

**World Service Office Report  
February 2022**

**Operating Hours:** 8:00am to 4:30pm PST/ 11:00am to 7:30pm EST

**Contact Email:** [info@acawso.org](mailto:info@acawso.org) or call 310-534-1815 from 8:00am to 4:30pm PST

**Staff:**

Bill Dalton, General Manager	Lucia Sheppard, Finance Controller
Gloria Delgado, Accounts Payable	Jose Vazquez, Warehouse Order Specialist
Carrie Rhoden, Customer Service/ Archives	Trish Irelan, Board Executive Secretary
Wade Pierson, Fulfillment Special Worker	

**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 January**

Title	Signal Hill	Amazon US/Canada	Total
Loving Parent Guidebook	1148	693	1841
Yellow Workbook (Spiral)	863	796	1659
Red Book (Hardcover)	599	871	1470
Red Book (Softcover)	398	310	708
Strengthening My Recovery (Softcover)	366	413	779
Laundry List Workbook (Spiral)	360	252	612
Strengthening My Recovery (Hardcover)	80	76	156
Totals	3814	3411	7225
<b><u>Booklets</u></b>	737		737
<b><u>Tri-fold Pamphlets</u></b>	317		317
<b><u>Chips &amp; Medallions</u></b>	1081		1081

## World Service Office Report

### Highlights for the Month:

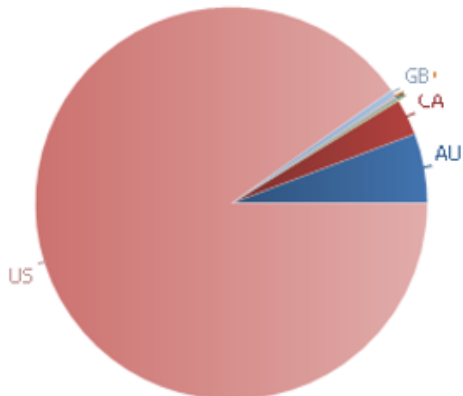
We continued our printing project with India and after updating the BRB to take out the Tradition 3 share that was the 2021 ABC voted to have removed from the BRB we gave the printer the approval to begin printing only to find out that even though they had the paper for the books pages, the cover material was in short supply. We spent much time searching the globe to secure enough of the material to begin the project. We are still actively soliciting samples for alternatives since the main plant for the product we have used over the years caught fire and has been shut down for a few months. – **In Process**

- Have sent a printer in India the files needed to print the first run of the Japanese BRB and YWB. – **In Process**
- Began modifications to the additional warehouse space that will house the books coming from India. The pallet racks have been installed and electrical lighting revamped to allow for forklift clearance. – **Completed**
- Worked extensively with Finance to prepare a presentation about the book price increase for the board teleconference – **Completed**
- Changed our HR consulting service to save about \$4,000 per year in fees by consolidating HR compliance with our payroll service. – **Completed**

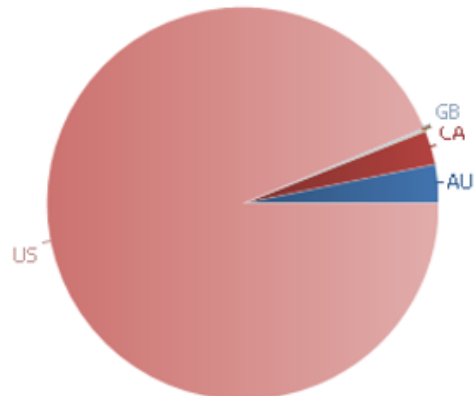
## Country Comparison Report

Date Range: 2/1/2022 - 2/28/2022

Total Sales by Country



Items Sold by Country



# World Service Office Report

## Orders for the Month from Signal Hill

### Overview

Jan 31st - Mar 1st -



### Office Management Activities:

- Alarm system installed at new warehouse space. – **Completed**
- Onboarded a new employee who will perform fulfillment and inventory management duties as well as customer service. – **Completed**

### Member Services/ Archives Activities:

- Stats for Emails and Calls to the Office
  - Emails received 526
  - Calls received 267
  - Event Postings 11

### Meeting Activities:

- Supported the Publishing and Finance Committees by joining their regular meetings.
- Met with numerous print vendors via Zoom to locate product and obtain quotes.
- Met with Consultants and members of IT and Finance Committees to review and evaluate accounting and inventory management software.
- Worked on Amazon accounts to comply with verification requests.
- Met with Board Oversight Committee to report on activities and receive feedback.

# World Service Office Report

## Service Entity Stats:

### Meeting

Total Meetings	6790
Active Meetings	3129
Expired Meetings	3661
New Meeting Request	2
Update Meeting Request	3

### Intergroup

Total Intergroup	116
New Intergroup Request	0
Update Intergroup Request	1

### Regions

Total Regions	2
New Regions Request	0
Update Regions Request	0