



ACA WSO 2020 ABC DCOC Report

The full report is on pages 105 – 108 of the delegate binder.

Committee Members:
Bill D., - Chair
Jim B., - Vice Chair
Rich R., - New Mexico
Sharon F., - Kansas
Lucia S., - Florida



Hello Family, Hej Familie, Hej Familjen, Hola Familia, Hallo Familie, Hei Perhe, Hei familie, Sveika šeima, Tere Pere, Ahoj Rodina, Ciao Famiglia, שלום משפחה, Για σου οικογένεια, Привет семья, परिवार वालो कैसे हो

My name is Bill D. and I am your WSO Board Treasurer and serve as the Chair of the DCOC (or Office Oversight) Committee.

I am pleased to present the WSO DCOC Committee's Annual Report to the WSO Board, Delegates and guests attending today.

The full report is on pages 105 – 108 of the delegate binder.

ABOUT THE DISTRIBUTION CENTER OVERSIGHT COMMITTEE (DCOC)

The DCOC Committee is a Standing Committee of the WSO Board of Trustees whose mission is to maintain contact with the office management to ensure that all operations are running smoothly, that policies are being followed, and that the Staff has the resources they need to do their jobs.

The DCOC also provides fiduciary oversight on behalf of the ACA World Service Organization (WSO) Board of Trustees for the world service office operation and inventory purchases.

Inception Date: 1986

Our monthly reports can be found at <https://acawso.org/category/dist-ctr-oversight/>

WSO WORLD SERVICE OFFICE & DISTRIBUTION CENTER OVERVIEW

- Combined Office and Warehouse space of 2,720 Square Feet
- Located in Signal Hill, California USA
- 3 Full time and 1 part time employee at the Signal Hill office
- 2 part time remote workers providing fellowship services information and literature design
- Literature sales through shop.adultchildren.com and Amazon

