Client Enrichment Series – Q & A

Topic: eRETA Digest

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Date of Presentation: April 25, 2023

eRETA and RWA Resources

4/25/23 eRETA CES [session recording](#) (YouTube)

eRETA info available at www.gsa.gov/ereta

RWA info available at www.gsa.gov/rwa

eRETA System question? eRETA@gsa.gov

Have a general RWA question? AskRWA@gsa.gov

Have a specific question on an RWA project or service? Contact the GSA PM/POC listed on the RWA or the [RWA Manager](#)

Q1. This can be answered under amending RWAs-does the SOW (description) carry over to the amended RWA? Or must you re-enter the scope?
   A. The information will carry forward, but wait until Rachel gets to that section and let us know if you have additional questions.

Q2. Can you speak on once your RWA has been submitted and the process up to GSA approval?

   A. Once your agency has submitted the WR to GSA for acceptance, GSA does have an internal review process before it can be sent for the final signatures. This includes, but is not limited to, ensuring a sufficient SOW is included to ensure a bona fide need, estimates are present to ensure your authorized amount is supported, and the funding is accurate for the project. The actual review depends on the dollar value and complexity of the project. Once complete, the WR will be sent for signatures to both your agency and GSA to finalize the WR into an RWA.

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Q3. Are support contractor type PMs allowed access to the eReta system or is the eReta system to be inputted by Government Employees only as this is considered an inherently governmental function?

A. A valid government email address is required for access to eRETA. If your agency has contractors with government emails then it would be permissible for them to obtain access, likely read only though.

Q4. If we decide not to proceed after a quote, the RWA request is just closed out?

A. RWAs may be canceled through our amendment process (N input code). Work requests may be canceled by clicking the "Cancel Work Request" button on the Customer Information tab while in edit mode.

Q5. Will the agency automatically receive status updates from eRETA?

A. The POCs identified on the WR/RWA will receive automatic updates from eRETA as you move through the process. Rachel will go through this here shortly.

Q6. Why doesn't eRETA allow it to be printed? I need to keep copies of my eRETA entries for all my projects and have to just use snippets of the screen.

A. eRETA allows all users to download documentation as PDF files or Excel Files. You are free to download and print.

Q7. If the GSA PM does not respond, who do we contact?

A. We will share some contact information to assist in the event you run into issues or have questions, or to your point, are not receiving responses from your GSA assigned PM.

Q8. Under what circumstances does eRETA limit the amount of funding to $25K?

A. eRETA will not limit the amount of funding, but there are some restrictions on what RWA Type is permissible based on dollar value. Ultimately, the RWA amount will need to match the amount on the associated summary cost estimate (SCE).

Q9. Will there ever be an update or a feature that will allow the station to the individual who only has read-only to see invoices that are processed for each specific RWA?

A. Feel free to direct any suggestions for future updates / enhancements to eRETA@gsa.gov. Their mailbox will escalate requests for consideration.

Q10. I submitted a user request form and emailed to copbsapp@gsa.gov back in March (I have no fax machine) but I still have not received an ID or password.

A. Please email eRETA@gsa.gov for assistance as they handle all eRETA User Application requests.

Q11. *After a request has been submitted to GSA via eRETA, what is the best way to bring in the ETN into the original work request?*

A. The ETN may be manually entered while in edit mode on the Customer Information Tab.

Q12. *When requesting access to eRETA, does it matter which phone number I use in the request form...such as cell number or office number?*

A. Your cell number is preferred for a two step verification process that is required for security purposes. You will be able to receive the OTP password to a cell phone number and not an office number.

Q13. *Is there a scenario where a GCE is NOT required for an RWA?*

A. Assuming you are asking if there is ever a scenario when an estimate is not required, the answer is no. We need to estimate for any work or service we are providing, but it can come in multiple forms (customer provided estimate, historical costs, traditional IGE, bid or proposal, etc), but GSA must review and deem any and all of those fair and reasonable and then create a SCE in eRETA that summarizes the estimate and applies GSA Fees.

