Client Enrichment Series – Q & A

Topic: ***eRETA Feature Focus (Advanced)***
Presenter: ***Steve Sacco***
Dates of Presentations: ***June 2019 - September 2019***

Additional eRETA Resources:
For a host of eRETA resources - see our website **-** ***www.gsa.gov/ereta***
For specific process questions/matters, please send your queries to ***eRETA@gsa.gov***
For upcoming eRETA classes, see the Client Enrichment Series website **-** ***www.gsa.gov/ces***
For a closed-caption video of our eRETA Advanced session, see our ***YouTube video***

Jump to a Topic Section:

Applying For Access, Access Roles and Logging in to the System

Q1. I have a recurring issue with my access to the eRETA application - where can I get help?

A. Please email ereta@gsa.gov if you have any issues within the eRETA application or if you need to update your eRETA user profile. Alternatively if you are having issues logging in to the External Portal (https://extportal.pbs.gsa.gov), please contact the PBS National Application Helpdesk (NAH) at 866-367-7878 or COPBSApp@gsa.gov.

Q2. If I was an eRETA user and transitioned to another agency, would I still be able to access eRETA or request access again?

A. If your email changed then you would need to apply for eRETA access again using your new government email. Fortunately it only takes 1-2 business days to get access!

Q3. My supervisor sent the email with the application for eRETA access but I haven't received a reply. Could someone provide assistance?

A. Yes, please email us at eRETA@gsa.gov and we can assist with your access.

Q4. How do I enter the eRETA site?

A. Instructions on gaining access to eRETA and accessing the External Portal (which houses the eRETA application) can be found at www.gsa.gov/ereta and are also included in the "Welcome to eRETA" email you received from the PBS National Application Helpdesk once your user ID was finalized..

Q5. Having access to GSA Rent on the Web or VCSS is not the same access to eRETA, correct?

A. Correct, Rent on the Web, VCSS and eRETA are all separate applications. Customers do not pay bills via eRETA; they do pay bills via the other applications.

Q6. How do I access eRETA and what is my User ID?

A. If you already have a User ID and password, you would access eRETA by going to the PBS External Portal at https://extportal.pbs.gsa.gov and clicking the RETA logo. Your User ID is your current government email address. If you do not have a User ID and password then visit www.gsa.gov/ereta to learn how to gain access.

Q7. What is the tab to upload documents?

A. There are two locations where you can upload documents. When opening a WR/RWA you'll notice yellow hyperlinks at the bottom left. If you click the "Documentation" hyperlink you'll be directed to the Documents Detail page. On that screen you'll click the "Upload New" button to upload any documents you wish to be associated with that WR/RWA. Alternatively if you are in Edit mode you can upload documents from the Customer Approval tab by clicking the "Upload New" button.

Q8. If I am already a GREX User, do I still need to apply for eRETA access?

A. Regardless of whether or not you have a GREX user ID, you will still need to follow the application process for eRETA. Fortunately it only takes 1-2 business days to get eRETA access!

Q9. What is the access difference in Agency Bureau Code 02800 Bureau Code 00 and 02804 Bureau Code 04? In my submittal request I did request additional agency bureau codes but show only access to 2800 which is my primary. Will this limit my eReta access?

A. The first three digits "020" designate the Agency. The last two digits "11" for example, designates the Agency-specific Bureau. Also, you can write ereta@gsa.gov and request the AB Code(s) you require...Just be certain to state that you copied your Supervisor on the request.

Training, Resources and Support

Q1. Is a User Guide for eRETA available?

A. Yes, a wealth of training materials including user guides, video demonstrations and more can be found at www.gsa.gov/ereta.

Q2. How do I sign up for the beginner class?

A. You can register for all upcoming eRETA classes at www.gsa.gov/ces or www.gsa.gov/ereta. If you are looking to attend the beginner course, you would register for the eRETA Basics - Overview session.

Q3. When will all of GSA be trained in eRETA?

