Client Enrichment Series – Q & A

Topic: *eRETA Overview (Basics) Q&A Volume III*
Presenters: *Jeffrey Franz*
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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 Overview session, see our **YouTube video***

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Client Enrichment Series – Q & A

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

Q1. Hello, I received my eRETA log in way back in the beginning of the project. How can I retrieve my log in and password information?
   A. To retrieve password and login information, please contact the National Application Helpdesk (NAH) at COPBSApp@gsa.gov or at 866-367-7878.

Q2. Hello, I did not receive an email message (from step 3) stating that my account has been setup in eRETA.
   A. Please email eRETA@gsa.gov so we can assist.

Q3. General access issue... frequently (including now) get Access Error when trying to go to https://extportal.pbs.gsa.gov
   A. For login or access issues please contact COPBSApp@gsa.gov as they administer access to the PBS Extranet Portal where eRETA resides. We also recommend you clear your history and avoid using "links" that often capture some additional text that sometimes messes up the connection. Let us know at ereta@gsa.gov if things continue or get worse.

Q4. I thought I was granted Data Entry access; however, I am unable to open the tabs to the side of the screen. I cannot enter the billing information, accounting details and so forth.
   A. Those tabs are not "editable" until an estimate has been linked to the work request.

Q5. I am sorry, but who do I contact to have the Data Entry tab added to my portal/screen?
   A. For any User profile change, just send your request to ereta@gsa.gov, copy your supervisor, and let us know that he/she is copied and affirms your need for access.

Q6. I previously only downloaded GSA Vehicle Billing for my AREA Office in Indian Health Service. Would I only need RETA Non-Data Entry Access?
   A. If you do not create or amend WRs/RWAs, then you only need the Read-Only role.

Q7. I applied for access back in April 2019 but there was an issue because I have an apostrophe in my email address. How do I check to see if my access was ever accepted? I have never received anything giving me an OATH token to gain access I believe.
   A. Please send us an email at eRETA@gsa.gov for assistance.

Q8. Do we need to obtain a DUNS number for our office?
   A. The Agency/Customer BPN/DUNS number is an optional, not required field.

Timelines, Timing and Expectations

Client Enrichment Series – Q & A

Q1. Once a work request is assigned what is the estimated time frame before it is ready for us to start processing/inputting the actual RWA?

    A. The timeframe from WR assignment to being ready for RWA funding varies based on a number of factors; the complexity of the scope of work, the details available when you send in the WR for us to develop the requirements, etc. We encourage constant and continuous communication with the assigned GSA PM/POC.

Q2. Can we use the work request numbers in lieu of RWA numbers to process miscellaneous service requests while we are awaiting final RWA processing?

    A. GSA cannot obligate any funds or authorize the use of funds until the RWA has been accepted. It is a violation of appropriations law to do otherwise.

Q3. Will I receive an email notifying me when an RWA has been signed or do I have to go into the website to track when an RWA is signed?

    A. All customer POCs identified on the WR/RWA will receive the acceptance letter from GSA once all signatures have been applied.

Q4. The Work Request in eReta takes effective 10/21 correct?

    A. No, using eRETA is mandatory as of 10/1/2019.

Q5. I submitted my RWA in eRETA on 9/30/19 for FY20. When do I get an email to enter the funding line? I also have an approved estimate.

    A. Once the GSA PM/POC and your project POC have finished requirements development, GSA will create a Summary Cost Estimate (SCE) and link it to your work request. All customer POCs will receive a notification when that has occurred and then you can go into eRETA to fund the RWA. Once you've entered all of your remaining customer specific data there will be a "Send to GSA" button on that last tab which will alert GSA to finish this RWA and route it for digital signatures.

Q6. What we are trying to understand/get at is in the process - we submitted the Work Request, then we got an email saying it was assigned. It is our understanding that something then needs to happen before we are able to actually start processing an actual RWA and input more information, accounting strings etc. So it's been assigned, but how long until we get some sort of notice that we can start entering the information? Will the Work Request Number populate with RWA input capability?

