



Sunny Skies and Fantastic Deals Offered at the Surplus Property's Customer Appreciation Day



Above, Cathleen Salmons with the University of Charleston watches as filing cabinets are loaded into the back of a pickup truck. Salmons said the university frequently purchases office furniture and supplies from WVSASP. Salmons bought the filing cabinets during WVSASP's Customer Appreciation Day on July 25.

Right, Warehouse Supervisor Anthony Cooper helps a customer during Customer Appreciation Day.



With weather sunny and in the 70s, it was a perfect day for the West Virginia State Agency for Surplus Property (WVSASP) to say "thank you" to its many loyal customers and to say hello to new ones at its second annual Customer Appreciation Day on July 25.

Assistant Purchasing Director and WVSASP Manager Elizabeth Perdue said the event was borne not only out of gratitude to its current customers, but also a desire to help others find their way to the agency's Dunbar warehouses. The agency extended its normal hours of operation by three hours, staying open 8:30 a.m.-7:30 p.m.

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In Other News...

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Customer Appreciation Extends throughout Operation

At the West Virginia State Agency for Surplus Property (WVSASP), we always strive to find the best way to serve our customers. Working with so many different eligible organizations – ranging from non-profit organizations to local governments to state agencies – means always working to find the best way to change and adapt to meet your needs.

So when we say that we appreciate our customers, it is more than just words for us. As a self-supporting state agency – meaning our funding comes through the sale of surplus merchandise and not from the state Legislature – we are always very dependent on ensuring that our customers walk away happy.

It was for this reason that we conducted our second annual Customer Appreciation Day on July 25. With extended warehouse hours, special sales on select merchandise, and refreshments, this was our opportunity as an agency to extend our appreciation to all of you who have supported and continue to support the WVSASP.

However, it cannot end with just one day. As noted in this issue's profile on Administrative Services Manager Jordan Kirk, WVSASP has worked to expand the way it operates to ensure that the needs of eligible

THE MANAGER'S PERSPECTIVE

ELIZABETH PERDUE



organizations and daily sales customers are met. Those changes include wireless Internet service at the WVSASP lot in Dun-

bar, as well as a contact database for all eligible organizations.

We hope that our eligible organizations always feel that they are appreciated each and every day by WVSASP. No one specific day can express the thankfulness we have to be able to work with you on a daily basis, as we strive to let you know through words and deeds that we always appreciate all of our customers.



WVSASP Driver Ron Phipps helps move a table with a forklift during WVSASP's Customer Appreciation Day on July 25.

Eligible Organizations Reminded of Important Requirements for Payment

Eligible organizations purchasing from the West Virginia State Agency for Surplus Property (WVSASP) should be aware of requirements for payment. At the time of purchase, authorized representatives are given an invoice which they must sign.

This document lists all items procured by the eligible organization at the time of property acquisition. It is important to retain this copy for your organization's record.

Payments must be made at the time of purchase using an organiza-

tional check or credit card, such as the State Purchasing Card, which is issued to authorized state employees on behalf of their agencies.

Personal credit cards, personal

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Jordan Kirk Focuses on Finding Efficiency and Best Way to Serve the Customer at WVSASP

Service to the state of West Virginia and an interest in finance combined to form the career course for Jordan Kirk, an Administrative Services Manager for the West Virginia State Agency for Surplus Property (WVSASP).

Family connections in both helped determine what career path to follow: his grandfather and uncle each worked for the state Division of Highways, while another uncle was a certified public accountant and his mother was a banking proof operator.

“Certainly my family influenced some of those decisions,” Kirk said. “I had a great interest in what both what my mother did and with my uncle as an accountant.”

Kirk graduated from Marshall University with a bachelor’s degree in accounting before going into the private sector. He worked in banking and in accounting before joining the state Auditor’s Office as an inspector. He came to WVSASP in 2012.

Kirk credits his work experience to leading him to WVSASP. “All of these positions have given me the insight and confidence that I need to be successful in this position,” he said. “Every job you have offers learning lessons, and at WVSASP I get to apply those lessons and work to make the agency excel.”