A. We have trained GSA folks and continue to do so. Should you run into a region where they are resistant to work with eRETA, please reach out to the RWA Manager for that region, and of course, our office so we can ensure they are onboard. RWA Manager contact information can be found at www.gsa.gov/rwa.

Q4. Is there a fact sheet that can be accessed for eRETA?

A. Yes you can find an eRETA fact sheet at www.gsa.gov/ereta.

Q5. Is it recommended to attend the Basic eRETA training class first?

A. Yes, the eRETA Basic class provides an overview of the application. Monthly classes are available - you can register at www.gsa.gov/ces or www.gsa.gov/ereta. It is recommended you attend the Advanced course after attending the Overview session and after doing some data entry in the system.

Q6. It is a shame that there isn't an eRETA test site for us to go into and play with it. Things make sense to me better when I can experience it. Plus, internally we need to see what and if any processes need to change internally and I think we might get a better understanding from start to finish and the nuances in between.

A. We understand and that is why we have been training customers on and communicating the transition for over a year, encouraging folks to get access sooner than later. Although it is not possible for PBS to provide a test environment for our customers, you can actually go into eRETA and "play around" to gain familiarity. It should be noted that you will need to cancel anything that is not a real project, but you can "play" by entering real projects. Even entering one would give you familiarity and comfort with the application.Remember that a Work Request is not a funded RWA. As such there is no financial or legal liability to a customer sending GSA a Work Request; it is simply an identification of a need to start developing requirements with GSA.

Q7. It would be nice if you could do a Work request as an example.

A. We always walk through how to create and submit a Work Request in our overview session. We encourage folks to attend that course to see that level of detail and instruction. You can always register for that course at www.gsa.gov/ces or www.gsa.gov/ereta.

Q8. Can my PBS login work for eRETA?

A. Your PBS login will get you into the PBS External Portal (https://extportal.pbs.gsa.gov). You must establish a User ID for eRETA to be able to open it. Instructions on gaining access to eRETA can be found at www.gsa.gov/ereta.

Q9. I received a delivery status notification failure email to correct my email address in eRETA. Does this mean it was entered wrong when it was initially entered in the Agency POC section? If so, will I have to go into each Work Request or is there a user screen that I can change it once?

A. Yes, this means it was entered incorrectly on the Work Request / RWA and you would have to update the address on each WR/RWA in order for the appropriate individual to receive the automated notifications. If you need further assistance please reach out to eRETA@gsa.gov.

Q10. I had some trouble logging on. Will there be a training replay option for this session?

A. Yes you can find a video recording of a prior Advanced session at www.gsa.gov/ereta on the “eRETA Training Material” page (towards the bottom of the page). You are also welcome to come back to any of our sessions - scheduled each month - see registration options on www.gsa.gov/ces or www.gsa.gov/ereta.

Q11. Where do I subscribe to the eRETA Quicktips?

A. If you attended any of the eRETA sessions, you should be on the email distribution. If not though, send an email to eRETA@gsa.gov requesting to be added to the distributions and we’ll make sure you receive them going forward.

Q12. Is there a POC I can contact for any questions? The VHA Fiscal staff sign the RWAs - should they join eRETA?

A. If you have questions on eRETA access/functionality, you can contact eRETA@gsa.gov. If you have questions on your specific project or service, then you should reach out to the specific GSA PM/POC on the Work Request/RWA or the regional RWA Manager whose contact info can be found at www.gsa.gov/rwa. Also regarding RWA signers, they do NOT need eRETA access to digitally sign. So if you have folks that are simply signing RWAs but not inputting RWA data and sending to GSA, they would not need eRETA access.

Q13. Is a video of the eRETA Basic course available?

