

**World Service Office Report
January 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, Interim General Manager Lucia Sheppard, Finance Controller
Gloria Delgado, Accounts Payable Jose Vazquez, Order Specialist
Carrie Rhoden, Customer Service/ Archives Trish Irelan, Board Executive Secretary

World Service Office Purpose: the WSO 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

Title	Signal Hill	Amazon US/Canada	Total
Loving Parent Guidebook (Spiral Bound)	862	317	1179
Yellow Workbook (Spiral)	609	417	1026
Big Red Book (Hardcover)	474	789	1263
Laundry List Workbook (Spiral)	263	212	475
Big Red Book (Softcover)	243	211	454
Strengthening My Recover (Softcover)	217	89	306
Strengthening My Recover (Hardcover)	164	250	414
Yellow Workbook (Glued)	8		8
Booklets	461		461
Tri-Fold Pamphlets	223		223
Chips & Medallions	1094		1094

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Highlights for the Month:

- The biggest challenge the World Service Organization faced in January was locating a printer that had the paper to print 20,000 HC BRB, 10,000 SC BRB, and 10,000 LPG. The board previously approved the expenditure. The purchase orders were sent to the same printer we have used since 2006. After several weeks went by the printer told us they could not fulfill the orders because of a national paper shortage due to supply chain disruptions. They told us they could not tell us when they would be able to get the paper. It could be 6 months before they got the paper and then another 4 to 5 months before they would be printed and shipped to us.

This wasn't going to work because we only had 5 to 6 months of supply in our warehouse. We urgently began searching out other printers and those we contacted in the US were either out of the paper or their prices to print were higher than our current selling price.

We sought quotes from printers in China and India and began negotiating contracts with them. Ultimately, we chose India as the first place to print US English ACA Books that will be shipped to the US and other customers around the world. We placed the orders with the projection this would allow us to replenish our supply before we run out of books in 4 or 5 months. This all depends on variables beyond our control. Things like paper availability, shipping delays at ports, and employee illnesses in printing plants are beyond our control. – **In Process**

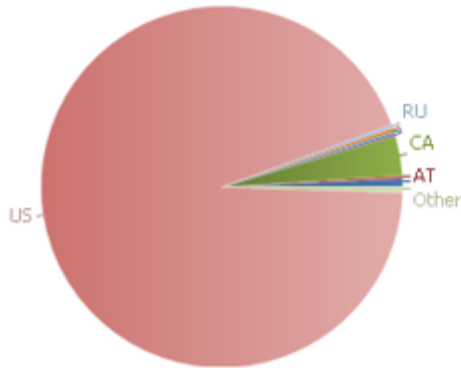
- Worked extensively with the Publishing Committee and staff to obtain quotes for overseas printing of Japanese and European translated books. – **In Process**
- Interviewed and hired native French and Italian speaking InDesign consultants to begin publishing layout for the translated books – **In Process**
- Located additional warehouse space to lease for the books coming from India since half of them cannot be stored at the printer as we have done in the past. Developed a capacity analysis for the board to use during their discussion. The board approved the lease of a 1200 square feet of warehouse space in the same park we are current in. – **In Process**
- Worked with Publishing Committee and the copyright attorneys to obtain an understanding of where we stood with copyrights on English and international literature. – **In Process**
- Worked with the Finance Controller and the Board to complete the 2022 budget – **Completed**
- Met with HR consultants about revamping our HR consulting service. – **Completed**

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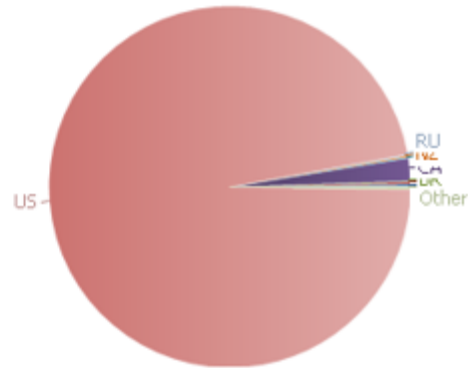
Country Comparison Report

Date Range: 12/1/2021 - 12/31/2021

Total Sales by Country



Items Sold by Country



Office Management Activities:

- Rekeyed the locks in the doors after a burglar alarm activation that resulted in no sign of forced entry. – **Completed**
- Offboarded an employee who resigned. – **Completed**
- Held a staff meeting and white boarded all office tasks and reassigned duties based on group conscience decision. – **Completed**

Member Services/ Archives Activities:

- Stats for Emails and Calls to the Office
 - Emails received 615
 - Calls received 336
 - Event Postings 20

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Meeting Activities:

- Supported the Publishing and Finance Committees by joining their regular meetings.
- Met with numerous print vendors via Zoom to locate viable quotes
- Met with Consultants and members of IT and Literature Committees to review and evaluate productivity tools.
- Worked with Amazon Consultants to determine needs in accounts.
- Met with Board Oversight Committee to report on activities and receive feedback.

Service Entity Stats:

Meeting

Total Meetings	6766
Active Meetings	3263
Expired Meetings	3503
New Meeting Request	5
Update Meeting Request	9

Intergroup

Total Intergroup	114
New Intergroup Request	0
Update Intergroup Request	0

Regions

Total Regions	2
New Regions Request	0
Update Regions Request	0