

# WORLD SERVICE OFFICE REPORT

June 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  
David Kang, Amazon E-Commerce Specialist  
**Contractor:** Markus Sjoberg, Publishing

**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	654	650	1304
Big Red Book Hardcover	647	695	1342
Yellow Workbook Spiral	596	696	1292
Big Red Book Softcover	337	214	551
Laundry List Workbook Spiral	293	171	464
Strengthening My Recovery Softcover	225	364	589
Strengthening My Recovery Hardcover	146	48	194
Total	2,898	2,838	5,736
<u>Booklets</u>	816		816
<u>Tri-Fold Pamphlets</u>	298		298
<u>Chips &amp; Medallions</u>	952		952

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### Highlights for the Month:

- Books that were printed in India are on the ocean vessels heading toward the US. Arrival is expected in mid-August. Books that were printed in Canada are being prepped for shipping to the US. Some will be left in Canada to serve the fellowship's needs in Canada as WSO moves toward establishing a fulfillment hub there.
- The work with the Amazon Consultants is continuing. They have presented us with more A+ Content images after our first round of feedback from the Board and publishing committee volunteers. The content can be viewed here:  
<https://drive.google.com/drive/folders/158cwE3VQeuBLcl5GN81q-Ac2BXXqnglh>
- Apple Books now has the 4 English ACA ebook titles available for sale. There are links to them here: <https://shop.adultchildren.org/pages/e-books>
- As part of WSO's expected increase in inventory due to the quantities that were shipped overseas a lease for additional warehouse and office space has been signed in the same office park. The new space will double the office space available and make a place for volunteers to come to the office and do meaningful service work while providing much needed warehouse space.
- Conversations with the UK Intergroup and Martins Printers culminated in an agreement for WSO to begin utilizing Martins as an inventory and print hub that will allow WSO to better serve the European Continent. Inventory has started flowing into Martins from the India printer and out from Martins to various European Amazon marketplaces in addition to restocking Amazon UK.
- A much-needed infusion of funds has been allocated for legal fees for intellectual property trademarking and copyrighting outside of the US. Work is underway with our IP attorneys.
- An Amazon Australia account is in process of being established to offer the public an alternative option for purchasing literature.

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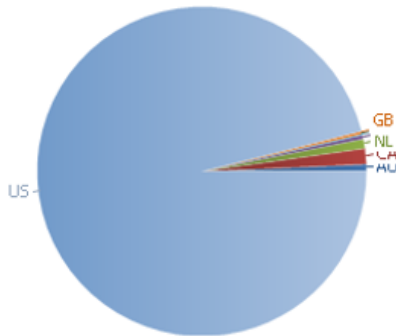
## Country Comparison

▼ Date Range: Jun 1st - Jun 30th (Modify Parameters)

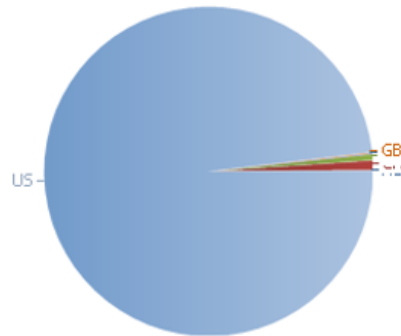
### Country Comparison Report

Date Range: 6/1/2022 - 6/30/2022

Total Sales by Country



Items Sold by Country



Country	Abbrev.	Items Sold
Australia	AU	8
Canada	CA	49
Netherlands	NL	31
South Africa	ZA	5
Sweden	SE	1
United Kingdom	GB	4
United States	US	5079

## Overview

Jun 1st - Jun 30th



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### Office Management Activities:

- Services were performed on the forklift, warehouse roll up door, and the air condition unit
- The new Chip Kits product went on sale this past month and are selling fairly well. The substantial savings over individual purchases of chips and medallions to groups and IGs who buy the kits are attracting buyers. The kits can be ordered here: <https://shop.adultchildren.org/products/chip-kit>

### Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, and Event Postings
  - Emails Received: 582
  - Calls Received: 213
  - Event Postings: 16
- Sent out the July Traveler Newsletter, updated and on time

### Service Entity Stats:

Meeting	
Active Meetings	2846
Pending New Meeting Requests	2
Pending Update Meeting Requests	3
New Meetings last 90 days	168
Updated Meeting last 90 days	709
Not updated this past year	1050

Intergroup	
Total Intergroup	112
New Intergroup	0
Update Intergroup	0

**WORLD SERVICE OFFICE REPORT**

**Service Entity Stats: (cont.)**

<b>Regions</b>	
Total Regions	2
New Regions	0
Udpate Regions	0