A. Yes - you can view our eRETA Basics overview class at this link, or review all our Client Enrichment Series recordings on our GSA YouTube Playlist. - our eRETA Basic, Advanced, and several RWA policy classes are available, along with a host of other topics. You can also connect specifically to eRETA training and resources at www.gsa.gov/ereta on the "eRETA Training Materials" page (towards the bottom of the page)

Processes

Q1. On the Work Request Workflow slide, is the initial request i.e. Scope of Work for an Independent Government Estimate (IGE)?

A. The work request is the initial step in the process where you, as the customer, are requesting a PM who will work with you to develop your requirements, including the SOW and IGE.

Q2. Our inner office process is to obtain an obligation number from our financial management system before we submit the 2957. How will that work in this process?

A. We can work through more specifics, but generally speaking, the best option would be for your financial folks to ensure they obtain approval that funds are committed. While you could still obtain the obligation number prior to signing the RWA, remember it is not a valid obligation until **both** parties have applied their signatures. Futhermore if you do not have that obligation number at the time of RWA submission to GSA, you can subsequently add it (usually in the Customer Order Number field in eRETA) as an administrative amendment shortly after the RWA is accepted. Most agencies require the obligation number once GSA starts sending bills, so adding it in eRETA a day or two after the RWA is accepted will ensure the obligation number will be present on billing statements once the are generated later on in the project lifecycle.

Q3. How can agencies reconcile their internal review process with eReta?*:*That is, can a pdf of RWAs be created for routing internally?

- ***A.*** If you need to route the RWA for approval internally before sending to GSA for potential acceptance, you could utilize the "Print" button on the Customer Approval tab to download a copy of the RWA Form (pre-populated with all the info you entered in eRETA) and send it around to the appropriate contacts in your agency. You could even upload an approval slip to the RWA before sending to GSA by clicking the "Upload New" button on the Customer Approval tab. In the end there are various means to work in your internal processes; this is just one suggestion. Feel free to email us at eRETA@gsa.gov if you need further assistance.

Q4. When starting a work request, can another spot be added to add an additional agency POC?

- ***A.*** Yes you can utilize the "Agency RWA Mailbox" on the Customer Information tab. The email address entered in this block does not need to be a mailbox, it can also be a second individual. It merely needs to be a valid email address.

Q5. If the work request is pending customer action, does that mean that the agency PM already has the required information from GSA? Can the work request be completed to include the funding information and at that time it is submitted to GSA as an RWA with the WR number changing to the actual RWA number (N/A/F Type)?

- ***A.*** Once GSA assigns a PM to your Work Request, the WR will be pending customer action, and at that point you could go into eRETA and fill out the remaining required information on the Billing Information, Accounting Details, and Customer Approval tabs and send to GSA for acceptance. In a future release we will change this status slightly; the WR will not be pending customer action until GSA has linked a Summary Cost Estimate (SCE) to the WR, which is done once the requirements have been developed and shared with the customer.

Q6. Can you input a Work Request in eReta without submitting to GSA (e.g. for overtime utilities)?

- ***A.*** Yes, you can input a Work Request and save it without sending it over to GSA. If you have questions regarding overtime utilities, you can visit www.gsa.gov/ereta and navigate to the "eRETA Training Materials" page where you'll find a user guide titled "How to Create and Send Overtime Utility Requests via eRETA".

Q7. Can we still manually print off a copy of the RWA to be signed after FY19?

A. Starting on 10/01/19 GSA PBS will require you to utilize eRETA's digital signature functionality. The ability to print a copy of the 2957 form will still be available, however we will not take any wet signatures on it.

Q8. How will we add multiple signatures on an RWA after 10/1?

A. Just like the RWA Form 2957, eRETA currently allows for just one Fund Certifying Official's signature. If you need multiple approvals before the RWA is routed to your Fund Certifying official, you could utilize the "Print" button on the Customer Approval tab to download a copy of the RWA Form (pre-populated with all the info you entered in eRETA) and send it around to the appropriate contacts in your agency. You could even upload an approval slip to the RWA before sending to GSA by clicking the "Upload New" button on the Customer Approval tab. In the end there are various means to work in your internal processes; this is just one suggestion. Feel free to email us at eRETA@gsa.gov if you need further assistance.

