


## *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.

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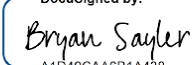
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## eRETA Digital Signature Tool

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

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

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### **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.**

The screenshot shows the 'Customer Approval' tab in the eRETA system. The page header includes the RETA logo, navigation links (SEARCH, DATA ENTRY, FINANCIAL REVIEW, DOCUMENTATION, ESTIMATES), and the GSA logo. The user is logged in as 'external.DataEntryUser@gsa.gov'. The main content area is titled 'Customer Approval' and displays the following information:

- WR/RWA Number: W2466876
- Status: Planning/Estimate
- Input Code: A
- Read-Only View link

Instructions: "Please complete this screen if entering a new RWA or processing an amendment that requires a new signature." A "Required Fields" indicator is present. A link for "signature option instructions" is available.

The "Electronic Signature Request" section is active, showing:

- Signature of Fund Certifying Official: Not Yet Signed
- Fund Certifying Official: john.doe@usda.gov
- Name of Signer: Doe, John
- Certifying Official's Phone: (555) 888 - 7777 Ext
- Date: [Calendar icon]

A checkbox for certification is present but disabled: "I certify that the RWA has been signed by a Fund Certifying Official and either delivered to PBS or uploaded here on this page." An "Upload New" button is located above a table with the following structure:

Document Type	Document Name	Upload Date	Delete
No records found			

At the bottom of the form, there are three buttons: "Save", "Send to GSA" (highlighted with a red arrow), and "Reset Form".

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.

The screenshot displays the RETA application interface. The top navigation bar includes 'SEARCH', 'DATA ENTRY', 'FINANCIAL REVIEW', 'DOCUMENTATION', and 'ESTIMATES'. The user is logged in as 'external.DataEntryUser@gsa.gov' and is in 'Read-Only Mode'. The main content area is divided into two sections: RWA details and a Progress Tracker.

**RWA Details:**

- WR/RWA Number:** 5017008 (W3306808)
- Customer Request Date:** 02/28/2024
- Requested By:** [Redacted]
- Status:** Signature Requested
- Customer Signature:** 03/12/2024
- GSA Data Entry:** [Redacted]
- Input Code:** A
- GSA Region:** 04
- Estimate Tracking No:** SCAL0104424068002
- RWA Type:** B
- Agency Bureau:** 01044
- Agency Name:** THE JUDICIARY, DISTRICT CLERK
- Primary Building State:** Alabama
- City:** Huntsville
- Building Number:** AL0515ZZ
- Building Name:** Huntsville New CT
- Address:** 680 Gallatin St SW
- Zip Code:** 35801
- Request Category:** Nonseverable (Projects)
- Requested Period of Performance:** [Redacted]
- Estimated FY Needed:** Current
- Kahua Related RWA Number(s):** 5011379 5011997 5013018 5013429
- Estimated Amount:** \$50,000 to \$250,000
- Agency POC:** [Redacted]
- GSA PM/POC (if known):** [Redacted]
- Name:** [Redacted]
- Phone:** [Redacted]
- Agency RWA Mailbox:** [Redacted]
- Description of Requirements:** [Redacted]

**Progress Tracker:**

- Awaiting Action From: **GSA** (indicated by a red arrow)
- Pre-Planning
- Unassigned
- Planning/Estimate
- Pending-New
- Signature Requested - Customer
- Signature Requested - GSA** (indicated by a red arrow)
- Accepted

At the bottom of the page, there are navigation links: RWA History, Financial Review, Documentation, Comments, and ETN: SCAL0104424068002.

