



Process Overtime Utility RWAs during a Continuing Resolution

In this Quick Reference Guide we will preview how to process overtime utility (OU) RWAs during a Continuing Resolution (CR) and after a full budget has passed. This guide is designed for both internal GSA (RETA) users and external customer (eRETA) users.

Background

When operating under a Continuing Resolution (CR), customer agencies may not be able to fund Overtime Utility (OU) RWAs for the normal 12 month period. This user guide will provide instructions and screenshots to show GSA internal (RETA) users and customer agency (eRETA) users how to process OU RWAs and amendments while operating under a CR, as well as how to process OU RWAs and amendments after a full budget has passed. External customers can access additional information at www.gsa.gov/ereta, and continue to email questions to eRETA@gsa.gov. Internal GSA employees should continue to access RETA information via the PBS Portal and email issues to RETAAdmin@gsa.gov.

This Quick Reference Guide (QRG) contains the following topics:

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Need Access to RETA/eRETA?

GSA employees can visit the <u>PBS Portal page</u> and launch UIMS to apply for access. Please consult with your regional RWA Manager regarding access roles.

Customer Agency employees can visit our website at <u>www.gsa.gov/ereta</u> and follow the simple application process. You can apply for data entry access or read only access in eRETA. If you have access, you can launch eRETA in the <u>PBS external portal</u>.

- Read only access allows you to view Work Request (WR) and RWA information.
- **Data entry access** allows you to view WR and RWA information, PLUS the ability to enter and send WR and RWA data to GSA. You will need data entry access in order to follow the steps outlined on this user guide.





Process Overtime Utility RWAs during a Continuing Resolution

1) Process Overtime Utility RWAs and Amendments while operating under a CR

If you have an existing RWA, follow steps 1A-1B. If you do not have an existing RWA, follow steps 1C-1D.

1A: Determine Amount to be funded under CR and amend RWA in eRETA (Customer Action):

If you have an existing RWA, first determine what percentage of the RWA can be funded under the CR. Then submit an RWA Amendment* to adjust the amount to match what will be funded under the CR. Search for your RWA, click the Edit (pencil) icon at the top right of the RWA Summary screen and process an X-input code.** Edit the *Agency Certified Amount* field on the Billing Information tab, as well as the *Authorized Line Amount* on the Accounting Details tab to the new (lower) amount being funded under the CR. Save and proceed to the Customer Approval tab to enter your signatory information, then save and proceed to the Amendment Summary tab, enter a comment outlining the details behind your amendment due to the CR, and send to GSA for acceptance.

SOMMART		WR/RWA Number: N1911664 Status: Mo	d-Initiated Input Code: >	Read-Only Vie
CUSTOMER				Required the
LLING IFORMATION		02804 🕞		
	Agency Bureau Code		Agency Certified Amount	\$20,000.00
ACCOUNTING DETAILS	Agency Name		T thinking Authority	Non-Economy Act
	* <u>Billing Type</u>	O: IPAC V	Agency Billing Contact	nashawn.price@ssa.go V
PPROVAL	* <u>Billing Term</u>	M: Monthly V	Billing Contact Name	Price,Nashawn
	* ALC	28040001	Billing Contact Phone	(312) 575 - 4746 Ext
	* <u>Account Code/BOAC</u>	283001	Funding Agency Code (FPDS)	
SCIMINAT		1	Funding Office Code (FPDS)	
	Billing Office Name	SOCIAL SECURITY ADMINISTRATION	Hold Billings	No
	Agency Finance Billing Address	DIVISION OF FINANCE	Customer Order Number	W1911664 FM1-20-16
	Street Address	P.O. BOX 47		
	City	BALTIMORE	Fiscal Station Number	
	State	Maryland	Requisition ID	
	Zip Code	21235 -	Agency/Customer BPN/DUNS	Q

Process an X-input code and adjust the Agency Certified Amount on the Billing Information tab.



