



NORTH CAROLINA
DIVISION OF SURPLUS PROPERTY
BID USER GUIDE

How to Access the Public Bid Site

You can access our public bid site by going to surplus.nc.gov and clicking on Bid for Surplus Property, or <https://recoup.bid.assetworks.com/bid/f?p=2501:4000:::>

You will be able to view available items but will not be able to place a bid unless you are a registered and approved user in the system.

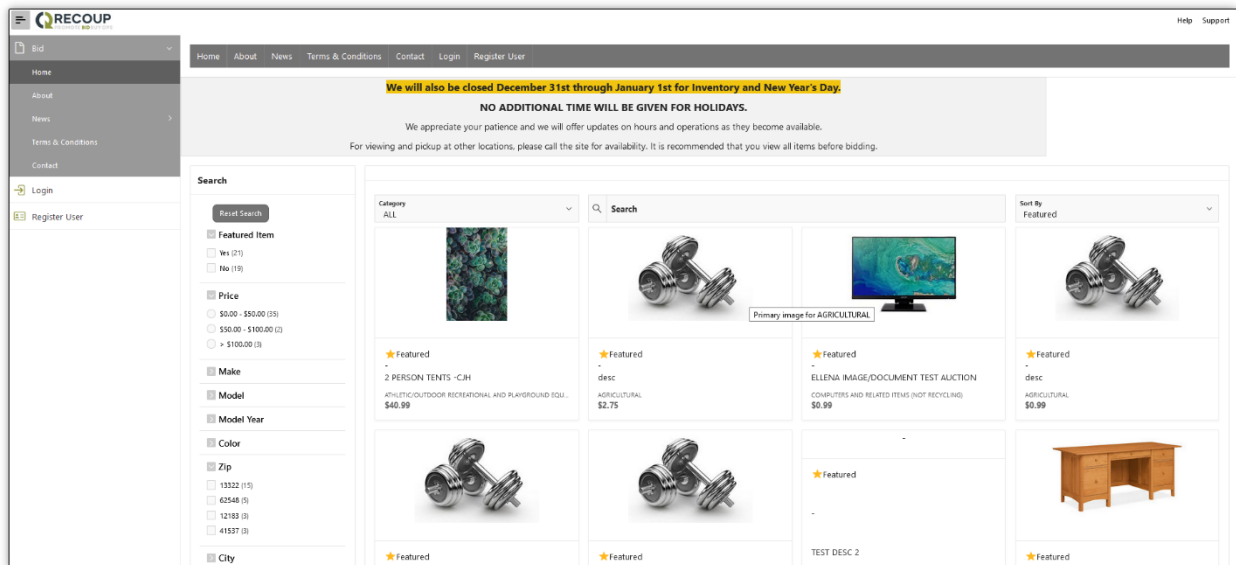
If you are familiar with QR Codes, you can also access the auction site using this one,



How to Register for a User Account

You can register for a user account by going to the public bid site and clicking the **Register User** menu. You must fill in all required fields and click on the **Submit** button. You will receive a verification email with a link to validate your email address (**check your Spam/Junk folders**). Once this is clicked your request will be sent to the North Carolina Division of Surplus Property Administration Staff to review and approve.

***** You may only have one account and it needs to have a residential address. *****



The screenshot shows the "Register User" form on the RECOUP website. The form is titled "Register User" and contains the following fields: Display Name, Username/Email, First Name, Last Name, Phone, Company, Country (set to UNITED STATES), Address 1, Address 2, City, State/Province, Postal Code, and County. There is also a "Receive Newsletter?" checkbox with a "Yes" option. A "Submit" button is located at the bottom of the form.