Signature Requested Status and Progress Tracker

## *eRETA Digital Signature Tool*

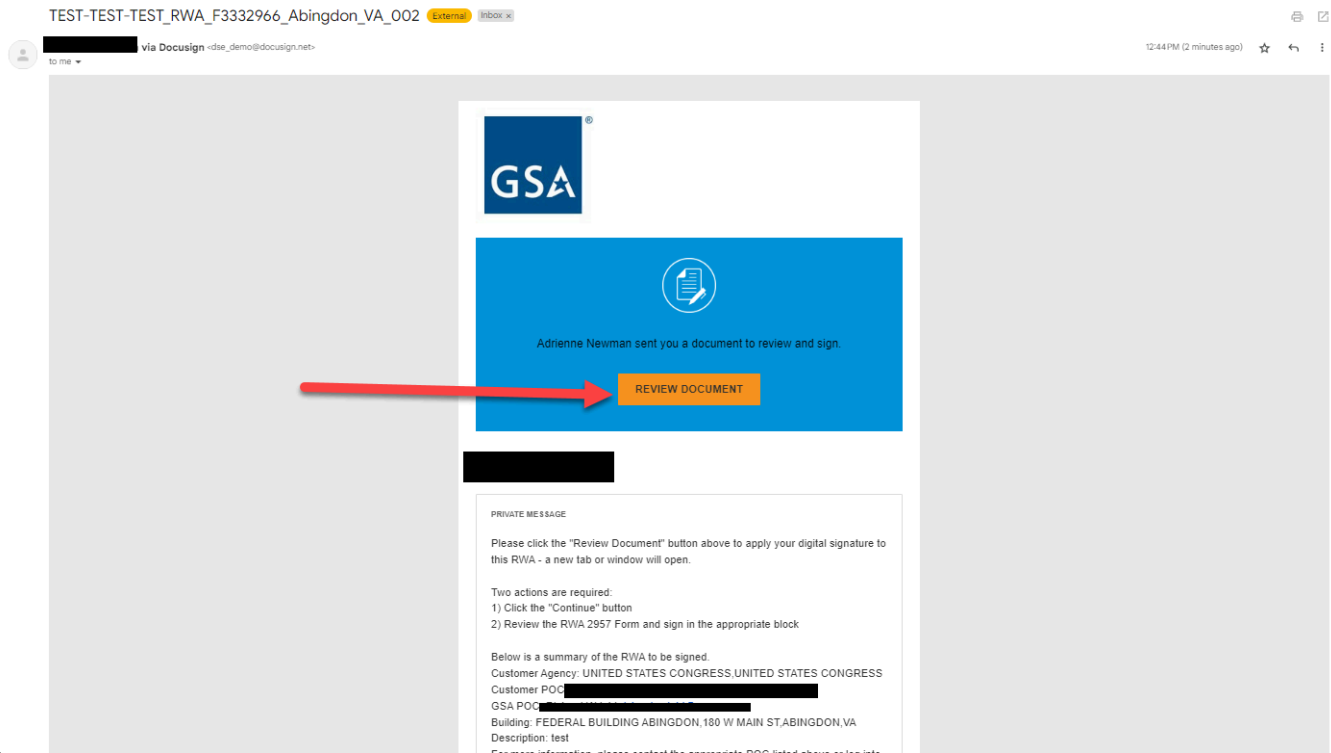
### **5.) What to do if the Fund Certifying Official Does not Receive an Email**

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](mailto:dss@docusign.gsa.gov), [dse\\_na2@docusign.net](mailto:dse_na2@docusign.net), [dse\\_na3@docusign.net](mailto:dse_na3@docusign.net), [dse\\_na4@docusign.net](mailto: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

## eRETA Digital Signature Tool

### 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.

#### Please Review & Act on These Documents



RETA-General Services Administration



Powered by docuSign

PRIVATE MESSAGE: Please click the "Review Document" button above to apply your digital signature to this RWA - a new tab or window will open.