1A: Determine Amount to be funded under CR and amend RWA in eRETA (Customer Action) (cont.):

	Agency Accounting Details	
MMARY	WR/RWA Number: N1911664 Status: Mod-Initiated Input Code: X	Read-Only View
STOMER		* Required Fields
ORMATION	Edit Agency Accounting Detail Line	
	Agency Certified Amt \$20,000.00 * Agency Fund Year 2020 * Authorized Line Amt \$ 20,000.00	
	Eund Type A: Annual Treasury Symbol 02820202020 8704000 Expiration Date of Obligational Authority 09/30/2020	
	28208704 4007705 2337 * Agency Accounting Data	
	(Limited to 255 Characters)	
	Multiple Accounting Lines Help	
AILS	Line Created Modified Treasury Fund Fund Exp Date of Authorized Agency Accounting Data to Bill Date → Date Symbol Year Type Oblig Auth Line Amt Agency Accounting Data	Modify Delete
ROVAL	 10/02/2019 01/17/2020 02820202 020 8704000 2020 Annual 09/30/2020 \$20,000.00 	×
structions		
	Agency Cert Amt: \$20,000.00 Authorized Line Amt: \$20,000.00	

Adjust the Authorized Line Amount on the Accounting Details tab before moving on to the following tabs and sending to GSA for acceptance.

REIA	A TRACKING APPLICATION SEARCH DATA ENTRY	FINANCIAL REVIEW DOCUMEN	TATION ESTIMATES Customer Approvai		
SUMMARY		WR/RWA Number: N1911664	Status: Mod-Initiated	Input Code: X	Read-Only View
CUSTOMER INFORMATION	Please complete this screen if entering a ne signature.	ew RWA or processing an amendme	nt that requires a new		* Required Fields
BILLING INFORMATION	Click here for signature option instr	uctions			
ACCOUNTING DETAILS		Electronic Signature Request			
CUSTOMER APPROVAL	Signature of Fund Certifying Official * Fund Certifying Official Name of Signer	Not Yet Signed Iarry.g.smith@ssa.gov		Print Form 2957	
AMENDMENT SUMMARY	Certifying Official's Phone Date	(312) 575 - 4146 Ext			
PBS INFORMATION	I certify that the RWA has been signed to	by a Fund Certifying Official and eithe	er delivered to PBS or upload	ed here on this page.	
AUTHORIZING DETAILS	Upload New				
PBS APPROVAL	Document Type	Document Name	Upload Date	Delete	
	•	No records	found		•
Tab Instructions		Save Save & Proceed >	Reset Form		
RWA History F	inancial Review Documentation Co	mments ETN:OUIN028041927	6936		

Enter your signatory information on the Customer Approval tab and Save and Proceed to the Amendment Summary tab.



1A: Determine Amount to be funded under CR and amend RWA in eRETA (Customer Action) (cont.):

ALS	3 - Acc	counting	Lines – Before					
	Line No.	Line to Bill	Treasury Symbol	Fund Year *	Fund Type *	Exp Date of Oblig Auth *	Authorized Line Amt	Agency Accounting Data
ROVAL	1	Yes	02820202020 8704000	2020	Annual	09/30/2020	\$28,036.11	28208704 4007705 2337
MENT	3 - Acc	counting	Lines - After					
ATION	Line No.	Line to Bill	Treasury Symbol	Fund Year *	Fund Type *	Exp Date of Oblig Auth *	Authorized Line Amt	Agency Accounting Data
	◆ 1	Yes	02820202020 8704000	2020	Annual	09/30/2020	\$20,000.00	28208704 4007705 2337
S	* Indica	ites the fie ates the fi ates a ne cates acco	Id will automatic eld was change w accounting lin ounting line was	ally requi d and/or a e was ado deleted	re new sign accounting l ded	atures if chang ine was chang	ged on this amen ged	ndment
OVAL	Enter co additior	omments nal informa	to provide ation to GSA:	This o amou origina	overtime util nt to fund o al <u>RWA</u> am	ity <u>RWA's</u> peri nly through Ci ount once full	od of performan R period (10/01/2 budget is passed	ce is 10/01/2019-09/30/2020 so this amendment will decrease 2019-12/15/2019). We will amend to increase funds back to 1.

Enter comment outlining details behind amendment due to CR on the Amendment Summary tab, and Send to GSA for acceptance.

1B: Adjust Estimate Amount in RETA (<u>GSA Action</u>): Confirm with the customer how much of their RWA they can fund under the CR. Adjust the estimate amount by navigating to the Estimates Search screen and searching for the OUE. Click on the "Miscellaneous Factors" tab and enter the amount the customer *cannot* fund in the *Continuing Resolution* field. Make sure to add a negative "-" symbol before entering the amount. This will reduce the net total of the estimate to the amount that the customer can fund under the CR. Save and proceed to the Submit and Approval tab and submit for approval. Once approved, confirm with the customer that the change to the estimate has been made.