    A. The GSA PM should be working with you directly (outside of eRETA) to develop requirements. Once requirements have been developed he/she will create an estimate in the system and link it to your work request. Once that happens you'll receive an automated communication that an estimate was linked, and you can then enter remaining information and send for potential acceptance into an RWA.

Q7. Why do we have to Search first? Can't we just go into data entry?

    A. The Search is for pulling up existing WR or RWAs already entered (or RWAs that pre-dated eRETA). The Data Entry is for creating a new Work Request that doesn't exist in the system yet.

Q8. Is [it] correct to say that if I have an assigned OTU work request that I should wait until Monday 10/1/2019 or later before completing any additional info such as billing and accounting info before submitting?

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A. There is no need to wait. You can provide funds and send the RWA to GSA for acceptance as soon as funds are available for the overtime utilities.

Q9. I entered a couple RWAs in eRETA. What happens then to get my agency to see them? The people in my agency who review and sign the RWAs do not have access to eRETA. How do I proceed?

A. Folks that sign RWAs do NOT need access to eRETA. They will receive an email to apply their electronic signature directly. Additionally, any other users with access in eRETA to the Agency Bureau Code you used should be able to see and enter information (assuming they have data entry rights) on the WRs and RWAs.For information on gaining access visit www.gsa.gov/ereta.

Q10. Does eRETA know who to send the RWA to from my agency?

A. Yes. There are multiple agency contact fields in eRETA. All POCs identified will receive communications throughout the process to trigger action and updates. The individual entered as the funds certifying official will receive the signature request email.

Q11. What screen do I go to in order to put in a request? Is it the data entry tab?

A. Yes, you would move your cursor over the Data Entry tab then choose "Create Work Request".

Q12. Is the PM that GSA assigns going to be our local GSA PM that we likely work with already? Or could it get routed anywhere?

A. The GSA PM assigned will be within travel distance to the worksite.

Q13. What is the typical processing time for each work request?

A. It depends what part of the Work Request-RWA process you are referring to. If you are sending a work request for assignment of a PM, the assignment timeframe should be around 5 business days. The timeframe for requirements development will vary depending on project complexity. The timeline from when the customer sends the funded RWA to GSA for potential acceptance to when it is routed for signature is typically 15 business days.

RWA Types and Terminology

Q1. How is the RWA Type determined?

A. GSA determines the RWA Type based on the information provided on the WR and RWA. You can reference the RWA National Policy Document at www.gsa.gov/rwa under the policy and guidance tab.

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Work Requests and Conversion (or Not) to RWAs

Q1. Is the Work Request a standard form?
  A. The work request is not a form. It is an identification of a need for a project or service that will be funded via an RWA. The work request builds into an RWA in eRETA.

Q2. I've keyed in a couple WR that don't have funding yet but I'm not sure if I entered things correctly. Who should I contact?
  A. Send the eRETA team an email at eRETA@gsa.gov with the WR number and what you'd like us to double check for you.

Q3. Can the work request number be searched using partial numbers?
  A. The less information you enter, the larger the search results you'll receive. So yes you can search using partial information. However if you are looking for a particular WR/RWA you should enter the entire seven digit number in the WR/RWA field. Alternatively if you are looking to run a report of many WRs/RWAs within your agency, you might want to utilize a partial search so that you receive a larger pool of WRs/RWAs in your search results.

Q4. Is it ever okay (or recommended) to have an estimate from GSA for work that is being requested via the RWA?
  A. Estimates are required for any "Initial or Amended WR/RWA" as costs must be established and/or adjusted as necessary. To be clear, GSA either provides the estimate or reviews for acceptance an estimate from the customer, and GSA ALWAYS creates the Summary Cost Estimate or Overtime Utility Estimate, which includes GSA fees and is the basis for the RWA Authorized Amount.

