

Choosing your Agency POC on RWA Work Requests

Before sending RWA Work Requests (WRs) to GSA, you must enter the email address of the person who will serve as your agency's Project Manager (PM) or main Point of Contact (POC) in the "Agency POC" field. This is the individual in your agency who will work directly with the GSA PM/POC in developing requirements on the project/service and oversee the successful delivery.

Before sending a WR to GSA, enter the email address of the individual in your agency who will be directly involved with developing requirements on the project/service in the "Agency POC" field.

The screenshot displays the eRETA system interface for creating a Work Request (WR). The left sidebar contains navigation tabs: CUSTOMER INFORMATION, BILLING INFORMATION, ACCOUNTING DETAILS, CUSTOMER APPROVAL, PBS INFORMATION, AUTHORIZING DETAILS, and PBS APPROVAL. The main content area shows the following fields and values:

- WR/RWA Number: W1962121
- Status: Pre-planning
- Customer Request Date: [Empty]
- Customer Signature: [Empty]
- Requested By: [Empty]
- Input Code: A
- GSA Region: 07
- GSA Data Entry: [Empty]
- Estimate Tracking No: [Empty]
- Agency Bureau: 07055-Department Of Homeland Security-Immigration And Customs Enforcement (Ice)
- Primary Building State: Texas
- City: Houston
- Building: TX1809ZZ
- Building Name: INTERNATIONAL SQUARE
- Address: 4141 N SAM HOUSTON
- Zip Code: 77032
- Room Number/Specific Location in Facility: [Empty]
- Request for multiple buildings (If yes, Address in Desc. of Reqt.): [Unchecked]
- Overtime Utilities: No
- Estimated FY Needed: Current
- Requested Service Period: [Empty] to [Empty]
- This work is related to other RWA(s): [Unchecked]
- Related RWA Number(s): [Empty]
- Estimated Amount: \$2,500-\$150,000
- Agency RWA Mailbox: Add new...
- GSA PM/POC: (if known) Add new...
- Agency POC: jane.doe@dhs.gov** (highlighted in orange)
- Name: Doe, Jane
- Phone: (012) 345-6789
- Description of Requirements: 3rd floor renovations to include updates to existing workstations and conference rooms.

Use the Agency POC field to indicate who in your agency will be directly involved with developing requirements on the project/service.

Once GSA assigns a GSA PM/POC to your WR, three customer POCs will receive an automated notification that the GSA PM/POC has been assigned:

1. The person who sent the WR to GSA (i.e. the customer eRETA Data Entry user)
2. Agency POC
3. Agency RWA Mailbox (if applicable, as this is an optional field where a second customer POC or a group mailbox can be entered to also receive subsequent communications about this WR/RWA)

At this point in the workflow, your Agency POC should work with the assigned GSA PM/POC outside of eRETA to develop requirements (scopes of work, schedules, estimates) on the project/service.

After requirements are developed and GSA links an approved estimate to your WR, the same three customer POCs listed above will be automatically notified that an estimate has been linked to your WR*. This notification also serves to inform your agency to return to eRETA to enter any remaining required information on the WR. Once ready to fund the project/service, you would click the "Send to GSA" button on the Customer Approval tab to send the WR to GSA for potential acceptance into an RWA.

*Annual overtime utilities work a bit differently. This notification would not be sent because the estimate would have already been approved and sent to you to link immediately upon creating your WR in eRETA.

BONUS KNOWLEDGE: Processing Overtime Utilities during a Continuing Resolution (CR)

For assistance on how to process overtime utility RWAs during a CR, please visit www.gsa.gov/ereta and navigate to the “eRETA Training Materials” page located on the left navigation bar. Under the “Other Training Resources” section you’ll find a User Guide titled “Processing Overtime Utility RWAs during a Continuing Resolution” issued in July 2019.

DOUBLE BONUS KNOWLEDGE: Training, training and more training!

We will continue to offer two eRETA training sessions per month through the end of the calendar year: one overview session and one advanced session. Register by visiting www.gsa.gov/ces or by clicking the links below!

- **eRETA Basics - Overview Sessions**
 - [November 12: 1-3pm \(eastern\)](#)
 - [December 3: 1-3pm \(eastern\)](#)
- **eRETA Advanced - How do I...? Feature Focus Sessions** (*attending an Overview session and gaining access to eRETA are strongly encouraged prior to attending these advanced sessions*)
 - [October 24: 1-2:30pm \(eastern\)](#)
 - [November 19: 1-2:30pm \(eastern\)](#)
 - [December 17: 1-2:30pm \(eastern\)](#)