Client Enrichment Series – Q & A

Topic: eRETA Digest

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eRETA Related Resources
- eRETA info available at www.gsa.gov/ereta
- RWA info available at www.gsa.gov/rwa
- eRETA System question? eRETA@gsa.gov
- General RWA question? AskRWA@gsa.gov
- Specific question on an RWA project or service?
  - Contact the GSA PM/POC listed on the RWA or the RWA Manager

CES eRETA class recordings
- 11/14/23 session **-** *Zoom Link* Passcode: *$M2.=M2C*
- Previously recorded session **-** *YouTube Link*

Q1. *My request was submitted about 7 days ago, and I haven't seen anything on it yet. Who can I reach out to about this?*
  A. *Please email eRETA@gsa.gov with your Work Request number to inquire about the status of your request or any other eRETA questions.*

Q2. *How do I perform a search for all agency RWAs? How to set parameters to perform searches by fiscal year?*
  A. *Please refer to the session recording, as the presenter walked through how to input parameters to search for different RWAs based on different information.*

Q3. *Will a Finance POC require access to the system as well?*
  A. *All agency contacts who need to put in information on the Work Request (WR), including the financial information, must have access to eRETA. You can gain access to eRETA by following the steps on our webpage www.gsa.gov/ereta by clicking on "How Do I Access eRETA?"*

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Q4. When does the financial officer of our agency sign off on the funding?
   A. GSA requests signatures late in the process after all tabs have been filled out and GSA fully reviews the request. You may view a copy of the full process on the flowchart here (https://www.gsa.gov/system/files/RWA_flowchart_New.pdf)

Q5. Can only one person act on a submitted request or can two people in an agency have access and do separate parts? For example: One person enters a request and our budget person processes the payment piece later on in the process.
   A. Any Data Entry User from your agency with the appropriate Agency Bureau (AB) Codes may edit the Work Request / RWA. If you would like an additional person / group mailbox to receive emails, please insert their contact on the Customer Information tab as the "Agency RWA Mailbox". This user will receive all notification emails sent to the agency POC.

Q6. Are a scope of work and a cost estimate no longer required documents?
   A. No, they are required. The scope of work and summary cost estimate are both integral parts of the RWA. A very detailed scope of work leads to the capability to create a detailed cost estimate for the project. You might be interested in our upcoming CES session on Cost Estimating, scheduled for January 18, 2024 - Register now. (This session will be recorded and posted to our www.gsa.gov/ces site)

Q7. Why doesn't eRETA have "Preventative Maintenance" listed as a choice for preventative maintenance RWA's?
   Under Request Category, please select "Severable (Cleaning, Maintenance)". This choice is listed especially for that.

Q8. If you submitted the WR and need to make a correction to it can you or is it too late?
   A. It is possible to send in an amendment after the RWA has been accepted by using an input code to make the change. You can see the list of changes to be made per input code here: https://www.gsa.gov/system/files/eRETA%20amendment%20input%20codes_editable%20fields%20crosswalk_resized%20to%20convert%20to%20PDF_02172021.pdf

Q9. If there are multiple lines of funding, how is it decided which account will be used first?
   A. There is a radio button for the "line to bill" that you select for the account to apply first.

Q10. For the billing address, can we update the office address? We recently relocated to a new courthouse. The system is still showing the old address.
   A. Please email eRETA@gsa.gov for assistance updating that information.

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Q11. How do you reference your fund certifying official?

    A. *The Fund Certifying Official is manually added to the Customer Approval tab by an eRETA Data Entry user when filling out their work request.*

Q12. What happens when GSA does not get back to you with an assigned project manager on a work request? Also, what happens when you submit the RWA and never receive an email from Docusign and 3 weeks have passed? Do you go back into eRETA and resubmit to GSA, even though it shows pending.

    A. *If you do not hear back from GSA or see any delays in the process, you are encouraged to reach out to the appropriate RWA Manager (available on gsa.gov/rwa under "Contact Us"). You should not have to "resend" or "resubmit" anything.*

Q13. If we are under a continuing resolution, do we still need to obligate an entire fiscal year for overtime utilities, or do we obligate only the portion that we have approved funding through?