Q5. Is the Work Request in the documentation tab?
  A. If you are in the documentation tab for a particular work request, you can access documents associated with the work request in the documentation tool, which would include automated communications, estimates, schedules, etc.

Training, Resources and Support

Q1. What is the YouTube link?
  A. Our CES playlist of YouTube videos can be found at
  https://www.youtube.com/playlist?list=PLvdwyPgXnxxXtIR2l3cSAtkf9h32UI3r5

Q2. I have Data Entry access but I don't know how to submit the request.

    A. Check out www.gsa.gov/ereta for training materials, FAQs, Videos and more on how to use eRETA.

Digital Signatures

Q1. Just want to confirm that the agency's official signature is obtained at the end...when GSA sends it to the appropriate person. Correct? Currently, that is not the way we process RWAs. We provide the agency's official signature on the form and then send it to GSA.
    A. Correct. The signature will not happen until after GSA has reviewed the RWA and input our data as well. We realize this is a change, but it prevents multiple requests for resignature and applies the signatures at the more appropriate time - when you all should be obligating the funds.

Q2. Can you only designate one person to electronically sign RWAs or can it be changed per RWA entry?
    A. You may enter new names or select from those previously used/entered. There is an "Add New" option to do just that.
Follow up Question: So this allows the ability to select from a predetermined list of designees. Is that correct and if so, how does that get set up?
Follow up Answer: You can add whatever designates you require, then select the appropriate designate from your list.

Q3. Can the agency POC be notified when the RWA is routed for electronic signature?
    A. Once you select the POC, eRETA will send the proper notification to that individual.
Follow up Comment: As the agency POC for four RWAs, I'm not getting notices when the RWA is routed for signature.
Follow up Reply to Comment: Only the Funds Certifying Official currently receives such a communication. You can see the status change in eRETA to "Signature Requested".
Follow up Comment #2: It used to take me a couple minutes to get the signature. Now one RWA took me about an hour because I had to login five days to see if it was routed then signed. Sometimes the system would not give me access, other times it would freeze or would be very slow. So, I'd like to request the agency POC be notified when routed for signature and when signed.
Follow up Reply to Comment #2: We have heard that from others and have that as a potential consideration for a future enhancement. That said, you should already receive notification once the RWA is signed by both parties, when it is a fully accepted RWA.
Follow up Reply #2 to Comment #2: Every system has potential for improvements. We always welcome input and ideas. That said, please note the training you are seeing is being done in a different "testing" version of eRETA, which is on an older, smaller and more antiquated server. Point being, the live site is significantly faster. If you experience issues or outages, please let us know at ereta@gsa.gov so we can assist and troubleshoot.

Q4. Do I need Adobe DC on my phone to sign digitally via phone?

    A. You do not need any Adobe software on your mobile device to sign. GSA uses Docusign to route RWAs for digital signatures. Now if you wanted to save a copy of the signed form to your mobile device, it would save as PDF so you'd need a PDF reader of some sort on your device to view it. But the act of signing the RWA itself does not require any pre-loaded software, it just requires access to a web browser so Docusign can launch itself.

Q5. We don't have "digital" signatures established. Are there instructions on how to establish "digital" signatures?

    A. There is no need to establish a digital signature. Instead, we send an email directly to the signature authority email address from an digital signature application that includes a "button" to apply your signature directly.

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eRETA and Overtime Utilities

Q1. I have a question regarding overtime utility RWAs. I received a couple of hard copy estimates from GSA. Is GSA entering that information into RETA/eRETA first or do I need to enter the information? My understanding is that we are eliminating paper trails and everything should be done in RETA/ERETA.

    A. The "hard copy" estimates you have are 99.9% likely generated from RETA. Our OU Estimators haven't created their OU estimates 'outside' of RETA in almost 10 years. At the top of those hard copies is likely an "Estimate Tracking Number" that begins with "OU". When you go to enter a Work Request in eRETA to start the process of funding an RWA for those very estimates, you can copy/paste that OU number into the Work Request in the "Estimate Tracking No" field.

