eRETA 9.1 Enhancements

On October 17th, we added enhancements to eRETA to allow your agency to manage your Work Request and RWA portfolio more effectively. Below you'll find an abbreviated list of these enhancements. For a more comprehensive promo guide including screenshots, visit www.gsa.gov/ereta, go to the "eRETA Training Materials" page located on the left navigation bar, and scroll down to the "eRETA Releases" section of the page.

<u>Summary of eRETA 9.1 Enhancements</u>

1. **Copy an RWA or Work Request (including Cancelled WRs)**
   - The new "Copy" function will copy most data from the Customer Information and Billing Information tabs onto a new WR/RWA.
2. **'Micropurchase Delegation of Authority' pop-up on WRs under $2000**
   - A new pop-up message when selecting "Under $2,000" for the Estimated Amount on a Work Request will inform users of the option for their agency to execute the work themselves without the need for an RWA. They will be directed to GSA's Facilities Management page for more information.
3. **Require New Signatures with any amendment over $0.99**
   - Previously an RWA needed to be routed for signatures if an amendment increased/decreased the amount by a value greater than 10% or $500. Now it is required for any amendment over $0.99.
4. **Update AC-15 (notification a SCE or OUE is linked to a WR) logic and template**
   - Previously, the notification that an approved estimate was linked to a WR/RWA was only generated for new RWAs, not amendments. Now, it will also be generated in an amendment scenario (e.g. any dollar change to an estimate linked to an already accepted RWA).
5. **Make OUC-1 (Above Standard Services "Verification of Need and Initial RWA Request" Letter) the first official RWA Request to OT Utility customers**
   - For overtime utilities, customers will no longer receive duplicate communications regarding the need to submit an RWA Work Request for the services. It will be included in one automated email to the customer requesting they verify the estimate provided and submit a Work Request (if needed).
6. **Estimate Search Changes for SCEs and OUEs**
   - On the Estimates Search screen, the on-screen results have increased from 10 to 20 results per page. Also the results will default to sort by the Estimate Tracking Number.
7. **Allow searching by Customer Estimate POC in Estimate Search**
   - On the Estimates Search screen, users can now search by the Customer POC email address.
8. **Allow searching for Estimates by the Signature Requested status**
   - On the Estimates Search screen, users can now search for estimates linked to an RWA that is currently awaiting digital signatures.

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BONUS KNOWLEDGE: Log-in or password issues
Having log-in or password issues trying to access eRETA? First, make sure to clear your browser history and cache, and use the following link to the PBS Extranet Portal: https://extportal.pbs.gsa.gov. Using any other link may result in difficulties logging into the PBS external portal where eRETA is located. If you continue to experience issues, email the PBS National Application Helpdesk at COPBSApp@gsa.gov or 866-367-7878.

DOUBLE BONUS KNOWLEDGE: Training, training and more training!
The FY2021 Training Plan will include a mix of eRETA and RWA Policy and Process training sessions. Click the links below to register!

- **eRETA Digest**
  - [December 8: 1-2:30pm ET](#)
- **RWA Policy**
  - [January 12: 1-2:30pm ET](#)

Questions about eRETA or RWAs that you cannot find on www.gsa.gov/ereta or www.gsa.gov/rwa? Email eRETA@gsa.gov for eRETA system-related questions or AskRWA@gsa.gov for general RWA-related questions.