			Miscellaneous Factors				
Basic Information	*Total Bldg, Rentable Sq Ft: Hr. Rate for Mechanics	294843 \$34.91	Vertime Sq Ft.	2543	Sta	and-Alone Est	timate
	KWH Usage Rate: (EUAS)	\$0.0883	KWH Demand Rate:	\$0.00	C C	UNCTION CO	OWN
Aiscellaneous Factors	Miscellaneous Cost	\$0.00				Continuing Resolution	(\$1,994.6
Calculation of	mise. Cost Description.				PGA11	Janitorial	\$0.
Hours	Overhead Fee:	Recurring RWA - Flat Fee V		\$100.00	PGA31 PGA32	Gas Water	\$0.0
Fuel Costs	Continuing Resolution:	\$1,994,68			PGA33 PGA34	Steam	\$2,537.
4	Containing Accordition.	-91,004.00			PGA36 PGA37 (Chilled Water	\$0.
	Services Provided:	(Limited to 1000 characters)			PGA42/ PGA47	Mechanical	\$22.
Maintenance Feeder		USDC, Judge Sannes, additional hours	5		PG981	Overhead (recurring)	\$100.0
					PG982 0	verhead (non- recurring)	\$0.
Equipment						TOTAL	\$664.
Costs	Special Notes:	(Limited to 1000 characters)					
Additional		Located on the fith floor, South for	wer-				
Program Equipment							
Facilities			Save & P	oceed >>> Reset Form			
Cost							
Summary							
Contraction of the second s							

Enter the amount the customer cannot fund in the Continuing Resolution field. Make sure the amount is led by a negative "-" sign.





Process Overtime Utility RWAs during a Continuing Resolution

1C: Determine Amount to be funded under CR and create Work Request in eRETA (Customer Action):

If you do not have an existing RWA, first determine what percentage of the RWA to be accepted will be funded under the CR. Then create a Work Request (WR)* by navigating to the Data Entry dropdown and clicking "Create Work Request"**. If you know the OUE number, enter it in the top right. If you need to search for your OUE, use the magnifying glass to the right of the field. After entering the OUE number, eRETA will auto-populate some of the OUE information onto the WR and you will have to enter any other required data on the Customer Information tab before moving on to the Billing Information tab. After navigating to the Billing Information tab you'll enter the amount to be funded under the CR in the *Agency Certified Amount* field. Save and proceed to the "Accounting Details" tab, enter the amount to be funded under the CR in the *Authorized Line Amount* field, and click "Save and Proceed". Before entering signatory information on the Customer Approval tab, click the "Comments" yellow hyperlink at the bottom left of the screen, enter a comment outlining the details behind your amendment due to the CR, and click "Save". To navigate back to the WR/RWA click on the WR/RWA yellow hyperlink in the lower left corner (it will look something like "WR: 1234567"). Go back into Edit mode, navigate to the "Customer Approval" tab, enter your signatory information, and Send to GSA for potential acceptance.

ATION		- Create Work R	equest				
		- Modify Work R	equest/RWA				
	WR/RWA Number: W1 Status: Pre Input Code: A	1896433 e-planning	Customer Red Customer G	g <u>uest Date</u> : · Signature: SA Region: 09		Requested By: GSA Data Entry: Estimate Tracking No:	OUCA0100518072001
LS							
TOMER ROVAL	* Agency Bureau:	01005-Judiciary-Dis	trict Courts Of The U	nited States		•	* R
RMATION	Primary Building State: Building: Address:	California CA0154ZZ 450 GOLDEN GATE	AVE	в	City: uilding Name: F Zip Code: 9	San Francisco PHILLIP BURTON,FB CT	•
THORIZING TAILS	Room Number/Specific Location in Facility: * Overtime Utilities:	Yes V) 0	Request for multiple fyes, Address in Desc.	<u>buildings</u> of Reg <u>ts.)</u>
	Estimated FY Needed:	2020 ▼		Requested S	Service Period:	to 🚺	🖬 🕤
	* Estimated Amount:	This work is relate \$2,500-\$150,000	ed to other RWA(s)	Agency	RWA Mailbox:	Add new	▼ Q
	* <u>Agency POC:</u> Name: Phone:	@cand	l.uscourts.gov ▼	GSA PM/POO	2: (if known) Name: Phone:	_]gsa.gov	▼ ♀
	* <u>Description of</u> <u>Requirements</u> :	Overtime Utilities FY	20 Phillip Burton Fee	deral Building, San F	rancisco, CA 94	102.	
		(Limited to 500 Cha	aracters) Changes ma	de above will simultaneo	usly be made to the	e linked Estimate	
Ent	er comments to provide additional information to GSA:						
							/