Q14. *It appears that in eRETA we are only able to create WR/RWAs for "Current Year" and on. The drop down only gives "Current Year" and future years. Are we able to create a new RWA in order to use prior year funding (i.e. FY20)? Or...how would one change a current WR input from current year (FY23) back to FY20. I am currently working with my GSA project manager directly on this.*

A. The label may be misleading in this situation. The year you need the RWA is in the "current year" so you would select that. Once you are in eRETA you are able to provide the appropriate funding source, which in your case would be a prior year.

Q15. *How can I get on this page?*

A. You may enter work request search by clicking "Search" on the top of the page (next to Data Entry).

Q16. *I see the PCN option - is that GSA's PCN or is that the assigned PCN from the leasing agency?*

A. GSA's PCN (Project Control Number) from our financial system.

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Q17. *In my experience, you can't print in eRETA until the RWA has been accepted. Is that correct?*

A. Before acceptance, the RWA document has not been created. You may save specific tabs in eRETA by clicking "Control + P" to print the screen you are viewing.

Q18. *How do we find our agency code?*

A. A spreadsheet of all active AB codes is located on our website here:

https://www.gsa.gov/real-estate/real-estate-services/reimbursable-services-rs-program/ereta-rwa-customer-portal/ereta-user-account-request-process.

You may have to read through the available options to determine which codes are applicable to you.

Q19. *Are we requesting final funds for the SCE or IGCE? Or what document would drive the final/total funding amount for a WR/RWA?*

A. GSA Summary Cost Estimate (SCE) is the driver for the authorized amount on the WR.

Q20. *Can you go over the billing for an RWA? As a Facility manager we are often the middle person for regional finance and HQ finance and curious why we need to do 10-12 payments on a RWA over a year.*

A. GSA is only authorized to bill once expenses occur so as the GSA PM approves payments to the contractor, it generates the expense that will be billed per the frequency of billing as determined when completing the work request.

Q21. *Question for overtime utilities: We do some that are continuous that run i.e. July to June of the following year. In the event that a mod is required to increase, we would normally add a 3rd line to cover part of the increase and this would be considered, in this case of the current fiscal year as opposed to the year (fy22) currently in force. Why would we need to prepare as a new requirement?*

A. Changing the period of performance of a severable service RWA after the fiscal year of acceptance is considered a change in scope and requires a new RWA for the new requirement / additional services.

Q22. *How long does it typically take GSA to approve and accept after the customer enters their information i.e., funding etc.?*

A. It may take up to 15 business days for GSA to finalize the RWA and route for signature.

Q23. *Can the phone number be amended, once added?*

A. You may update the phone number associated with your eRETA profile at any time by emailing the National Application Help Desk at COPBSAPP@gsa.gov.

Q24. *Can you explain severable/non-severable?*

A. Severable Services are continuing in nature and a benefit is received each time the service is rendered. Severable services citing annual funds may cross fiscal years but may not have a period of performance longer than 12 months. Examples of severable services include overtime utilities, janitorial, preventative maintenance, landscaping, and guard services. Nonseverable services are services that result in the delivery of a final product, and a benefit is only received when the entire project is complete. The period of performance may exceed 12 months. Examples of nonseverable projects include build-out of lease space, repairs and alterations, renovation, and new construction.

Q25. *Would it be possible to add a field to give the project a name?*

A. Please email eRETA@gsa.gov any suggestions / enhancement requests. Their mailbox can escalate user suggestions for review.

Q26. *What is M&I?*

A. It is a project term, but generally means "Management and Inspection".

Q27. *How long before the unsubmitted request is purged from the system?*

A. If it has not been submitted and won't be, it will need to be deleted.

Q28. *What is the GSA cutoff for this fiscal year?*

A. The fiscal year end deadline for FY23 has not been formalized yet. We typically share this information in late May.

Q29. *When should the period of performance date be used?*

A. These dates are to only be used when the customer is requesting severable services to identify when they want/need the services to begin and end. For non-severable RWAs, these dates should be left blank.

