

Client Enrichment Series – Q & A



Topic: eRETA Digest

Presenter: Steve Sacco

Dates of Presentations: August 10, 2021

Additional eRETA Resources:

For a host of eRETA resources - see our website - www.gsa.gov/ereta

For specific process questions/matters, please send your queries to eRETA@gsa.gov

For upcoming eRETA classes, see the Client Enrichment Series website - www.gsa.gov/ces

For a closed-caption video of this **eRETA Digest session**, see our [YouTube video](#)

For a closed-caption video of our **eRETA Advanced session**, see our [YouTube video](#)

Q1. Is the September 8, 2021 deadline for FY2022 RWAs for services?

A. The September 8th deadline is for new, nonseverable (project) RWAs using FY21 funding. FY22 RWAs cannot be processed until FY22, when funding has been allowed to each agency by the Treasury. Please refer to the year end letter for more information:

[https://www.gsa.gov/cdnstatic/FY21%20Year%20End%20Letter%20to%20Customers%20\(1\).pdf](https://www.gsa.gov/cdnstatic/FY21%20Year%20End%20Letter%20to%20Customers%20(1).pdf)

Q2. Who completes the SOW?

A. The customer submits a preliminary description of requirements as part of the eRETA Work Request (WR). Once the WR is assigned, the GSA-PM/POC works with the Agency PM/POC to refine the SOW. The description of requirements on the WR should then be updated to reflect the actual scope of the work. Additional documents may be uploaded to eRETA as necessary. GSA will create a highly detailed scope of work as part of the procurement package, which may also help inform the description of requirements on the WR/RWA.

Q3. Is GSA still accepting new FY21 RWA requests? Or is there a lack of time to process the request? We have RWA work requests that were submitted via eRETA, but we were informed that there isn't enough time to process in FY21.

A. GSA is still accepting new Work Requests - there is no deadline to submit those. However, for GSA to accept a fully funded nonseverable RWA, it must be fully executable and submitted by September 8th. Some projects may take longer than a month to fully plan, and may not be able to become fully executable prior to the deadline. A Work Request should still be submitted, so that GSA can begin working towards full requirements

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development and creating a detailed cost estimate. Some projects take months to plan, some take weeks. It all depends on the complexity of the project. Please keep working with your GSA PM/POC to refine requirements. Please see the RWA end of year letter for more information:

[https://www.gsa.gov/cdnstatic/FY21%20Year%20End%20Letter%20to%20Customers%20\(1\).pdf](https://www.gsa.gov/cdnstatic/FY21%20Year%20End%20Letter%20to%20Customers%20(1).pdf)

Q4. How is the BOAC assigned to a RWA? Who assigns this code? Does the system or the Data entry person?

A. The customer data entry user assigns the BOAC when filling out billing information within the WR/RWA.

An Account Code/BOAC (Billing Office Address Code) is a six character code that identifies a unique combination of Agency Bureau Code + Billing address + Agency Location Code (when applicable for IPAC customers only). The Account Code/BOAC is also the primary code used to query RWA Billings when using the Vendor and Customer Self-Service (VCSS) Portal.

If an Account Code/BOAC does not exist for the Agency Bureau Code + Billing address + Agency Location Code combination that represents the customer agency billing office, a new Account Code/BOAC can be created. Requests for new Account Code/BOACs can only be initiated by GSA. Instructions can be found on the eRETA Portal page under the "FAQs" tab.

NOTE: Customer agency eRETA users will only have access to Account Code/BOACs associated with Agency Bureau Code(s) their eRETA user ID has permissions to edit.

Q5. Can you transfer the information from a 2020 RWA to a 2021 RWA without having to start a new one and retype everything?

A. The easiest way to transfer information from an old RWA to a new Work Request is to use the "Copy RWA" function, which should be located in the upper right corner of the RWA when you open it to "Edit."

Q6. It's my understanding that the logon authentication has been known as an issue and was reported by other users in the past. Which may be one of the root causes for the failure of authentication/logon. Are you aware of this issue?

A. We are aware of an issue where some customer firewalls prevent the arrival of the one time passcode before it expires - which obviously prevents login. That can be circumvented with sending the code to your cell phone instead, if you have that option. Another issue has been VPN - some customer VPNs simply block login, and we have found that disconnecting from VPN solves the issue. If neither of those work, the National Applications Help Desk is the correct contact: (866) 367-7878.

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Q7. In regard to the logon issue: For clarification - Were you suggesting to disconnect VPN at the moment to attempt to logon to eRETA?

A. Yes, disconnect from VPN, log on to eRETA and then resume as normal. I've had success with others currently working from home using this approach. But if it doesn't work, then the National Applications Helpdesk will need to address, because it sounds like a different IT issue.

Q8. Does eRETA send email alerts when there is an action for the customer?

A. Yes, eRETA sends notices when a Work Request is assigned, when a project (nonseverable) estimate is linked to a WR indicating the RWA is ready to be funded and submitted, and for Signature Requests.

Q9. How can we undo a RWA once we cancel the request?

A. Once you have taken the "N-input"code action in eRETA in order to cancel the RWA, there should be no other action required on your part to cancel the RWA.

Q10. Does the financial review list the bills and the amounts paid or received?

A. The financial review section shows all commitments, obligations and expenditures, broken down by different cost categories. The section will also show the overall amount billed to and paid by the customer.

Q11. Did you say we should have received our OT Utilities estimate for FY22 by now?