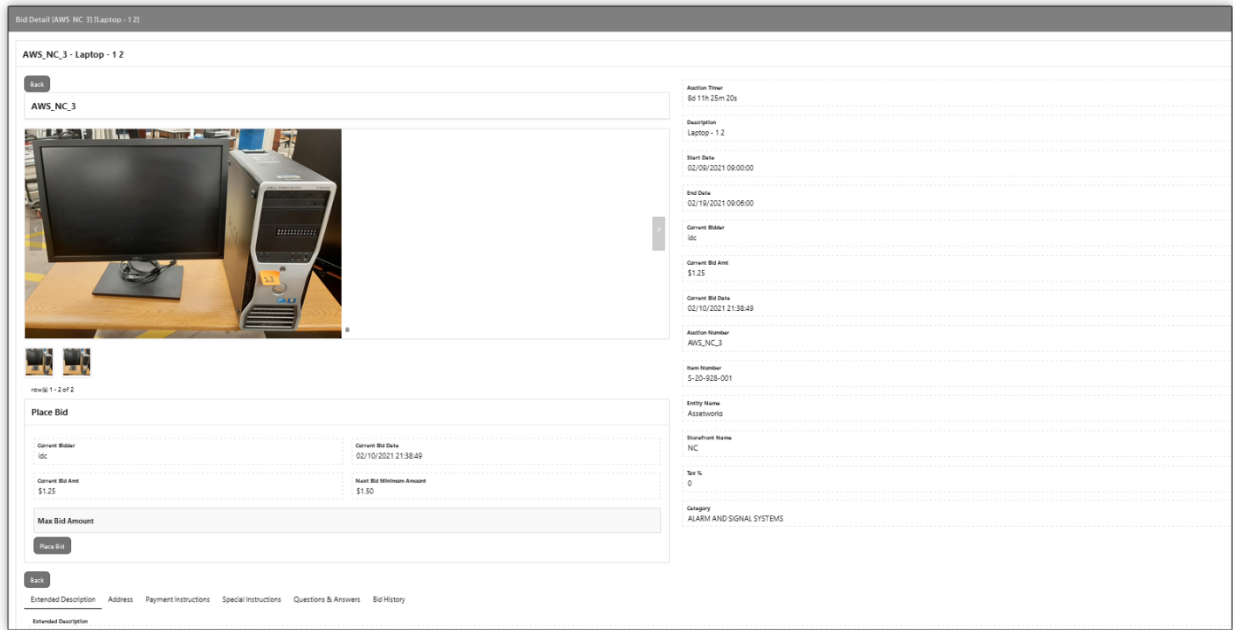
Search Options

You have the option to search based on the Category, specific Keywords in the Search box, Featured, Newest/Oldest Arrivals, High/Low Price, specific Price ranges, as well as an Advanced Search option which will allow you to view auctions that have already closed. To use the Advanced Search, you must be an approved user and be logged in to your account.

The screenshot shows the top of the auction website. At the top, there is a grey banner with the following text: "YOU HAVE 10 CALENDAR DAYS FROM INVOICE DATE TO PAY AND PICKUP BID ITEMS. *Invoices should be available for payment within 60 minutes of bid ending* WE WILL BE CLOSED December 24th through 28th, 2020 in observance of the Christmas Holiday. We will also be closed December 31st through January 1st for Inventory and New Year's Day. NO ADDITIONAL TIME WILL BE GIVEN FOR HOLIDAYS. We appreciate your patience and we will offer updates on hours and operations as they become available. For viewing and pickup at other locations please call the site for availability. It is recommended that you verify the location before bidding." Below the banner is a search interface. On the left is a sidebar with filters: "Search", "Start Search", "Featured Item", "Hot (4)", "Price(\$)", "\$100.00 - \$499.99 (4)", "Make", "Model", "Model Year", "Color", "City", and "County". Below the filters is a button for "Advanced Auction Search". The main search area has a "Category" dropdown set to "ALL", a "Search" input field, and a "Sort By" dropdown set to "Featured". Below these are four item cards. The first card shows kitchen equipment with a title "356002_LOT Title" and a price of "\$100.00". The second card shows a laptop with a title "356004_LOT Title" and a price of "\$100.00". The third card shows a freezer with a title "Freezer" and a price of "\$100.00". The fourth card shows a laptop with a title "356003_LOT Title" and a price of "\$100.00". Green arrows point to the banner, the search filters, the search input, and the item cards.

Bid Detail

To view the details of a specific item, click on the item. The right side of the screen contains the main description, start & end date/time, and current bidder.

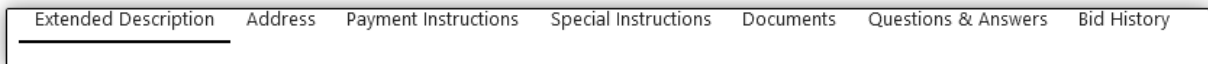


Place Bid

You must be a registered user and logged into the Bid application to place an item on bid.

