



Client Enrichment Series – Q & A



Topic: eRETA Digest

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eRETA Digest Session Resources:

View our April 28th [Recording](#)

Visit: [eRETA](#)

Visit: [RWA](#)

Visit: eRETA System questions- eRETA@gsa.gov

Visit: General RWA/Policy questions- AskRWA@gsa.gov

Visit: [Specific Question on an RWA project or Service](#)

Question: What is the difference between RWAs and Work Requests?

Answer: A work request is just the initial stage of a finalized RWA. It is a work request when you first submit and transitions to RWA as it moves through the process toward signatures. Please note, Work Requests always have an RWA type of “W”; while RWAs are more varied.

Question: I received a request to complete a survey to maintain my access to eRETA. Is this a valid request?

Answer: Yes, the email from eRETA Team surveys@research.gsa.gov is a valid request.

Question: I never received an email to recertify my eRETA access

Answer: Only users who already have eRETA accounts will have received that email to complete a survey. It was sent from eRETA Team surveys@research.gsa.gov. Please email eRETA@gsa.gov if 1) you already have eRETA access and 2) still can't locate the recertification email.



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Question: For all of my current requirements, GSA had told me that GSA does not have the resources currently to do RWAs for us. Is this still the case?

Answer: While the past 18 months have certainly turned things a bit on their head for all agencies, GSA has made strides in getting work assigned and reassigned. Should you have concerns on specific WR/RWAs, please reach out to askRWA@gsa.gov and we can assist with some status updates.

Question: How long does it take from unassigned to assigned?

Answer: It depends on quite a few factors. In the past, we made assignments rather quickly, but then did a lot of shifting work around. We have revised our process to now do much of that validation and confirmation work ahead of making an assignment. It also depends upon the resources we have available in that geographic local.

Question: What happens when it's in the Planning Estimate stage awaiting action from Customer, but the customer can't locate the Estimate or the WR/RWA number?

Answer: You can first try and search eRETA using some of the standard features discussed during the presentation. Then if unsuccessful, reach out to your GSA PM.

Question: What if during the shuffle of the reorganization in the last year there are still unassigned RWAs? Who should we reach out to to resolve?

Answer: If you have unassigned RWAs for an extended period of time please escalate to eRETA@gsa.gov. They will route you to the right people.

Question: What if the RWA shows "accepted" in eRETA, but no acceptance letter was received?

Answer: Please check the documentation tab of the WR/RWA. All the communications that were sent will be there.

Question: Does the eRETA system require users to log in at least every 30-45 days to ensure that access is not lost?

Answer: No. Instead, we conduct a recertification survey once a year to determine who still needs eRETA access. Failure to complete that survey will remove your access.

Question: Do you get an email if actions are needed by you?

Answer: Yes, but it depends on if you are listed as the Agency PM/POC on the WR / RWA. Contacts will receive various letters and notifications as they move through the process.

Question: Please explain the agency bureau code.

Answer: The AB Code is a combination of the Agency Code (3 digits) and the Bureau Code. For example, 015 includes all of Dept of Justice. The NEXT digits then break it down into the components/bureaus.



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Question: To help manage Senior Executives expectations, can you provide a timeframe for WR assignment and RWA acceptance, as "it depends" is too open-ended.

Answer: The more information you provide in your WR the quicker we can assess the details and prioritize our resources. If you have an urgent need, we encourage you to include that information in your description. If you have not heard anything back in 2 weeks, you can always reach out to askRWA@gsa.gov to see if there is anything you can do to help streamline the assignment process.

Question: What is status Failed?

Answer: Failed status is when the RWA or amendment is rejected by the GSA's financial system (Pegasys). If your RWA is in failed status please escalate to your GSA PM and eRETA@gsa.gov

Question: How can we attach documents at this stage?

Answer: eRETA users may upload documents at every stage of the submission process using the "upload" button in the 'Documentation/Audit' section of the specific WR/RWA.

