

WORLD SERVICE OFFICE REPORT

March 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

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.

Books and Products Shipped by WSO in March:

<u>Books</u>	<u>Signal Hill</u>	<u>Amazon NA</u>	<u>Total</u>
Loving Parent Guide Spiral	670	743	1413
Big Red Book Hardcover	618	610	1228
Yellow Workbook Spiral	546	597	1143
Big Red Book Softcover	281	259	540
Laundry List Workbook Spiral	280	142	422
Strengthening My Recovery Softcover	220	211	431
Strengthening My Recovery Hardcover	248	36	284
Monthly Totals	2863	2598	5461
		Amz & Apple	
<u>E-Books</u>	241	828	1297
<u>Audio Books</u>		306	306
<u>Booklets</u>	1015		1015

WORLD SERVICE OFFICE REPORT

<u>Tri-Fold Pamphlets</u>	2300		2300
<u>Chips & Medallions</u>	2086		2086

Highlights for the Month:

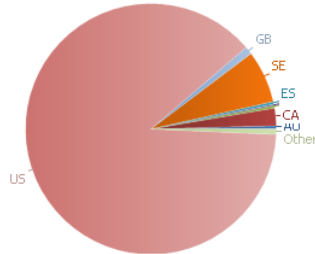
- Posted the Controller's job description on both of the WSO websites. It was also posted on the job boards using our ADP account's abilities. We have received approximately 30 applications and have pre-screened them using the 4 preliminary questions below:
 - a. How many years of previous experience do you have as a Controller?
 - b. Do you have inventory accounting or management experience?
 - c. Have you ever worked with a software product called Fishbowl
 - d. Are you proficient with Quickbooks?The plan is to continue accepting applications while screening the ones who answered they had 5 or more years as a controller and affirmatively to the other 3 questions.
- Completed the Russian Yellow Workbook as an eBook and it has been published on the Russian ecommerce platform Litres, Apple Books, and on our own store in Shopify.
- Received confirmation of 1000 German YWB are ready for sale from our print hub in the UK. We are transferring 100 of them to Amazon UK and Amazon.de.
- Confirmed the printing of 1,000 French Big Red Books was completed and the books are in the Canadian printer's warehouse.
- The Social media pilot project has been proceeding along with the efforts of the GM to set up the Daily Meditation to post automatically at 4am PT each day. We can do much more, but we have not been able to recruit any volunteers to do this work.
- We were informed that the new owners are closing on the business park the office is located in and that we will be sent notifications later about the planned lease increases.
- Sent two cease and desist notices for two websites that have been hosting pdfs of our YWB free for the public to download.
- We have begun selling all our books on Ebay after testing the BRB.

WORLD SERVICE OFFICE REPORT

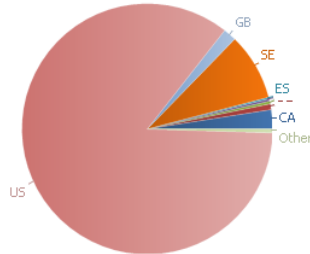
Country Comparison Report

Date Range: 3/1/2023 - 3/31/2023

Total Sales by Country



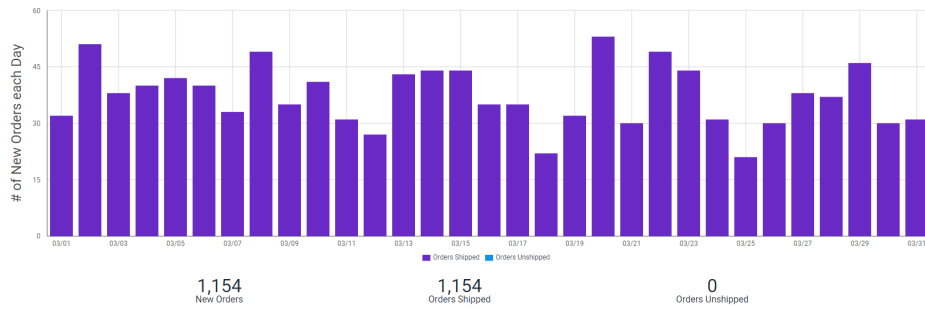
Items Sold by Country



Country	Abbrev.	Items Sold	Total Sales
Australia	AU	6	\$287.20
Canada	CA	170	\$1509.45
China	CN	3	\$0.00
Germany	DE	50	\$90.76
Guatemala	GT	1	\$15.00
India	IN	4	\$9.34
Israel	IL	25	\$221.27
Mexico	MX	4	\$88.14
New Zealand	NZ	2	\$106.39
Norway	NO	20	\$70.63
Poland	PL	11	\$119.16
Spain	ES	15	\$226.02
Sweden	SE	590	\$4537.98
Switzerland	CH	2	\$77.58
United Kingdom	GB	116	\$670.36
United States	US	5818	\$59098.68

Overview [Learn more](#)

Date Range: 03/01/2023 - 03/31/2023



WORLD SERVICE OFFICE REPORT

Shipments by Carrier

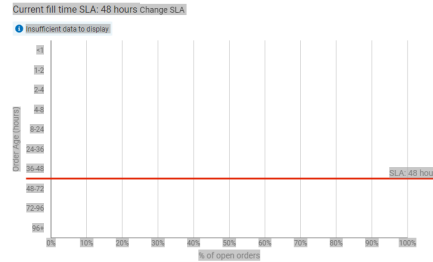
Carrier	Qty	Share
USPS	1,048	88%
UPS	128	11%
DHL Express from ShipStation	11	1%

[See all shipped order data](#)

Sales by Store

Store	Revenue
ACA WSO Shopify Cart	\$62,347.52
Manual Orders	\$0.00

Open Order Aging



Office Management Activities:

- Continued looking at alternative locations near Signal Hill to relocate the office to have more space as we are planning to add an onsite controller when our existing controller retires in July.

Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, Event Postings, and Volunteer Hours
 - Emails Received: 476
 - Calls Received: 191
 - Event Postings: 29
 - Volunteer Hours: 19.25
- Sent out the March Traveler Newsletter, updated and on time

Service Entity Stats:

Meeting	
Active Meetings	2630
Pending New Meeting Requests	10
Pending Update Meeting Requests	5
New Meetings last 90 days	204
Updated Meeting last 90 days	692
Not updated this past year	815

WORLD SERVICE OFFICE REPORT

Service Entity Stats: (cont.)

Intergroup

Total Intergroup	104
New Intergroup	0
Update Intergroup	0

Regions

Total Regions	2
New Regions	0
Update Regions	0