

Work Request-RWA Flowchart

Start

Customer begins entering Work Requests (WR) in eRETA	
Pre-Planning Status	Customer saves WR information
Unassigned Status	Customer sends WR to GSA <i>*AC10: New WR is submitted to GSA</i>

GSA may take up to 5 business days to assign a PM

Planning/Estimate Status	<ol style="list-style-type: none"> 1. GSA assigns PM/POC to project or service <i>*AC1: Unassigned WR is assigned</i> 2. GSA PM/POC and Customer develop requirements (Scope, Estimates) ---- This timeframe varies depending on type of project or service ---- <i>*AC15: Summary Cost Estimate is approved and linked to WR</i> 3. Customer enters remaining information and sends RWA to GSA for acceptance
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May take up to 15 business days from customer sending RWA for acceptance to GSA routing for signatures

Pending-New Status	GSA reviews and enters GSA-specific information <i>*AC12: WR/RWA Sent for Acceptance</i>
Sig-Requested Status	GSA routes for digital signatures
Accepted Status	Customer and GSA digitally sign RWA via DocuSign Email <i>*Acceptance Letter sent</i>

Finish

RWA work may begin

* AC= An Automated Communication via Email