Q9. Will you be able to still do blanket RWA to cover miscellaneous services? And, how would we attach them to the Work Requests we submit?

A. Yes, to create an RWA for miscellaneous services (which must all be completed within the same fiscal year) you would submit a work request to inform GSA of your need for an F-type RWA. There would be one Work Request submitted initially to indicate a need for an F-type RWA at the beginning of the year for miscellaneous services. You will work directly with your GSA PM to order/issue tasks against the F Type RWA. We do not currently have the functionality to do this in eRETA, but we may make such an enhancement in the future.

Q10. How do you cancel a Work Request?

A. When you're in the Work Request in eRETA and click the Edit (pencil) icon, you'll notice at the bottom of the screen you have the option to Cancel the WR.

Q11. Can we download a RWA to a personal drive?

A. Yes! You would navigate to the Documentation Tool for the RWA and click the blue hyperlink for the RWA Form which would allow you to download/share to your personal drive.

Q12. The GSA representative who accepts the request, that's the building assigned GSA rep., correct?

A. When you send us a work request, it is automatically routed to the appropriate GSA region depending on the work location entered. Then GSA assigns a PM/POC to your request. Sometimes that is the Building Manager and sometimes it is a different PM/POC. It depends on the regional resources available and the type of project involved.

Q13. How does the funding office get notified there is and RWA that needs their signature?

- ***A.*** The Fund Certifying Official selected will receive an email notification to apply their digital signature.

Q14. If a person or signature was taking a long time to be executed. What notification course can you take to help the process along?

- ***A.*** If your fund certifying official is taking too long to apply signature, you can reach out to the GSA POC listed on the WR/RWA to let us know to abandon signature and route to someone else in your agency.

Q15. What if our agency requires 2 signatures that your form does not support?

- ***A.*** Just like the RWA Form which only has one signature block, eRETA currently only allows for one signature from the customer. If you need multiple individuals to approve/sign your RWA, you could utilize the "Print" button on the Customer Approval tab to download a copy of the RWA Form pre-populated with all the information you entered in eRETA, and then email that to any one who needs to approve the RWA before sending to GSA for acceptance.

Q16. If the person signing the 2657 finds an error, how will it get corrected?

- ***A.*** Either the customer signer or GSA signer can reject the signature which would send it back to be edited as needed before routing for signatures again.

Amendments

Q1. These amendments we are talking about, are for us, the customer, amendment requests? Nothing is official until GSA approves it?

- ***A.*** This training shows how the customer can initiate amendments in eRETA. Only administrative amendments (e.g. changing your Agency POC, adding/correcting a Customer Order Number, etc.) do not require any review by GSA, and they are submitted directly to GSA's financial management system. Billing changes require GSA review before we submit to our financial management system, and any changes to the scope of work or funding information require re-signature by the Customer and GSA Approving Officials.

Q2. Do you have to enter a work request before an amendment is done?

- ***A.*** Amendments are only made to already accepted RWAs. On any accepted RWA, when you click the Edit (pencil) icon, you will be prompted to choose the type of amendment (administrative, billing, cancel, scope change) you would like to initiate. Alternatively if you need to edit information on a Work Request (e.g. anything with a "W" followed by seven digits), you would click the Edit (pencil) icon and make the change without having to select any type of amendment.

Q3. How can I update the Project Manager for an amendment on an older RWA? I recently entered an amendment for an FY 2015 RWA, but I was not able to update the name in the PM/POC box.

A. Only GSA can update the GSA Project Manager listed on your RWA. Please reach out to the GSA Data Entry User (located in the upper right of the Customer Information tab) to request the PM name reflect the new PM. Any POC names that belong to your agency on the RWA can be amended yourself using an administrative amendment (E-input code).

Q4. How can you change scope without changing funding?

