

Timelines for RWA Work Request Processing

As you submit RWA Work Requests (WRs) to GSA via eRETA, you may be wondering how long it will take GSA to process particular actions against your WR. While all WRs are different and some timelines will vary depending on project requirements*, you can expect some consistency regarding some of the timelines which this Quick Tip outlines below.

Work Request-RWA Workflow and Timelines for GSA Action (if applicable)

The table below builds upon a table in a previous Quick Tip (titled “Work Request-RWA Workflow and Status Labels”), which outlines the various steps in the Work Request-RWA Workflow and associated status labels in eRETA. This table has added components - the right two columns - which clarify if the WR/RWA is pending GSA or Customer action and, if pending GSA action, the expected timeframe for GSA to accomplish that action.

Step	Event	Status in eRETA after “Event” occurs	Pending GSA/Customer action after “Event” occurs	If pending GSA action, how long will GSA take?
1	Customer enters WR information in eRETA and clicks “Save”	Pre-planning	Customer (need to send to GSA)	N/A
2	Customer sends WR to GSA by clicking “Submit Request”	Unassigned	GSA (need to assign PM)	Up to 5 business days to assign PM <i>FY20 Avg = 2.1 days (from step 2 to 3)</i>
3	GSA assigns a Project Manager (PM) to the WR	Planning/Estimate	GSA (need to develop requirements)	Varies on project requirements
4	GSA PM works with the customer (outside of eRETA) to finalize requirements, develop cost estimates, and a project schedule	Planning/Estimate	GSA (need to create, approve and link an estimate)	Varies on project requirements
5	GSA creates, approves, and links an estimate to the WR	Planning/Estimate	Customer (need to send for acceptance)	N/A <i>FY20 Avg = 28.7 days (from step 3 to 6)</i>
6	Customer fills out remaining required information in eRETA and clicks “Send to GSA”	Planning/Estimate	GSA (need to review and process RWA)	Up to 15 business days to review, process, and route for signatures <i>FY20 Avg = 7.4 days (from step 6 to 8)</i>
7	GSA begins review of customer submission and consideration for RWA Acceptance	Pending-New	GSA (need to route for signatures)	
8	GSA routes RWA for digital signatures	Sig-Requested	Customer (Fund Certifying Official needs to sign RWA)	N/A
9	Customer digitally signs the RWA	Sig-Requested	GSA (Approving Official needs to sign RWA)	1-2 business days to apply signature <i>FY20 Avg = 0.5 days (from step 8 to 10)</i>
10	GSA digitally signs (accepts) the RWA and GSA sends Acceptance Letter to Customer POCs	Accepted	N/A (RWA is accepted and work may begin)	N/A (RWA is accepted and work may begin)

An abbreviated visual of the Work Request-RWA process can also be found at www.gsa.gov/rwa.

**This Quick Tip outlines the workflow for project-based (e.g. construction, renovation, alteration, etc.) WRs/RWAs. WRs/RWAs for above standard services (e.g. overtime utilities, HVAC, cleaning, preventative maintenance) would follow a slightly different workflow, and you can find more information at www.gsa.gov/ereta on the eRETA Training Materials page, specifically the section titled “Submitting RWA Work Requests (for Above Standard Services)”.*

BONUS KNOWLEDGE: Phone number added to One Time Passcode (OTP) option when logging into eRETA.

GSA recently added the option to receive your One Time Passcode (OTP) to your phone via Text or Voicemail prior to logging into eRETA. If you are logging in to the external Portal (<https://extportal.pbs.gsa.gov>) and you do not see your phone number as an option to receive your OTP, you can send an email to the PBS National Application Helpdesk at COPBSApp@gsa.gov to have them add your phone number to your account. Once they confirm it is added, you should be able to utilize it for your OTP going forward. Keep in mind that if you use a landline, you should use the “Voicemail” option, while you could use the “Voicemail” or “Text” option if using a mobile phone.

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!

- **RWA Policy**
 - [January 12: 1-2:30pm ET](#)
- **eRETA Digest**
 - [February 9: 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.