[View More](#)

CONTINUE
OTHER ACTIONS ▾

FEDERAL BUILDING ABINGDON 180 W MAIN ST ABINGDON VA 24210				1204 test or falls church VA 22044	
3B. Room Number/Specific Location in Facility				4E. Agency RWA Mailbox (if applicable)	
5. Description of Requirements (if attachments provided, please identify them below) test				6A. Agency Finance Billing Office Address # 1 BUDGET AND FINANCE	
				6B. Address # 2 FORD OFFICE BUILDING, ROOM 411	
				6C. City WASHINGTON	6D. State DC
7. Requested Service Period (severable services only) A. From				9A. Agency Location Code (leave blank if non-IPAC or using purchase card) 03000001	
8. Amendment RWA amendment provided to change total authorized amount				9B. BOAC/Account Code (if 03390	
12A. Agency Fund Year		12B. Appropriation Fund Type		12C. Expiration Date of Obligational Authority	
				12D. Treasury Account Symbol	
				12E. Agency Accounting Data	
				12F. Agency Certified	

- Finish Later
- Print & Sign
- Assign to Someone Else
- Decline to Sign
- Help & Support [↗](#)
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- View History
- View Certificate (PDF) [↗](#)
- View Electronic Record and Signature Disclosure
- Session Information

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#### 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

Please review the documents below. **FINISH** OTHER ACTIONS ▾

**START**

**REIMBURSABLE WORK AUTHORIZATION**

DEMONSTRATION DOCUMENT ONLY  
PROVIDED BY DOCUSIGN ONLINE SIGNING SERVICE  
www.docusign.com

700 • Seattle • Washington 98104 • (206) 219-0200

1A. Work Request/RWA Number (GSA Use Only) F3332966	1B. Amendment Number (see instructions)	1C. The authority for this agreement: Federal Buildings Fund: 40 U.S.C. 592(b)(2)	
2A. Requesting Agency Name UNITED STATES CONGRESS		4A. Agency Project Contact Name [REDACTED]	
2B. Bureau Name UNITED STATES CONGRESS		4B. Agency Project Contact Phone [REDACTED]	
2C. Agency Bureau Code (if known) 00000		4C. Agency Project Contact E-Mail [REDACTED]	
3A. Primary Work Location Address (or GSA Building Number, if known) FEDERAL BUILDING ABINGDON 180 W MAIN ST ABINGDON VA 24210		4D. Agency Project Contact Address 1234 test dr falls church VA 22044	
3B. Room Number/Specific Location in Facility		4E. Agency RWA Mailbox (if applicable)	
5. Description of Requirements (if attachments provided, please identify them below) test		6A. Agency Finance Billing Office Address # 1 BUDGET AND FINANCE	
		6B. Address # 2 FORD OFFICE BUILDING, ROOM 411	
		6C. City WASHINGTON	6E. ZIP Code 20515
		6F. Agency Billing Contact E-Mail Address	
7. Requested Service Period (severable services only) A. From B. To		9A. Agency Location Code (leave blank if non-IPAC or using purchase card) 03000001	9B. BOAC/Account Code (if known) 00390
8. Amendment by \$		10A. Billing Type	11. Customer UEI
		10B. Billing Terms	

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Select the sign field to create and add your signature. **FINISH** OTHER ACTIONS ▾

**NEXT**

12Z. If applicable, enter the Total Agency Certified Amount from any attached sheet(s) here			
If this is an amendment, please identify the old and new amounts in Block 8 accordingly.			13. Total Agency Certified Amount \$500.00
14A. Funding Agency Code (FPDS)	14B. Funding Office Code (FPDS)	15. Agency/Customer Order Number F3332966	16A. Fiscal Station Number (DoD ONLY)
16B. Requestion Identification Number	17. PEGASYS Document Number (PDN) and Line Number - GSA Interfund Customer Use Only - enter values as PDN-PLN (e.g. IX123456-01)		
A.	B.	C.	D.

**CUSTOMER FUND CERTIFICATION**

By its signature below, the Requesting Agency certifies (a) that all special funding and procurement requirements of the Requesting Agency, including statutory or regulatory requirements applicable to the funding being provided by the Requesting Agency, have been disclosed to GSA; (b) that all internal reviews/approvals required by the Requesting Agency prior to placing this RWA with GSA have been completed; (c) that the Requesting Agency has a bona fide need in the current fiscal year for the work described in this RWA; (d) that the funds identified by the Requesting Agency are legally available for further obligation and expenditure by GSA in furtherance of the work described in this RWA; and (e) that the Requesting Agency certifies the General Terms and Conditions set forth on page 3 of this RWA. Further written assurances regarding funding availability may be required depending on the circumstances of individual requests.