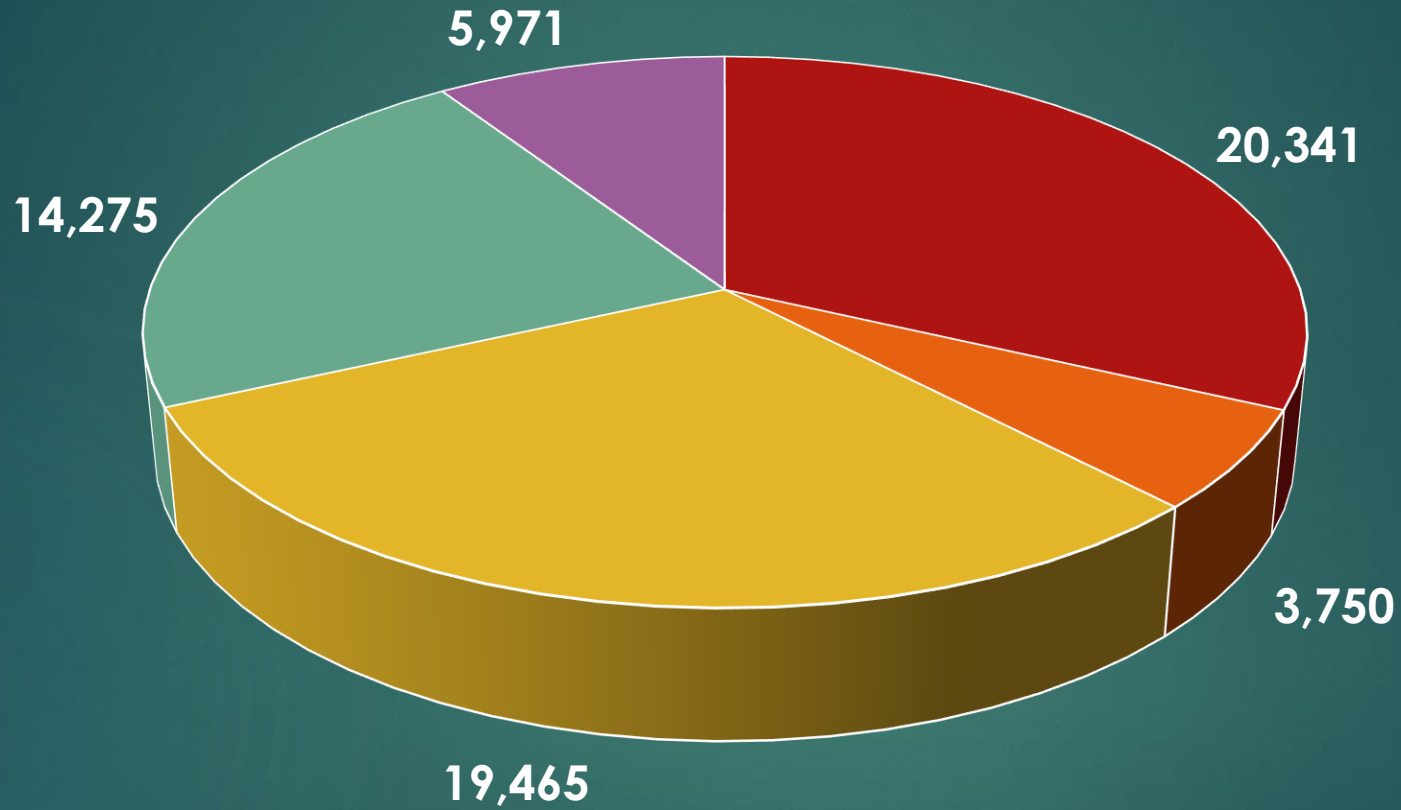
DISTRIBUTION CENTER OVERSIGHT COMMITTEE 2019 HIGHLIGHTS

- Performed an HR analysis that led to the recommendation to hire a national firm to assist WSO with fulfilling our obligations as an employer.
- Performed a commercial business insurance review and raised the coverages that were not protecting our assets sufficiently.
- Completed the UK printing partnership with the UK Intergroup leading to the first printing of the English language BRB outside of the US.
- Launched an inventory project with our CPA consultants to upgrade our accounting systems and processes to improve the accuracy of the recorded inventory valuation.

