

## MESSAGE FROM ISSCO INC'S PRESIDENT, JAKE DAVIS

Happy New Year to all of you! I hope all of you are doing well and everyone is staying healthy. As I am writing this, most of us are waiting for the Kansas City Chiefs to take on the Tampa Bay Buccaneers. Did you know that ISSCO will be starting our 47th year in business this spring? That makes us 3 years older than Tom Brady! I have no idea what that means for him, but I know we could not begin to start another year of business without your consistent support and loyalty.



It is highlighted below in our newsletter, but I did want to draw your attention to an addition to the ISSCO sales team. Mary Theilen joined our ISSCO family this fall and will be hitting the road soon hopefully once things begin to open up in her territory. She has spent the past few months learning our systems, reviewing our vast inventory and introducing herself to customers over the phone. Mary's experience in the industry these past 20 years have fast tracked her transition here at ISSCO and I am excited our customers will benefit from that experience.

Although this New Year looks very similar to the previous one at the moment, I would be remiss if I did not bring up a couple of challenges we are already seeing throughout our industry. Some of you may already be paying attention to the current situation at the ports throughout North America. We are keeping an eye on the situation as we are hearing about substantial delays when it comes to unloading containers. This is also having a direct effect on the pricing of overseas freight, which logistics companies say is up anywhere from 75-100%. Also, ISSCO has started to see price increase notifications from a handful of our suppliers, which will be starting to take place over the next couple of months. Again, we are closely monitoring the situation and having conversations with our key suppliers to see what we can do to keep our costs competitive on behalf of our customers. ISSCO has always placed an emphasis on maintaining adequate inventory levels, so feel free to contact our sales department if you have any additional questions.

Finally, I want to wish all of you continued success in 2021. We truly appreciate your continued support and look forward to connecting with you in the coming months. Feel free to reach out to any of us here at ISSCO, as we would be happy to assist you with your fastener needs. I encourage all of us to keep smiling and loving one another!

*"I like the dreams of the future better than the history of the past." - Thomas Jefferson*

## ISSCO'S TRUSTED SUPPLIERS

As a large and qualified fastener distributor, we have access to premier industrial hardware suppliers across the nation and worldwide. Our customers gain access to these suppliers through working with ISSCO. We make it a point to provide our customers with the highest-quality fasteners that will exceed all expectations. Below is a list of a few of the superior fastener suppliers we use:

- Infasco
- Nucor Fastener Division
- Arconic Huck
- Stanley Engineered Fastening Pop Rivets
- Alfa Tools
- CRC Industries
- HellermannTyton
- DeWalt Engineered by Powers

## HOW ARE WE DOING?

We would like to hear from you on your experience with ISSCO! It's a simple survey and will take less than a minute!



[CLICK HERE](#)

## WELCOME ISSCO'S NEW EMPLOYEE

Please welcome ISSCO's new team member, Mary Theilen! Mary will be joining the sales team and brings extensive experience (over 20 years!) within the fastener industry to her new position. Mary is eager to meet our customers and gain new accounts to assist the company in growth. In her free time, Mary enjoys painting glassware.

We are excited to have Mary on our ISSCO team and look forward to you meeting her as well!

*I am excited to join the ISSCO team because the company has a great reputation with their customers. I like the hands on approach they have with their clients. Jake and Tim took the time to get to know me... I don't feel like a number. - Mary Theilen*



*I am thrilled to welcome Mary to our family here at ISSCO, Inc. I feel grateful that we were able to find someone with her level of expertise within our industry and I believe our customer's will be the ultimate benefactor. Throughout the interview process, her commitment to service shined brightly and I am very excited for our customers to start working with her in the near future.*

- Jake Davis, President of ISSCO, INC.

## FILL RATE 2020

We are continually reviewing our fill rates and want to remain transparent with our customers, Below is a graph of each month in 2020. We are continually working towards improvement and will do so each day!