A. This is not common but can happen and should trigger a discussion with GSA. Any scope/funding changes must be initiated via an Amount/Scope change (X-input code) in eRETA.

Q5. Can you explain the different Amendment types, and when they are used?

A. Please visit the eRETA User Guide on submitting RWA Amendments. It can be found at www.gsa.gov/ereta → eRETA Training Materials → "User Guides" section.

Q6. Why would we submit the RWA amendment changes and not GSA?

A. Amendments are usually determined and discussed between both parties. The feature to initiate an amendment in eRETA allows a customer to initiate an amendment instead of waiting for GSA to always do it. Furthermore, if an amendment is requiring additional funding and the customer wishes to fund the amendment amount with a new funding source, GSA would prefer the customer initiated the amendment since we would not be aware of what your new funding source(s) would or should be.

Q7. Is an X code the same as an Amendment?

A. An X-input is a TYPE of amendment. If you were changing the authorized amount, funding type and/or scope on an RWA, you would select the X-input code amendment option.

Q8. Do all the different kind of amendment changes require management to digitally sign it each time? Or are their just specific amendments like change of funds requiring resigning?

A. X-input codes (amount/scope change) require new signatures. However, Administrative (E-input) and Billing Changes (H-input) do not require new signatures.

Q9. In the case of a CR for Overtime Utilities, can we amend the funding amount on the same accounting line?

A. Yes, after GSA updates the estimate you could go into the RWA and adjust the line amount.

Q10. Can you explain the four amendment types again?

A. The slides have the breakdown for when to use each amendment type, so check out Slide 10 in your copy of today's slides for this and a lot more.

Financial Data, Allocation of Funding and Invoicing

Q1. Will all billing come through eRETA and not VCSS (Vendor/Customer Self Service)?

A. RWA Billing will continue to come through VCSS. eRETA provides summary level information on billing, but VCSS is the actual billing module/system. However all of the data you enter in eRETA flows downstream to GSA's billing system, so it is important to include correct data in eRETA as that will impact the information that shows on your bills.

Q2. When does the client furnish funding?

A. Funding is required once requirements development are complete and you, as the customer, are ready to fund the project. Once GSA creates and links the Summary Cost Estimate (SCE) to your Work Request, you will know what the RWA will cost your agency. Starting in mid-October 2019, the customer contacts listed on the Work Request will receive an automated email when the SCE has been linked (today this is done manually by a GSA POC). Also starting in mid-October 2019, you will not be able to send the RWA to GSA for potential acceptance until the SCE is linked.

Q3. If a project was completed by GSA, and nothing is showing up as financially closed out, how would we be able to get this information?

A. Completing a project is different from financially closing the project. When the project is financially closed, you will receive a closeout letter. Also, you can always go to the Financial Review page on the RWA to identify how much of the project has been obligated, expensed, etc.

Q4. Will a project closeout letter be in the eRETA system or would we still receive this via email?

A. All customer letters (including the financial closeout letter) are emailed to the Customer Contacts as well as automatically uploaded to the eRETA Documentation Tool.

Q5. Can the person entering the RWA data also be the Fund Certifying Official, or does the system require that they be different people?

A. Typically the individual entering the WR/RWA data is not the Fund Certifying Official, though it can be; the system does not require it to be different people. Also, it is important to note that the Fund Certifying Official does NOT need eRETA access to digitally sign the RWA. He/she simply needs a valid government email and government approved device.

Q6. Does GSA have to accept the RWA before we obligate the funds? Who signs first?

A. Technically, yes we should accept it first, but many customers obligate funds when they send the RWA to GSA. The customer signs first, and then an automatic email is sent to the GSA signature authority to apply their signature.

Q7. My approving official's last name has an apostrophe in his last name but RETA will not accept it. What do we need to do to resolve that for digital signatures?

A. Please email eRETA@gsa.gov and we will assist.

Q8. Are we able to check the status of existing RWAs and Work Requests? Are we able to generate reports?

