

Digital Signature Reminders

Effective 10/01/19 federal customers are required to use eRETA's digital signature solution to sign all RWAs. Below are some tips on:

1. How to use eRETA's digital signature solution,
2. What happens after clicking the "Send to GSA" button from the Customer Approval tab, and
3. What to do if your Fund Certifying Official is not receiving the email to apply digital signature.

Remember that while eRETA access is required to send RWA and RWA Work Request (WR) information to GSA, eRETA access is NOT required to apply digital signatures. Fund Certifying Officials do not sign from within eRETA itself, they are sent an email to apply their digital signature.

1- How to use eRETA's digital signature solution

Once requirements have been developed on the WR and an approved Summary Cost Estimate (SCE) or Overtime Utility Estimate (OUE) has been linked, you may send for potential acceptance into an RWA. After entering required information on the various tabs, navigate to the Customer Approval tab, select the "Electronic Signature Request" button, and select your signer from the dropdown list. If he/she is not listed, select "Add New" and click the magnifying glass to enter his/her contact information. When ready, click "Send to GSA" to send for potential acceptance into an RWA.

The screenshot displays the eRETA Customer Approval interface. The top navigation bar includes 'SEARCH', 'DATA ENTRY', 'FINANCIAL REVIEW', 'DOCUMENTATION', and 'ESTIMATES'. The main content area is titled 'Customer Approval' and shows the 'WR/RWA Number: W1969797', 'Status: Planning/Estimate', and 'Input Code: A'. A sidebar on the left contains tabs for 'CUSTOMER INFORMATION', 'BILLING INFORMATION', 'ACCOUNTING DETAILS', 'CUSTOMER APPROVAL', 'PBS INFORMATION', 'AUTHORIZING DETAILS', and 'PBS APPROVAL'. The 'CUSTOMER APPROVAL' tab is active, showing a form with the following elements:

- A blue box highlights the link: "Click here for signature option instructions".
- An orange box highlights the "Electronic Signature Request" radio button.
- The "Signature of Fund Certifying Official" dropdown is set to "Not Yet Signed".
- The "Fund Certifying Official" dropdown is set to "Add new..." with a magnifying glass icon.
- Fields for "Name of Signer", "Certifying Official's Phone", and "Date" are present.
- A checkbox for certification: "I certify that the RWA has been signed by a Fund Certifying Official and either delivered to PBS or uploaded here on this page." is unchecked.
- An "Upload New" button is visible.
- A table with columns "Document Type", "Document Name", "Upload Date", and "Delete" is shown, with the message "No records found" below it.
- At the bottom, three buttons are visible: "Save", "Send to GSA" (highlighted with an orange box), and "Reset Form".

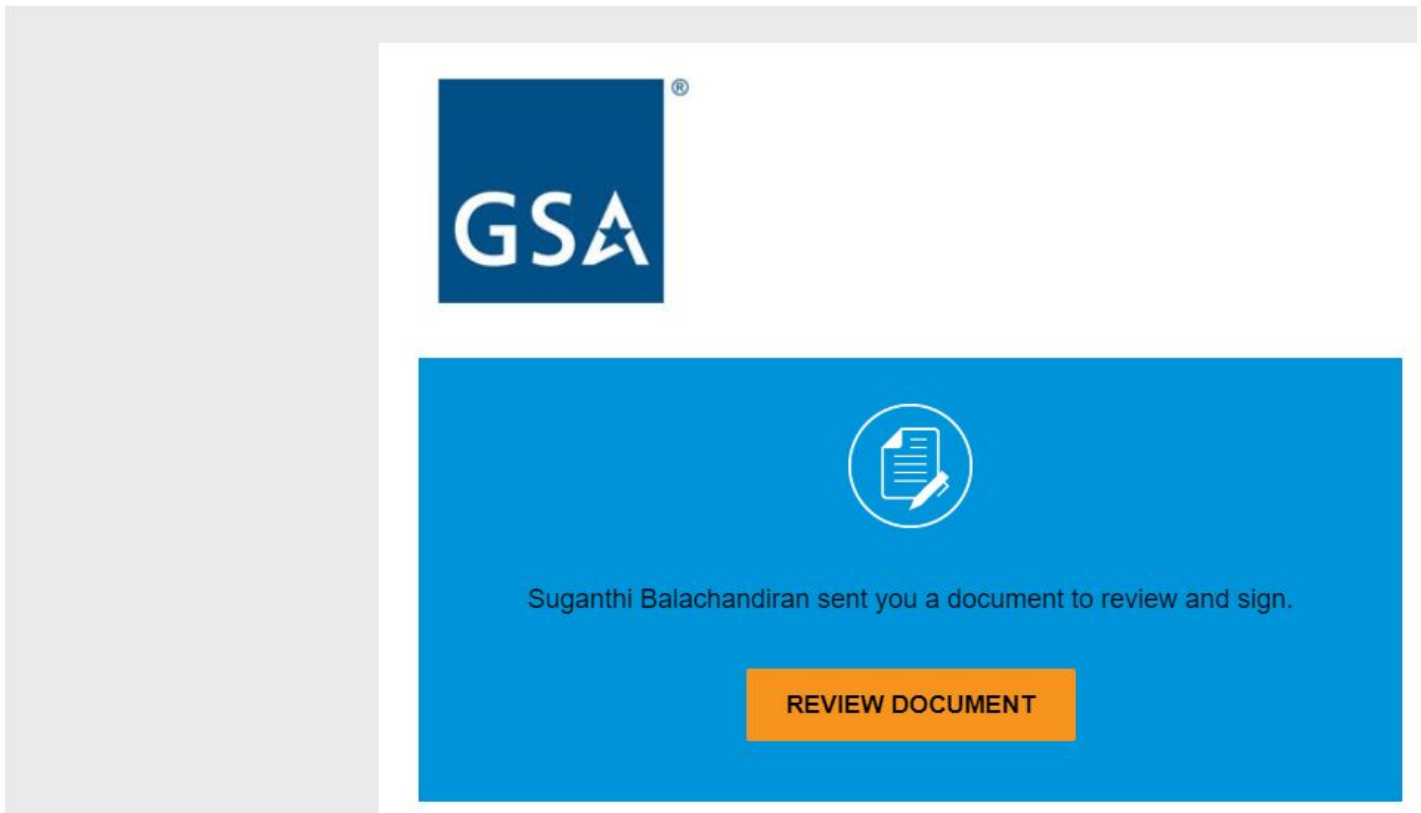
Select the "Electronic Signature Request" button, select/add email of your Fund Certifying Official, and click "Send to GSA".

