOCUMENTATION', 'HELP', and 'LOGOUT' links. The main content area shows the current date and time as 'Tuesday, August 24, 2010 4:16:34 PM' and a 'Print / Save Report' button. Below this is a 'Logged in User Details' section with a table containing user information.

Current Date and Time:	Tuesday, August 24, 2010 4:16:34 PM	<a href="#">Print / Save Report</a>
<b>Logged in User Details</b>		
User ID:	wongcl1@state.gov	
Group(s):	eRETA_READ_ONLY_USER	
Agency(ies):	1900 - DEPARTMENT OF STATE 1929 - DEPARTMENT OF STATE, CONSULAR AFFAIRS	
Reimbursable Work Authorizations Customer Website:	<a href="http://www.gsa.gov/rwa">www.gsa.gov/rwa</a>	
National eRETA Note Board:	Welcome to eRETA 1.0.	

# eRETA Search Screen

**RWA Documentation Search** Hide Criteria

RWA Type: 
 RWA Number: 
 Closure Status:

RWA Status:

Building Number: 
 Building Name:

Primary Worksite City: 
 Primary Worksite State: 
 Building Type:

Agency Bureau Code: 
 Agency Name/Bureau Name:

BOAC:  Select All
   
 1900
   
 1929

PDN: 
 Severable Service: 
 Customer Funding Type:

Authorized Amount from \$  to \$ 
 Customer Order Number: 
 Requisition ID:

Date Range of RWA Start Date:  to 
 Agency Accounting Data: 
 Agency Contact Email:

GSA POC Email:

Only official Authorized Amounts are displayed in this report. RWAs with a status of "Pending-New", "In Queue", or "Failed" do not yet represent valid RWAs in GSA's system (RETA). A "Pending-Mod" status represents RWAs undergoing an amendment and the Authorized Amount shown is that of the last successful submission in RETA. For more on RWA Statuses click on "RWA Status" above to open the Glossary.

RWAs deemed as "sensitive projects" by the customer and/or GSA will not be displayed in search results. If you require information about a "Restricted RWA" please contact the appropriate GSA Regional RWA Manager. A list of current Regional RWA Managers can be found at [www.gsa.gov/hwa](http://www.gsa.gov/hwa)

Select Page Size:

**Search Results**

RWA Number ▲	RWA Status	Agency Bureau Code	BOAC	GSA Region	Agency Accounting Data
Primary Worksite City	Primary Worksite State	Customer Order Number	Total Authorized Amount	RWA Start Date	GSA POC Email
					Agency Contact Email
N0712602 AURORA	Submitted CO	1900	19401H \$1,916.75	08 02/05/2009	19_x0113000y-1044905512-281592-4650-2589-car256 karen.addison@gsa.gov
N4000462 DENVER	Submitted CO	1900 94A000	19401H \$76,100,354.80	08 08/10/2009	19_901119.1-1019-94A000-183200-5443-RACF1002 2569 eddie.johnson@gsa.gov

2 Records found. Displaying page 1 of 1 1



# eRETA RWA Document Detail Page (Financial Summary)

## RWA DOCUMENTS DETAIL

### RWA Summary

[View Images](#)

[Print PDF](#)

**RWA:** N4000462 DATA CENTER, STATE DEPT.  
**Last RETA Action:** Submitted Successfully  
**Estimate Tracking Number:**  
**Estimate Approval Date:**

### Customer Information

**Agency:** 1900 DEPARTMENT OF STATE  
**Billing Office Address Code (BOAC):** 19401H US DEPT OF STATE (SA-44)  
**Customer POC Email:** Huntga@state.gov  
**Customer Cert Official Email:** Huntga@state.gov  
**Customer Billing Contact Email:** Huntga@state.gov

### PBS Information

**Organization:** P082D000 DFC Serv Ctr-RPM&S  
**Worksite:** AX0800AX ASST REG ADM OPR R8  
**GSA POC:** eddie.johnson@gsa.gov

