eRETA Digital Signature Tool

In this Quick Reference Guide, we will preview how GSA customer agencies can utilize the RWA Digital Signature Solution integrated with RETA/eRETA. This is the required signature method for all federal customers.

Last Revision: 3/6/25

Summary of RETA/eRETA Digital Signature Solution

This User Guide introduces external customer agency users to the RWA Digital Signature Solution that allow for customer agencies to digitally sign RWAs. This user guide will provide instructions and screenshots on *how* to apply a digital signature to any new or amended RWA. Definitions for numerous fields are available in eRETA by clicking on the linked field title to launch the eRETA Glossary.

Searchable fields can be drilled down through the magnifying glass symbol 🔍 within eRETA.

Table of Contents

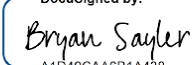# *eRETA Digital Signature Tool*

1.) Overview of the Signature Process

Digital Signatures **are required** for all federal customers. eRETA works with the well known digital signature application "DocuSign" to process all digital signatures. Here is a high level overview of the process:

1. You and GSA work together to develop the RWA. For instructions on creating and Submitting WRs, please see the "Submitting RWA Work Requests to GSA in eRETA user guide" on our website here.
2. You enter the email address / contact information for your Agency Fund Certifying Official (FCO) then click "Send to GSA".
3. GSA reviews and validates the information and completes GSA specific tabs of the RWA (GSA targets to complete this review within 15 business days).
4. GSA Requests signatures (Signers do NOT need RETA/eRETA access to apply a digital signature).
5. Your FCO receives the email from Docusign and digitally signs. An automated email is sent by DocuSign to GSA.
6. GSA Approving Official receives the email from DocuSign and digitally signs.
7. Docusign sends the completed 2957 Form back to RETA/eRETA and uploads a copy to the documentation section of eRETA.

28A. GSA Approving Official's Signature	28B. Date
DocuSigned by: *Bryan Sayler* A1D49CAA6B1A438... 12/19/2019	
28C. GSA Approving Official's Phone Number	28D. GSA Approving Official's Name
(701) 556-6123 Ext -7	Bryan Sayler

Digital Signature name and date-stamp on the RWA 2957 Form.

eRETA Digital Signature Tool

2.) When are Signatures Required?

RETA will require signatures for all new RWAs (A-input code) and for any RWA amendment where one of the following fields changes from the previous RWA submission:

Customer Information Tab

- Description of Requirements

Billing Information Tab

- Agency Authorized Amount

Accounting Details Tab

- Fund Year
- Fund Type
- Expiration Date of Obligational Authority
- Authorized Line Amount
- Treasury Account Symbol

Customer Approval Tab

- Fund Certifying Official

If a customer agency eRETA user or GSA RETA user accidentally changes one of the above fields that will require new signatures, the amendment may be deleted and re-started in order to properly process an administrative amendment that does not require new signatures.

eRETA Digital Signature Tool

3.) The Customer Approval Tab

After following the RWA submission process, you must click "Send to GSA" on the Customer Approval Tab. This action finalizes the Work Request submission to GSA. eRETA will only require the name, email address, and phone number of the FCO. Please be advised that it may take up to 15 business days from when you click Send to GSA until GSA requests signatures through DocuSign.

The Certification checkbox is uneditable and may be ignored for all eRETA users. This button along with the "Upload New '' button are used by GSA to process manual signatures for non-federal Customers.

Note: The Fund Certifying Official does not require eRETA access. They will receive an email from DocuSign when it is their time to sign. They will sign through email and do not need to login to eRETA.

Example of Customer Approval Tab

eRETA Digital Signature Tool

4.) Signature Requested Status

After Signatures have been requested the RWA will enter "Signature Requested" status. Current signature responsibility is displayed in the progress tracker.

Editing of the RWA is disabled for all users while in signature requested status. If there was a mistake that needs to be corrected the FCO should "decline to sign" within Docusign or reach out to your GSA PM/POC to request that GSA "abandon" the signature request.