Q30. *Can you speak briefly about funding certification and uploading it to eRETA?*

A. If your agency has a separate funding certification that you would like uploaded to file, you can click on the documentation tool and upload it there.

Q31. For overtime utilities, how do I request an updated estimate for a portion of the total annual cost before Oct 1, due to a continuing resolution?

A. Please reach out to your assigned GSA PM to discuss updates to your estimate.

Q32. How can we print the entire page of the estimated cost...not just the cost broken down?
A. You may click the "Print" button on the bottom of the Basic Information tab to download a PDF which contains all Estimate Information, not just cost breakdown.

Q33. Can you share the details of the policy class?

A. Tuesday, May 23, 2023 1p.m.-3p.m. EST
https://gsa.zoomgov.com/webinar/register/WN_XbTrUY4_TEOSoKlFEpNOAw

Q34. Where do you find the estimate details?

A. You may open the Estimate search page by clicking "Estimates" at the top of your screen. from there enter your ETN or other search criteria to select your Estimate. It may also be accessed by click the Estimate link found at the bottom of Work Request / RWA (yellow ETN link).

Q35. Please define "IPAC".

A. IPAC stands for Intra-Governmental Payment and Collection, it is the current system for billing and payment between government agencies.

Q36. Is there a better way to retrieve your BOAC?

A. Once you have it you can favorite the BOAC so you won't have to look it up in the future. While complicated the first time, hopefully makes things easier the next time.

Q37. Can the ORG Financial Certifier or POC edit the RWA to add or correct the RWA before signing and before routing to GSA?

A. Edits can only be done if it hasn't been submitted to GSA for acceptance yet, but only if they have the data entry role.

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Q38. For both NonSev and Sev, under Billing Type: is it always going to be N: Non-IPAC?

   A. It depends if your agency uses IPAC.

Q39. As an end user, it's very difficult looking for the new info at the beginning of a fiscal year for this section. Is there an easier way to search for our particular funding line for the year?

   A. We highly recommend using the Treasury Search Pop-up (accessible using the magnifying glass icon). The pop-up allows our users to type each component at a time to quickly filter results. An example would be to type 01020222023 to view all symbols from a specific agency code and date range.

Q40. Do we need to re-input in accounting codes for accounting data?

   A. If you are amending the RWA and the accounting codes have not changed, then no you do not need to re-input them.

Q41. Can you search RWAs by fiscal year?

   A. You cannot search by fiscal year. Please search by Acceptance start date range.

Q42. What is the procedure for adding a new fund certifying official?
A. You only need to add a new fund certifying official if you are amending the RWA and   the official has changed. If it changes in the middle of a project you could request an amendment to change it but then it would require new signatures.

Q43. For projects that are split funded, can you add a mix of "annual appropriations" and "no year funds" to an RWA?

   A. So long as the funds you are providing are legally available, you may provide multiple lines of accounting with different funding authorities.

Q44. I had an issue when I added a new certifying official but the original estimate did not have the new official's information and the request for signature never went through. (This is in relation to an OTU RWA where the estimate was given to us first instead of an eRETA request). How can this be fixed?

   A. The Fund Certifying official is not found on the Estimate and would not affect the request for signature. Please email: eRETA@gsa.gov, and provide your RWA / WR number for personal assistance with this issue.

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Q45. *Where is the final signed document stored?*

A. All documents are stored in the Documentation tab of eRETA. To access this page, please open your Work Request / RWA and scroll to the bottom of the page. From there, click "Documentation" (Yellow Hyperlink).

Q46. *Who can we reach out to when we need help using the site?*

A. You can email us at ereta@gsa.gov for assistance with using the application at any time.

Q47. *Do all RWAs need a SOW uploaded?*

A. Most, only GSA "F" types don't require SOW uploaded as they are only for miscellaneous services.

Q48. *I would like to know what page to start doing the RWA on in eRETA?*

A. Once you log into eRETA you select "create work request" across the top blue bars and it will open the page you need to begin working on.