### RWA Details

<b>Acceptance Letter Date:</b> 11/18/2009	<b>Original Auth Amount:</b> \$100,354.80	<b>Fund Year:</b> 2009
<b>RWA Start Date:</b> 08/10/2009	<b>Current(Submitted) Auth Amount:</b> \$76,100,354.80	<b>Fund Type:</b> M-Multi-year
<b>Last Bill Date:</b> 02/25/2010	<b>Commitments:</b> \$0.00	<b>Bill Type:</b> O-IPAC/IGTE
<b>Substantial Completion Letter Date:</b>	<b>Total Obligations:</b> \$65,122,083.79	<b>Bill Term:</b> M-Monthly
<b>Cancellation Date:</b>	<b>Total Expenses:</b> \$223,664.27	<b>Overhead Billed Amount:</b> \$71.34
<b>Close-out Letter Date:</b>	<b>Total Billed:</b> \$181,131.60	<b>Chargeback Amount:</b> \$0.00
<b>Financial Purge Date:</b>	<b>Collected Amount:</b> \$181,131.60	<b>Write-off Amount:</b> \$0.00
<b>Hold Billing Indicator:</b> No		

### Agency Accounting Data:

19\_901119.1-1019-94A000-183200-5443-RACF1002 2569

### Project Description:

Work shall include the procurement of the following services: pre-construction A/E, site studies, design/build, project management, construction management, construction site security management for the ARRA funded new construction project to support the Department of State data Center project in Denver, Colorado. Additional funding for the construction of this building will be added to this rwa at a later date.



# eRETA RWA Document Detail Page (documents)

Select Page Size:  ▼

RWA Documents					
Document Type	Document Name	Last Modified Date	Upload Date ▼	System Generated	Description
RWA 2957 Form	<a href="#">RETA 2957 FORM 2010-01-25</a>	01/25/2010	01/25/2010	Y	RETA Generated 2957 Form Submitted to NEAR on 2010-01-25
RWA 2957 Form	<a href="#">MOD 2</a>	02/11/2010	01/20/2010		ORIGINAL RWA N4000462
Customer Correspondance (Other)	<a href="#">INVOICE REJECTION</a>	12/03/2009	12/03/2009		Invoice rejection letter for invoice #T083125
CL2 - Acceptance	<a href="#">Acceptance Letter</a>	11/18/2009	11/18/2009	Y	
Email	<a href="#">Acceptance Email</a>	11/18/2009	11/18/2009	Y	
RWA 2957 Form	<a href="#">RETA 2957 FORM 2009-11-12</a>	11/12/2009	11/12/2009	Y	RETA Generated 2957 Form Submitted to NEAR on 2009-11-12
RWA 2957 Form	<a href="#">MOD 1</a>	02/11/2010	11/09/2009		ORIGINAL RWA N4000462
DoD Compliance Documentation	<a href="#">DEPARTMENT OF STATE TESTIMONY</a>	10/20/2009	10/20/2009		SUPPORTING DOC'S
Estimates	<a href="#">ESTIMATE</a>	10/20/2009	10/20/2009		initial estimate
CL2 - Acceptance	<a href="#">Acceptance Letter</a>	10/05/2009	10/05/2009	Y	
Email	<a href="#">Acceptance Email</a>	10/05/2009	10/05/2009	Y	
RWA 2957 Form	<a href="#">RETA 2957 FORM 2009-08-24</a>	09/14/2009	08/24/2009	Y	RETA Generated 2957 Form Submitted to NEAR on 2009-08-24

12 Records found. Displaying page 1 of 1 1

If the document does not open users should install the missing software required for viewing the document.

# eRETA Help Menu

**GSA** **eRETA** External RWA Entry & Tracking Application  
A Customer Agency Portal for RWA Information **Version 1.0 steven.sacco@gsa.gov**

DOCUMENTATION    **HELP**    LOGOUT

**Current Date/Time:**    Glossary  
User Manual  
Other Applications & Resources >  
About eRETA

**Logged in User Details**

**User ID:** steven.sacco@gsa.gov    RWA Customer Site ([www.gsa.gov/rwa](http://www.gsa.gov/rwa))  
RWA Form 2957 ([www.gsa.gov/forms](http://www.gsa.gov/forms))  
RWA Billing Details - Vendor & Customer Self Service (VCSS) (Separate log-in will be required)  
Treasury Credit Card Site ([www.pay.gov](http://www.pay.gov))  
Rent on the Web (ROW)

**Group(s):** ERETA\_PBS\_USER

**Agency(ies):**  
1513 - DEPARTMENT OF JUSTICE, FEDERAL BUREAU OF INVESTIGATION  
2804 - SOCIAL SECURITY ADMINISTRATION  
2800 - SOCIAL SECURITY ADMINISTRATION

**Reimbursable Work Authorizations Customer Website:** [www.gsa.gov/rwa](http://www.gsa.gov/rwa)

**National eRETA Note Board:**  
(5/16/2013) - Have you signed up for the new GSA Billing Site coming in July 2013? Don't wait! The streamlined Vendor & Customer Self Service (VCSS) site will be the source of all electronic bills soon. PLUS the billing statements will be completely overhauled based on feedback from you, our customers!. VCSS is a complimentary site to eRETA (not replacing it). See how to get access, view new billing statements and more, at [www.gsa.gov/baar](http://www.gsa.gov/baar) and click on the "Phase 2" tab on the left.

