

**World Service Office Report
April 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
Gloria Delgado, Accounts Payable
Carrie Rhoden, Customer Service/ Archives
Markus Sjoberg, Contractor for Publishing
Lucia Sheppard, Finance Controller
Jose Vazquez, Warehouse Order Specialist
Trish Ireland, Board Executive Secretary

World Service Office Purpose: the purpose 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 January

Title	Signal Hill	Amazon US/Canada	Total
Loving Parent Guidebook	799	699	1498
Yellow Workbook (Spiral)	658	806	1464
Red Book (Hardcover)	521	867	1388
Red Book (Softcover)	327	309	636
Strengthening My Recovery (Softcover)	217	175	431
Laundry List Workbook (Spiral)	256	175	598
Strengthening My Recovery (Hardcover)	158	31	189
Totals	2936	3062	6204
<u>Booklets</u>	849		849
<u>Tri-fold Pamphlets</u>	240		240
<u>Chips & Medallions</u>	1171		1171

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Highlights for the Month:

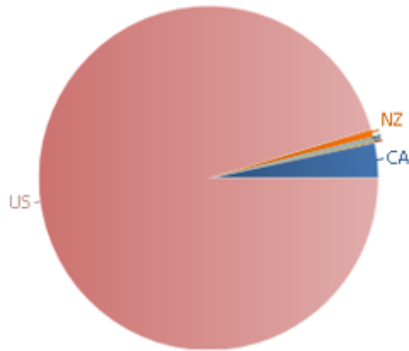
- We met with the Canadian firm Solex and launched a pilot test project for them to print and distribute books to both North America and Europe. – **In Process**
- Have received and reviewed the proof copies of the Japanese BRB and YWB from the printer in India. – **In Process**
- We completed inputting the employee manual into our new HR Consultant's online portal so it can be automatically updated each year with new regulations and changes as required. – **Completed**
- Worked extensively with Finance to prepare a presentation about the book price increase for the ABC – **Completed**
- Evaluated about 50 applications for an Amazon Fulfillment Associate position for Signal Hill and interviewed a potential hire applicant. His references have been checked out. – **Completed**
- Began investigating other methods for selling digital eBooks and audio books on the WSO website with the advantage of eliminating the high commission charged by Amazon and Barnes & Noble Press. – **In Process**
- Worked with publishing consultant and Publishing Committee on launching several eBook titles including English Yellow Workbook, the Japanese BRB, and the Japanese YWB. – **In Process**
- Began developing a plan for wider distribution of ACA products worldwide. **In Process**
- Launched the new Chip Kit on the ACA website shopping cart that will save members and groups a minimum of 20% off the total price by buying the kit versus individual chips and medallions. - **Completed**

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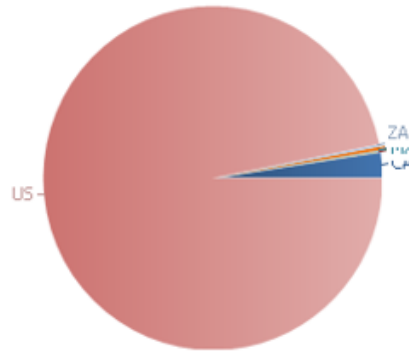
Country Comparison Report

Date Range: 4/1/2022 - 4/30/2022

Total Sales by Country



Items Sold by Country



Country	Abbrev.	Items Sold
Canada	CA	103
Denmark	DK	1
Ireland (Eire)	IE	3
Japan	JP	1
Mexico	MX	3
New Zealand	NZ	15
South Africa	ZA	9
United States	US	4125

Orders for the Month from Signal Hill

Overview

Apr 1st - Apr 30th



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Office Management Activities:

- We have been scanning materials received at the office sent by ACA Members as donations to the archives. – **In Process**
- Advertised for a new employee who will perform ecommerce fulfillment and inventory management duties. – **In Process**

Member Services/ Archives Activities:

- Stats for Emails and Calls to the Office
 - Emails received 551
 - Calls received 173
 - Event Postings 19
- Sent out the May Traveler Newsletter updated and on time

Meeting Activities:

- Supported the Publishing and Finance Committees by joining their regular meetings.
- Attended the inaugural Business Operations Collaboration Committee meetings
- Met with numerous print vendors via Zoom to locate product and obtain quotes.
- Met with ERP consultants and members of IT and Finance Committees to review and evaluate accounting and inventory management software.
- Met with Amazon consultants to begin optimizing marketplace platforms.
- Met with Board Oversight Committee to report on activities and receive feedback.

Service Entity Stats:

Meeting	
Total Meetings	6874
Active Meetings	2899
Expired Meetings	3975
New Meeting Request	5
Update Meeting Request	4

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Service Entity Stats: (cont)

Intergroup

Total Intergroup	119
New Intergroup Request	0
Update Intergroup Request	0

Regions

Total Regions	2
New Regions Request	0
Update Regions Request	0