Increasing organizational effectiveness is vital to Kirk. “We are always looking to develop ways to boost the efficiency of the auction process, making it easier for WVSASP to negotiate deals smoothly and increase the level of customer satisfaction,” he said.

He expanded on the success of the agency’s December car auction, where 50 cars were sold in slightly less than an hour, and views this success as an Property Connection



Administrative Services Manager Jordan Kirk said communication with customers is an important aspect of ensuring a high level of quality service.

example of the agency finding a new way of serving its customers.

He recently finished composing a database of the contact information for all eligible organizations, to improve communication between WVSASP and the organizations. This way, WVSASP can quickly contact organizations and also remind them when their Application for Eligibility expires.

“Communication is so vital when working with customers, and our eligible organizations are the cornerstone of our mission,” Kirk said. “Ensuring

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The Property Connection

This publication is made available to all eligible participants of the West Virginia State Agency for Surplus Property on a quarterly basis.

For information on becoming an eligible organization, call (304) 766-2626 or complete an Application for Eligibility at:

WVSurplus.gov

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Finance Division Finds Economic Value By Purchasing Equipment at Surplus Property

Since its creation, the West Virginia State Agency for Surplus Property (WVSASP) has provided numerous eligible organizations with quality items at exceptional prices.

Many of these eligible organizations are a mix of non-profit community organizations, cities and municipalities, and charitable organizations, to name a few, all taking advantage of the lightly-used items at WVSASP which are retired by state and federal agencies.

Also benefitting in WVSASP's offerings is one particular state agency which understands the economic value of the situation -- the state Finance Division.

"We are certainly aware of Surplus Property because of the requirement to retire items we no longer need," said Lora Reese, Administrative Secretary at the Finance Division. "But we have also taken advantage of the deals there to get some much-needed items for our offices."

Reese said book shelves, filing cabinets, office chairs and tables are some of the most commonly bought items for her agency. She said she first became familiar with WVSASP years ago while working at another state agency.

"Whenever we need something,



Melody Duke, left, and Lora Reese from the Finance Division select shelving from the West Virginia State Agency for Surplus Property for their office. Assisting them is Matt Harper, Storekeeper at WVSASP.

we always make a trip to Surplus Property. You cannot beat the prices there and we usually find what we are looking for," she said. "I really like the staff, who are always so friendly."

Reese also assisted another state organization in discovering Surplus Property. When the state awarded a contract to acquire an enterprise resource planning (ERP) system, a state agency was established to oversee the project. Reese was charged

with assisting the agency with acquiring items for its office space.

"The person who went with me to Surplus Property was very impressed with the items we were able to purchase," Reese said. "We went down there quite often, and he was pleased every time because he found everything he needed and was able to keep his costs low. I like to tell others about Surplus Property. It is a great place to buy a lot of different items at great prices."

KIRK

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that those lines of communication remain open, that the eligible organizations can be contacted when needed and that they maintain up-to-date eligibility status, is important for them and for us."

Efficiency remains a top priority on the WVSASP project list for Kirk, with projects including assisting the Technical Services Unit with the new wireless Internet system that now provides coverage at WVSASP and

strengthens its technological aptitude. Kirk said the goal is to make WVSASP more accessible to its customers.

"WVSASP Manager Elizabeth Perdue and I are working on enhancing our agency so that state property is sold as efficiently and quickly as possible," he said. "Making sure that the needs of our customers are met in the best way possible is both the goal and the most satisfying part of the job."

Surplus Property Warehouse Location



DIRECTIONS: Exit I-64 at Dunbar/Roxalana Road, turn right on Roxalana Road then turn onto WV-25 West. At 16th Street, turn left. Go to intersection with Charles Avenue -- if you miss 16th Street, go to 22nd Street which is also a throughway. Turn right onto Charles Avenue, continue to 28th Street and turn right. The West Virginia State Agency for Surplus Property is on that corner inside the cyclone fence.

SHARE THE GOOD NEWS!

If you know of an organization that might be interested in our program, please clip this coupon and pass it on --

IS YOUR ORGANIZATION...