A. Yes anyone with eRETA access (Read Only or Data Entry access) can check the status of RWAs and Work Requests for their agency, as well as generate Excel reports from eRETA. For assistance using the eRETA Search features, visit www.gsa.gov/ereta**.**

Q9. What is the difference between a Billing Change and Amount and/or Scope change?

A. A billing change is made to update Billing Information such as your Account Code / Billing Office Address Code (BOAC). Importantly it does not change the total amount that you will be billed against the RWA. An amount/scope change is made to update the scope of the RWA and/or the authorized amount on the RWA and/or funding information such as the Treasury Account Symbol.

Q10. If cancelling an RWA, should you wait until GSA has billed for the RWA or should you enter the cancellation with the justification and wait on the billing from GSA?

A. You can cancel at anytime but you will be billed for any costs incurred on the project, so make sure not to deobligate funds until all billing has been finalized and a Closeout Letter is received from GSA outlining the amount you can de-obligate..

Q11. When entering data on a WR/RWA, is the person entering the data the only person who can edit information going forward?

A. Everything entered and saved is stored in eRETA and is available for editing by anyone who has data entry access to the same Agency Bureau Code in eRETA. You can have multiple offices entering information on the same WR. Several customers have local project POCs enter the initial Work Request information and then they include their budget folks as a POC to update the accounting and billing information once GSA finalizes requirements and links the Summary Cost Estimate (SCE) to their Work Request.

Q12. Why is the estimated amount window so large ($2,500-$150,000)?

A. Some work is performed by different groups based on dollar values. GSA uses them as benchmarks when customers send their initial Work Request to allocate resources and more appropriately respond to customer requests. This field is relatively new and may change in the future. Also customers are not tied to these ranges and actual estimates (created during requirements development) are the real basis for the RWA Total Authorized Amount.

Q13. Does GSA designate someone to audit billing information? We have some billings getting charged back due to wrong TAS and sometimes incorrect ALC.

A. Since eRETA quality checks information, it will give you an error if the TAS entered on your RWA is incorrect. If you have billing issues please reach out to GSA Financial POCs or visit www.gsa.gov/rwa.

Q14. What should we do if the digital signature is going to our approving official's spam/junk mailbox?

A. Sometimes a customer's email client will flag incoming messages and send them to spam. To avoid this you should add the email address from the digital signature automated emails to your address book so your email client treats it as trusted email moving forward.

Q15. On the slide " Customer enters remaining WR" is this where we enter the BOAC and accounting data?

A. Yes, once the GSA POC is assigned and contacts you..

Q16. We enter most of our RWA with 3 accounting lines. Can PBS Bill the 3 accounting codes entered equally?

A. We do not determine which line of accounting the bills are to be paid from. The bills provides information for your financial team to determine how to appropriately pay the bill from the appropriate account.

Q17. So I still enter "1 of 3", "2 of 3" and "3 of 3", and not worry about which string is highlighted?

A. Yes, ensuring you identify there are multiple lines is truly the only thing you can/should do to assist your billing folks. The highlight is not necessary if you do that.

Codes and Fields

Q1. Is the Main Accounting Code issued by GSA? Or does it come from the customer?

A. Customers enter their own accounting string and funding information. GSA charges the cost of the project or service against the customer's accounting information.

Q2. Are building numbers assigned by GSA?

A. Yes, GSA assigns and establishes building numbers When customers create Work Requests, they can search for the GSA Building Number if known; otherwise they can leave it blank and GSA will assign it later.

Q3. What do you do if an agency has formed a new agency from portions of three existing agencies and you cannot locate the Agency Bureau Code for the new agency?

A. Please reach out to eRETA@gsa.gov and we will be happy to assist.

Q4. Where can agencies go to confirm an BOAC codes for existing agencies? There has been some confusion from some GSA regions when agencies have submitted RWAs, requiring clarification.

