

## Client Enrichment Series – Q & A



**Topic: eRETA Feature Focus (Advanced)**

**Presenter: Steve Sacco**

**Dates of Presentations: October 2019 - January 2020**

**Additional eRETA Resources:**

For a host of eRETA resources - see our website - [www.gsa.gov/ereta](http://www.gsa.gov/ereta)

For specific process questions/matters, please send your queries to [eRETA@gsa.gov](mailto:eRETA@gsa.gov)

For upcoming eRETA classes, see the Client Enrichment Series website - [www.gsa.gov/ces](http://www.gsa.gov/ces)

For a closed-caption video of our eRETA Advanced session, see our [YouTube video](#)

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

**Q1. Does the funds certifier have to have access to eRETA?**

- A. No, your Fund Certifying official does not need eRETA access to digitally sign the RWA. He/she will receive an email to his/her inbox with a link to apply his/her signature.

**Q2. Could we e-mail the GSA POC and ask that a new signature link be resent in the event the original email was lost?**

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A. Yes, you could contact the GSA Data Entry User to abandon signatures and re-send. However we would discourage you from doing so since it is often a matter of your Fund Certifying Official locating the email to digitally sign, which will come from dse@docusign.net, dse\_na2@docusign.net , or dse\_na3@docusign.net. Make sure they check their spam folders for the signature email and to add those email addresses to their trusted list of contacts so the emails don't go to their spam folder going forward. If you have any issues we would encourage you to reach out to eRETA@gsa.gov.

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### ***Training, Resources and Support***

#### ***Q1. Where do I go to find future training sessions?***

A. You can visit [www.gsa.gov/ces](http://www.gsa.gov/ces) or [www.gsa.gov/rwa](http://www.gsa.gov/rwa) to find upcoming training sessions.

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### ***Processes***

#### ***Q1. If I am the inputter but not the signee, how will the signee be able to get into the system to sign the RWA?***

A. Your Fund certifying Official will not sign the RWA from within eRETA, he/she will receive an email to his/her inbox with a link to apply digital signature. Signers do not need eRETA access to digitally sign RWAs, and they can sign from any government approved device (laptop, tablet, smartphone).

#### ***Q2. Who does that, enters the information and signs it?***

A. Two different people likely take the actions. Someone in your agency with data entry access will enter the information, including the information for who will be signing it in your agency. Once GSA reviews the RWA, we will send it for acceptance. At that time, the signer on your side will receive an email where they can apply their digital signature directly without ever needing to go into eRETA.

#### ***Q3. Does the approving official who needs to digitally sign it need to have access eRETA access?***

A. No they do not need eRETA access. They are sent an email to their inbox with a link to digitally sign the RWA.

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**Q4. On that note, is there a way to avoid digital signature emails to not show up as spam from settings or is that something our systems dept have to figure out?**

- A. Yes your signers should make sure to add [dse@docuSign.net](mailto:dse@docuSign.net), [dse\\_na2@docuSign.net](mailto:dse_na2@docuSign.net), and [dse\\_na3@docuSign.net](mailto:dse_na3@docuSign.net) to their trusted list of contacts.

**Q5. Do you have any slides that show what the signer's email will look like and what they will see as they go through the process?**

- A. Yes you can visit [www.gsa.gov/ereta](http://www.gsa.gov/ereta) and navigate to the eRETA Training Materials page where you'll find a detailed user guide on Digital Signatures that shows the various screens your signers will see.

**Q6. What is the time frame from when we submit RWA for GSA approval, to when the approving official in my agency gets email to digitally sign?**

- A. We typically estimate 15 business days as a good gauge of how long it might take GSA to review your RWA and input our information prior to it being routed for signature.

**Q7. Will everyone in our agency who has data entry be able to see the draft information as long as we have saved the information?**

- A. Yes, every user who has access to the Agency Bureau Code will be able to see the saved information and could pick up where you left off.

**Q8. How long generally should we expect once we click submit for the certifying official to receive the email?**

- A. It could take up to 15 business days since GSA will need to review and enter GSA-specific information before we route for signatures.

**Q9. From Customer Approval tab, once I "Send to GSA" does it go to my Certifying Official?**

- A. No, it goes to GSA for review and input and THEN WE click route for signatures - typically all within 15 business days.

**Q10. From the Customer Approval tab, when I click "Send to GSA" - what does GSA check for? And can the Agency Approver change anything when they receive the routed email to sign, like the Line of Accounting?**

- A. GSA reviews the RWA to ensure there is valid scope, funding, schedules, etc. Users cannot edit an RWA after GSA has routed for digital signatures.