Q2. Would the OT utility estimate come from "retaadmin" email address also?

    A. Overtime Utility Estimates are likely coming from the GSA PMs/POCs that created them. The tracking number on this estimate (starts with "OU" followed by a combination of numbers and letters) is what you would enter in the "Estimate Tracking No" field on your Work Request.

Q3. We use a Recurring Payment RWA for all of our OTU requests. Each request is currently handled by a specific request for OTU for specific rooms and times via an emailed spreadsheet request. Do we now have to use eRETA for these requests?

A. Yes, all RWAs, require the use of eRETA. Annual overtime utility needs can begin with an estimate from GSA to which you create and link a work request directly to. This cuts down on some of the data entry elements.

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What You Can View in the eRETA Application / What You Can Upload To It Or Export Out of It?

Q1. Is the site secure enough to upload autocad drawings.? Our Agency's drawings are listed as SBU items.
   A. You should only upload it if everyone who has access to it has a "need to know". Remember that anyone who has access to the same AB Code as you can potentially navigate to the RWA where the Autocad drawings are uploaded and view them. Even if they are in your agency but in a completely different part of the country. Also, every GSA person has access to view documents for every customer in every geographic location.

Q2. Do we upload MIPRs into eRETA for IPACs?
   A. Keep in mind that while you have to enter billing and accounting information into eRETA, eRETA is not a billing application. GSA's Vendor and Customer Self Service (VCSS) application is where you would go to view your billing statements. Typically the documents uploaded to eRETA are things like estimates, schedules, scopes of work, etc. However if your agency feels the need to upload MIPRs into eRETA, we will not stop you from doing so. It would be for your own record-keeping purposes and would have no effect on GSA's review for acceptance of the RWA and/or actual RWA billing.

Q3. Does our RM send approved MIPRs to DFAS and we input the LOA into eRETA for IPAC?
   A. We are not sure what many of these acronyms are, but GSA does not require the MIPRs, DFAS does. That said, you may upload them into eRETA, but it is not required on the GSA side.

Q4. Will a copy of the actual invoice from the vendor be in eRETA?
   A. No, invoices from the vendor will not typically be available in eRETA. You should be able to find that detail in the billing application, VCSS.

Q5. What formats can be used for exporting the data from eRETA?
   A. When you have an option to export, Excel is the format to be used.

Q6. Can the information be exported via PDF?
   A. You will not have a choice, but you will have the format the system is exporting in. Once you receive the report, you can save it in the format you wish.

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Financial Data, Accounting, Allocation of Funding, Invoicing and Fees

Q1. Once we receive funding approval from our FM department, where do we go to notify GSA that funding has been approved?
- **A.** You would enter the accounting information into eRETA and submit the RWA to GSA for acceptance once you have the funding "committed".

Q2. If the CR only allow for 3 or 4 months of spending; how would that type of request be handled in eRETA?
- **A.** Visit www.gsa.gov/ereta and navigate to the eRETA Training Materials page where you'll find a user guide on how to handle overtime utility RWA requests during a CR.

Q3. If the request is not accepted because of no funding information, am I to just save it until the CR is lifted and full funding is granted?
- **A.** You would not be able to submit an RWA in eRETA without an approved estimate linked and funding information entered. Visit www.gsa.gov/ereta and navigate to the eRETA Training Materials page where you'll find a user guide on how to handle overtime utility RWA requests during a CR.

Q4. Does eRETA accept zero dollar requests?
- **A**. An RWA Work Request does not need to be funded. It is an identification of a need for a project or service from which requirements can be developed and costs estimated*. Once costs are estimated then you will enter the funding information and any other required information and send to GSA for potential acceptance into an RWA. At the point when you are sending for potential acceptance into an RWA, you would be unable to send an RWA with a $0 value; eRETA would not allow it.

