



Client Enrichment Series – Q & A



Topic: eRETA Digest

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eRETA Resources

- [GSA eRETA website](#)
- eRETA access and training: email eRETA@gsa.gov
- [GSA RWA website](#)
- RWA policy and guidance: email AskRWA@gsa.gov
- For a variety of RWA support options - [Contact Us](#)

Client Enrichment Series Links

- [Client Enrichment Series homepage](#)
- [eRETA 5/9/24 session recording](#) - passcode: j68*8J55

Q1. Why do the building numbers have zz?

- A. GSA uses two alpha's at the end of building numbers to distinguish the type of building. Building numbers ending in "zz" means it is a single building. If the building number ends in anything else, it means that the building is a part of a larger complex.

Q2. What are the more common uses for RWAs?

- A. Building utilities, cleaning, maintenance, new construction, initial/existing space buildout and alterations, workplace engagement and studies, design services, construction management services, move services, IT/security installation, furniture/other fixtures, and property disposal.

Q3. What happens to your RWA when you can no longer find the RWA number in eRETA?

- A. If you do not recall the exact RWA number you may filter your search based on information you do you like Agency POC email, building state, building address, etc.

Q4. Do you start the project in Kahua or in eRETA? How do Kahua and eRETA work together? Do you use Kahua for larger cost items (electrical update for new courtroom sound system) or for everything, even smaller items (repaint wall)?

- A. All RWAs are required to be in eRETA. We have established a standard process within the system for customers to submit their project / service needs. We then build the requirements,



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estimate it and then you (the customer) fund it. The connection to Kahua is that projects over \$2K are automatically created in Kahua once a PM is assigned to the WR in RETA.

Q5. I am going on extended medical leave, will my eRETA account become inactive? Will I have to request access again when I return?

- A. That will depend on the amount of time out of the office. We conduct an annual recertification survey at the beginning of the year to remove inactive users. As long as you are back and complete the survey in Jan-Feb 2025, you should be fine.

Q6. Should small projects be bundled into one RWA, even when projects are taking place in different parts of the building?

- A. If the projects are similar in nature then yes, you can bundle them on one RWA but restrictions do apply. You can find these restrictions in the RWA policy located at www.gsa.gov/rwa.

Q7. Where can we locate BOAC codes?

- A. We highly recommend using the BOAC Search feature (accessible using the magnifying glass icon). From this pop-up you may click the search button to pull up all active BOACs tied to your AB code. From there you may filter results on the criteria you see fit (billing address, ALC, state, etc).

Q8. What do you do if the exact RWA number was used in the search and it still comes up not found?

- A. Please email the details of this specific RWA to eRETA@gsa.gov for additional assistance.

Q9. How do you change the TAS number once submitted and you find out it needs to be corrected?

- A. It can be corrected using the H or X input code amendment options.

Q10. What is the criteria GSA uses to determine who the Project Manager will be?

- A. Each GSA Region has a process for determining and assigning PMs based on criteria such as workload, location, project type, building type, project size, etc. Ultimately, the region will ensure they assign the appropriate PM for the project, or they will reassign it as more details are formulated if necessary.

Q11. An RWA is entered and later funding is not available. Do you advise keeping the RWA in the system until funding is located or do you suggest deleting it?

- A. What you are describing is before funding, which would be called a WR (work request). We recommend adjusting the FY Needed Label in eRETA to help manage and inform the project team that it is a valid need, but will not be funded until a future FY. Alternatively, if you know the funding will not be provided in a future FY then we would recommend you cancel the WR in eRETA.



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Q12. During the demonstration, you did not indicate that floorplans or SOW were required when inputting a new Work Request. Are the documents required? Can the documents be uploaded during the initial new work request?

A. Typically, your assigned GSA PM will let you know when to upload those documents. That being said, feel free to upload any documents that would assist with scope development when they initially submit the WR.

Q13. Does eRETA store all payments invoices paid? I tried searching and was unable to locate any of the payment documents.

A. No. [Vendor and Customer Self Service \(VCSS\)](#) is where all billing and payment information can be found.

Q14. To change "Agency Accounting Data", for example, to write in a different SOC and CAN, is that an E or an H amendment code?

A. Agency accounting data may be updated with E,H, or X input codes.

Q15. What tabs do we go into in order to update an amount?

A. Authorized amounts may be updated on the billing information tab with an X - input code amendment.

Q16. You said that quotes are good for 90 days, is this the case with OTU especially when we are in a CR?

A. The 90 day limit is only for summary cost estimates. Overtime utilities do not have this requirement.

Q17. Is there any way we can get a print tab of the amendment summary screen?

A. We can add it to our list of potential enhancements. Please shoot a quick email to eRETA@gsa.gov to request this change.

Q18. Is it true that just because an RWA is accepted doesn't mean it's AWARDED?

A. Correct. Accepted means the RWA is funded and awarded means GSA has awarded the funds to a vendor.

Q19. What will the FY24 cutoff date be to submit RWAs?

A. The deadline for Economy Act RWAs is Friday, July 19, 2024. The deadline for All Other RWAs is Friday, September 6, 2024. As a reminder, All Work Requests and RWA information must be submitted to GSA through eRETA.