CONNECTICUT
Administrative Services

What to do When Auction Closes with Bidder

(Updated July 2025)

Three Sections:

Auction Closes with Bidder, Payment Made

The buyer should contact you (the seller) to arrange a pickup date/time. Always go to the Closed Auction section and verify payment and auction winner before making pickup arrangements.

1.	**Auction Closing and Bidder Follow-up** • When an auction closes, an email is sent to the Main and Email Contacts. • Document all bidder communication—including appointments or no-shows—in the Auction Notes. • Buyers pay online via the Public Surplus website. For tax exemption requests, direct them to Public Surplus Customer Support via Chat or email at buyersupport@publicsurplus.com. **Viewing Closed Auctions:** Log in to PublicSurplus.com. In the blue header, click Auctions, then click Closed in the gray header. The default view shows the last two weeks. For better results, adjust the date range and use Keyword search with the auction number.
2.	**A) Payment Received** An email is sent to the Main and Email Contacts of the Auction stating payment is made. Payment is showed with a PAID stamp on the auction row, PAID column. **Note:** If payment was made but there's been no contact, missed appointments, or pickup issues for over two weeks, see **Last Chance Email Request** section (p. 2)**.**  **B) No Payment Received** If the bidder contacts you to arrange pickup without payment, do not schedule it. **Note:** If payment isn't made promptly, the system will default the bidder and mark the auction as **Not Sold**. Refer to the **Relist Request Section** (p.3).
3.	**Print Receipt** Click the stamp icon to open the Payment Info page. Scroll down and click **'Print Rcpt'** to generate a receipt with signature fields and auction details. Print for buyer to sign at pickup and cross out any auctions not assigned to you.

4.	**Attach ID and Signed Bill of Sale** • In Closed Auctions, click the Notes icon for the auction and upload the ID (photo of receipt and ID) and signed Receipt as attachments. • Mark the item as **Picked Up** in the Closed Auction to complete the transaction (the truck icon will change from empty to full).
5.	**If applicable, retire item(asset) in Core** as retired due to Sale with Auction # as the authorization.
6.	**File all paperwork** per your agency's audit procedures and the CT State Library Records Retention Schedules CT State Library Records Retention Schedules. Contact your records liaison if unsure.

Auction Closes with Bidder, Payment Made, Pickup issues over 2 weeks: Last Chance Email Request

Auction closed, payment was made but there's been no contact, missed appointments, or pickup issues for over two weeks.

1.	Send email request to DAS.State.Surplus@ct.gov with: • Subject Line: Last Chance Email Request for Auction(s) _____ • Body: List auction(s), if any pickup issues, no-shows, no contact from buyer.
2.	DAS Surplus will send Last Chance Email stating the bidder has two business days to contact you to arrange pickup or doesn't show for their pickup date after this email, bidder forfeits auction with no refund. See example below:

	Greetings Winning Bidder, You have won and paid for the following auction, but have not yet picked up: https://www.publicsurplus.com/sms/auction/bids?auc=3717280 (copy and paste link into URL if link does not automatically open) The auction(s) closed on 4/20/25 and payment made on 4/20/25. Per our Standard Disclaimer, pickup arrangements must be made within 5 days of payment. Contact Auction Contact by Wednesday, June 18,2025 at 3:00 PM to schedule your pickup date and time. **If you do not contact us, or you don't show up on your pickup date, you will forfeit the auction (no refund) and it will be relisted.** Reach out with any questions. Auction Contact: If you do not hear from the buyer by the deadline above, inform us via email so auction can be relisted in a timely manner. Sincerely, DAS Surplus Program Staff DAS.State.Surplus@ct.gov
3.	If no contact from bidder, confirm to DAS Surplus to relist auction.
4.	DAS Surplus will relist for a 4-day public auction and send you the new auction number for reference. New auction number is noted in Auction Notes for audit trail.

Auction Closes with Bidder as Sold, then No Payment, so it is now Not Sold: Relist Request

Auction originally closed as Sold. No payment was received from Bidder. System defaulted bidder and marked auction as Not Sold.

1.	Send email request to DAS.State.Surplus@ct.gov with: • Subject Line: Relist Email Request for Auction(s) _____ • Body: List auction(s), identify if agency wants auction to be relisted to public again for another chance for a sale or move on to be offered to nonprofits.
2.	DAS Surplus will send relist the auction and send you the new auction number for reference. New auction number is noted in Auction Notes for audit trail.