1. Local or State unit of government
 Agency created by government
OR
2.a. Educational Institution
 Public Health Agency
 Senior Citizen Group
 Child Care Center
 Library
 Museum
 Public Service Agency
AND
b. Non-Profit (IRS 501(c)(3) status required)

If either 1. or 2.a. and b. is checked, you may be eligible to participate in the Surplus Property Program.

MAIL THIS FORM FOR MORE INFORMATION

RETURN TO: West Virginia State Agency for Surplus Property
2700 Charles Avenue
Dunbar, WV 25064

- Please send me an **Application for Eligibility**
Please have a representative contact me
Please visit our organization and offer a presentation

Name Title

Organization Name

Mailing Address

City Zip County

Telephone Number

CUSTOMER

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“We so often heard from people that they had never had the chance to come to the warehouse and see what we have to offer, so this gave them a chance to do so,” she said. “And we are so thankful that the response was huge.”

Perdue said WVSASP has worked to expand its marketing, including advertisements in Charleston-area newspapers and special promotions through non-traditional media, such as its website and Facebook page, all focused to boost awareness of the agency.

“Our Facebook page experienced a spike in number of those who ‘like’ our page and we have seen increased activity on our Surplus Property website,” said Perdue. “The staff is excellent about constantly updating these sites and that in turn keeps our customers engaged in what we are doing and selling here.”

Ruth Wilson, of Hurricane, was a first-time customer to WVSASP. As she walked through the warehouse, checking over office furniture for her granddaughter who is headed to college, she said she would definitely return. “Everything is so inexpensive, but it is also very nice,” she said. “And when you are sending a grandchild through school, you have to be sure that you make every penny count.”

To learn more about WVSASP and special events offered throughout the year, please visit WVSurplus.gov. Facebook users can also like the WVSASP’s Facebook page from the agency website.

PAYMENT

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checks or cash will not be accepted. The eligible organization must have proof that payment for the property is coming from the eligible organization itself.

Parent organizations can pay for any of its subordinate organizations; however, subordinate organizations cannot pay for items purchased by the parent organization.

For questions or for additional information relating to requirements for payment, please call WVSASP at (304) 766-2626 or toll-free at 1-800-576-7587. You may also visit www.state.wv.us/admin/purchase/surplus/referenc.html.

Questions? Suggestions? Comments?



We want to hear from **YOU!** Are you pleased with our Program? Call us or write to us with any questions, suggestions or comments. We would also like to hear the 'success stories' you have in utilizing surplus property!

West Virginia State Agency for Surplus Property

Hours: 8:30 am to 4:30 pm., Monday through Friday

Specializing in:

- Office Furniture and Equipment
- Shop Equipment
- Electronic Equipment
- Tires, Engines, and Vehicle Parts
- Rolling Stock and Heavy Equipment
- Plus Many More Items

Information: For property information and availability, contact the Federal or State Warehouse Supervisors at (304) 766-2626 or call toll free at 1-800-576-7587.

Terms: All organizations must pay by check or credit card — no cash transactions permitted.

Terms and Conditions of Sale

FEDERAL AND STATE REGULATIONS: Acceptance of Federal equipment and supplies by users who have established eligibility to participate in the WVSASP is subject to certifications and agreements identified on the reverse side of the Distribution Document. **1:** Federal equipment and supplies are restricted to institutional use only, not personal use, and are to be used for a minimum of one year; **2:** All vehicles and items with an acquisition cost of \$5,000.00 or more shall be used for the purpose(s) for which acquired within one year from the date the property was invoiced and used for 18 months thereafter. **3:** During the restriction period, the property shall not be sold, traded, leased, lent, bailed, cannibalized, encumbered or otherwise disposed of or removed from the State of West Virginia without the express approval of the WVSASP. The recipients of Federal property are urged to contact the WVSASP prior to taking any actions which might be interpreted as modifying any of the certifications and agreements stated on the reverse side of the Distribution Document.

TERMS: Payment required upon receipt unless previous arrangements have been made. Payment must be by check or credit card issued against an eligible organization. No personal checks, money orders or cash transactions are permitted.

SHIPPING: All service charges are FOB Dunbar Warehouse unless expressly indicated. Out-shipping can be arranged by calling (304) 766-2626. Delivery charges will be added to the invoice.