

WORLD SERVICE OFFICE REPORT

May 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

Markus Sjoberg, Contractor for Publishing

David Kang, Amazon E-Commerce Fulfillment

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 May

<u>Books</u>	<u>Signal Hill</u>	<u>Amazon US/Canada</u>	<u>Total</u>
Loving Parent Guide Spiral	563	623	1186
Yellow Workbook Spiral	305	781	1086
Big Red Book Hardcover	527	801	1328
Strengthening My Recovery Softcover	305	330	635
Laundry List Workbook Spiral	267	175	442
Big Red Book Softcover	264	232	496
Strengthening My Recovery Hardcover	165	48	213
<u>Booklets</u>	398		398
<u>Tri-fold Pamphlets</u>	234		234
<u>Chips & Medallions</u>	834		834

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Highlights for the Month:

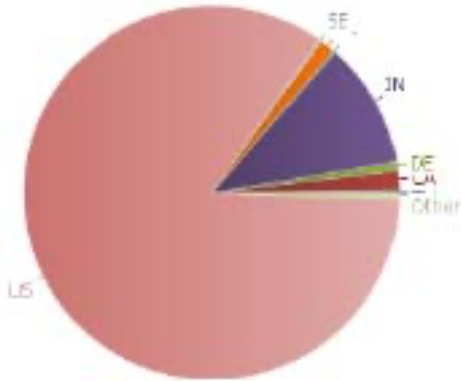
- WSO received an email from staff at Dear Abby saying she will mention our organization in her column on Tuesday, June 21. --STEVEN, Dear Abby staff
- Sent 6,150 books to Amazon US and Amazon UK - **Completed**
- Engaged Amazon Consultants to provide work on the UK and European Marketplaces and to assist with the Amazon Japan marketplace account. Deliverables include assessing Over-All Account Health and making recommendations to improve, Product and Page Listing Optimization, and Brand Protection – **In Process**
- Researched Shopify's digital rights management sales abilities using recommended plug-in apps from Shopify's website and have found we can sell digital downloads securely from our own website and keep 90% of the sale price for each download instead of paying nearly 1/3 to Amazon Kindle or Barnes & Noble Press – **In Process**
- Began establishing an account with Apple Books and are undergoing verification – **In Process**
- Visited the LA County Registrar's office to register the new DBAs the board approved and renewed the ACA WSO INC dba for another 5 years that was due to expire in October - **Completed**
- We have developed an implementation plan and presented it to the board for the expansion of sales platforms for our digital and printed product offerings. – **In Process**
- Volunteer support for a helpline. We have come up with a different reason to solicit volunteer support for the phone lines that we presented to the board. Instead of paid staff doing 12 step work by answering calls and emails for help, we proposed that we solicit ACA members who wouldn't mind responding to emails or even transcribed voice messages from people who don't know anything about ACA and are trying to find out what they can. This can be done from anywhere in the world. – **In Process**

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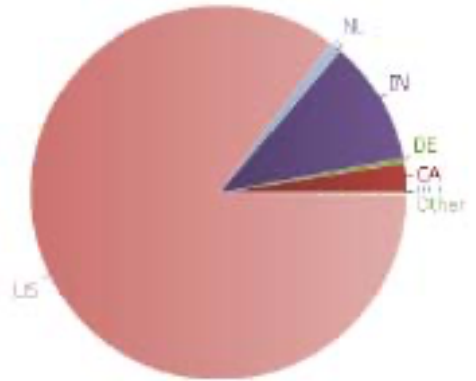
Country Comparison Report

Date Range: 5/1/2022 - 5/31/2022

Total Sales by Country



Items Sold by Country



Country	Abbrev.	Items Sold
Australia	AU	3
Canada	CA	147
Denmark	DK	1
Germany	DE	24
Ireland (Eire)	IE	3
Israel	IL	3
Netherlands	NL	51
Norway	NO	2
Spain	ES	2
Sweden	SE	3
United States	US	4914

Overview

May 1st - May 31st



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Office Management Activities:

- Staff inputted the employee manual into our new HR Consultants website, so it could be kept up to date - **Completed**
- Worked with the Finance Committee to comply with a mandate from the State of California that required us to have a retirement plan in place that employees can take advantage of through payroll deduction by June 30th - **Completed**
- Interviewed and onboarded a replacement for the Signal Hill Ecommerce Fulfillment position - **Completed**

Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, and Event Postings
 - Emails Received: 602
 - Calls Received: 180
 - Event Postings: 13
- Sent out the June Traveler Newsletter, updated and on time

Meeting Activities:

- Publishing Committee on Friday, 4/29 7:00am – 8:45am PDT
- Publishing Staff every Tuesday morning 6:30am PDT.
- Finance meetings every Thursday at 11:45am PDT
- Business Collaboration Committee 1st & 3rd Wednesdays,
- International Printing and Pricing adhoc task force Wednesday 12 pm PDT
- Biweekly General Manager Oversight Committee meeting and report

Meetings with vendors since the last TC included Amazon Consultants Seller Interactive, Vanguard, ADP, Terminex, Canadian printer Solex, Thomson Press in India via Zoom, and Tarabyte a Quickbooks and Inventory Management Consultant, and Sage Intacct accounting software.

Service Entity Stats:

Meeting

Active Meetings	2888
Pending New Meeting Requests	1
Pending Update Meeting Requests	1
New Meetings last 90 days	162
Updated Meeting last 90 days	722
Not updated this past year	1106

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Service Entity Stats: (cont.)

Intergroup

Total Intergroup	117
New Intergroup	0
Udpate Intergroup	0

Regions

Total Regions	2
New Regions	0
Udpate Regions	0