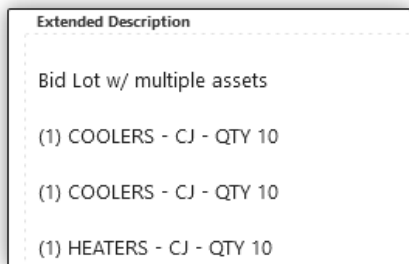
Additional Information

The bottom of the screen includes addition information under each the following tabs.



Extended Description

Displays a detailed description for this auction.



Address

Displays the address where this auction is located.

Address

Address 1
6501 CHAPEL HILL ROAD

City
RALEIGH

State
NC

Zip
27607

Payment Instructions

Displays specific payment information for this auction.

Payment Instructions

Payment Instructions
Cash or Credit on Purchase

Special Instructions

Displays any special instructions for this auction.

Special Instructions

Special Instructions
N/A

Documents

Displays and allows a user to download any files for this auction. This does not include image files.

View File	Mime Type	Created Date	Size Bytes
ITEM_145Year End FS Template.pdf	application/pdf	02/03/2021 14:00:49	2786168

1 - 1 of 1

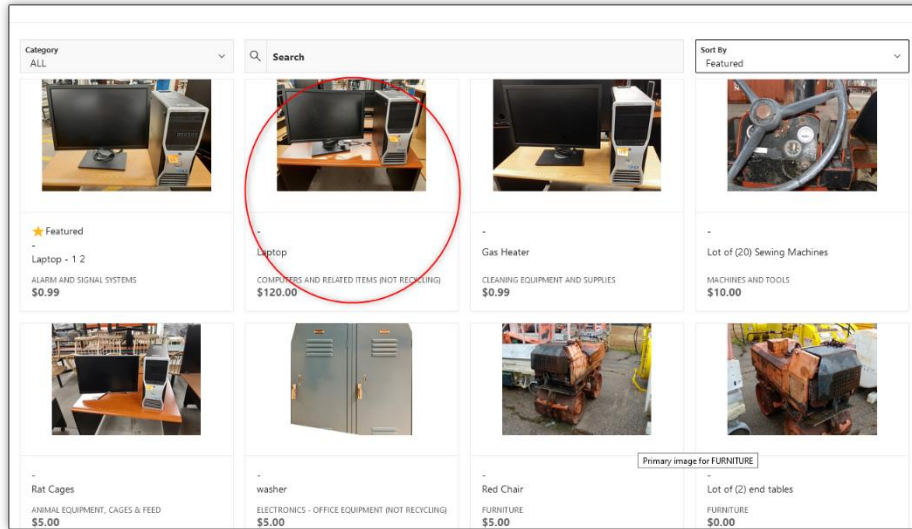
Bid History

Displays the bid history for all bids placed on the auction – the display name, date/time of bid, and amount.

Bidder	Bid Date	Bid Amount
Robert1976	07/15/2023 17:39:36	\$1,200.00
Benjamin	07/15/2023 17:39:36	\$1,199.00
Benjamin	07/15/2023 17:39:21	\$1,100.00
Robert1976	07/15/2023 17:39:21	\$1,075.00
Benjamin	07/14/2023 23:46:29	\$1,050.00
Pablooo	07/14/2023 23:24:03	\$1,025.00
Eduardo-2112	07/14/2023 17:29:17	\$1,000.00

How to place a Bid

You must be a registered user and logged into the Bid application to place an item on bid. First, click on the auction in which you are interested in placing a bid.



This will take you to the bid detail screen within the Bid site.

In the **Place Bid** section, enter your Max Bid Amount and click on the **Place Bid** button.

Place Bid

Current Bidder	Current Bid Date
Current Bid Amt \$0.00	Next Bid Minimum Amount \$0.99
Max Bid Amount	
<input type="button" value="Place Bid"/>	

This will produce a bid confirmation page to confirm the bid amount.

Confirm Bid

Auction Timer 73d 16h 31m 29s	End Date 05/01/2021 04:50:00
Current Bidder Amos	Current Bid Date 02/12/2021 16:33:55
Current Bid Amt \$4.77	Next Bid Minimum Amount \$5.02
Max Bid Amount 15.00	

Note:
 Online auctions will bid incrementally for you up to your maximum bid.
 Your maximum bid is kept a secret from other users.
 Your bid is a contract between you and the item seller.
 If you win the auction you will enter into a legally binding contract.
 The seller's goal is to maximize the return on Taxpayer funded assets.
 Recoup Bid will extend the auction closing time on this asset in 1,200 second increments until there is one clear, uncontested winner.

