



# WE WELCOME YOU

## OUR NEWEST CUSTOMER

Here, we have gathered some useful information to help you get acquainted with our operations at Tri-County Metals.

### PLACING YOUR FIRST ORDER

Our Commercial Accounts Team is available M-F from 7:30 am to 4:30 pm to help place your orders.

- Text Line 352-580-0378
- Phone 833-852-8423
- Email [customerexperience@tricountymetals.com](mailto:customerexperience@tricountymetals.com)

Our **Product Guide** is a great place to start!

[Click here for a copy.](#)

When you reach out to place your first order, please set aside some time to allow us to ask you some questions so we can set preferences in your account. This will make future orders even easier to place!

How are you ordering? Are you submitting a specific material list, or do you need CAD takeoff services? We can help you either way.

### CAD Topics

- Provide accurate roof pitches for all planes
- List legible measurements for hand drawings
- Format measurements in feet and inches, to the closest inch. Example: 16' 9"
- We need Floor, Roof and Elevation plans to give you an accurate result
- Provide the project address so we can align the correct Florida Product Approval for the attachment method

The more accurate the information provided will result in a more accurate take-off.

### DELIVERY TOPICS

Ask to sign up for **Delivery Text Notifications** – stay in the know!

There are several Q&A topics we've compiled to help you and your customer have a smooth delivery experience. Click here to check out our [About Delivery](#) page on our website.

Use the contact info above to get any of your delivery questions answered.

### PAYING FOR YOUR FIRST ORDER

Contact our Finance Department with questions at **352-463-0701** or [finance@tricountymetals.com](mailto:finance@tricountymetals.com)

There are **several ways to pay**:

- Credit card by phone
- Credit card through portal
- Check mailed in
- Photo of front and back of check sent to dedicated text line @ 352-658-3021 (processed as EFT)
- ACH payment
- Wire transfer

You can **request account portal access** to do things like:

- View bills
- Pay by credit card
- View statement

## Let's get acquainted!

Our **Business Development Support Team** will be reaching out to you to schedule presentations with your team so you can take full advantage of all Tri County Metals has to offer.

### Step 1 – Intro and Overview

This meeting will be with your Business Development Manager and/or our Commercial Account Specialist, and we will give an overview of our products, service standards, resources and capabilities.

**Who to attend?** This should be your back-office staff, sales team, and production leads.

### Step 2 – Sales Resources

Next, we want to make sure your sales team has all our resources at their disposal to help sell metal roofing such as web tools, install resources, and sales and marketing resources.

**Who to attend?** This should include your entire sales team, and possibly your team estimating / placing orders.

### Step 3 – Install Training

We want to make sure your production team, and your sales team, have an opportunity to have some hands-on time with our Contractor Trainer.

**Who to attend?** Your production teams, and your sales team can greatly benefit as well

### Step 4 – Team Alignment

Lastly, we want to make sure your operations are aligned with our operations as it relates to ordering product, having product delivered, how to pay on your account, and important details related to using our CAD take-off services.

**Who to attend?** Your back-office staff responsible for placing orders, your sales management, and your production leads.

## Questions on Next Steps?

Reach out to our Business Development Coordinator, **Hannah Worrell** at [Hannah.worrell@tricountymetals.com](mailto:Hannah.worrell@tricountymetals.com)

### IMPORTANT!

#### Ordering Standing Seam or 5V?

Be sure to visit our **About Oil Canning** page before placing your order.

<https://tricountymetals.com/about-oil-canning/>



tricountymetals.com  
877-766-3309

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