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**Q11. Is there a way of uploading a scope of work document into eRETA?**

- A. Yes, you can upload documents to a Work Request/RWA in eRETA. If you are in a WR/RWA you'll notice a Documentation yellow hyperlink at the bottom left of the screen. If you click that and scroll down a bit, you'll see a button titled "Upload New" which allows you to upload all kinds of documents (Word, Excel, PDF, etc.). Alternatively you can upload documents on the Customer Approval tab. Regardless of how you upload documents (e.g. the former or latter method mentioned), they will become available in the documentation tool for the WR/RWA.

**Q12. If you enter a work request for an item/project and the estimate that comes back from GSA is under the micro-purchase limit and the Agency decides to handle the item/project using the micro-purchase authority instead of submitting an RWA, do we need to cancel/delete the WR or do anything else?**

- A. If you send an RWA Work Request and later realize that you won't actually need an RWA for the work, then you would search for the Work Request, go into Edit mode, and click "Cancel Work Request" at the bottom of the screen.

**Q13. How do we add new TAS? At the start of year, they aren't there.**

- A. That is incorrect. Treasury Symbols are loaded into eRETA by the start of each fiscal year. If you cannot find your TAS in eRETA please send an email to [eRETA@gsa.gov](mailto:eRETA@gsa.gov).

**Q14. How do we request deobligation of unused funds on a RWA?**

- A. There is no need to request a deobligation in the system. Once you receive a closeout letter from GSA you are free to deobligate the balance identified as remaining. If there is a huge cost savings or a situation where the RWA needs descoped prior to completion, you can amend the value down, but GSA should provide a revised estimate linked to your RWA. This is not very common.

**Q15. Will the new RWA Fee Reform (New Fee Table) come from whatever POC that is associated with the RWA?**

- A. We will provide more guidance as we get closer to implementation of the new fee structure, but the short answer is that RWAs will utilize the same fee structure throughout their existence and not change structures during their delivery lifecycle. More information on RWA Fee Reform can be found at [www.gsa.gov/rwa](http://www.gsa.gov/rwa).

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### **Amendments**

**Q1. I'm not seeing the amendment summary tab on my amendment. Why is that?**

- A. When in edit mode and submitting an amendment, the amendment summary will show up only if you are submitting an H-input code (Billing Change) or an X-input code (Amount/Scope change), but not for an E-input code (Administrative change) or N-input code (Cancellation/Early Completion). Also the amendment summary tab will show up in Read Only mode for any RWAs that have been amended in the past, but not for RWAs that have not been amended.

**Q2. It says I'm in read only mode, and there is no edit/pencil icon to click.**

- A. It is likely the case that you or someone else in your agency already submitted an amendment to GSA, putting the RWA in Mod-Requested status and thus unavailable for editing while GSA reviews the amendment. Feel free to reach out to [eRETA@gsa.gov](mailto:eRETA@gsa.gov) if you are confused why you cannot edit a particular Work Request/RWA/Amendment.

**Q3. Is it a 15 business day period between GSA's approval and sending to our Official for digital signature? And we can't edit the amendment when that is happening?**

- A. Correct, it will take around 15 business days to process your amendment and route for signatures, and you will not be able to edit the amendment during that time.

**Q4. Can you perform two amendment actions in one...i.e., admin. change AND adding funding at the same time? Do they have to be two separate actions? Because one action requires signatures , the other does not.**

- A. You can make more than one change at the same time. If you are submitting an amendment that requires signatures, you would submit an X-input code (Amount/Scope change) which will allow you to change other administrative information as well.

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### **Financial Data, Allocation of Funding and Invoicing**

**Q1. When cancelling an RWA in eRETA is there a place that will show if any payments are pending?**

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- A. When you cancel an RWA in eRETA you should be able to see all of the billing and financial activity to date, but GSA will need to confirm there is nothing additional outstanding, which your cancellation request will trigger.

**Q2. So once the request is in to cancel the RWA, it will not be cancelled until verification of outstanding payments, correct?**

- A. You can cancel an RWA prior to being billed for services rendered. However you will still be billed for all services rendered against the RWA even if you canceled the RWA before you were billed for those services.

**Q3. Will cancellations be allowed after the cutoff date prior to the end of the fiscal year?**

- A. We assume you are referring to the late August deadline to send RWAs to GSA (to give GSA enough time to process by September 30)... If so, yes you can cancel a Work Request in the month of September so long as GSA hasn't accepted it yet. If GSA had already accepted it, then you would initiate an N-input code amendment in eRETA to cancel the RWA.

**Q4. What happens if you need an amount that is the total of both accounting lines? For our agency, the accountant that pays the bill needs to prorate across all the lines most of the time, but as long as they have one line to reference, they can still see the lines available in our agency's obligation. it isn't really a problem, but can be confusing.**

- A. It's not entirely clear to us what you are asking. The total of both accounting lines is the authorized amount of the RWA, i.e. the total amount you will be charged over the lifecycle of the RWA (assuming we end up doing the exact amount of work we estimated for).

