

## DISTRIBUTION CENTER OVERSIGHT COMMITTEE REPORT SEPTEMBER 2020

The DCO Committee met on its regular 2<sup>nd</sup> and 4<sup>th</sup> Wednesdays this past month.

The committee continues to monitor inventory and perform general office operations oversight. The committee also communicates regularly via its channel on Slack and via email.

The items worked on since the last monthly Board Teleconference are:

1. The end of month inventory report was presented by Nick and Keara. Keara reviewed the differences in the end of the month inventory physical counts and what the shopping cart said we should have. There were only 3 products where the counts were off by more than 10 items that warranted deeper review. – **Completed**

There was a count correction from the previous month in the softcover BRB that left a 2 book difference for two months which is not a problem. There was a surplus of 14 Newcomer Booklets and a shortage of 50 soft cover meditation books. The surplus of Newcomer books was accepted and Keara said she went in on Friday after the big count and recounted the soft cover meditation books trying to find the discrepancy. The result is no one knows where they are. They may show up next month in the reconciliation with sales process. – **Completed**

There are still 5,000 BRB and 1,056 YWB at Bang. We have 15,000 more YWB on order in production currently. No new inventory orders are needed at this time. – **Completed**

There is a pallet of BRB and 1 pallet of YWB that were stickered and are on their way to Amazon US to replenish stock. More pallets will be stickered at Signal Hill and will be ready if needed before Bang gets books ready for shipment. – **Completed**

2. German Yellow workbook update – Keara has been working on the Amazon listing for the German Yellow Workbook. This was put on hold by the committee until we get an Amazon consultant to perform an assessment and assist us with optimizing the listing. – **In Process**
3. The committee continued its previous discussions about hiring an Amazon consultant to perform an assessment, present a snapshot of things we can do to improve our current listings and processes, and to assist with international expansion. Several consultant's proposals were posted on the committee's Slack channel for review by the committee members. At the 2<sup>nd</sup> meeting of the month a motion was made by Sharon and seconded by David to recommend the board approve \$5,000 for work to be done by an Amazon consultant. It passed unanimously. The motion was forwarded to the board for approval and was approved at the October 1<sup>st</sup> board working session. – **In Process**
4. Jeff C., a business IT consultant who is also a member of the fellowship and was invited to the meeting by Sharon, is offering to volunteer to assist ACA with planning its future IT needs. A 45-minute discussion was held where he asked various questions of the committee members. – **Completed**

At the second meeting of the committee in September Jeff presented a brief slide show that was meant to illustrate how to optimize the flow of data to better serve the ACA fellowship. He outlined his role and responsibilities in the project including coordination the current state assessment, analysis and future state recommendations, and a consulting component supporting systems implementations. – **Completed**

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He went over basic data that was gathered at the last meeting from input from everyone on the committee. This was identified on a couple of slides titled "What We Know Today". He then discussed next steps which would include him setting up appointment Zoom calls with each member individually called roundtables go deeper into the various IT uses and needs in their area of the organization. After he holds all the round tables he will come in a few weeks present/ validate a current state assessment. – **In Process**

5. The subject of inventory management was discussed further at the second meeting of the month. Bill announced that there would be a software demo on Friday afternoon, Sept 11th at 4pm for an inventory management program called Fishbowl. – **Completed**
6. The Fishbowl software was simply too costly and too much work for what we need in the interim before we eventually upgrade to a custom system. The committee discussed Netsuite and the tremendous set up and recurring cost (about \$100,000 to \$160,000 for the first year, approximately \$30,000 to \$45,000 per year afterwards) and decided to see if this could be put off a while. Bill suggested everyone keep an eye out for a low-cost solution to assist with the management of the inventory and if something surfaces, we could look at it again. – **In Process**
7. Keara mentioned she was able to handle the new inventory processes, but she needed to offload some of her current workload. Nick and Lucia both weighed in on the likelihood of shifting some of Keara's work over to Gloria. This will be further discussed. – **In Process**
8. Sharon, IT Committee Chair, asked the committee to begin documenting tasks/ needs for a future IT Special Worker. She mentioned that the IT Committee was compiling tasks that an IT worker could do and asked the other office and committee to make a list of any tasks they felt would benefit from having an IT special worker take them over. They will collect the lists and compile into a cohesive job description. – **In Process**

In service for the committee,

Bill D., Chair

Rich R., Vice Chair

Jim B., Board Secretary

David M., Board Vice-Chair

Sharon F., IT Committee Chair

Lucia S., Finance Vice Chair