

WORLD SERVICE OFFICE REPORT

September 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

Brad Lewin, IT Manager

Gloria Delgado, Bookkeeping

Jose Vazquez, Warehouse Order Specialist

Carrie Rhoden, Customer Service/ Archives

Trish Irelan, Board Executive Secretary

David Kang, Amazon E-Commerce Specialist

Markus Sjoberg, Contractor for Publishing

World Service Office Purpose: The office acts 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 September

Books	Signal Hill	Amazon US/Canada	Total
Loving Parent Guide Spiral	560	864	1424
Big Red Book Hardcover	456	663	1119
Yellow Workbook Spiral	456	720	1176
Big Red Book Softcover	265	286	551
Laundry List Workbook Spiral	170	156	326
Strengthening My Recovery Softcover	201	316	517
Strengthening My Recovery Hardcover	181	38	219
Totals	2,289	3,043	5,332
Booklets	876		876
Tri-Fold Pamphlets	182		182
Chips & Medallions	1812		1812

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Highlights for the Month:

- The requested upgrade project with the English BRB eBook has been completed and it has been announced in the Traveler with an article submitted to the Comline on the 1st. The other new epub of the IT BRB and YWB, Finnish YWB, and English LLWB are also finished and will be launched soon. This will provide real page numbering functionality when comparing the eBooks to the printed books. It will also provide a clickable index and a page list function as well as epub 3.0 accessibility capabilities.
- We have received the last container from the large Thomson Press order with the 10,000 LPGs in it. The container was unloaded fully into our three warehouse areas. This completes the English language orders with Thomson.
- We have gone live with BRB and LPGs in Amazon Australia with 500 books printed in India. There are 100 each of the BRB Hardcover and softcover and 300 LPGs currently for sale.
- Shipments of approximately 400 each and 500 each Japanese language BRB and YWB books are about to be delivered to the Japan Intergroup and to Amazon Japan from India via ocean freight. They should arrive in Japan in any day.
- The Italian Language BRB and YWB printed books are completed. The BRB was printed at Thomson Press in India and the Italian Yellow Workbook was printed at Martins in the UK. Those are enroute to the Italian Intergroup who has paid for both books already.
- Intellectual Property update - We were notified by the IP attorneys that our ACA logo has been approved by the World Intellectual Property Organization (WIPO) under the Madrid Protocol which protects it in 112 countries China, Russia, Europe and others.

Our two trademarks have worked their way into the Japanese Trademark Office stage. Amazon Japan has approved the word mark for “Adult Children of Alcoholics” to be added to our Japan account.

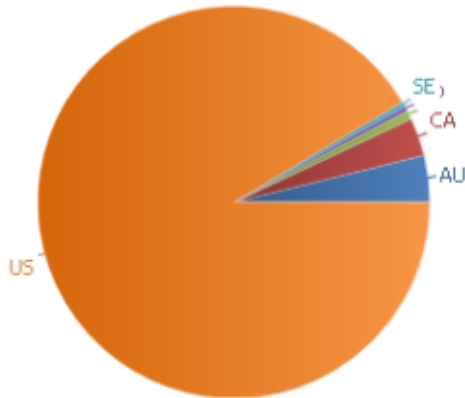
- We have signed a PO with the printer in Canada for 10,000 YWBs. We are also printing 1,000 YWB and LLWB in the UK. We recently completed the printing of all four of the booklets in both the UK and US to raise our stock to a good level.

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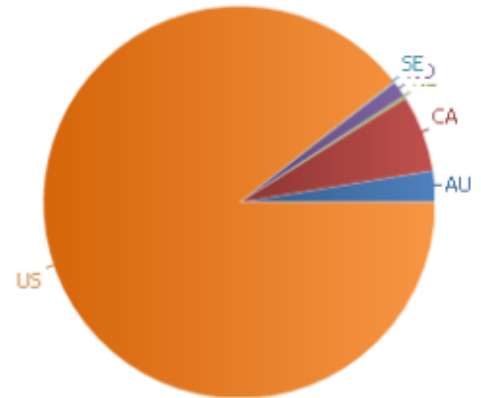
Country Comparison Report

Date Range: 9/1/2022 - 9/30/2022

Total Sales by Country



Items Sold by Country



Country	Abbrev.	Items Sold	Total Sales
Australia	AU	141	\$1981.42
Canada	CA	343	\$1621.63
New Zealand	NZ	12	\$361.48
Norway	NO	72	\$214.85
Sweden	SE	5	\$204.53
United States	US	4851	\$46983.25

Overview

Sep 1st - Sep 30th



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Office Management Activities:

- We are currently receiving applications for our longest serving special worker's replacement as she prepares to retire in two months. We have had 1 interview and two more are scheduled for Friday, 10/7. We are looking for a unique candidate that has both Quickbooks/accounting and Inventory Control experience. There are quite a few applicants with one or the other but only a few with both.

Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, Event Postings, and Volunteer Hours
 - Emails Received: 612
 - Calls Received: 220
 - Event Postings: 19
 - Volunteer Hours: 21.5
- Sent out the September Traveler Newsletter, updated and on time
- Received the first printing of the Japanese BRB and YWB and the Italian BRB into the archives. We expect the Italian YWB to be sent to us in a few weeks.

Service Entity Stats:

Meeting	
Active Meetings	2746
Pending New Meeting Requests	1
Pending Update Meeting Requests	1
New Meetings last 90 days	171
Updated Meeting last 90 days	773
Not updated this past year	791

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Service Entity Stats: (cont.)

Intergroup

Total Intergroup	105
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New Intergroup	0
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Udpate Intergroup	0
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Regions

Total Regions	2
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New Regions	0
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Udpate Regions	0
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