

## Spring FoRWARD with eRETA!

Not sure how to do something in eRETA? We have plenty of resources to help you find what you need. Find them anytime by visiting [www.gsa.gov/ereta](http://www.gsa.gov/ereta) and going to the “eRETA Training Materials” page located on the left navigation bar.

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### Questions on any of the following functions in eRETA?

- **Submitting RWA Work Requests (for projects)**
- **Submitting RWA Work Requests (for above standard services like overtime utilities or janitorial services)**
- **Digital Signatures**
- **Submitting RWA Amendments**
- **Search Features**

Visit [www.gsa.gov/ereta](http://www.gsa.gov/ereta) and click on the “eRETA Training Materials” page (located on the left navigation bar - see below for reference) and you’ll see the page is broken down by the categories listed above, each of which has detailed user guides, Quick Tips (like this one) and much more to help you. If you cannot find what you are looking for, try using CTRL+F to search for resources that may help you. For example, if you need help with Treasury Symbols, you could, press CTRL+F and type “Treasury” which will come up with several resources related to Treasury Symbols.

The screenshot shows the GSA website header with the logo and navigation menu. The main content area is titled "eRETA Training Materials" and includes a list of sub-categories. The "eRETA Training Materials" link in the left sidebar is highlighted with an orange box and an arrow. The main content area lists various resources, including "Submitting RWA Work Requests (for projects)" and "Submitting RWA Work Requests (for above standard services)".

**Reimbursable Services (RS) Program**

- Overview
- Policy & Guidance
- eRETA RWA Customer Portal**
- eRETA Training Materials
- How do I access eRETA
- Training
- Frequently Asked Questions (FAQs)
- Billing & Payment
- Contact Us

### eRETA Training Materials

Using eRETA and not sure what to do and still can't find an answer in any of the user guides / videos below? Contact [eRETA@gsa.gov](mailto:eRETA@gsa.gov)

Click any of the sub-categories listed below to jump to a particular section of the page where you can download detailed user guides, quick tips, promo guides, and more.

- Submitting RWA Work Requests (for projects)
- Submitting RWA Work Requests (for above standard services\*)
- Digital Signatures
- Submitting RWA Amendments
- Search Features
- eRETA Releases
- Video Training Demos

### Submitting RWA Work Requests (for projects)

- Submitting RWA Work Requests to GSA in eRETA [PDF - 2 MB] (November 2019)
  - Detailed user guide outlining how GSA customer agencies can enter and submit new RWA Work Requests (for projects) to GSA via eRETA.
  - For a visual of the Work Request-RWA Process, click here [PDF - 15 KB].
- Work Request Category Updates Coming February 2021 [PDF - 268 KB] (January 2021 Quick Tip)
- Timelines for RWA Work Request Processing [PDF - 107 KB] (December 2020 Quick Tip)
- Treasury Symbols and Multiple Lines of Accounting [PDF - 388 KB] (June 2020 Quick Tip)
- Determining if your Work Request or RWA can be Edited [PDF - 250 KB] (May 2020 Quick Tip)
- Entering Billing Information and Where to View Billing Statements [PDF - 234 KB] (January 2020 Quick Tip)

### Still can't find what you need after visiting the “eRETA Training Materials” page at [www.gsa.gov/ereta](http://www.gsa.gov/ereta)?

If you still can't find what you need, contact [eRETA@gsa.gov](mailto:eRETA@gsa.gov) and we will be happy to assist. Your questions give us insight into what we can train and communicate more effectively. While we will no longer be releasing these Quick Tips on a monthly basis, we encourage you to send your questions so we can develop future training resources to ensure your agency has the resources it needs to best manage its RWA portfolio.

**Project-specific questions (e.g. scope of work, schedules, estimates, etc.)?**

Project-specific questions would be best answered by the GSA PM/POC associated with your Work Request / RWA, or by the Regional RWA Manager. You can find your GSA PM/POC in eRETA, located on the Customer Information tab of every WR/RWA. Alternatively, you can find your Regional RWA Manager by visiting [www.gsa.gov/ereta](http://www.gsa.gov/ereta) and clicking on the "Contact Us" page (located on the left navigation bar).

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**BONUS KNOWLEDGE: Training, training and more training!**

The FY2021 Training Plan will include a mix of eRETA and RWA Policy and Process training sessions.

- **eRETA Digest**
  - [May 11th: 1-2:30pm ET](#)
- **RWA Policy**
  - This course will be offered as part of GSA's Customer Forum in June 2021. Visit [www.gsa.gov/ces](http://www.gsa.gov/ces) for more details!

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