2019 PRODUCT SALES HIGHLIGHTS

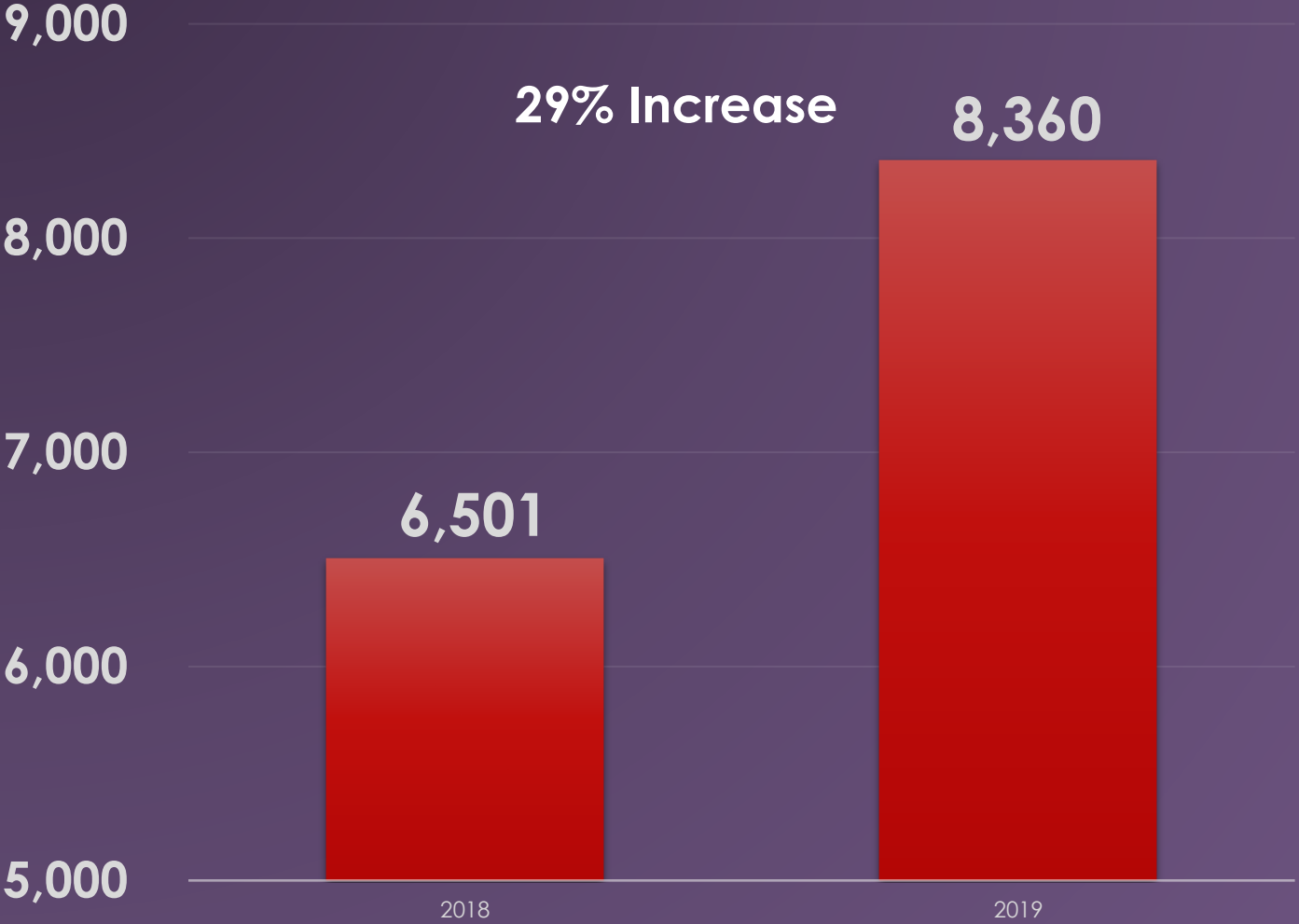
- **Combined product sales of \$1,073,729 in 2019, up from \$918,727 in 2018**
- **English language book sales - 64,522 units up from 56,867 units in 2018**
- **Amazon US book sales – 22,453 units, up from 19,637 in 2018**
- **Amazon UK book sales – 1,826 units, up from 1,408 in 2018**
- **Amazon CA book sales – 532 units in 2019**
- **Total Sales increased 17% for 2019 over 2018**