1C: Determine Amount to be funded under CR and create Work Request in eRETA (<u>Customer Action</u>) (cont.):

				Billing Info	ormation		
		7	WR/RWA Number: W1896433 Status	Unassigned	Input Code: A	Read-O	nly Vie
						* Requir	ed Fi
LLING FORMATION		01005				C 40 500 00	11
	Agency Name			Ager	* Funding Authority	Non-Economy Act	
DETAILS		STATES				Non-Leonomy Act	
	* Billing Type	N: Non-IPAC V		Aç	gency Billing Contact	Add new	•
PPROVAL	* Billing Term	M: Monthly V		E	Billing Contact Name		
	ALC		9	Bi	Illing Contact Phone	() - Ext	t
	T Account Code/BOAC	010009	$\Box \simeq$	Funding A	gency Code (FPDS)		
				Funding	Office Code (FPDS)		
	Billing Office Name	US DISTRICT C	OURT		Hold Billings	No	
	Agency Finance Billing Address	351SOUTH WES	ST TEMPLE #1,100	Cust	omer Order Number	W1896433	
	Street Address						
	City	SALT LAKE CITY	(E	iscal Station Number		
	State	Utah			Requisition ID		
	Zip Code	84101 -		Agency/C	ustomer BPN/DUNS	1	Q

Enter the amount to be funded during the CR in the Agency Certified Amount field.

				-			Agenc	y Accounting Details		
USTOMER NFORMATION			WR/R	WA NI	<u>imber</u> : '	W1896433 🗧	status: Unass	igned Input Code:	A	Read-Only Vie
ILLING NFORMATION										* Required Fi
	Agency Accounti	ng Detail Lines	<u>Help</u>	gency	Accour	nting Detail L	ine has beer	n added successfully.	Print/Expo	rt Add
USTOMER	Line to Created Bill Date	Modified Date	Treasury Symbol	Fund Year	Fund Type	Exp Date of Oblig Auth	Authorized Line Amt	Agency Accoun	ting Data	Modify Delete
BS	• 04/15/201	9 04/15/2019 0	01020192 019 0930000	2019	Annual	09/30/2019	\$12,500.00	1234-TESTOUWRDURINGCR-5	5678	X
	Agency Cert Amt	: \$12,500.00		4	uthoriz	ed Line Amt	\$12,500.00	4 December forward		- 4 - 5 4 - 4
								T Records tound	. Displaying pa	gerorr T

Enter the amount to be funded during the CR in the Authorized Line Amount field before sending to GSA for acceptance via the Customer Approval tab.



1C: Determine Amount to be funded under CR and create Work Request in eRETA (<u>Customer Action</u>) (cont.):

RET	A A REACKING APPLICATION SEARCH DATA ENTRY FINANCIAL REVIEW DOCUMENTATION ESTIMATES
DOCUMENT	Comments
RWA Comments	
* Comment Type: * Comment:	Customer Entered ▼ Full overtime utility <u>RWA</u> period of performance is 10/01/2019-09/30/2019. Due to the CR we are funding only through CR period (10/01/2019-12/15/2019). We will amend the <u>RWA</u> to increase funds to full amount once a full budget is passed
	Share with eRETA Save Reset
Comments Log	

Enter comment outlining details behind amendment due to CR on the Amendment Summary tab, and Send to GSA for acceptance.

