Client Enrichment Series – Q & A

Topic: eRETA Digest

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eRETA Resources

- GSA eRETA website
- GSA RWA website
- eRETA access and questions: email eRETA@gsa.gov
- RWA policy and guidance: email AskRWA@gsa.gov
- For a variety of RWA support options - Contact Us

Client Enrichment Series Links

- Client Enrichment Series homepage
- eRETA 11/7/24 session recording Passcode: w$P0@G8=

Q1. Our utility work requests used to go to my supervisor, but she retired. How do I get the overtime utility estimates now? Can her name be changed to mine and have them emailed to me?

A. You can go in and replace her contact information with yours directly. You can also email ereta@gsa.gov to assist with doing this.

Q2. How do you gain certifying official rights?

A. There are no specific roles in eRETA for fund certifying officials. As long as your email address is listed on the Customer Approval tab you will act as the approver for the RWA.

Q3. With Status, what is the difference between "Financially Closed", "Canceled", and "Purged"?

A. Financially closed means the project is closed and all final billings have occurred. Canceled means the project was canceled and no financial activity occurred. Purged means it was financially closed and is purged out of the system to allow room for active RWAs.

Q4. When editing an RWA, are changes automatically saved if you click "read-only" and leave the edit mode?

A. No, changes are not automatically saved. Every time you make a change please remember to click "Save" or "save and proceed" at the bottom of the screen.

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Q5. Once the RWA has been created/submitted, can you change the Agency POC?

A. Yes, while in edit mode you can update the point of contact to a new contact. If someone from your agency is tied to many RWAs and leaves their position / retires please email eRETA@gsa.gov to mass-replace contacts on all of their active WR/RWAs.

Q6. Do you use this for Cyclical Maintenance requests too?

A. Yes, when separate/additional funding is required.

Q7. At what point in the request process will GSA assign a PM?

A. GSA targets PM assignment within 5 business days after you first fill out the basic information tab of your work request and click the submit button.

Q8. Does the Treasury Symbol change from budget year to budget year? How would I find the one for FY25?

A. It typically does, yes. Please use the magnifying glass icon to open the Treasury symbol search popup.The fund year is one of the options to filter search results.

Q9. Could you go over the finance part? Very often, the IPAC billing is charged and the RWA does not match or show inaccurate payments.

A. Our training is geared as a high end approach and does not really dig into the billing. If you do have billing discrepancies in the future please reach out to the regional RWA Manager who could help research. Please use the following link to see the RWA Managers across the nation. https://www.gsa.gov/real-estate/real-estate-services/reimbursable-services-program/contact-us.

Q10. If multiple lines of funding are needed (e.g. from 3 different offices within an agency), will eRETA allow multiple funds certifiers?

A. No, eRETA only allows one fund certifying official from your agency.

Q11. Will you be disseminating this information as an SOP/QRG?

A. Slides, QRGS, and other reference materials are available on our website at www.gsa.gov/rwa under eRETA training materials.

Q12.

When the GSA SCE is received, is it already linked to a WR? Who do I work with to update the SCE if needed?

A. You will need to work with your assigned GSA PM to ensure the Estimate is correct, linked, and approved before you can officially submit and collect signatures.

Q13. When does a Kahua Project number get added, by whom, and what is the integration between eRETA and Kahua?

A. RETA automatically pulls in that information from Kahua every day. As soon as GSA enters your work request number in Kahua the information will be synced.

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Q14. Can an agency request an estimate update every 91 days? How many times can they request that?

A. A revised SCE can be requested when the SCE has expired. SCEs expire 90 days after they are approved by GSA.

Q15. Can you provide the eRETA definitions of "obligations", "commitments", and "UFCO Balance"?

A. Obligations means GSA has a signed contract for the work and an obligation has been noted on the books. Commitments mean we are working towards issuing a contract but it is not formally signed so the funds are just set aside awaiting the award of the contract. UFCO stands for Unfilled Customer Order which means it's the balance of work to still be completed.

Q16. Is there a way to request to be added to the Kahua project at initiation of the RWA?

A. No, please work with your GSA PM to have that done.

Q17. Is there a dedicated online recorded webinar for overtime utilities?

A. There are user guides available at www.gsa.gov/rwa under the eRETA training page.

Q18. What does purge mean in the status list?

A. Purged means the project is totally complete and gets purged from the system to make room for active projects but even in purged status will always be available for read only situations.

Q19. When are funds billed and collected by GSA during a project? Is it at the beginning when funds are obligated or when the actual work is complete?

A. While an agency will obligate the full amount of the RWA once GSA accepts an RWA. GSA does not collect that funding until expenses occur which creates a bil to your agency.

Q20. My biggest issue is having estimates adjusted for CR for our agency, and not receiving estimates. To whom can I elevate this issue?

A. The GSA PM should be able to assist, but you can always reach out to the Regional RWA Manager.

Q21. Can you change the funding year after the RWA has been approved?

A. You can change funding on an accepted RWA, but those funds must be legally available for the purpose and bona fide need - meaning that had to be available when the RWA was accepted or be no year funding.

Q22. Once the RWA is executed, what other documents are required to properly account for the transaction? Who receives the Acceptance Letters & Completion & Closeout letters. Are they available on the GSA site?

A. Letters are sent to the customer contacts listed on the RWA and are available in the 'Documentation/Audit' section of each RWA within RETA.

Q23. Is there hands-on training where you get to practice submitting requests?

A. Unfortunately no, we do not offer hands-on training, but are always available at ereta@gsa.gov to address any issues you may encounter.

Q24. To clarify: the customer agency cannot submit the WR to GSA until GSA approves the estimate?

A. Yes, agencies cannot submit the RWA to GSA for acceptance until the estimate was developed and approved by GSA. Please see the high level process for more clarity..