

DISTRIBUTION CENTER OVERSIGHT COMMITTEE REPORT FEBRUARY 2021

The DCO Committee met on its regular 2nd and 4th Wednesdays this past month. The committee continues to monitor inventory and perform general office operations oversight. The committee also communicates regularly via its channel on Slack and via email.

The items worked on since the last monthly Board Teleconference are:

1. At the first meeting of the month staff reviewed the end of month inventory report. They noted we were looking good in Amazon US FBA and Signal Hill. They noted we were out of stock in Amazon UK on two of our titles. The variances that were mentioned the month before came into reconciliation this month leaving staff unsure why the discrepancy showed up the prior month. – **Completed**
At the second meeting of the committee later in the month, staff presented a hardcover BRB order quote that was discussed. Staff recommended we increase the order to 15,000. There was discussion and the quote was unanimously approved by the committee to recommend to the board that WSO order 15,000 of the books with 50% barcoded for Amazon. *Action Item* - A motion from the committee was forwarded to the board and approval obtained. – **Completed**
2. The committee reviewed the Amazon optimization project's status and it was felt that we had gone as far as we could with the current consultant and a change was needed. The committee voted unanimously to end the project with the current consultant and re-evaluate the deliverables needed to continue to improve the product listings on Amazon. – **In Process**
3. Business organizational assessment – An in depth organizational assessment was completed by a non-profit consultant and delivered to the board. The board is reviewing the report as it recommends significant changes to the existing structure. The committee discussed the need for an election of chair and vice-chair and determined it made sense to see if the report's recommended reorganization of publishing and distribution aspects of WSO is completed. The committee members felt it would be better to wait until the board finalizes the structure of the organization. – **In Process**
4. A member of the committee asked if there was a possibility of having the UK printer print the books needed for the European Amazon channels. A discussion brought up several possible issues. For example the specs for the books on Amazon UK are currently US Standard and the printer prints in European sizes so Amazon product listings would need to be modified. Also the printer currently only prints soft cover books so they need to be contacted to see if they can print the hard cover books. Staff recommended exploring this as the time and cost of shipping from US to Amazon oversees is significant. *Action Item*: The office will research the possibility of printing books there and report back to the committee. - **In Process**
5. Updates to Shop.adultchildren.org Website – A committee member initiated a discussion about making updates to the shopping cart website homepage to make the presentation of the information more user friendly. The member inquired as to who is responsible for suggesting updates to this part of the site and who will actually do it. Staff concurred that this is within the office staff current abilities. Jim made a motion that the DCOC be the entity to provide direction to the office to make updates to the shopping cart and that the office carry out those updates. The motion passed unanimously. The committee then voted to approve the rearrangement of the buttons on shopping cart home page to make it easier for people to find our main products. *Action Item*: The office will work with IT Committee if needed to make modifications. – **In Process**

In service for the committee,
Bill D., Chair
Jim B., Board Secretary
Sharon F., IT Committee Chair
Lucia S., Controller & Finance Vice Chair

Rich R., Vice Chair
David M., Board Vice-Chair
Sue V., Global Subcommittee Chair
Nick C., Operations Manager
Keara S., Office Coordinator