Client Enrichment Series – Q & A

Topic: *eRETA Digest*
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Additional eRETA Digest Related Resources:

www.gsa.gov/ereta - eRETA Customer Portal (how eRETA works, gaining access & training resources)

CES Session - eRETA Digest **Presentation Video** *(previously recorded - Aug 2021)*

Q1. When is the last day to submit an RWA for FY22 ?

A. The deadline for submission of RWAs for acceptance in FY22 is September 8th, 2022 for both new RWAs and amendments. GSA then has the remainder of September to review and route for signatures, which are required prior to 9/30 for a valid obligation.

Q2. When getting something from the RETA bot, is it just sent automatically after the first entry? (I'm talking about overtime utility estimates).

A. Estimates created by the retaotuebot@gsa.gov should be automatically linked to your submitted work request, however you will need to complete the typical data entry processes on the other tabs for successful submission.

Q3. It has been 6 weeks and I still have not been assigned a project manager. These are small projects. I have also left comments, with no response. How can I escalate this to a higher level?

A. Please send the WR number to eRETA@gsa.gov so that we can have a closer look at the WR. We are unable to respond to specific project questions in the FAQ. Thank you.

Q4. Is there a way to specifically pick the fields of information during the export phase?

A. You are unable to select which specific fields you would like to download while exporting data from RETA. However, you can always filter the data and hide columns or rows upon downloading the Excel file.

Q5. Is it possible tolsee the amount that was remaining in the balance during the close out of RWAs?

A. If you are looking for financial information in the excel export, we recommend using the Financial Review search instead of the standard search section. That download will include quite a bit more financial information. The caveat is that it will only pull up accepted RWAs, so no pending WRs will be included.

Client Enrichment Series – Q & A

Q6.   When creating an RWA, does the "Estimated Amount" matter? If one doesn't know the pricing yet, is it better to estimate (guess) low, or high? ($2,000 - $50,000) or ($50,000-$250,000)?

> **A.** Please respond with your best guess of how much you think the value of the project is. The category can be adjusted once the Summary Cost Estimate has been created and approved for the project.

Q7. What is the order of the eRETA Data Entry process and whose responsibility is it to complete the corresponding data entry tabs?

> **A.** eRETA Data Entry users from the agency are expected to fill out the following tabs:
> 1. Customer Information
> 2. Billing Information
> 3. Accounting Details
> 4. Customer Approval
>
> GSA Data Entry users must complete the following tabs:
> 1. PBS Information
> 2. Authorizing Details
> 3. PBS Approval
>
> If you require assistance filling out the data on any of the required fields please reach out to eRETA@gsa.gov for assistance.

Q8. When amending an RWA, the Additional Comment field is not available to be edited. Is this by design? Can it be changed?

> **A.** We are always looking for ways to improve the system, so if you feel this would be a good enhancement to eRETA, please email us at ereta@gsa.gov with the suggestion and details as to why it would be important to consider.

Q9. Is there any way to provide an option to write a description in eRETA with a line break between lines?

> **A.** eRETA does not allow for the use of many special characters including indentation and breaks between lines. You are not able to include line breaks in your description.

Q10.   What is BOAC?

> **A.** BOACs are the Building Office Address Codes and they are tied to a specific Agency Bureau Code (AB Code) and a specific Agency Location Code (ALC).

Q11.   Is the estimate received from GSA the final cost to be expected? Are there any other fees which will be added to this estimate?

> **A.** Yes.The Summary Cost Estimate (SCE) is the actual costs which includes all of GSA fees.

Q12. Is there any way to request GSA to change the Component TAS in cases where there's extra spaces that should not be there? (We've had some trouble finding the TAS as a result).

A. All Treasury Symbols used in eRETA are pulled directly from the Treasury's Fiscal Service website (https://sam.for.fiscal.treasury.gov/sampublic/tasbetc.htm), there should not be any incorrect spaces included in the system. If you run into any issues locating a specific code please reach out to eRETA@gsa.gov for assistance.

Q13. Is there a way to add another field of input into the Accounting Details where an agency can request that one particular Line of Accounting be used FIRST to pay IPACs. Sometimes we fund an RWA with annual funds and 5-year funds, and prefer that GSA first bill us using annual funds, (in case there's any funds remaining at the end of the project that we can re-utilize after an RWA is closed out).

A. You can select which "line to bill" when you enter the multiple lines of accounting. It is the very first radio selection you can make.

Q14. Is there a test/practice eRETA program available to Project Managers for practice?

A. In terms of an actual test environment, no. Please see www.gsa.gov/ereta for resources, and feel free to email ereta@gsa.gov for questions you still have remaining.

Q15. Is there any way that a client agency can edit a list of POC's in the Customer Information tab? There are a lot of old and wrong POC's coming up in the drop-down list, and it would be nice if the client agency could update it on our own.

A. We are able to archive any old contacts that you no longer wish to include in the dropdown menus. Please send a list of emails to eRETA@gsa.gov to have them archived.

Q16. Is there a way to split the permission level to TWO data-entry people at a client agency? One would be allowed to enter information in the Customer Information and Billing Information tabs, and the other would be allowed to enter information in the Accounting Details tab and the Customer Approval?

A. At this time we do not have that option. We have explored it in the past, but each customer is organized so differently it becomes rather impossible to create a single appropriate option. You can however have multiple users entering information on different tabs by having them save the information and then having the next person log into the WR/RWA.

Q17. Is the Agency Certified Amount different from the GSA cost estimate developed based on customer specific requirements? If so, what is the basis of Agency Certified Amount in the fanatical section?

A. They should be equal to one another and both inclusive of the RWA Management Fees.

Q18. Can you go over changing an AB code?

A. This one is tricky in that you can only change the AB Code to another code you have access to in eRETA. Ultimately, the PM may need to change the ABC on SCE or OUE to match the AB Code provided on the original WR.

Q19. How long does it take to get a project manager assigned?

A. It generally takes 5 business days to assign a Project Manager; however, that can vary depending on the complexity of the project and the specific regional work load.

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Q20.   When will the recording for today's session be available? Is today's recording the same as previous recordings?

A.   All our eRETA Digest classes are substantially the same. You can view a previously recorded session on our YouTube channel at:

https://www.youtube.com/watch?v=oRpxXNwUvmM&list=PLvdwyPgXnxxXtIR2l3cSAtkf9h32Ul3r5&index=14&t=5s