    A. *You may fund overtime utilities for the CR period or the entire fiscal year when the government is under a continuing resolution. The key is that you must fund at least through the CR period or not receive the services. Please see our Quick Tip with more info on RWAs under a Continuing Resolution:*
https://www.gsa.gov/system/files/QRG%20-%20Process%20OTU%20RWAs%20During%20a%20Continuing%20Resolution%2001222020.pdf

Q14. After the RWA is funds certified, where does it go? Does that generate the obligation? How do we receive it?

    A. *When a customer sends GSA an RWA they should be committing the funds on their books. Once it is signed by both parties (accepted status in eRETA), the customer will receive an acceptance letter and should then obligate the funds on their books.*

Q15. Is this where you would change from IPAC to non-IPAC billing?

    A. *Financial information may be changed using an H or X input code amendment.*

Q16. Where do you add the Purchase Order Number?

    A. *Assuming you are referring to the customer purchase order number, you may include that in the customer order number field if you have a need to see it somewhere on the bill. Otherwise, that is information for your internal financials and not required in eRETA.*

Q17. If you don't use the funding, does it refund the fees as well?

A. *Fees are charged as expenses are incurred, so anything not charged would be available for the customer to de-obligate once the RWA is closed. The total will be included in the close out letter sent to the customer.*

Q18. If you are searching for an RWA, but don't know the POC, what other criteria are available to search by?
A. *You may search for RWAs on many criteria other than POC. We recommend City / State, building number, AB Code, or BOAC.*

Q19. Would you show how to utilize the "Copy RWA" feature?
A. *You would typically use the Copy RWA feature when you have another WR you wish to copy all the similar information that generates a new WR with the same info.*

Q20. Is the acceptance notice sent by email or is it only available in eRETA?
A. *It is sent by email and is also visible in the documents tab of eRETA.*

Q21. Due to the CR, we have internal funding delays with processing our RWAs. How long can the RWA stay in "Pending" status while our Certifying Officer is waiting for official permission to sign the RWA on behalf of our agency?
A. *The RWA can remain in pending until you work out your funding, but the services will have to be decreased to match the funding you provide as we cannot provide services without funding. As an example, we are 45 days (roughly) into the fiscal year and still under a CR. Every agency has the ability and funding to provide funding equal to last fiscal year, so you should have funded something by now for services you need at this time.*

Q22. What are the different RWA types and what do they mean?
A. *Please view the "Classification of RWAs" Section 3.3 of the* [RWA National Policy Manual](#) *(July 24, 2023) to view a summary of each type.*

Q23. How do you put a project on hold if you are not ready to carry out the work or awaiting for funding?
A. *There is a field named "Fiscal Year Needed" in eRETA that you can change to a future Fiscal Year if you do not anticipate funding it this year.*

Q24. What are "Overtime Utilities"?
A. *Severable (Overtime Utilities): includes utilities such as gas, water, electric, steam, oil, chilled water.*
B. *Severable (Cleaning, Maintenance): includes cleaning/janitorial, preventative maintenance, landscaping.*

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Q25. Who can assist when our agency is waiting for signature approvals and obligation?
   A. *Please reach out to eRETA@gsa.gov for questions regarding the status of your request or general questions about eRETA.*

Q26. Who can assist with adjustment of estimates when our agency is under a Continuing Resolution?
   A. *Please reach out to the GSA PM/POC for the RWA to request an update to the RETA estimate.*

Q27. Can you give me a brief explanation of the purpose of eRETA?
   A. *It is the External RWA Entry and Tracking Application - the customer-facing version of PBS's internal tool, RETA, which is designed to help manage the workflow of reimbursable (customer-funded) projects and services.*

Q28. Our estimate adjustments take a very long time. Who can assist our region with this? Is there an escalation point if our GSA PM is unresponsive?
   A. *Please reach out to your GSA Project Manager for assistance. Should your GSA PM be unresponsive, please escalate to the regional RWA Manager. You can find the contact list at www.gsa.gov/rwa under "Contact Us."*

Q29. Is eRETA for Major Projects over a certain dollar amount, to include utilities, or does each organization have different reporting platforms?
   A. *eRETA is used for **all** customer funded projects and services. Should you have additional questions, please email us at ereta@gsa.gov.*