# Work Request-RWA Process

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Planning Status</td>
<td>Customer enters and saves WR information</td>
</tr>
</tbody>
</table>
| Unassigned Status             | Customer sends WR to GSA  
✉️ *Email from eRETA: New WR is submitted to GSA*                                  |
| **Planning/Estimate Status**  | 1. GSA assigns PM/POC to project or service  
✉️ *Email from eRETA: Work Request W## has been assigned*  
2. GSA PM/POC and Customer develop requirements (Scope, Estimates) and links an estimate in RETA  
----- This timeframe varies depending on type of project or service ----  
✉️ *Email from eRETA: GSA has approved the estimate ## for W##*  
3. Customer enters remaining information and sends RWA to GSA for acceptance  
✉️ *Email from eRETA: WR/RWA Sent to GSA for Acceptance*  
**GSA may take up to 5 business days to assign a PM/POC** |
| Pending-New Status            | GSA reviews and enters GSA-specific information                             |
| Sig-Requested Status          | GSA routes for digital signatures                                           |
| Accepted Status               | Customer and GSA digitally sign RWA via DocuSign Email  
✉️ *Email from eRETA: Acceptance Letter*                                      |

---

GSA may take up to 5 business days to assign a PM/POC

GSA may take 15 business days to review before routing for signatures