Question: If you know the POC or PM, can we enter that during the request process? My GSA team has identified which members I need to tag for which projects.

Answer: Yes, you can enter it. It does not automatically guarantee an assignment, but It will make it easier if that person is the PM that leadership selects.

Question: Can you go through the copying process again?

Answer: For a more detailed walkthrough of the copy feature, feel free to reach out to eRETA@gsa.gov

Question: Can I copy the WR and still change the POC?

Answer: Yes, the copy feature will make things easier by filling in previous fields but you will always have full edit access before you manually submit to GSA.

Question: Can you clarify how GSA communicates the official period of performance (PoP) for an approved RWA? Additionally, what is the formal process for issuing modifications to PoP end dates? I have noticed that the PoP shown in the SCE often doesn't align with the actual project timeline, so I would like to understand where the authoritative PoP is documented and how updates are conveyed.

Answer: PoP dates are only required for severable RWAs which are documented on the severable (OUE) estimates. For nonseverable projects, the PoP can be documented on the SCE but is not a requirement.

Question: Is there something that I need to do to give my coworkers access to what I have completed/started in the eRETA system

Answer: Assuming that your co-workers have the same level of eRETA access as you, they will have full access to everything you do. They can use the search feature if you give them the RWA numbers or use



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your contact to search agreements tied to you. If they do not have the same access, they will need to reach out to eRETA@gsa.gov to request an update to their account.

Question: How can I properly determine my AB Code

Answer: All AB codes tied to your account will appear on your eRETA welcome page and RWA search AB code dropdown menu. To add additional codes to your account, please reach out to eRETA@gsa.gov. If you do not have an account yet, there is a list of all active ab codes on our website here below. You will need to search that list based on your agency and bureau.

<https://www.gsa.gov/real-estate/reimbursable-services-program/ereta-user-account-request-process>

Question: Who puts in the estimates, me or GSA?

Answer: The assigned GSA PM is the one to enter and approve the estimate.

Question: Where is the button to request an estimate be re-done after it expires?

Answer: If an estimate has expired and the customer would like to request an updated estimate, a pop up screen will appear when you attempt to edit the WR. You can simply click that button to request GSA revise and reapprove the estimate.

Question: If the estimate is reviewed and approved by the Agency and funding is provided but there is no movement on a project for years and when it is picked back up the costs have increased due to the delay, do the agencies have to fund the gap?

Answer: Yes, as the costs are the customers responsibility.

Question: Is there a management fee for overtime utilities?

Answer: Yes, there is a fee. The amount will change depending on the total dollar amount for your RWA. More information about the fee can be seen here:

<https://www.gsa.gov/real-estate/reimbursable-services-program/policy-and-guidance/rwa-fee-structure>

Question: Thank you for the clarification on severable versus nonseverable RWAs. I have a follow-up question to make sure I fully understand how PoP is managed throughout the lifecycle of an RWA. Is a formal Period of Performance defined elsewhere within GSA's contracting documents or systems, beyond what is shown in the SCE? I'm trying to understand where the authoritative PoP resides, especially since the SCE PoP often does not match the actual timing of the contracted work.

Answer: Yes, a milestone schedule and other documents uploaded into eRETA documentation tool would reflect the appropriate POP dates.

Question: Do you have a separate RWA calculator in Excel?

Answer: No, there is not a specific calculator you can use in excel. All of the searches you have access to may be exported to excel but you cannot transfer a specific RWA to excel and work on it there.



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Question: Is the fee a percentage of the requested amount?

Answer: Please see a description of fee on our website below. It is either a set \$500 fee or a sliding percentage scale depending on the amount

<https://www.gsa.gov/real-estate/reimbursable-services-program/policy-and-guidance/rwa-fee-structure>

Question: Define TI allowance

Answer: Tenant Improvement Allowance which is a pre-negotiated sum of money provided by a landlord to a tenant to cover the costs of customizing or renovating a space. Customers are required to use an RWA to fund anything above that amount.