WSO 2019 Book Sales English Language

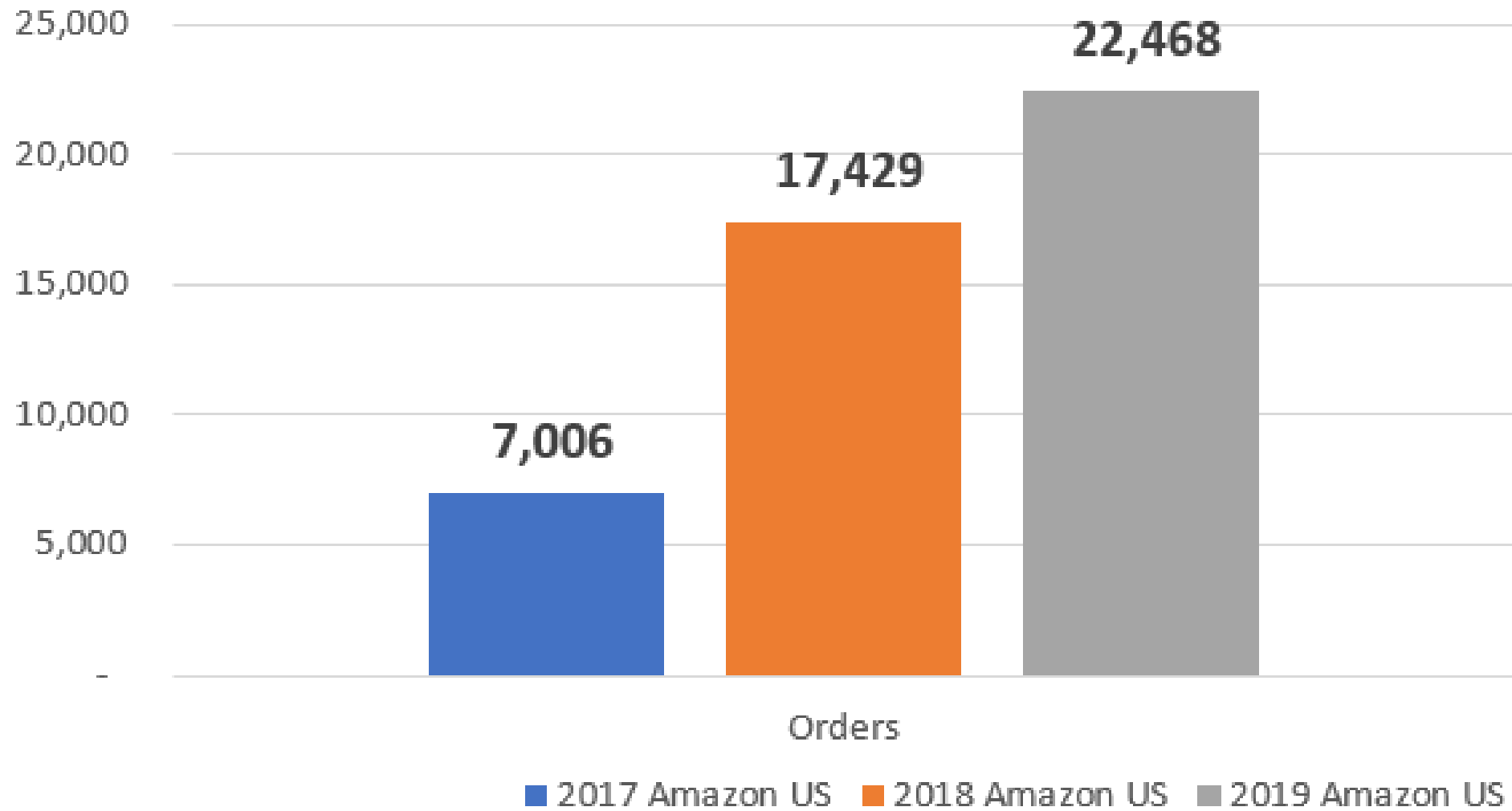


■ BRB-HC ■ BRB-SC ■ YWB ■ MED ■ LLWB

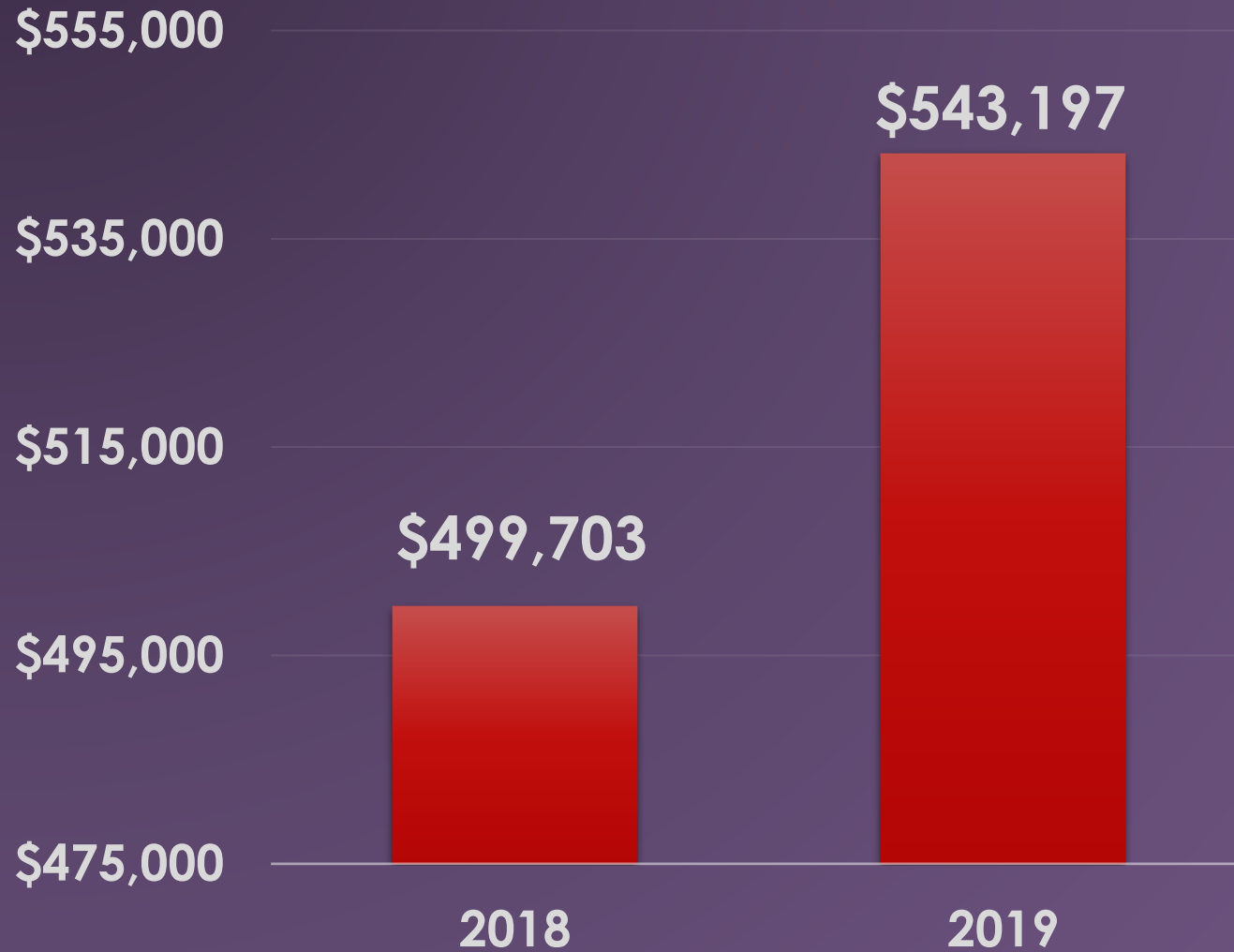
SIGNAL HILL ORDERS 2018 - 2019



AMAZON US ORDERS 2017 - 2019

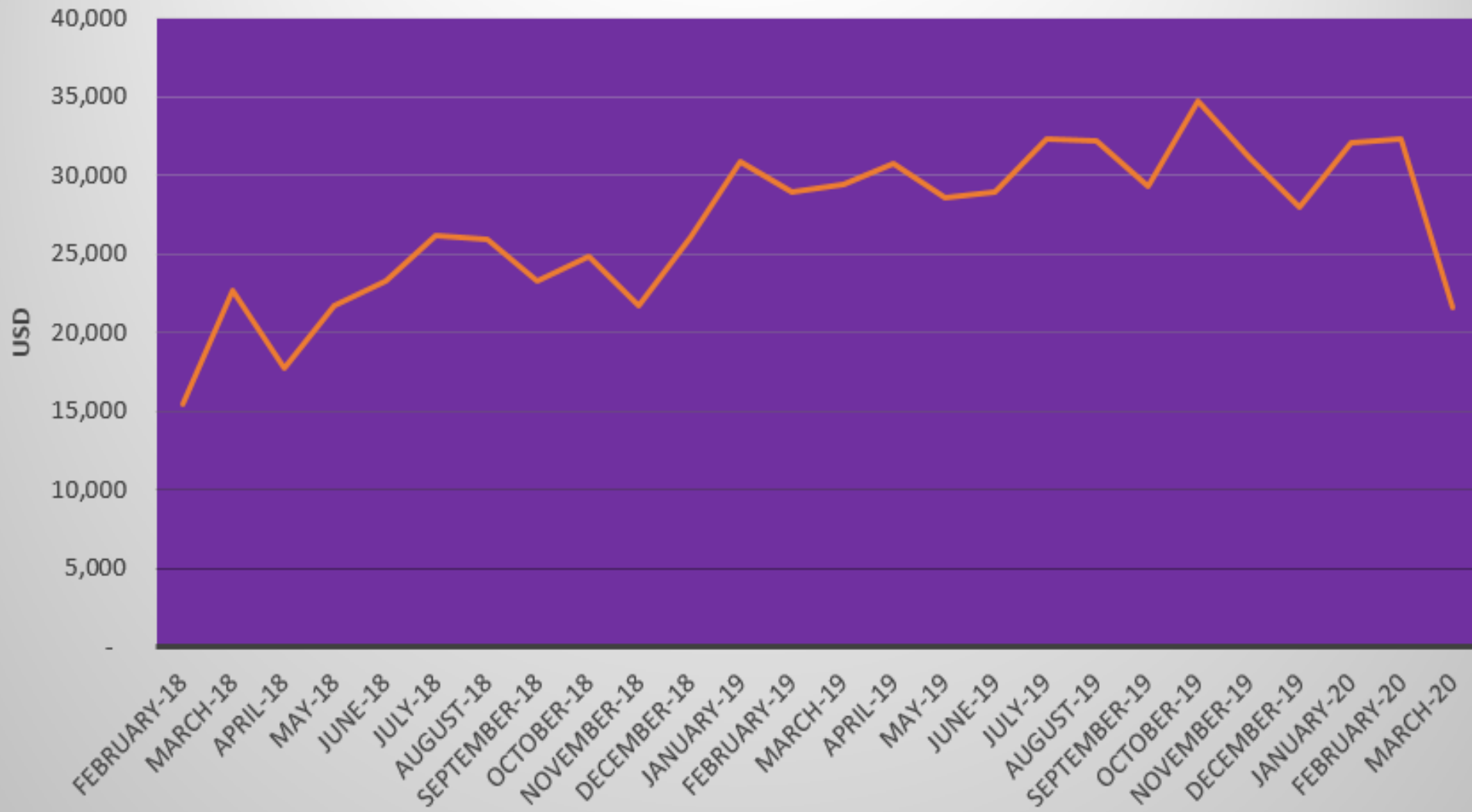


SIGNAL HILL GROSS REVENUE 2018 - 2019



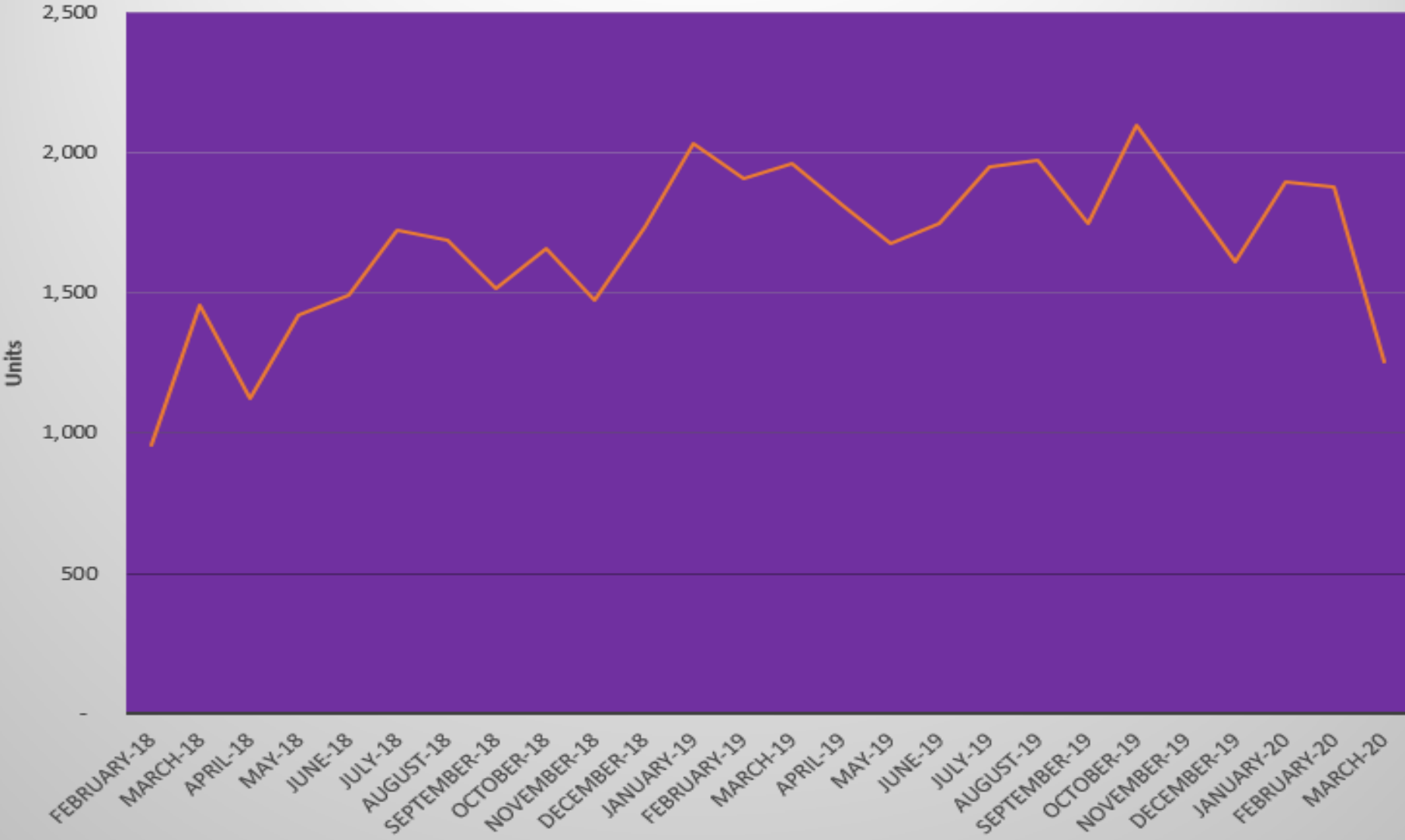
AMAZON US REVENUE US DOLLARS

FEBRUARY 2018 - March 2020



AMAZON US UNIT SALES

FEBRUARY 2018 - MARCH 2020



STEPS TO ENSURE WSO CONTINUES TO MEET THE FELLOWSHIP & LITERATURE NEEDS

- Continue to respond to and meet the needs of the fellowship by anticipating needs and providing timely responses.
- Continue to assess capacity of existing warehouse versus sales growth to determine if a larger space for inventory is needed.
- Continue to make foreign literature available to our members globally.
- Improve our inventory management system.
- Continue to support our employees by being good employers.

Thank You, Děkuju, Aitäh, Grazie, Gracias, Tack,
Dankie, Tak Skal Du Have, Kiitos, Go Raibh Maith
Agat, Je Vous Remercie, Vielen Dank, Ačiū,
Mahalo, Dziękuję Ci, תודה, Спасибо, Ευχαριστώ,
धन्यवाद, ありがとうございます

Questions or comments?

If there are any questions or for more information, please feel
free to contact me directly.

My email is treasurer@adultchildren.org