Q49. *Who signs the RWA - budget official?*

A. Yes, a funds certifying official must sign the RWA.

Q50. *How do we get the funding allocated if we do not have to have the funding set aside? What would be the process?*

A. Once GSA has linked an estimate, it is best to commit the funding when submitting the WR back to GSA for acceptance. The actual obligation should not be processed until the WR has been signed to make it an official RWA.

Q51. *Are these codes used only before services or the project starts, or can they be done anytime?*

A. You can go in and update the "line to bill" throughout the project if you wanted.

Q52. *Is a change to the customer order number field an Admin change or Bill change?*

A. Customer order number may be updated with either Input code. We recommend processing an E input code if that is the only change you are processing.

Q53. *As a GSA customer, can I change the RWA amount if there is a scope change to the project?*

A. Yes, but the amount is not automatically updated / accepted. The change has to be submitted (sent to GSA) and then reviewed by GSA and then routed for signature and signed by both parties again.

Q54. If the RWA is funded by multiple agencies and all funding sources are on one line, should it be amended to separate the lines?

A. If one agency is signing for all of the funding (so funding being sent by one agency and other agencies likely sending the funds to that one agency) then that is acceptable. We cannot have one RWA with multiple agency funding strings requiring multiple agencies to sign the RWA.

Q55. I notice that if I do not enter any information in the Customer Order No field, the system will default and enter the Work order number there. Is it ok for me to overwrite that information and enter an order number that is unique to my admin?

A. Feel free to overwrite the default information.

Q56. Question about changing the agency accounting data/code but nothing else, no value change, no date change; is that code E or X?

A. Accounting Data may be changed with either E or X. We recommend E if that is the only field you are updating.

Q57. On OTU RWA's, during continuing resolution, what is best practice, use x-code amendment to increase funding for full year obligation based on original estimate or wait for GSA to amend the WR?

A. An X input code is a great way to help communicate that you have the full funding and are providing it.

Q58. For GSA pocs, when there is no response over a period of time how do we find out if the person has retired and left the agency ? Would I send an update to the regional poc?

A. You can always contact the Regional RWA Manager for assistance. You can find the RWA Manager listing at: www.gsa.gov/RWA.

Q59. I submitted a user request form and emailed to: copbsapp@gsa.gov back in March (I have no fax machine) but I still have not received an ID and password - what's my next step?

A. Please have your supervisor send your completed application with the correct affirmation statement to eRETA@gsa.gov as they approve all user access requests and role changes to eRETA.

Q60. GSA does not provide me an opportunity to review the SOW. (IGE only) Should they be doing so?

A. GSA will work with your agency's POC to develop the description of requirements (or SOW). Since it is worked on collaboratively, you should be aware of what the GSA PM is putting into the SOW. You always have the right to make adjustments to the SOW as the PM is developing it.

Q61. Under what circumstances does eRETA limit the funding to $25K?

A. eRETA doesn't limit the funding but the type of RWA does so instead. F types have a $250K cap with a single project not exceeding $25K.

Q62. I need to know before I submit the WR/RWA, the fees GSA is going to charge - When and where will I see the estimate that includes those fees?

A. PMs can create Estimates in RETA only after a WR has been submitted. You as the customer are always able to decide whether or not you will move forward with the WR in this fiscal year or a future one.

Q63. If the GSA/POC contact person for the RWA is no longer there, who should I contact to close out FY18 RWA?

A. Please contact your [Regional RWA Manager](#) to assist in finding the correct GSA POC.

Q64. What does a "W" Type RWA mean?

A. All work requests when first created in eRETA are automatically assigned the "W" Type since it is a work request. Once the project has been accepted by GSA, it will be assigned its correct RWA Type.

Q65. What does "purged" status mean?

A. Purged status means that an RWA has been terminated (also known as "financially closed" and has met all of GSA's financial purge criteria to be removed from GSA's RWA Database.