Q5. Is there some kind of GSA funds acceptance file that we are able to download?
- **A**. GSA requires a scope of work, cost estimate, summary cost estimate, and a schedule if the award is anticipated more than 90 days after acceptance. There are a few other internal items required by GSA, but the others noted are all available and visible by the customer as agreed upon project documents.

Q6. In the financial review, can this be exported in excel spreadsheet?
- **A.** Yes, you have the ability to export to Excel from the Financial Review Search.

Q7. Even though the Estimated Amount is listed, you'll actually help put together an actual Cost Estimate total in the end, correct?
- **A.** Yes. We only ask for you to provide that ballpark estimate amount as sometimes the amount helps determine who we assign as the PM to work on the requirements development and eventual cost estimate. You are in no way married to the amount - so don't stress if you really have no idea how much it may cost.

Q8. Who clicks in the "I certify that the RWA has been signed by the Fund Certifying Official?
- **A.** That checkbox is now obsolete given that all federal customers sign using our integrated digital signature workflow. The only people that would check that box now are non-federal customers (private sector or state governments) giving us an RWA since they still sign an RWA with pen and ink signature.

Q9. Why is there a question on the screen "I certify that the RWA has been signed by a Fund Certifying Official and either delivered to PBS or uploaded here on this page."? Should we print the RWA and have the Fund Certifying Official sign with ink, then upload the signed scanned paper RWA?
- **A.** The only customers who are permitted to upload a signed RWA are non-federal customers. (That language is there to include them as well).

Q10. The cost range would just be based on the initial estimate that was received, correct?
- **A.** Cost estimates/ranges are for budgeting purposes and not considered final until the RWA is signed by all parties as it may change barring some sort of issue. If this does not exactly resolve your question, then please email us at eRETA@gsa.gov with further details.

Q11. Is there a way to do multiple lines of accounting to capture different treasury account symbols for a single work order in ereta? ("Input Code" (programmer lingo) = "Action" or "Action Type" (end-user comprehensible).
- **A.** Yes, make sure you view the "Multiple Accounting Lines Help Text" that is a hyperlink on the Accounting Details tab that provides recommendations and limitations of GSAs billing system when entering multiple accounting lines.

Modifications, Changes, Amendments and Other Tweaks…

Q1. For an amendment to an RWA that was created prior to the eRETA requirement, do you have any advice or input?
- **A.** All RWAs and amendments manually sent to GSA before the mandatory transition to eRETA will still be accessible to you in eRETA.

Q2. Can we go in multiple times and fill in the page 1 information?
- **A**. Yes just make sure you save any information entered before leaving the Work Request or logging out of eRETA. To go back into the Work Request you would simply search for it using the WR/RWA Number.

Q3. Can I amend someone else's RWA? Will I be able to see other's RWAs?
- **A**. You are granted access based on your Agency Bureau Code, which gives you the same access to all WRs and RWAs for that/those AB Codes. So yes, you can see and amend WRs

and RWAs input by other users so long as the WR/RWA is associated with an Agency Bureau Code to which you have access.

Q4. When amending a RWA can you use new FY funds for a previous RWA project?

 A. From a system perspective, yes, you can provide current year funding for a prior fiscal year funded project where costs have increased and the scope has remained the same. That said, GSA will require you to sign a statement of further written assurance confirming you do not have any funding available from the FY the original RWA was accepted.

Q5. How do I modify my request to add "Estimate Tracking No." It's not allowing me to add the number.

 A. Please send us an email at ereta@gsa.gov so we can help troubleshoot your particular request. Please include the WR/RWA number and the Estimate Tracking Number you are trying to input. Also we have a quick user guide for this very topic If you go to www.gsa.gov/ereta --> click on the "eRETA Training Materials" tab in the left pane --> and then there is a quick user guide called "How to Create and Send Overtime Utility Requests via eRETA".

Q6. Is the edit function for only those whose name is associated with the RWA?