RETA	APPLICATION SEARCH DATA ENTR	Y FINANCIAL REVIEW DOCUMEN	NTATION ESTIMATES		
			Customer Approval		
CUSTOMER INFORMATION		WR/RWA Number: W1891483	Status : Planning/Estimate	Input Code: A	Read-Only View
BILLING INFORMATION	Please complete this screen if entering a r signature.	ew RWA or processing an amendme	nt that requires a new		* Required Fields
ACCOUNTING DETAILS	Click here for signature option inst	ructions			
CUSTOMER APPROVAL	Signature of Fund Certifying Official Fund Certifying Official	Electronic Signature Request Not Yet Signed john.doe@dhs.gov		Print Form 2957	
PBS INFORMATION	Name of Signer Certifying Official's Phone	Doe, John (817) 555 - 1234 Ext			
AUTHORIZING DETAILS	Date	by a Fund Certifying Official and eithe	er delivered to PBS or uple	baded here on this page.	
PBS APPROVAL	Upload New				
	Document Type	Document Name	Upload Date	Delete	
	<	No records	s found	<u></u>	Þ
Tab Instructions		Save Send to GSA	Reset Form		
Documentation	Comments ETN.SCNM070551926300				

Enter your signatory information and Send to GSA for potential acceptance.

*More information and training on creating and sending Work Requests to GSA can be found at www.gsa.gov/ereta. ** If you do not see the Data Entry dropdown and you need the ability to enter RWA data in eRETA, contact eRETA@gsa.gov/ereta. with a request for data entry access.





Process Overtime Utility RWAs during a Continuing Resolution

1D: Adjust Estimate Amount in RETA (GSA Action): Confirm with the customer how much of their RWA they can fund under the CR. Adjust the estimate amount by navigating to the Estimates Search screen and searching for the OUE. Click on the "Miscellaneous Factors" tab and enter the amount the customer *cannot* fund in the *Continuing Resolution* field. Make sure to add a negative "-" symbol before entering the amount. This will reduce the net total of the estimate to the amount that the customer can fund under the CR. Save and proceed to the Submit and Approval tab and submit for approval. Once approved, confirm with the customer that the change to the estimate has been made.

			Miscellaneous Factors			
Basic Information	*Total Bidg, Rentable Sq Ft; Hr. Rate for Mechanics; KWH Usage Rate: (FUAS)	294843 \$34.91 \$0.0883	*Overtime Sq Ft; Number of Agencies; KWH Demand Pate;	2543 1 \$0.00	Stand-Alone Est	imate
Aiscellaneous	Miscellaneous Cost: Misc. Cost Description:	\$0.00			Continuing Resolution	(\$1,994.68
Calculation of Hours	Overhead Fee:	Recurring RWA - Flat Fee 🔻		\$100.00	PGA11 Janitorial PGA31 Gas PGA32 Water PGA33 Electric	\$0.0 \$0.0 \$0.0 \$2.537.2
Fuel Costs	Continuing Resolution:	-\$1,994.68			PGA34 Steam PGA36 Oil PGA37 Chilled Water	\$0.0 \$0.0 \$0.0
	Services Provided:	(Limited to 1000 characters)			PGA42/ PGA47 Mechanical	\$22.3
Maintenance Feeder		USDC, Judge Sannes, additional hours			PG981 Overhead (recurring) PG982 Overhead (non- recurring)	\$100.0 \$0.0
Equipment Costs	Special Notes:	(Limited to 1000 characters)		4	TOTAL	\$664.8
Additional Program Equipment		Located on the 11th floor, South Tower				
Pass Through Facilities			Save & Pro	Acceed >>> Reset Form		
Cost Summary						
Submit and						

Enter the amount the customer cannot fund in the Continuing Resolution field. Make sure the amount is led by a negative "-" sign.





Process Overtime Utility RWAs during a Continuing Resolution 2) Adjust Overtime Utility RWAs to full amount once a full budget is passed

2A: Amend RWA in eRETA to full amount (<u>Customer Action</u>): Log in to eRETA and search for the associated RWA to initiate an amendment.* Click the Edit (pencil) icon and initiate an X-input code.** On the Billing Information tab, adjust the *Agency Certified Amount* to the full amount. Save and proceed to the Accounting Details tab and adjust the *Authorized Line Amount* to the full amount. Save and proceed to the Customer Approval tab, enter your signatory information, then save and proceed to the Amendment Summary tab and send to GSA for potential acceptance.