18A. Signature of Fund Certifying Official: 8/1/2024 18B. Date

18C. Name of Fund's Certifying Official: [REDACTED] 18D. Certifying Official's E-Mail Address: [REDACTED]

18E. Telephone Number of Certifying Official: [REDACTED]

NOTE: The General Services Administration will bill the Requesting Agency in accordance with Federal Management Regulation (41 CFR) Section 102-85.195. It is anticipated that the Agency Certified Amount provided in Block 13 will be sufficient to complete the work requirements of the Requesting Agency. If an unforeseen circumstance arises during performance of the work that increases the cost of the work such that the funds provided by the Requesting Agency will be insufficient to complete the work requested under this agreement, GSA will seek an amended RWA from the Requesting Agency for additional funding that is legally available to fund antecedent liabilities prior to incurrence of costs above the Agency Certified Amount in Block 13. Incremental funding of RWAs is not permissible.

**GENERAL SERVICES ADMINISTRATION** **GSA 2957 (REV. 04/2023)**

F3332966\_RWAF2957Form.pdf 1 of 5

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## 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.

<a href="#">RWA_1626344</a> <a href="#">RWA History</a> <a href="#">Financial Review</a> <a href="#">ETN SCWA0210016355024</a>									
<input type="button" value="Upload New"/> <input type="button" value="Generate Customer Letter"/> <input type="button" value="Email Selected"/> <input type="button" value="Export to Excel File"/> <input type="button" value="Cancel"/>									
									Select Page Size: 20
Documents									
Email	Share	Edit / Delete	Document Type	Document Name	Originator	Last Modified By	Last Modified Date	Upload Date	System Generated
<input type="checkbox"/>	<input checked="" type="checkbox"/>		Estimates	<a href="#">RETA ESTIMATE 2017-02-23</a>	central.user...	central.user...	02/23/2017	02/23/2017	
RETA Generated Estimate - SCWA0210016355024									
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Edit</a>	RWA 2957 Form	<a href="#">RETA 2957 Form 2017-02-23</a>	tina.vigorito...	tina.vigorito...	02/23/2017	02/23/2017	
RETA Generated 2957 Form Digitally Signed on 2017-02-23									
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Edit</a> <a href="#">Delete</a>	Customer Correspondence (Email)	<a href="#">regarding TAS</a>	tina.vigorito...	tina.vigorito...	01/12/2017	01/12/2017	
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Edit</a> <a href="#">Delete</a>	Other	<a href="#">Regional review approval</a>	tina.vigorito...	tina.vigorito...	01/12/2017	01/12/2017	
email									

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](http://www.gsa.gov/rwa)



7/25/2024

[REDACTED]  
ProjectManager  
DEPARTMENT OF HOMELAND SECURITY, OFFICE OF THE UNDER SECRETARY FOR  
MANAGEMENT  
[REDACTED]  
Washington, DC 20528

Re: RWA # [REDACTED] (New)

Dear [REDACTED] :

We have accepted your RWA in the amount of \$466,061.33 at [REDACTED]  
[REDACTED] Washington, DC 20016 [REDACTED] for

\*\*\*\*\*  
[REDACTED]

\*\*\*Please email [rwa-dhs-hq@hq.dhs.gov](mailto:rwa-dhs-hq@hq.dhs.gov) on any communications related to this  
RWA\*\*\*

The assigned RWA number is [REDACTED]. 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 [REDACTED] who can be  
reached at [REDACTED]. 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 [REDACTED]

Sincerely,  
[REDACTED]  
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.

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	[REDACTED]	A	[REDACTED]	8/9/2019 10:39:17 AM	[REDACTED]	8/9/2019 10:51:28 AM	Signed	08/09/2019 11:15 AM	Electronic Evidence Summary

1 Records found. Displaying page 1 of 1

[RWA: 0041878](#) [Financial Review](#) [Documentation/Audit](#) [Comments](#) [ETN SCM00750919178016](#)

Example of Signature History Tab