A. Overtime Utility estimates for regular recurring OTUs in FY22 are currently in the process of being approved by GSA, and many have been distributed to customers. If you have not yet received your FY22 OTU estimate by the end of the week, please reach out to your GSA Property Manager or PM/POC for that location.

Q12. In the workflow slide you provided, possible ("may take up to") amount of days to process each step. What are the actual limits for each step?

A. Each time frame depends on the complexity and specific details surrounding the project. GSA commits to assigning a GSA Project Manager or POC for new Work Requests within 5 business days of when the WR was submitted to GSA. GSA Managers do an initial risk determination related to the project and they work to balance PM workloads and expertise before making a selection. Regarding the processing of RWAs, GSA strives to send RWAs for signature within 15 business days of the date the fully executable WR/RWA was sent to GSA. This timeline may vary depending on whether the package is fully defined (scope, schedule and estimate need to be detailed, and the RWA needs to be appropriately completed and funded. Some packages require additional documents depending on the circumstances. Reference the RWA Policy Manual for all requirements).

Q13. If you accidentally archive the wrong person, is there a way to get them back?

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A. Yes. Even if you archive the wrong POC, you can always create a "New Contact" and re-input the person's contact information from your agency.

Q14. *Will the archived name be removed from the agency as a whole or just on the individual's profile?*

A. The person will only be removed from the list that is generated as an Agency POC in eRETA. If you make a mistake, you can always re-input the person's contact information as a "New Contact".

Q15. *Is a Work Request (WR) the same as the RWA?*

A. No, they are not the same. A Work Request is essentially an incomplete and unfunded draft RWA. An RWA Work Request (WR) is sent by a customer to PBS via eRETA to identify a need for a project or service. A WR does not include funding information, as it simply tells PBS the customer has identified a specific need. A WR does not become an RWA until requirements are developed and it is signed by both the customer and PBS.

Q16. *Can we negotiate with the GSA PM regarding their IGCE for a subject RWA vs. our IGCE? Or do we have to use the GSA RWA estimate?*

A. One should always feel free to verify and confirm requirements, and ask questions about GSAs estimates. Sometimes, we misunderstand the requirements you may be asking for, and sometimes customers misunderstand the full scope or requirements involved to do the work. Ultimately, GSA does need to agree to and approve the estimate used to support the RWA, but working together to refine all documents is always in the government's best interest.

Q17. *As a point of clarification, must the tabs completed by the Agency be completed BEFORE GSA will provide the estimate?*

A. No, not all tabs - just the Customer Information tab (which has the description of requirements)..The Billing Information Tab and the Accounting Details can be completed after the GSA PM/POC attaches the SCE. It is only the Customer Info Tab that must be completed before GSA will provide an SCE. It is important, however, for the customer to provide a detailed Scope of Work so that the GSA PM can make an accurate SCE.

Q18. *Is there a presentation slide for an Overtime Utility?*

A. Not in this presentation, specifically, but you can go online to www.gsa.gov/ereta and click on "eRETA Training Materials" to view the process for both a Project and a Service (such as Overtime Utilities). There is also a Client Enrichment Series dedicated to Overtime Utilities if you would like more information. Watch the [video on our CES YouTube channel](#)

Q19. *Is the cost estimate or quote needed prior to submitting a Work Request?*

A. Actually, for most RWAs (except for regular OTUs) it's the opposite. GSA needs the Work Request, which contains the description of requirements, submitted in eRETA, in order for GSA to create an estimate. For Overtime Utilities which recur year after year,

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typically GSA will create the estimate first, send the estimate, and then customers can link them to the WR and complete the RWA in one fell swoop. But that is for services that are known and regular in nature. For all other projects, ad hoc services or new service requests, GSA would need a work request submitted first in order to have the information necessary to create a detailed cost estimate.

Q20. How do you cancel an RWA? The RWA had a number and PM assigned, and we were supposed to send the funding information, but we didn't. That's where it stands.

A. If you are looking to cancel a work request that has not turned into an RWA yet, you can simply log into the work request, click the edit button, scroll to the bottom and click "cancel". If you are looking to cancel an RWA which was already accepted, then I would recommend that you work with your GSA PM/POC - GSA may be in the process of making awards or payments for work, and will need to coordinate any pending financial actions before closing the RWA. The PM can initiate the closure or cancellation of the RWA within GSA. If you would like to initiate it yourself within eRETA, you can submit an RWA amendment: "N-input code."

Alternatively, you could leave a WR open until you are ready to fund it - you can change the "estimated FY needed" field on the Customer Information Tab to be "FY22" (or any other future FY) to simply put the whole thing on hold.

Q21. Can you amend an RWA that was submitted by someone else? For example, the employee retires or leaves the Agency and you replace them. Can you amend RWA's that they submitted prior to departing?

A. Yes, any eRETA User with the Data Entry User Role and the same AB Code can make changes. However, the eRETA file will record who "Initiated" the WR/RWA, not who amends it.

Q22. Do we need to hit "save" before we submit to Pegasys?

A. Not exactly - The information will automatically save when you click "submit to pegasys". If there are errors, it will display an error at that time. If you want to simply save the changes but NOT have the amendment be fully processed, you could just click "save"... but then it will be in a pending state until you click "submit to pegasys" or "send to GSA".

Q23. When submitting a Work Request, do you have to include a full statement of work or just the basic requirements?

A. The more information the better, but we will take whatever you know at the time. The initial description of requirements will inform GSA which group/PM should handle the project, then that PM/POC will work with you to further detail and refine the requirements until they are at a point where we can create a good estimate. Later, if necessary, the description of requirements should be re-written to be very detailed before the fully funded RWA is signed and accepted