Signature Requested Status and Progress Tracker

5.) What to do if the Fund Certifying Official Does not Receive an Email

1. Check If the email address entered in the Customer Approval tab in eRETA is correctly spelled, and if it is for the correct person. DocuSign will use this address to submit the signature request.
   a. If the email address is incorrect, please contact GSA to have them "abandon" signatures and correct the email address.
2. The recipient should check their Junk or Spam folder for the DocuSign email.
3. To prevent packages from being sent to spam, the recipient should add dss@docusign.gsa.gov, dse_na2@docusign.net, dse_na3@docusign.net, dse_na4@docusign.net as a Safe Senders (aka Trusted Sender) in his/her email client. Typically, you can simply add these as contacts within your contact list. Then reach out to the assigned GSA PM and ask them to have GSA resend the signature request.
4. If this still does not lead to the recipient receiving the DocuSign email, the recipient should reach out to their local IT department to ensure their agency allows emails from the domains of @docusign.net and @docusign.com.

eRETA Digital Signature Tool

6.) Email From DocuSign to Fund Certifying Official

Once the RWA is routed for signature, the FCO will receive an email from DocuSign to apply their digital signature to the RWA. The email will include a summary of the RWA along with a button to review the document and apply digital signature.
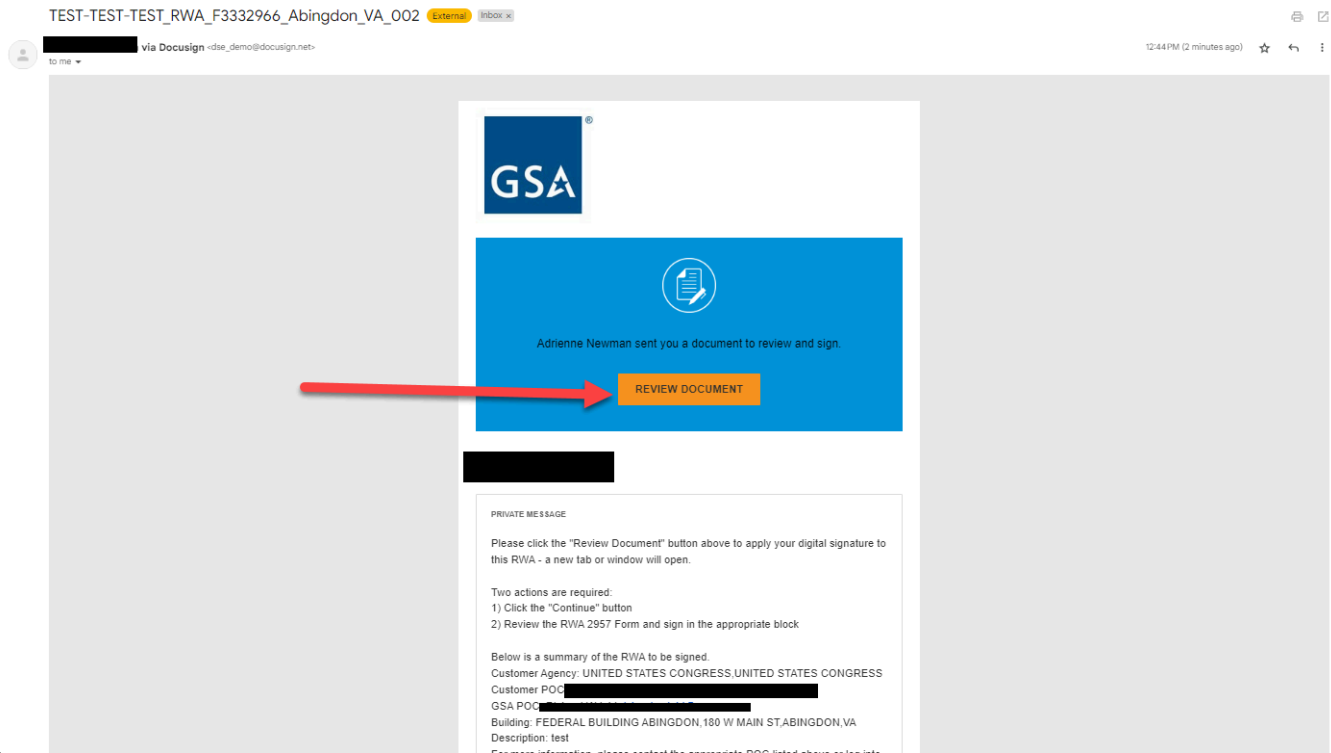
Example Email From DocuSign

7.) Submitting your Signature

You will be taken to the page below, and from here you provide your signature by clicking "Continue" . You may also save the document for later or decline to sign.