By clicking the button below, you commit to pay up to the full \$15.00 thus buying the item from the seller if you are the winning bidder.

The system uses proxy bidding, which allows a user to set a maximum price they would be willing to pay for an item. The software then bids for them by the bid increment until someone places a higher bid than their maximum.

Note: The current bid increments are defined below:

Bid From	Bid To	Bid Increment
\$ -	\$ 9.99	\$ 0.25
\$ 10.00	\$ 24.99	\$ 0.50
\$ 25.00	\$ 99.99	\$ 1.00
\$ 100.00	\$ 299.99	\$ 2.50
\$ 300.00	\$ 499.99	\$ 5.00
\$ 500.00	\$ 999.99	\$ 10.00
\$ 1,000.00	\$ 2,999.99	\$ 25.00
\$ 3,000.00	\$ 1,000,000,000.00	\$ 50.00

The system will update the Current Bidder and Current Bid Amount on the bid detail screen as bids are placed on the auction.

Placing a Bid: Additional Information

The **Bid Detail** page will display information regarding the auction associated with the bid, along the **Current Bid Amount** and the **Next Bid Minimum Amount**. To successfully outbid another user, enter a **Max Bid Amount** and click **Place Bid**.

The value entered in the **Max Bid Amount** field must be equal to or greater than the value displayed in the **Next Minimum Bid Amount** field. Once you have entered your **Max Bid Amount** and a bid has been placed, a notification will display in the top-right corner of the screen. Upon a successful bid, you will be notified that you are currently the highest bidder or that your bid was successful, but you have been outbid by an existing proxy bid.

If you are the new highest bidder, then no further action is required until you have been outbid. If you receive a notification that you have been outbid by an existing **proxy bid**, this means that another user has entered a dollar value in the **Max Bid Amount** field that is higher than your **Current Bid Amt**.

If you have been outbid and wish to continue pursuing an item, you may enter a higher value in the **Max Bid Amount** field.

*****If any bidder bids within the last two minutes of an auction, the auction will be extended for two minutes. Keep an eye on the End Date/Time*****

My Dashboard

You must be a registered user and logged into the Bid application to view the **My Dashboard** menu.

Profile

The Profile screen is where all information regarding a user account is maintained. Click on **My Account** and the **Profile** region contains basic user information, followed by various regions with more details about the account, as well as Auction and Bid activity.

The screenshot shows the 'My Profile' page with a 'Change Password' button at the top left. Below it, there are several input fields for user information:

- Display Name: RIC
- User Name / Email: RIC
- Profile: Developer
- First Name: mCircuit
- Last Name: mCircuit
- Phone Number: 88888888
- Company:
- Number of Bids: 1
- Balance: 100.00
- Status: ACTIVE
- Reactivation Request:
- Creation Date: 09/25/2020 14:30:55

At the bottom of the page, there is a sidebar menu with the following items:

- Addresses
- Auctions
- Bids
- Account Ledger
- Suspensions
- Item Watch List
- History

Changing a Password

Upon navigating to the **Profile** menu click the **Change Password** button.

The screenshot shows the application interface with a navigation menu on the left and the 'My Profile' page on the right. The navigation menu includes:

- Bid
- My Dashboard
- Summary
- My Account
- Profile** (highlighted with a red circle and the number 2)
- Buying
- Invoicing
- General Info

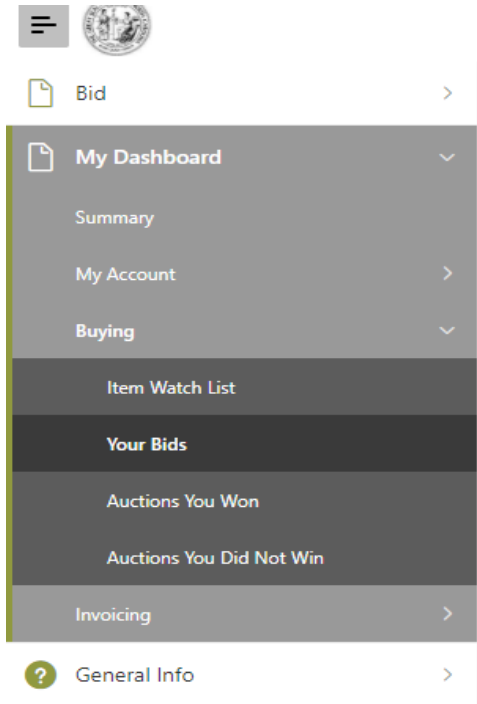
The 'My Profile' page shows the 'Change Password' button highlighted with a red box and the number 3. The profile information displayed includes:

- Public Display Name: Ryan Castleberry
- First Name: Ryan

This will direct you to the **Change Password** screen. To change your password, enter the **New Password**, **Confirm**, and click **Save**.