A. Please reach out to eRETA@gsa.gov and we will be happy to assist.

Q5. Why doesn't the RWA show an asterisk next to the required entry of Funding Agency Code and Funding Office Code (FPDS)? It causes an issue because if you forget to fill that info in you can't move forward).

A. Those two fields are for GSA's acquisition office and while they are included as fields you may provide, they are not required at RWA acceptance. If you are being told GSA won't accept your RWA because the FPDS codes were not provided, please reach out to eRETA@gsa.gov.

***Q6.* USDA has changed its email naming convention. If I want to search for RWAs input before the change, am I able to enter the old email address?**

A. Assuming no one updated the contact information included on the Work Request or RWA, then yes you could use the old email address to search for the WR/RWA. However if the WR/RWA had been updated with the new contact information then you would search using the updated contact information.

Q7. What is the PDN?

A. PDN stands for Pegasys Document Number and is used internally at GSA for when a bureau within GSA is the RWA customer. Non-GSA customers will not utilize this field.

Q8. How do we apply the DCN number?

A. *We are unsure what DCN stands for. Please email eRETA@gsa.gov* if you need assistance.

Q9. When will the treasury symbol for FY 20 be available?

A. FY20 Treasury Symbols will be available starting October 1.

Q10. If FY20 treasury account symbols aren't available until 10/1. Does that mean I can't enter FY2020 OT Utility RWA's now before 10/1?

A. We would encourage you to read the July Quick Tip on sending FY20 OU requests via eRETA, which is found on our www.gsa.gov/ereta page. Essentially the answer to your question is No, you can still enter your FY2020 OU requests in eRETA and reference the OU Estimate number which was probably sent to you over the past month or so. The only caveat is that you won't be able to enter the funding information and send to the GSA for potential acceptance until October 1, 2019.

Timelines, Timing and Expectation Setting

Q1. How long should it take for GSA to assign a PM to my Work Request.

A. GSA should assign a PM within 5 business days.

Q2. What if I don't hear something within 5 days? Whom would I contact?

A. You can contact the Regional RWA Manager for assistance. Their contact information can be found at www.gsa.gov/rwa.

Q3. How long after getting the acceptance letter should we expect the RWA to show up in the list of RWAs under our name in eRETA?

- ***A.*** The RWA should immediately be available for you once it is in Accepted status. If it does not, please send an email to eRETA@gsa.gov with a specific example.

Q4. How long does the work request stay after we save it?

- ***A.*** All your work remains in eRETA throughout the process. You do not lose what you did under any timeline!

Q5. If the certifying official does not sign within 10 days do we have to re-submit the RWA?

- ***A.*** No, there is not a specific timeline on needing to sign the RWA, but GSA may "abandon" the signature at some point to restart the process and move it back up in the signer's inbox. The signers receive an automated notification when signatures are abandoned.

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Utilizing the Search and Reporting Functions in eRETA

Q1. How do you search for Work Requests and RWAs in eRETA? Like for RWAs which are still open or all RWAs that have ever been amended?

- ***A.*** The eRETA Search screen has 25 different fields to search for your Work Requests or RWAs. At least one search criteria needs to be populated to run a search. The more search criteria you enter, the smaller the list of RWAs that will return. This is because the search automatically uses the AND operator which looks for records that match all of the criteria you entered. To search specifically for RWAs which are open you can utilize the “Closure Status” search field and select “Open” as the search criteria. For an in-depth user guide on using eRETA’s Search features, visit www.gsa.gov/ereta.

Q2. Are FY19 RWAs loaded in this system to view?

- ***A.*** All Work Requests and RWAs, past and present, are available and searchable in eRETA based on the Agency Bureau Code you have access to.

Q3. Can you tell me how to pull a Financial Report?

A. Select "financial review" from the tabs across the top of eRETA. Then, enter in the search criteria to match what you are wanting the report to include, and then select "export to excel" or "search" for your results.