

**World Service Office Report
March 2022**

Operating Hours: 8:00am to 4:30pm PST/ 11:00am to 7:30pm EST

Contact Email: info@acawso.org or call 310-534-1815 from 8:00am to 4:30pm PST

Staff:

Bill Dalton, General Manager	Lucia Sheppard, Finance Controller
Gloria Delgado, Accounts Payable	Jose Vazquez, Warehouse Order Specialist
Carrie Rhoden, Customer Service/ Archives	Trish Irelan, Board Executive Secretary

World Service Office Purpose: the WSO includes acting as the worldwide main service center for all things related to the ACA Fellowship including registering new groups, providing a worldwide meeting directory, assisting with the ACA Annual Business Conference, assisting with ACA’s public outreach efforts worldwide, and handling the production and sales of all approved literature. The office also administers the legal responsibilities of the fellowship with respect to copyrights, intellectual property and accounting, and by maintaining the archives and files of ACA.

Literature Sales Activities:

Books and Products Shipped by WSO in February

<u>Books</u>	<u>Signal Hill</u>	<u>Amazon Canada/US</u>	<u>Total</u>
Loving Parent Guidebook	871	665	1536
Yellow Workbook (Spiral)	598	750	1348
Red Book (Hardcover)	529	803	1332
Red Book (Softcover)	245	224	469
Strengthening My Recovery (Softcover)	227	352	579
Laundry List Workbook (Spiral)	285	207	492
Strengthening My Recovery (Hardcover)	111	14	125
<u>Booklets</u>	613		613
<u>Tri-fold Pamphlets</u>	271		271
<u>Chips & Medallions</u>	1310		1310

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Highlights for the Month:

- Have reviewed proofs and given the printer in India the go ahead to print the first run of English BRBs and LPG as well as the Japanese BRB and YWB. – **In Process**
- Completed modifications to the additional warehouse space that will house the books coming from India. – **Completed**
- Ended the contract with Paychex and enrolled with **ADP for HR services**. – **Completed**
- We sent 3,176 books to the Amazon fulfillment warehouse in US in March – **Completed**
- We met with Canadian based Solex Printers and had a very good introductory meeting with them on late Monday afternoon, March 14th. They have been printing AA's books internationally since 2005. Solex is a part of a larger conglomerate of companies that represent the aeronautical, pharmaceuticals, retail sales, industrial sales, and document management sectors. They have over 1.3 billion in assets in the aeronautical industry alone. – **In Process**
- The sales ratio discussed on the March TC has been revisited and we have presented calculations to Finance for verification. The bottom line is that over the last 3 years WSO went from a 1.5 sales ratio down to a 1.34 ratio over the last two years due to increased costs of goods sold. Our calculations show WSO lost out on just over \$336,000 dollars in additional revenue in 2020 and 2021 that was justified by the 1994 ABC vote referred to on the call by the members. – **In Process**
- We negotiated the purchase of hardback BRB cover material from Sheridan Printers and sold it to Thomson Press who will arrange for its pickup and shipping to India. It will be used to produce the hardback BRB books we have on order with them. Per Thomson Press the alternative was to wait until August for a supplier to produce it. – **Completed**
- We have a mandate from the State of California that we are working on with the Finance Committee that requires WSO to have a retirement plan in place that employees can take advantage of through payroll deduction by June 30th. – **In Process**
- We placed another order and provided updated print ready pdf files for 3,500 LPG books with Martin's Printers in the UK. – **In Process**
- We have developed a Chip Kit that will be sold on our website store that will come with a small plastic tray to hold the various chips. Buying the chips as a kit will save the groups and intergroups between 20% and 25% versus buying them individually including the cost of the plastic tray. – **In Process**

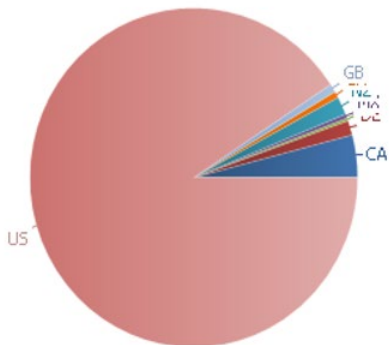
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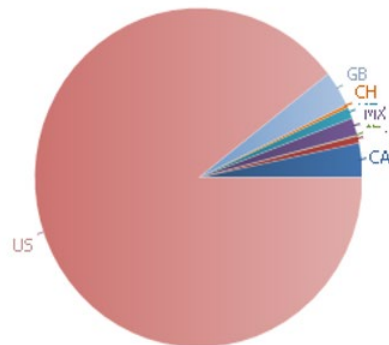
Country Comparison Report

Date Range: 3/1/2022 - 3/31/2022

Total Sales by Country



Items Sold by Country



Orders for the Month from Signal Hill

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Country	Abbrev.	Items Sold
Canada	CA	178
Germany	DE	37
Ireland (Eire)	IE	4
Mexico	MX	90
New Zealand	NZ	58
Switzerland	CH	16
United Kingdom	GB	184
United States	US	4833

Overview

Mar 1st - Mar 31st



Member Services/ Archives Activities:

- Stats for Emails and Calls to the Office
 - Emails received 655
 - Calls received 148
 - Event Postings 16

Meeting Activities:

- Supported the Publishing and Finance Committees by joining their regular meetings.
- Met with numerous print vendors via Zoom to locate product and obtain quotes.
- Met with Consultants and members of IT and Finance Committees to review and evaluate accounting and inventory management software.
- Worked on Amazon accounts to comply with verification requests.
- Met with Board Oversight Committee to report on activities and receive feedback.

Service Entity Stats:

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Meeting

Total Meetings	6847
Active Meetings	2979
Expired Meetings	3868
New Meeting Request	1
Update Meeting Request	0

Intergroup

Total Intergroup	116
New Intergroup Request	0
Update Intergroup Request	2

Regions

Total Regions	2
New Regions Request	0
Update Regions Request	0