 A. The edit function is only available to those who have the "Data Entry" User Role.

Q7. I have a small job using the F account. Would that be a Scope change or would I submit as a New Work request to generate a tracking number?

 A. We assume you are talking about an F-type RWA for miscellaneous services within one fiscal year. If there is a specific job that will be placed against that RWA, you would not submit a separate Work Request for it. You should communicate directly with the GSA PM to ensure he/she is aware of the work to be performed.

Q8. How can I perform a search using an estimate number? (Overtime utility estimate as an example).

 A. There is a specific search for Estimates. Click on the "Estimates" tab in the top navigation bar and that is a search specifically for estimates. It works similarly to the search screen.

Q9. If a correction needs to be made to the accounting details data, does that require an amendment or can I send an email to the GSA data entry staff. (The RWA was recently accepted).

 A. You can make the amendment yourself. If the change is administrative (e.g. the accounting details should say 2020-ABC instead of 2020-XYZ) then you can do an administrative amendment and send it immediately into GSA's financial management system from eRETA (no GSA review). If the change impacts dollar amounts, or appropriation funding source, or TAS code, that will require an amendment that GSA has to review first before acceptance. Either way, you initiate everything from eRETA. The system will determine if it's a change you can submit yourself or one you need to route to GSA first. Visit www.gsa.gov/ereta and navigate to the eRETA Training Materials page where you'll find a detailed user guide on submitting RWA amendments in eRETA.

Q10. If we create an RWA for a proposed project, and at some point another office in our organization takes over (i.e. pays for) the project, how do we transfer the RWA to that

other office in our organization?

A. Once an RWA is accepted, you would have to do an amendment to change funding and contact information. If things change prior to acceptance of the RWA, meaning nothing has been obligated, modifications are a bit simpler.

Q11. If you have an estimate (OUE) tracking number already entered in the Estimate Tracking box on the Customer Information Tab, will it be reissued a new or different number after assigned a PM? Reason I ask is my current work estimate will not allow me to send to GSA for some reason. as it is saying I need to enter an Estimate Tracking number in the box.

A. No, you should not need a new estimate tracking number unless you are requesting/funding a different/new need. Email us at ereta@gsa.gov to work with you on what's going on with your specific issue.

Q12. Will the number on the RWA change for amendments?
A. No.

Codes and Fields

Q1. Is the search result list sorted by any kind of order?

A. The results are typically listed in numerical order based on the RWA number, but you can click on the column labels to change the sort to another column.

Q2. When submitting a new RWA, where do we find the GSA building numbers?

A. If you do not know the building number (also known as the primary work site), you can enter the primary building state and city fields and even address if you know it. We will use that information to populate the building number.

  Follow up question: Thank you. So to be clear, GSA will populate that field for us?
  Follow up Answer: Yes. You provide the information you know and we can input the actual building number associated with those data elements. we do encourage using the building number lookup (magnifying glass icon) to locate the building number that translates to the building you are sending the WR in for. In locations in the DC Metro area, NYC area, and a few other areas, multiple GSA regions manage facilities in those locations. So when you do not pick a building number and just pick the city/state, sometimes eRETA will route it to our catch-all mailbox for action and not the GSA region. While there is nothing wrong with that, it could delay your WR from getting assigned quickly since it has to go through a middle man (that catch all box) to make sure we re-route it to the proper GSA region for action.

Q3. Why [does] the Agency POC list show our ex-staff who left the agency? Also, I assume once I entered mailbox info once and it should be listed in the dropped down but it's not.

A. A contact will not be removed from the dropdown unless someone in your agency. Instructions for archiving contacts from dropdowns can be found at www.gsa.gov/ereta on the eRETA Training Materials page.

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Q4. Can you have more than one agency POC?

    A. You can utilize the Agency RWA Mailbox field if you would like multiple individuals/group mailboxes to be included on automated communications/updates.

   Follow up Q: So there can only be a max of two?