Your Bids

Under **Buying**, click on **Your Bids**. This shows the buyer a running list of every bid they have ever made. This may show the same Auction and/or Item numbers of multiple times.



A screenshot of the 'Your Bids' page. It features a search bar with a magnifying glass icon, a 'Go' button, and an 'Actions' dropdown menu. Below is a table with the following data:

Auction Number	Item Number	Item Description	Current Bid	Ends On
02090210009	5-21-1186-011	Miscellaneous Items	\$100.00	02/10/2021 08:32:00
021020210005	5-21-1186-003	Miscellaneous Items	\$28.35	02/10/2021 12:10:00

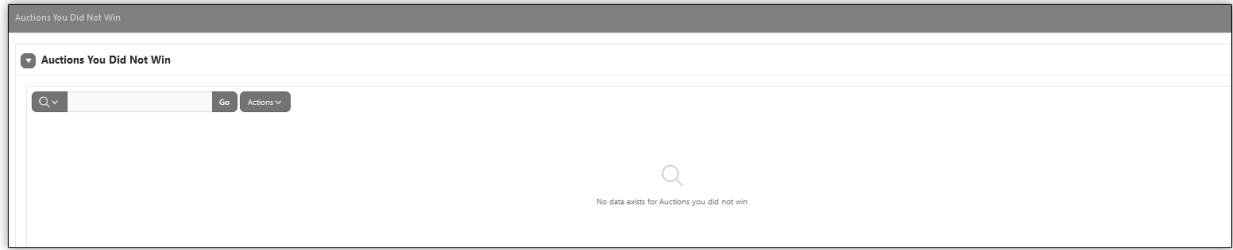
At the bottom left of the table, it says '1 - 2 of 2'.

Auction You Won

This shows a list of all auctions the buyer has won.

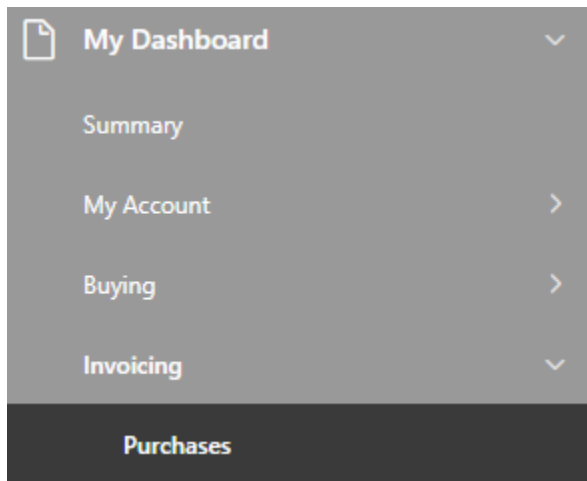
Auction You Did Not Win

This shows a list of all auctions the buyer bid on but did not win.



Invoicing

There are several sub menus under the main **Invoicing** menu.



Purchases

Purchases can be accessed by navigating to **Invoicing > Purchases**. This is a list of all auctions successfully won by the buyer logged in. Clicking on the Invoice Number will display the **Invoice Detail** menu. This menu is where buyers can make payments on invoices. Payments on an invoice will display in the **Invoice Payments** section.

▼ Auctions

Auction Number ↑≡	Description	Winning Bidder	Winning Bid Amount	End Date	Storefront Name
AWS_NC_8	BARIATRIC WHEELCHAIR DIGITAL SCALE	AW Developer	\$10.50	01/21/2021 03:50PM	NC

row(s) 1 - 1 of 1

Invoice Payments

Pay

When you are on the payment screen, do not click the submit button multiple times. If you do, you will be charged multiple times.

No payments have been made for this invoice.

Items must be paid and picked up by 4:30pm on the 10th calendar day from the auction award date.