Question: What is the proper protocol when requesting Overtime Utilities when adding hours to an estimate. I usually submit an amendment and wait for an estimate, but sometimes it takes a while to get an estimate

Answer: Submitting an amendment is the right thing to do. You may also want to reach out to your GSA PM/POC to check the status of your modified estimate.

Question: Can anyone with access edit a WR/RWA or just the person who created it?

Answer: Any eRETA user with the same level of access as you, and with access to the same AB codes will be able to edit. If they require changes to their account please reach out to eRETA@gsa.gov.

Question: How do you add more treasury symbol favorites, it only allows me to add one

Answer: Multiple can be added to the favorite list but only one can be added at a time. You may need to make a second accounting line with the second TAS before clicking the star icon.

Question: Are quality control activities for construction included in the fees to GSA you showed?

Answer: The RWA Management fee that was mentioned covers what is outlined in the [GSA Pricing Desk Guide](#).

Question: What if the agency fund certifying official doesn't receive the docusign? Does it give you a confirmation it's been sent?

Answer: You can see that signatures have been requested when your RWA enters "Signature Requested" status. You can also see by clicking the RWA History link at the bottom of the page and click the "signature history" tab. If the signing official has trouble locating the signature package, please escalate to eRETA@gsa.gov.

Question: What is the time line to produce a SCE, after WR has been assigned? What is the duration to route the RWA for funds approving and GSA approval?

Answer: The timeline is not set in stone and does vary based on lots of factors. The biggest factor comes down to requirements development - some customers need significant support in developing their requirements while others come with a fully scoped project. That coupled with prioritizing our resources impact timelines. Once the requirements development is complete and the SCE is created, the customer



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provides funds and then the review and acceptance process kicks off. Assuming there are no errors or omissions, the packages should be reviewed rather quickly. You can always email askRWA@gsa.gov for support on the status of your WR/RWA.

Question: When there is an error does the system send an email to alert this situation

Answer: No, eRETA does not send an email, but instead eRETA lists all validation errors in red text on final save / submission. There are also page level validations displaying red warning messages when an error occurs on specific tabs.

Question: Is docuSign not attached to government email?

Answer: The signature request will be sent to the provided agency fund certifying official. That field is manually entered by agency data entry users. The contact would likely be a valid government email address if there are no errors in data entry.

Question: If assistance is needed when submitting a WR/RWA is there a resource or contact # available?

Answer: Please reach out to eRETA@gsa.gov

Question: Are there RETA efforts/changes to allow amending multi-building F-type RWAs to increase funding?

Answer: This is already allowed. Please work with your GSA PM/POC to have them modify the estimate. You would need to submit an X-input code amendment to request an increase in funding.

Question: Once a request is submitted in eRETA, what is the turnaround time for GSA to reach out to us on the request?

Answer: We work to prioritize and resource customer WRs as quickly as we can. You will be notified as soon as a PM/POC is assigned to your WR to begin requirements development.

Question: How do you re-submit changes if you realize additional changes are required? Edit pencil is missing at the top of the screen.

Answer: Please reach out to eRETA@gsa.gov. If you already have Data Entry Access to RETA, its possible the RWA is in an uneditable state (for example while the RWA is being signed). The RWA Manager or eRETA System Administrator might need to reject the submitted amendment to restore your ability to edit.

Question: Is eRETA going to G-INVOICING?

Answer: As mentioned in the beginning of the presentation, GSA will move to g-invoicing in FY27, utilizing the 7600EZ for billing and collections.

Question: What was the project pulse survey email address?

Answer: projectpulsesurveys@research.gsa.gov



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Question: How are requests for commissioning work made and paid for?

Answer: Services to provide commissioning (testing and balancing of lab equipment for example) would be done in the same manner as other project requests. Please submit a Work Request (WR) and GSA will assign a PM/POC to work on your project.