eRETA: Background and Benefits
Electronically Submit RWAs & RWA Work Requests Directly to GSA

The external RWA Entry and Tracking Application (eRETA) is GSA's customer portal for all Reimbursable Work Authorizations (RWAs).

When gaining access to eRETA, users can choose one of two roles:

Read Only Role allows customers to:
- Search and download RWA summary and financial information to Excel
- View related RWA backup documents, including estimates

Data Entry Role provides the same access as Read Only Role, PLUS the ability to:
- Electronically submit project or service needs, called RWA Work Requests (WRs)
- Upload documentation in eRETA to maintain an electronic "RWA file"

Using eRETA to Submit RWAs and WRs Offers Significant Benefits to Customers:
- Keeps GSA accountable; all WRs/RWAs saved in system with unique tracking number
- Less back and forth with GSA since eRETA quality checks RWA information instantly
- Ability to search for accounting codes like BOAC and Treasury Symbols
- Automated communications

Customers are required to use eRETA to send all RWA and RWA Work Request information to GSA. Manual submission (email, fax, etc.) is no longer accepted. (This excludes non-federal RWA customers as well as Real Property Utilization and Disposal (RPUD) customers).

How to Gain Access to eRETA:
1. Go to http://www.gsa.gov/ereta and navigate to the 'How do I access eRETA' tab.
2. Complete the User Account Request Form.
3. Request your supervisor to confirm and send your application to eRETA@gsa.gov.
4. After the request is processed and approval granted, the GSA National Application Helpdesk will send a verification email. Follow the steps in that email to finalize account access.

For More Information
Visit www.gsa.gov/ereta for additional details on gaining access and training materials. Customers may also email any questions to eRETA@gsa.gov.