

WORLD SERVICE OFFICE REPORT

January 2023

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	Trish Irelan, Board Executive Secretary
Lucia Sheppard, Finance Controller	Markus Sjoberg, Contractor for Publishing
Brad Lewin, IT Manager	David Kang, Amazon E-Commerce Specialist
Jose Vazquez, Warehouse Order Specialist	Rebekah Rizo, Accounts Payable
Carrie Rhoden, Customer Service/ Archives	

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 Sold by WSO in January

<u>Books</u>	<u>Signal Hill</u>	<u>Amazon NA</u>	<u>Total</u>
Loving Parent Guide Spiral	812	881	1693
Big Red Book Hardcover	634	643	1277
Yellow Workbook Spiral	640	779	1419
Big Red Book Softcover	478	298	776
Laundry List Workbook Spiral	223	153	376
Strengthening My Recovery Softcover	294	265	559
Strengthening My Recovery Hardcover	207	75	282
	3,288	3,094	6,382
<u>Booklets</u>	827		827
<u>Tri-Fold Pamphlets</u>	4070		4070
<u>Chips & Medallions</u>	1556		1556
<u>Ebooks</u>	309		309
<u>Audio Downloads</u>	129		129

WORLD SERVICE OFFICE REPORT

Highlights for the Month:

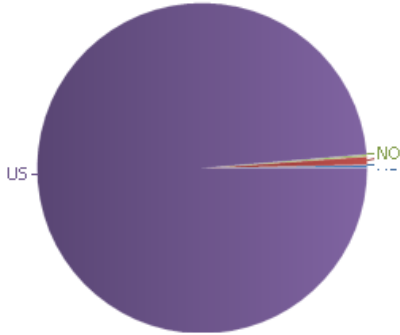
- Entered into a printing contract with a printer in Poland for the newly translated Polish Yellow Workbooks
- Solicited bids for the first printing of the French BRB from printers and awarded the project contract to a Canadian printer.
- Worked with the Finance Committee to send out an appeal letter to raise awareness about the need for more 7th Tradition contributions. It went out to about 3,300 groups and intergroups as well as the two regions. The response has been very good as many people were not aware WSO needed extra funds to continue spreading the ACA message and publishing books around the world.
- The French BRB e-Book *Enfants-Adultes d'Alcooliques ou de familles Dysfonctionnelles* was published online on Apple Books and WSO's website shop in January.
- The Danish BRB e-Book *Voksne Børn af Alkoholikere / Dysfunktionelle familier* was published online on Apple Books and WSO's website shop in January.
- Sent the Russian BRB and YWB old files to a vendor to update them and convert them to a usable software format and convert them to epub files.
- Strategies implemented in Amazon and word of mouth encouraging people to buy from WSO's web shop have diverted a significant number of orders from Amazon. By having these orders go through WSO's web store, we retain a better percentage after all fees are deducted.
- Prepared an amendment to the OPPM regarding managing and reporting of ebook creation and their sales to bring the work from a committee to the office special workers.
- We completed the very cumbersome account owners' verification with Amazon Uk in early January allowing our sales to continue.
- Continued working on new product designs to make them for sale on the WSO web store. These products include teddy bears and other branded ACA products.

WORLD SERVICE OFFICE REPORT

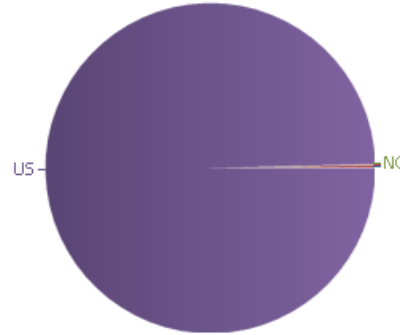
Country Comparison Report

Date Range: 1/1/2023 - 1/31/2023

Total Sales by Country



Items Sold by Country



Country	Abbrev.	Items Sold	Total Sales
Australia	AU	4	\$235.18
Canada	CA	18	\$554.60
Norway	NO	3	\$138.08
United States	US	6266	\$68061.46

Overview

Jan 1st - Jan 31st



Sales by Store

ACA WSO Shopify Cart	\$68,740.88
Manual Orders	\$0.00

WORLD SERVICE OFFICE REPORT

Office Management Activities:

- Notified the property management firm we were not renewing the lease for the 1406 warehouse space.
- Looking into a possible employee retention credit for payroll during Covid that may result in a refund.
- Engaged a Canadian Tax firm to assist with registration and filing returns for HST / QST taxes on book sales in Canada.

Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, Event Postings, and Volunteer Hours
 - Emails Received: 467
 - Calls Received: 206
 - Event Postings: 32
 - Volunteer Hours: 9
- Sent out the January Traveler Newsletter, updated and on time

Meeting Activities:

- Continued the onboarding process with the vendor who is providing the inventory management software. We are still several weeks away from going live.

Service Entity Stats:

Meeting	
Active Meetings	2698
Pending New Meeting Requests	5
Pending Update Meeting Requests	12
New Meetings last 90 days	189
Updated Meeting last 90 days	725
Not updated this past year	751

WORLD SERVICE OFFICE REPORT

Service Entity Stats: (cont.)

Intergroup

Total Intergroup	105
------------------	-----

New Intergroup	0
----------------	---

Udpate Intergroup	1
-------------------	---

Regions

Total Regions	2
---------------	---

New Regions	0
-------------	---

Udpate Regions	0
----------------	---