



TCA MONTHLY JANUARY 2022

TRI-COUNTY AUTO SUPPLY COMPANY



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FROM THE PRESIDENT'S DESK

A Year in Review: Every December, we take the opportunity to pause and reflect on the previous twelve months. Even though 2021 had its challenges, TCA still had a highly productive year. I am proud to share one of the highlights of a significant accomplishment TCA achieved in 2021. We appreciate the demanding work of our team who have helped the organization reach the following milestones and we appreciate our clients for their continued support and patronage.

I started my journey at Tri County Auto Supply in 1986 as a part time driver. My goal that year was to earn enough money to move to another state. What I recognized that year was that I had *Opportunity*. I was told by someone I highly respect, "Act like you own it and one day you will." Opportunity is a priceless commodity that if used correctly, with integrity, honesty, and loyalty can make any goal attainable.

My General Manager Ms. Tatiana Santiago started working at TCA 18 years ago as part of a high school work program. Tatiana started in the office and after 18 years has held every position here; warehouse manager, purchasing agent, sales rep, sales manager and now general manager. Tatiana has reached a new plateau effective January 1st, 2022, her new title is **Partner and Owner of Tri County Auto Supply and Access Automotive**. I am confident that she will continue to be a great leader and bring TCA to a new level of professionalism. Please join me in congratulating Ms. Tatiana Santiago on her new position.



As we progress into 2022, we thank you for your ongoing commitment to our system and for imparting your trust in us. I hope all our valued team members take a moment to feel pride for in what we have accomplished because, without you, none of it would be possible. Our primary focus in 2022 will be to continue to create meaningful standards for addressing our industry's needs and solving to challenges for our clients. We will do this by focusing on streamlining our web services, helping our clients embrace our web interface, improving our team apparel offering, and putting a stronger emphasis on service department training to promote growth in the Valvoline Professional Series program, thereby increasing profitability for our clients. To all my family, friends, team members and clients may you and your loved ones have a safe, healthy and Happy New Year!

NEW YEAR, NEW TCA

As many of you are aware, TCA said goodbye to two of our most experienced warehouse associates last month. While there's never a good time to lose experienced employees, we



are excited to introduce the two newest members of the Tri County team, Samuel and Wallace. Samuel is tasked with being Tri County's newest warehouse manager, while Wallace is our latest warehouse associate.

Although they have only been here for a couple of weeks they are already bringing about numerous positive changes, and have introduced creative ideas to improve our operation's efficiency. On behalf of everyone at TCA, we are proud to welcome you both to the team and are excited to help you grow with us.



In addition to our new team members, Tri County is pleased to announce some big plans for 2022. In the coming months we will be working on adding new products and product lines to our offering, as well as new policies and procedures to help better serve our customers' needs. One of our main goals in 2022 is to continue to build on our successes in 2021, while simultaneously addressing and improving our weaker areas. Stay tuned for more details.

'TIS THE SEASON

Even though the holiday season is over, there's never a bad time to donate to those that are less fortunate. This year Tri County made donations to the American Foundation for Suicide Prevention and Toys for Tots. We were very happy to be able to help out these two worthy causes.

NEW VPS CLIENT:

- SEAVIEW JEEP

One last reminder before the end of the year; starting in January Tri County will be implementing price increases on several product lines. More information on which product lines these increases will affect will be available in coming days.



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