# GSA Admin Controls allow sensitive RWA projects to be hidden from eRETA queries

The screenshot displays the 'RWA Entry & Tracking Application (RETA)' interface. At the top left is the GSA logo. The main header reads 'RWA Entry & Tracking Application (RETA)' with the version 'Version 3.0UAT Bid 1.0' and contact email 'connie.wehmann@gsa.gov'. A navigation bar contains the following menu items: SEARCH, FINANCIAL REVIEW, DOCUMENTATION, ESTIMATES, REPORTS, ADMINISTRATION, MESSAGE CENTER, HELP, and LOGOUT.

### RESTRICTED RWA(S) ADMINISTRATION

Individual RWAs | **Restricted AB Codes / Regions**

AB Code	Region(s)	Created by	Created Date	Modify
0000	00, 01, 02, 03, 04, 05, 06, 07, 08, 09, 10, 11	SystemFinance.Admin@gsa.gov	8/23/2010 5:15:56 PM	

1 Records found. Displaying page 1 of 1 1

# eRETA Customer Feedback

Researching RWAs with eRETA will be so much more informing and detailed [than the RWA Search website]. I can't wait!!

- Marion Williams, Program Analyst, DHS/FEMA

I look forward to using the new eRETA system in the future!

- Customer Tester, DHS/CIS

eRETA brings the GSA RWA search tool into the 21<sup>st</sup> century, adding the ability to search and verify information much quicker than before.

- Carlos Proctor, Senior Financial Analyst, Dept of Education

# What eRETA 2.0 brings to the table

Ability to enter RWA requests directly

Tracking of work requests from RWA Receipt to RWA Acceptance

Digital Signature Capabilities – no more paper!

Scheduled for Winter 2014



# GSA's Vendor and Customer Self Service (VCSS)

# Vendor and Customer Self Service Overview

- **Vendor and Customer Self Service (VCSS) is a web application that allows users to quickly and efficiently access information concerning their accounts.**
  - VCSS provides a single location for GSA customers to do the following:
    - View Account, Billing and RWA (Agreement) information
    - Submit correspondence
    - Submit a dispute request
  - There are two types of registration:
    1. VCSS account code
    2. User ID

# Vendor and Customer Self Service - Homepage

- Training
- Contact Us
- System Login
- Registration and Access Request
- Support Request

# VCSS Online Training

- **Segment 1:** Introduction
- **Segment 2:** VCSS Account Registration & Requesting Access
- **Segment 3:** Basic Navigation
- **Segment 4:** Account Information
- **Segment 5:** Statement and Dispute Information
- **Segment 6:** Customer Payment Information
- **Segment 7:** Correspondence Information
- **Segment 8:** External Applications Information

# Support Request Overview

- **Support requests can be created from the GSA Launch Page.**
- The following types of support requests can be created:
  1. Change Account Administrator
  2. Remove Account
  3. Remove from VCSS
  4. Update User Profile

# Menu Bar

- Use the menu bar to navigate through your account and access account information.
  - Accounts (segment 4)
  - Statements (segment 5)
  - Payments (segment 6)
  - Correspondence (segment 7)
  - External Applications (segment 8)



The screenshot shows the top navigation bar of the GSA Vendor and Customer Self Service portal. On the left is the GSA logo. To its right is the text "Vendor and Customer Self Service". In the top right corner, there are links for "Home | Notices | Personal Information | Preferences | Site Map | Help | About". Below the main title, there is a user status bar that reads "Welcome Demo User | June 21, 2011 | Sign Out | Contact Us". At the bottom of the bar is a horizontal menu with six items: "Accounts", "Statements", "Payments", "Correspondence", "External Applications", and "Bookmarks", each with a yellow downward-pointing arrow indicating a dropdown menu.

