

The Office Inc.

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A typical work day for Sarah Baltz goes something like this. Coffee...log into eVA...check eVA Quick Quotes...review eVA electronic orders...check inventory...update eVA punchout catalog...phone calls...sales calls....pull eVA orders....invoice customers...run eVA reports.

“Not only has my business increased since I registered with eVA,” Sarah Baltz, President of The Office Inc. explains, “but I really depend on the tools in the system to get my day-to-day work done.”

Better Connection To Customers

Sarah and her team at The Office Inc. have definitely realized the benefit of eVA's electronic communication flow.

Before eVA, Sarah faced time consuming door-to-door calls or cold calling by phone, or trying to market by fax and email to make buyers aware of her company. With eVA, her presence as a supplier, and her capabilities are readily available to more than 12,000 eVA buyers.

“My volume has increased 75%. And I'm doing business with a wider variety of agencies,” she explains.

Easier Workflow

Before eVA, her orders also came in mixed fashion. Some by phone, some by fax. And in a variety of formats.

“It means a lot to my business that now all the orders have a uniform appearance and consistent format, regardless of which agency they're from. It's a lot easier to manage my workflow,” she adds.

“And I love how easy it is to summarize my electronic orders using eVA reports,” she adds. “Also, I can easily capture a history of my orders, and keep accurate track of delivery details, spec changes, change orders, and the like.” The Office Inc. employs six people. Managing sales, marketing, and orders for an entity the size of the Commonwealth would be a daunting task without eVA's workflow tools.

More Time For The Big Picture

Selling and order processing are just part of running a business. Small business owners also have to manage the books, deal with HR and labor issues, and keep up with changes and trends in their industries.

“Since eVA notifies me of business opportunities, streamlines orders and bidding, I spend less time on going after business, and more time going to my

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own industry trade shows. This helps me stay more competitive, not just in this market, but private sector, as well.”

“eVA is the biggest thing to happen to our business,” Sarah explains. “One of the most important things we did is develop an online catalog that lets our customers “punch out” from the eVA site, and shop directly from our website,” Sarah explains. “My buyers really like the convenience of the punch out catalog because eVA creates their purchase order for them—directly from their shopping cart on my site. I really wanted to take advantage of this to make things easier on my buyers,” she explains.

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Sarah Baltz, Co-Owner and President
The Office Inc.

Later Sarah added a static catalog, which is helpful when buyers are doing general searches.

There are two types of catalogs, static and punch out. For more information on catalogs, eVA vendors may contact Vicki Beasley, Catalogs Manager, Victoria.beasley@dgs.virginia.gov or 804-692-0891.

“This is a small, family operated business, and I want to continue what my parents started,” she says. In 1980, Sarah’s parents, Joe and Sarah Dziuba, purchased Walter D. Heindle, an existing office supply company which had been in business since 1954. They changed the name to The Office Inc. “In 1997, when our father retired and our mother passed away, my sister, Mary, and my brother, Jay, and I inherited my parents’ interest and took over the company,” she explains.

Jay Dziuba is vice president and is responsible for warehouse and wholesale activities. Mary Grigg is secretary/treasurer and is responsible for accounts payable and payroll. The company has a total of six employees, including the officers.