

Work Request Category Updates Coming February 2021

New Year, New Enhancements! When eRETA 9.2 goes live in February 2021, eRETA users will see a new field titled “Request Category” where they will choose (from a dropdown list) the category of work their RWA Work Request (WR) falls under. Making sure to select the appropriate category will ensure GSA assigns the appropriate POC to your WR so we can better streamline requirements development.

New “Request Category” Dropdown List

Next to the new “Request Category” field on the Customer Information tab, eRETA users will select the appropriate request category from the dropdown list*. If you have questions surrounding which request category to choose, hover your cursor over the “i” bubble to the right of the field to view a definition of each request category. Additionally, you can click the “Request Category” blue hyperlink to bring up the eRETA Glossary of terms, which has definitions for these terms and many others referenced throughout eRETA.

The screenshot displays the eRETA Customer Information tab. On the left is a navigation menu with options: CUSTOMER INFORMATION, BILLING INFORMATION, ACCOUNTING DETAILS, CUSTOMER APPROVAL, PBS INFORMATION, AUTHORIZING DETAILS, and PBS APPROVAL. The main content area includes fields for WR/RWA Number, Status, Input Code, Customer Request Date, Customer Signature, and GSA Region. A dropdown menu for "Request Category" is open, showing five options: Nonseverable (Projects), Severable (Overtime Utilities), Severable (Cleaning, Maintenance), Property Disposal, and Property Disposal Multi-Agency Training. To the right of the dropdown is an information icon (i) that triggers a tooltip box containing definitions for each category. The tooltip text is as follows:

- Nonseverable (Projects):** includes new construction, initial/existing space buildout and alterations, workplace engagement and studies, design services, construction management services, move services, IT/security installation, furniture/other fixtures.
- Severable (Overtime Utilities):** includes utilities such as gas, water, electric, steam, oil, and chilled water provided after hours and/or on weekends (hours outside of utilities included in GSA Rent).
- Severable (Cleaning, Maintenance):** includes cleaning/janitorial, preventative maintenance, landscaping.
- Property Disposal:** includes all disposal related activities except for multi-agency training. Customers requesting customized agency/group training should choose this option.
- Property Disposal Multi-Agency Training:** includes only multi-agency training sessions, in which attendance is open to any federal employee and attendees pay a predetermined, set amount.

Request Category dropdown list and associated definitions on the Customer Information tab

The various categories in the dropdown list are included below for reference:

- **Nonseverable (Projects):** includes new construction, initial/existing space buildout and alterations, workplace engagement and studies, design services, construction management services, move services, IT/security installation, furniture/other fixtures.
- **Severable (Overtime Utilities):** includes utilities such as gas, water, electric, steam, oil, chilled water.
- **Severable (Cleaning, Maintenance):** includes cleaning/janitorial, preventative maintenance, landscaping.
- **Property Disposal:** includes all disposal related activities except for multi-agency training. Customers requesting customized agency/group training should choose this option.
- **Property Disposal Multi-Agency Training:** includes only multi-agency training sessions, in which attendance is open to any federal employee and attendees pay a predetermined, set amount.

*Prior to eRETA 9.2, this field was titled “Overtime Utilities” and users selected “Yes” or “No”. The new “Request Category” field and associated dropdown list will replace that field.

More Detailed Promo Guides Available at www.gsa.gov/ereta

A more detailed promo guide outlining this enhancement and others related to the eRETA 9.2 release will be made available in February 2021 at www.gsa.gov/ereta on the “eRETA Training Materials” page (under the “eRETA Releases” section of the page). On the same page, you can also find detailed promo guides outlining various enhancements related to previous eRETA releases.

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!

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