   Follow up A: There are 4 customer POC fields available (Agency POC, Agency RWA Mailbox, Agency Billing Contact, and Fund Certifying Official), and you can always forward communications should you need or want. We find many customers utilize the Agency RWA Mailbox field as an opportunity to have one place where multiple people can see and receive communications.

Q5. On the Agency POC, my access shows staff that's no longer with the agency; how can we delete their names?

    A. A contact will not be removed from the dropdown unless someone in your agency. Instructions for archiving contacts from dropdowns can be found at www.gsa.gov/ereta on the eRETA Training Materials page.

Q6. Normally it is my local GSA person that provides the IGE; could I put that person's name as the GSA /PM POC?

    A. You can provide that GSA POC information in your WR, but the GSA region will determine the appropriate PM to whom they will assign the work.

Q7. How do we find the AB Codes?

    A. Go to ereta@gsa.gov and click on "How Do I Access eRETA?" to find a downloadable excel copy.

Q8. Can you add an individual's email in the Agency RWA Mailbox field?

    A. Yes, you can use that field for a mailbox or for an additional individual email address for someone you'd like to be included on all communications.

Templates and Clones

Q1. Is there a copy feature where we can copy an existing RWA's information into a new one?

    A. At this time there is not a feature to copy/forward Work Requests. The "My Favorites" feature is one way to save frequently used data elements so that when you do fill out a new RWA you can quickly populate those fields with a value in your "My Favorites" list.

Miscellaneous

Q1. Is the GSA R4 Customer Project Intake Form negated by eRETA?

    A. Yes. The Work Request process captured in eRETA takes the place of the previous intake form used in GSA Region 4.

Q2. Are we able to print or download a pdf version of the RWA? We need to maintain a copy of all forms as part of our internal control process.

    A. Yes, you can select the Print Form 2957 button on the Customer Approval tab to

download a PDF copy of the RWA Form pre-populated with the information entered in the Customer Information, Billing Information, Accounting Details, and Customer Approval tabs.

Q3. Can we not find our RWA that needs more work from the RWA number it was assigned? How do we do that?
   A. You can locate your WR/RWA by selecting "search" at the top of the Home screen.

Q4. How does GSA track the timeline from work request submission to project award?

   A. This will vary based on the type of project/service. For further details feel free to email eRETA@gsa.gov.

Q5. How does VCSS fit into the eRETA process?
   A. VCSS is managed by GSA's OCFO which handles billing statements for multiple business lines (not just RWAs). eRETA is managed by our Public Building Service (PBS) group who manages RWAs and RWA projects. So, they are managed by different organizations. Much of the data you enter into eRETA will flow downstream and show up on your billing statements that you can see in VCSS, but the two systems themselves are not directly connected.
   So a quick summary is: eRETA = entering of your initial RWA needs and then ultimately sending GSA a funded RWA. VCSS = comes into play later on as we start to execute the RWA and bill you for the work done to date. VCSS only shows billing statements.

Q6. How often does system maintenance occur?
   A. Maintenance to the system is done during after hours and over the weekend. Financial information is updated within the system four times a day.

Q7. Where will this recorded presentation be located? Will a link be emailed?
   A. You can find a recording of an earlier eRETA Basics session on our YouTube channel at https://www.youtube.com/watch?v=UK8QESuASrk&t=6s

Q8. Is the test environment available for customers to play around in?
   A. Actually, you can go into eRETA and make a WR for practice and exit without actually saving it. The test environment used in this presentation is only available to our eRETA team here at GSA Central Office.

Q9. What is the best way to search for an item? I have put in all of the criteria and still nothing comes up.
   A. Actually, the more information you put in the search, the more likely that you will have an error in one or more fields. It's best to search by the WR/RWA number or some other single entry to start with. If you are still unsuccessful, please send your issue to ereta@gsa.gov for more assistance.

Q10. Is the only item that you can "favorite" on the Billing Information tab, the BOAC number?
   A. At this time, yes. You can also "favorite" the Treasury Account Symbol from the Accounting Details tab.