SUMMARY			Billing Information					
		WR/RWA Number: R1842319 St	WR/RWA Number: R1842319 Status: Mod-Initiated Input Code: X Read-C					
					* Required I			
USTOMER FORMATION								
	Agency Bureau Code 01005			Agency Certified Amount \$ 2,685.07				
	Agency Name	JUDICIARY, DISTRICT COURTS OF THE UNITED STATES		* Funding Authority	Non-Economy Act 🔹			
	* Billing Type	N: Non-IPAC V		Agency Billing Contact	lizette_marquez@prd.u: V			
	* Billing Term	M: Monthly 🔻	Billing Con		Marquez,Lizette			
	ALC			Billing Contact Phone	(787)772 - 3109 Ext			
USTOMER PROVAL	T Account Code/BOAC	102004	Eundin	g Agency Code (FPDS)	1027			
				ing Office Code (FPDS)	101374			
MENDMENT SUMMARY	Billing Office Name	U.S. DISTRICT COURT FOR PUERTO RICO		Hold Billings	No			
	Agency Finance Billing Address	FEDERAL BUILDING ROOM 150	2	ustomer Order Number	RWAPRXDCLERK19-0002			
	Street Address	150 CARLOS CHARDON AVE						
	City	HATO REY		Fiscal Station Number	[
	State	Puerto Rico		Requisition ID	[
	Zip Code	00918 -	Agenc	V/Customer BPN/DUNS				

Adjust the Agency Certified Amount back to the full amount now that a budget has been passed.

: X Read-Only Vies Required Field PrintExport Add sting Data Modify
• Required Fie PrintÆxport Add
Print/Export Add
ating Data Modify
nting Data Modify Delete
20 Contraction of the Contractio
X
1. Displaying page 1 of 1 1
1. Displaying page

Adjust the Authorized Line Amount back on the Accounting Details tab before sending to GSA for acceptance via the Amendment Summary tab.





Process Overtime Utility RWAs during a Continuing Resolution

2B: Adjust estimate in RETA (<u>GSA Action</u>): Adjust the estimate amount by navigating to the Estimates Search screen and searching for the OUE. Click on the Miscellaneous Factors tab and change the amount in the *Continuing Resolution* field back to \$0. This will bring the net amount of the estimate back to 100%. Save and proceed to the Submit and Approval tab and submit for approval. Once approved, notify the customer that the change to the estimate has been made.

			Miscellaneous Factors					
Basic Information	* <u>Total Bidg, Rentable Sq Ft:</u> Hr. Rate for Mechanics. * KWH Usage Rate: (EUAS)	Lisg FL 903345 *Overtime Sg FL 36 hanics \$99.80 Number of Agencies 1 (FLAR) \$0.1406 Kivit Demand Rate \$0.00				Stand-Alone Estimate		
iscellaneous ictors	Miscellaneous Cost Misc. Cost Description:	\$0.00				Continuing Resolution Miscellaneous	\$0.0 \$0.0	
Calculation of Hours	Overhead Fee:	Recurring RWA - Flat Fee V		\$100.00	PGA11 PGA31 PGA32 PGA33	Janitorial Gas Water	\$0.0 \$0.0 \$0.0 \$2.585.0	
Fuel Costs	Continuing Resolution:	\$0.00			PGA34 PGA36	Steam Oil	\$0.0 \$0.0	
	Services Provided:	(Limited to 1000 characters)			PGA42 PGA47	Mechanical	\$0.0	
Maintenance Feeder		Above standard overtime utili computer room on 12N.	ty for Office of special Counse.		PG981 PG982	Overhead (recurring) Overhead (non- recurring)	\$100.0	
Costs	Special Notes:	(Limited to 1000 characters)				TOTAL	\$2,685.0	
Additional Program Equipment								
Pass Through Facilities			Sa	ave & Proceed >>> Reset Fi	orm			
Cost Summary								

Adjust CR amount on estimate to 0 after a budget is passed and submit for approval.

*More information and training on submitting RWA Amendments to GSA can be found at <u>www.gsa.gov/ereta</u>.

** If you do not see the Edit (pencil) icon and you need the ability to enter RWA data in eRETA, contact <u>eRETA@gsa.gov</u> with a request for data entry access.

For Additional Questions the following resources are available:

- For external customers (eRETA users):
 - Navigate to <u>www.gsa.gov/ereta</u> for eRETA user guides (including this one) and FAQs
 - Email the <u>pbsnationalhelpdesk@gsa.gov</u> with questions or issues about logging into the external Portal (effectively any part of the log-in process before getting into eRETA itself)
 - Email us at <u>eRETA@gsa.gov</u> with questions about using or navigating eRETA (once inside the application itself)
- For internal GSA employees (RETA users):
 - Email us at <u>RETAAdmin@gsa.gov</u> with questions about using or navigating RETA (once inside the application itself)