**Q5. When an RWA is listed as signature pending, what is the best way to verify whose signature is pending if you are a data entry person?**

- A. As a customer you can't know who the signature is "sitting" with unless you directly asked your Fund Certifying Official if he/she signed or not. Alternatively you can reach out to the GSA Data Entry user who routed for signatures and they can look in our Digital Signature database to locate who the signature is sitting with (Customer or GSA).

**Q6. How many email addresses will be saved for you to select from? (I seem to have to search for an address each time).**

- A. There is no cap or maximum on the number of email addresses you can access.

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### **Codes and Fields**

**Q1. Why can't I edit the Misc. factors tab on the linked estimate to input info under the continuing resolution window? This is for OTU's...**

- A. The estimates are completed by GSA, so the fields are not intended to be updated or changed by the customer. Instead, you should indicate in the Description of Requirements block that due to the CR you are funding \$x or y% of the original estimate.

**Q2. I have a guide in front of me "Inputting OTU under a CR" that shows me that I can. Am I right to assume this info is incorrect?**

- A. You are referring to the user guide detailing what to do regarding overtime utility RWAs during a Continuing Resolution. Yes make sure to follow the guidance in that user guide and if you have any questions, please reach out to [eRETA@gsa.gov](mailto:ereta@gsa.gov).

**Q3. I created a WR about 2 weeks ago and put in the building #. This has to be changed to match the estimate and the system won't allow me to do it. I've reached out to the data entry person and GSA PM, and no response. I can't move forward until this is done. What action can I take?**

- A. Please send us an email at [ereta@gsa.gov](mailto:ereta@gsa.gov) and we can assist with your specific situation.

**Q4. Is the manual signature button going to be removed from e-RETA?**

- A. Yes the manual signature button was removed. The only exception is for Real Property and Disposal (RPUD) customers and non-federal entities.

**Q5. Where is the input code sheet located?**

- A. You should bookmark [www.gsa.gov/ereta](http://www.gsa.gov/ereta) and you'll find the crosswalk (and all other training materials) on the "eRETA Training Materials sub-page.
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### **Timelines, Timing and Expectation Setting**

**Q1. Please define exactly what must be in e-RETA by August 30? Depending upon who you speak with in GSA, it means different things. i.e. SCE must be completed, RWA must be funded, RWA must be signed, This was a huge problem for us last year.**

- A. Last year was a bit confusing for everyone since we were accepting both traditional paper RWAs and also RWAs that were started in eRETA as WRs. This year should be

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MUCH cleaner with only one option - using eRETA and starting with a WR. We will issue guidance on what exactly is required in the next few months and will make it crystal clear.

**Q2. My question is after the fact when we get a bill. How do we decipher the amount and date?**

- A. While you enter billing information into eRETA, billing is handled by GSA's financial management system, Pegasys, and billing statements are available to you in the Vendor and Customer Self Service application. If you have questions regarding amounts on your actual bill, you would need to access VCSS and/or reach out to the VCSS folks. The link to VCSS is <https://vcss.ocfo.gsa.gov/>. Unfortunately, we have no control over the VCSS application (or their website for that matter). Also while you cannot view actual bills in eRETA, you CAN view the total amount the RWA has been billed/expensed/obligated to date. You would utilize the Financial Review tab of the RWA in eRETA to do so.

**Q3. What is the normal time frame for GSA to enter GSA specific information before routing for signatures?**

- A. We typically suggest allowing up to 15 business days for GSA input/review before routing for signatures.

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### **Utilizing the Search and Reporting Functions in eRETA**

**Q1. After clicking on the person/head icon next to the "User ID" field in the RWA Search, will show all WRs that were entered by me no matter what status it's in?**

- A. If you click the person next to the User ID field, this will auto-populate it with your email address (i.e. your user ID). If you clicked Search, then the search results would show all Work Requests that you initiated, regardless of the current status that they are in.

**Q2. I am not able to find the pre-planning RWA I submitted using my user ID. Can you assist?**

- A. For clarification, a Work Request in a status of "Pre-planning" means it has been saved by you but NOT sent to GSA yet for assignment of a PM. If you have issues accessing your WRs/RWAs please send a screenshot eRETA@gsa.gov for assistance.

**Q3. I keep receiving error messages when I cancel work request. Can someone assist?**

- A. Please send your issue with a screenshot to eRETA@gsa.gov.



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**Q4. Can I still search/find a WR using my user ID if I already submitted it to GSA?**

- A.** Yes, entering your User ID in the User ID field will pull all Work Requests/RWAs that you initiated.