# Accounts Menu

- **Account Information or Account Search**

- If you have access to only one account, then the Account Information menu option displays. This will review general information of your account.
- If you have access to more than one account, then the Account Search menu option displays. You can search for the account you would like to review information on.

- **Account Summary**

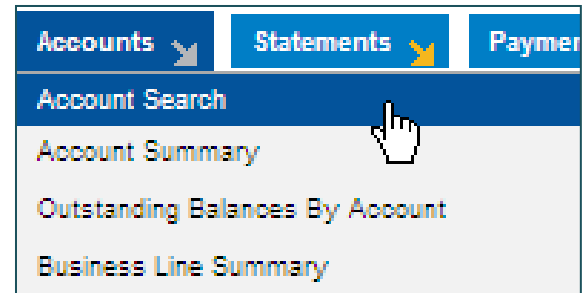
- Review balances for your accounts.

- **Outstanding Balances by Account**

- Review a list of outstanding balances for your accounts. (This page is the same as the home page).

- **Business Line Summary**

- Review account balances sorted by GSA business line (i.e. Rent and Fleet).



# Statements Menu

- **View and Print Statements**

- View and print statements for your accounts.

- **Statement Search by Agreement**

- Search for and view statements by your GSA agreement number.

- **View Details**

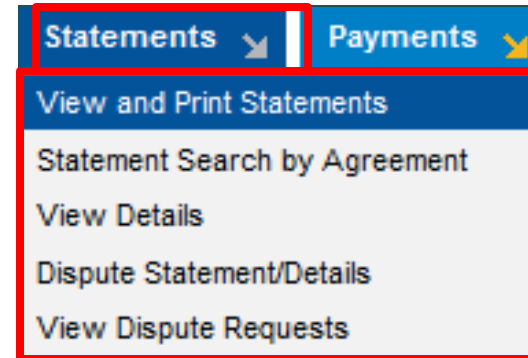
- View details for statements on your accounts.

- **Dispute Statement/Details**

- Dispute a statement that you think might be in error (for non-IPAC statements only).
- Disputes of IPAC bills should be performed via Treasury IPAC guidelines using the chargeback process.

- **View Dispute Requests**

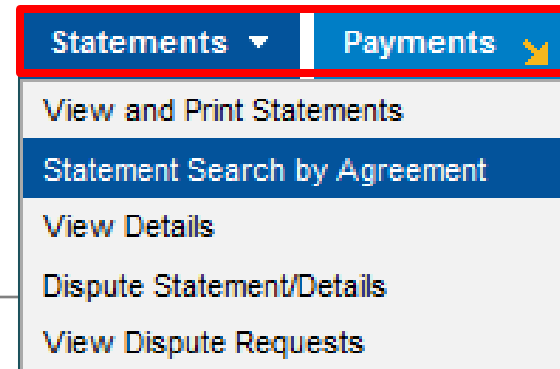
- View dispute requests and status of your disputes.





# Statement Search by Agreement

- The Statement Search by Agreement page is used to search for statements by your GSA Agreement Number.
  - Provides the ability to search for Statements using Agreement Number (for RWA/HOTD customers, this would be the “RWA Number”).
  - Search criteria includes:
    - Agreement Number
    - IPAC Information (Funding Document, Purchase Order Number, etc.)
    - Account Information (Account Code, Agency, Bureau, etc.)
  - Provides the ability to view the Statement by launching the Statement Query pre-searched by the selected number.
  - To access the Statement Search by Agreement page, from the menu bar select **Statements > Statement Search by Agreement**.



# Statement Search by Agreement (Cont'd)

- **Statement Search by Agreement Page**

- The Statement Search by Agreement page displays with a search criteria area to search for statements associated with your account.
- Enter search criteria and select the **[Search]** button.

The screenshot shows the 'Bill Search' page in the VCSS system. At the top, there is a breadcrumb trail 'VCSS > Statements > Bill Search' and an 'Audit' button. Below this is a section for 'Agreement Search Criteria' which includes a text input field for 'Agreement Number'. Underneath is the 'IPAC' section with input fields for 'Funding Document', 'Purchase Order Number', 'Accounting Classification Reference Number', 'Related Statement Number', and 'Customer Treasury Symbol'. The 'Search Criteria' section contains 'Account Criteria' with input fields for 'Account Code', 'Agency', 'DUNS+4/BPN+4', 'Bureau', 'Account Name', and 'Agency Location Code'. At the bottom of the form are 'Search' and 'Clear' buttons.

