

WORLD SERVICE OFFICE REPORT

December 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

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 Specialist

Rebekah Rizo, Accounts Payable

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 December

<u>Books</u>	<u>Signal Hill</u>	<u>Amazon NA</u>	<u>Total</u>
Loving Parent Guide Spiral	496	596	1092
Big Red Book Hardcover	411	532	943
Yellow Workbook Spiral	441	623	1064
Big Red Book Softcover	255	265	520
Laundry List Workbook Spiral	154	120	274
Strengthening My Recovery Softcover	165	254	419
Strengthening My Recovery Hardcover	188	32	220
Totals	2,110	2,422	4,532
<u>Booklets</u>	898		898
<u>Tri-Fold Pamphlets</u>	1700		1700
<u>Chips & Medallions</u>	1088		1088

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Highlights for the Month:

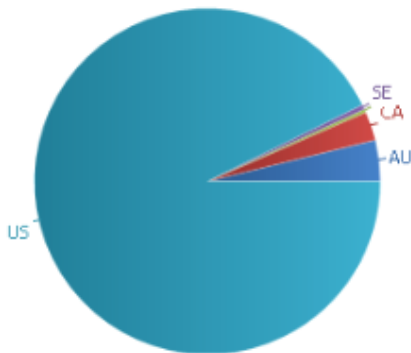
- Completed bi-annual business verification with Amazon UK
- Setup and activated an eBay sales account for selling books.
- Had an increase in orders on Shopify US by 24% for December 2022 over November 2022
- All of our current digital eBooks are being sold on our Shopify website as of Wednesday, December 8th.
- We received a test shipment of teddy bears for trial sales and are working on the artwork now.
- We solicited bids and placed an order with a printer in Poland for the first printing of 1800 newly translated Polish YWBs.
- We solicited bids and placed an order to print 1000 French BRB hardcover books with a printer in Canada.
- We began a social media pilot project in cooperation with the PSC and the Board.
- The shopping cart has been completely overhauled to provide a fresh more modern look and functionality has been vastly improved. Kudos to Brad L for doing this done without outside vendors.
- We received a test shipment of Step and Traditions banners. They have been listed for sale on the website.

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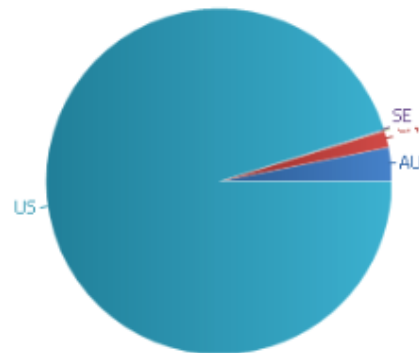
Country Comparison Report

Date Range: 12/1/2022 - 12/31/2022

Total Sales by Country



Items Sold by Country



Country	Abbrev.	Items Sold	Total Sales
Australia	AU	141	\$1839.57
Canada	CA	69	\$1295.18
Japan	JP	2	\$141.16
Sweden	SE	4	\$218.26
United States	US	4220	\$44218.69

Overview

Dec 1st - Dec 31st



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Office Management Activities:

- Completed an audit form for reporting new hires required by the California Department of Employment Development.
- Underwent an inspection of the office and warehouses by the new owners of the office park we are located. No issues found.

Highlights for the Month:

- Meetings attended during this report period are the TC on Saturday Dec 10th, Publishing Staff Tuesday, Dec 6th and Dec 13th at 6:30am PST. Finance meetings Thursdays at 11:30am PST, Business Collaboration Committee 1st Wednesday at 1pm PDT, and Inventory Management Software Project ad hoc meetings.
- GMOC on 1st Thursday and Publishing 2nd Friday. A new meeting I am coordinating called the International Pricing Working Group out of the Publishing Comm, is meeting on alternating Fridays opposite Publishing.
- Meetings, virtual discussions and /or dialogues with vendors were held with Seller Interactive Amazon Consultants, Fishbowl Consultants, Martins UK Printers, Printers in Europe and US, and KGL consultants for eBooks.

Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, Event Postings, and Volunteer Hours
 - Emails Received: 621
 - Calls Received: 169
 - Event Postings: 26
 - Volunteer Hours: 5.25
- Sent out the November Traveler Newsletter, updated and on time

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Service Entity Stats:

Meeting

Active Meetings	2709
Pending New Meeting Requests	2
Pending Update Meeting Requests	3
New Meetings last 90 days	189
Updated Meeting last 90 days	772
Not updated this past year	757

Intergroup

Total Intergroup	103
New Intergroup	0
Update Intergroup	0

Regions

Total Regions	2
New Regions	0
Update Regions	0