2- What happens after clicking the “Send to GSA” button from the Customer Approval tab

Your Fund Certifying Official will not immediately receive an email to apply digital signature. GSA must review the RWA and enter GSA-specific information before routing for digital signatures. Once GSA enters that information and routes for signature, your Fund Certifying Official will receive an email from DocuSign* to digitally sign the RWA.

After opening the email (shown below), the signer will click the “Review Document” button. A new tab or window will open and the signer will review the RWA 2957 Form and sign in the appropriate block.

From: **Suganthi Balachandiran via DocuSign** <dse_demo@docusign.net>
Date: Thu, Nov 14, 2019 at 11:59
Subject: TEST-TEST-TEST_RWA_R1969755_Washington_DC_004
To: Ksenia Petrikova <kpetrikova@gmail.com>



Email sent to your Fund Certifying Official to apply digital signature.

*The digital signature email will come from dse@docusign.net, dse_na2@docusign.net, or dse_na3@docusign.net. We suggest that you add all three of these email addresses to your email “address book” so your email client recognizes them as safe emails sent from GSA.

3- What to do if your Fund Certifying Official is not receiving the email to apply digital signature

1. See if the email address entered in the Customer Approval tab in eRETA is correctly spelled, and if it is for the correct person.
 2. Check with the Fund Certifying Official to see if he/she received an email from dse@docusign.net, dse_na2@docusign.net, or dse_na3@docusign.net.
 3. Check with the Fund Certifying Official to see if the email was sent to his/her spam folder.
 - a. If it was, make sure he/she saves dse@docusign.net, dse_na2@docusign.net, and dse_na3@docusign.net to his/her contacts list so future emails don't go to spam.
 4. If you try everything listed above and still cannot locate the email, send an email to eRETA@gsa.gov.
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BONUS KNOWLEDGE: Have an eRETA question? Did you check the other Quick Tips or step-by-step user guides we've created for our customers yet? Check them out! Quick Tips and more robust user guides and other training resources are found at www.gsa.gov/ereta on the "eRETA Training Materials" tab in the left hand pane. It is more than likely that one of our past quick tips or user guides answers the question you seek an answer to. Still can't find an answer after reviewing our Quick Tips and User Guides? Send us an email at eRETA@gsa.gov. Please provide the specific Work Request or RWA number, describe the steps that led to your question, and any applicable screenshots. The more detail the better to help us resolve your question in one response.

DOUBLE BONUS KNOWLEDGE: Training, training and more training!

We will continue to offer two eRETA training sessions per month at the start of calendar year 2020: one overview session and one advanced session. Register by visiting www.gsa.gov/ces or by clicking the links below!

- **eRETA Basics - Overview Sessions**
 - [January 7: 1-3pm \(eastern\)](#)
- **eRETA Advanced - How do I...? Feature Focus Sessions** (*attending an Overview session and gaining access to eRETA are strongly encouraged prior to attending these advanced sessions*)
 - [January 23: 1-2:30pm \(eastern\)](#)