Selecting "Decline to Sign" will automatically take your RWA out of Signature Requested status and will give your agency the edit access necessary to update the contact for the FCO.

Reviewing your Document in DocuSign

eRETA Digital Signature Tool

The steps to provide your signatures are as follows:

1. Review the 2957 form
2. Click "Start"
3. Click "Sign" to apply your digital signature
4. Click "Finish" in the top right corner of the screen

eRETA Digital Signature Tool

8.) Automatic Submission after signatures are collected

Once all signatures are applied, DocuSign sends the completed 2957 Form to eRETA. eRETA updates the signature dates in the appropriate fields of the RWA and then submits the RWA to Pegasys.

Copy of the Digitally Signed RWA 2957 Form automatically uploaded to the RETA/eRETA Documentation Tool.

eRETA Digital Signature Tool

9.) Acceptance Letter

Once DocuSign sends the completed RWA 2957 Form back to eRETA and uploads a copy to the Documentation section of eRETA, the GSA Data Entry User will generate the RWA Acceptance Letter to be sent to the appropriate contacts.

The Acceptance Letter provides confirmation that RWA has been accepted, important points of contact, and the link to view your billing statement in VCSS. For all Billing questions please reach out to the contact listed in your Acceptance Letter.

U.S. General Services Administration
POTOMAC SERVICES DIVISION
3801 Nebraska Avenue
Washington, DC 20016
www.gsa.gov/rwa

GSA

7/25/2024

ProjectManager
DEPARTMENT OF HOMELAND SECURITY, OFFICE OF THE UNDER SECRETARY FOR MANAGEMENT

Washington, DC 20528

Re: RWA # ▮▮▮▮ (New)

Dear ▮▮▮▮ :

We have accepted your RWA in the amount of $466,061.33 at ▮▮▮▮ Washington, DC 20016 ▮▮▮▮ for

****** ▮▮▮▮

Please email rwa-dhs-hq@hq.dhs.gov on any communications related to this RWA*

The assigned RWA number is ▮▮▮▮ A copy of the RWA is enclosed for your records.

Your agency is responsible for ensuring funds identified in this RWA are legally available for further obligation and expenditure by GSA in furtherance of work described in this RWA.

Your GSA Project Manager / Point of Contact (PM/POC) is ▮▮▮▮ who can be reached at ▮▮▮▮ . Your PM/POC will contact you in the near future.

As work progresses, your RWA billing statement(s) will be available in the Vendor and Customer Self Service (VCSS) system found at https://vcss.ocfo.gsa.gov. Should you have questions regarding your RWA bill, please contact me at ▮▮▮▮

Sincerely,

▮▮▮▮
Public Buildings Service, Region 11

Example Acceptance Letter

eRETA Digital Signature Tool

10.) Signature History Tab

A "Signature History" tab is available on the "RWA History" screen for all RWAs (RWA history may be found in the bottom left corner of the RWA using the "RWA History" yellow hyperlink). This tab captures the current signature status and signature history of all RWA transactions that require a signature. The tab identifies what GSA Data Entry User initiated the signature request and when, the date and timestamp of the customer agency signer, as well as the date and timestamp of the GSA signer. Also available is the "Evidence Summary" which is recorded by DocuSign and uploaded into RETA after the signature routing process completes. The Evidence Summary captures information from DocuSign.

RWA History	Signature History									
Signature History										
Requested Date	Requested By	Input Code	Agency Signer	Agency Signed Date	GSA Signer	GSA Signed Date	Final Action	Action Date	Comments	
08/09/2019 10:11 AM		A		8/9/2019 10:39:17 AM		8/9/2019 10:51:26 AM	Signed	08/09/2019 11:15 AM	Electronic Evidence Summary	
									1 Records found. Displaying page 1 of 1	1

RWA: 0041878   Financial Review   Documentation/Audit   Comments   ETN:SCMD0750519178015

Example of Signature History Tab