# Statement Search by Agreement (Cont'd)

- **Statement Search by Agreement Page**
  - In the search results, review the statement records.

<a href="#">Account Summary</a>		<a href="#">View Statement</a>		<a href="#">Sort...</a>		<a href="#">View as CSV</a>	
<b>Summary</b>							
Statement Number	Bill Generated	Title	Billing Reference Number	Vendor Address C	Vendor Name	DUNS+4/BPN+4	Business Line
<b>Totals</b>							
<input type="checkbox"/>	W0000138	Billed Charges	ADIBILADIW0000138-403	158825	VCSS Demo Vendor		Reimbursable Work A
Page 1 of 1 10							

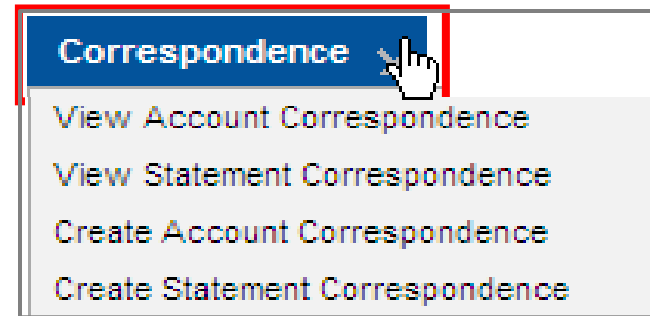
# Payments Menu

- **View Customer Payments**
  - Search for and view payments made to GSA for your accounts.
- **View Refunds**
  - Search for and view refunds received from GSA for your accounts.



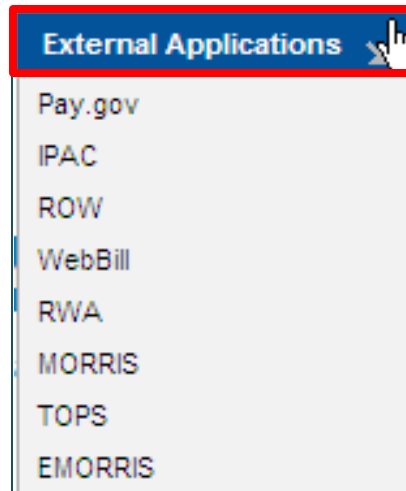
# Correspondence Menu

- **View Account or Statement Correspondence**
  - Select the View Account Correspondence option to search for and view account correspondence.
  - Select the View Statement Correspondence option to search for and view correspondence for a specific statement on your account.
- **Create Account or Statement Correspondence**
  - Select the Create Account Correspondence option to create account correspondence.
  - Select the Create Statement Correspondence option to create correspondence for a specific statement on your account.



# External Applications Menu

- If you need to access an application outside of VCSS, select one of these External Applications menu options.
  - From the menu bar, select **External Applications > [application]**.



## eRETA Questions

Contact us at [eRETA@gsa.gov](mailto:eRETA@gsa.gov)

Find out more at [www.gsa.gov/ereta](http://www.gsa.gov/ereta)

## BAAR-VCSS Questions

Contact us at [baar@gsa.gov](mailto:baar@gsa.gov)

Find out more at [www.gsa.gov/baar](http://www.gsa.gov/baar)

For VCSS Assistance [ocfoservicedesk@gsa.gov](mailto:ocfoservicedesk@gsa.gov)

or 866-450-6588



# Questions?



- Thank you for joining us today for a discussion on  
**RWA Tools for the Customer: eRETA and VCSS**
- **Future sessions**
  - June – Introduction to the Federal Acquisition Service (FAS)
  - July – Introduction to PBS Pricing Policy
  - August – Introduction to Occupancy Agreements

[www.gsa.gov/ces](http://www.gsa.gov/ces)

[ClientEnrichmentSeries@gsa.gov](mailto:ClientEnrichmentSeries@gsa.gov)

If you are interested in attending future PBS Client Enrichment Series webinars, but are not on our CES mailing list, please send a request to our [clientenrichmentseries@gsa.gov](mailto:clientenrichmentseries@gsa.gov) inbox and we'll add you to our CES mailing list. As a member of our CES mailing list you will directly receive CES presentation slides, Q&As for each session, and notifications for future scheduled CES sessions.

Thank you!