

WORLD SERVICE OFFICE REPORT

May 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

Silvia Meyer, Finance Controller

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.

Sales Activities:

<u>Books</u>	<u>Signal Hill</u>	<u>Amazon NA</u>	<u>Total</u>
Loving Parent Guide Spiral	597	618	1215
Big Red Book Hardcover	582	473	1055
Yellow Workbook Spiral	633	645	1278
Big Red Book Softcover	299	248	547
Laundry List Workbook Spiral	220	86	306
Strengthening My Recovery Softcover	225	191	416
Strengthening My Recovery Hardcover	225	42	267
Monthly Totals	2781	2303	5084
		Amz & Apple	
<u>E-Books</u>	245	679	924
<u>Audio Books</u>		311	311
<u>Booklets</u>	814		814
<u>Tri-Fold Pamphlets</u>	141		141
<u>Chips & Medallions</u>	1682		1682

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Highlights for the Month:

- The new controller was fully onboarded through the HR process on Thursday, April 27th the same day she started work.
- The India printing orders for about 55,000 of our 5 English titles combined have been put into production. We have paid the 50% deposits on all 5 of the orders and will need to remit payment for the balances before the books are shipped. We are also in production for 10 other titles in various languages in Europe. **We have 15 books currently in print production!**
- Worked with the Board HR Liaison and an attorney to develop a revised vacation policy that has been forwarded to the Board HR Liaison for approval. It resolves the front loading of vacation hours issues that were put into the employee handbook several years ago.
- We have now moved the UK IG web shop inventory purchases off the royalty method for paying for literature they initially started with in 2019 and they are buying books directly from WSO using the International Literature Invoice Pricing method. They are very happy to not have to calculate the royalties and remit them any longer and WSO is able to comply more effectively with GAAP accounting standards for sales of inventory.
- The Teddy Bears were selling quite well as of April 30th we had sold just over \$1,300 worth of bears. We are utilizing volunteer time to iron the logo on to the shirts thus saving the fellowship about \$3 in cost per bear.
- The BRB book covers are beginning to sell on our shopping cart even though we have not formally launched them with a special campaign.
- We have repurposed some of the funds designated for the MLM special worker that is no longer needed and used some of them to hire a consultant (an ACA member who understands anonymity and the Traditions) to assist with the advanced development of the social media project and to keep the daily meditation posts scheduled.
- There are 2 Spanish language books (SMR and LLWB) currently in the design phase with a freelance Adobe InDesign consultant. We expect them to be completed in a few weeks and will move them into the eBook queue. With printing in Fellowship Review to follow soon.
- 200 French BRBs arrived at the UK print hub from the Canada print hub and were sent to Amazon UK warehouses. They are now for sale on Amazon UK and on the Pan European Amazon network including Amazon FR.

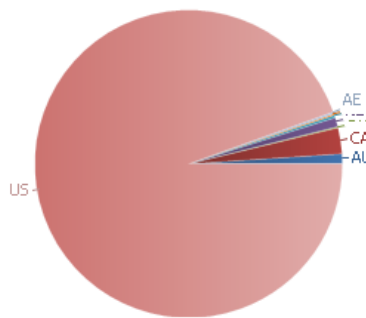
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- The GM has been working with the banks and the Finance Committee to secure better interest rate terms on our reserve CD and credit cards.
- The funds held as prepayment deposit for the 2020 ABC AWC by the hotel in Florida were rolled over after the Covid cancellation of the event to the same event in 2021. That event was also cancelled as Covid shutdowns were still in effect. They were rolled over one more year to a 2022 event, which was not held due to international travel concerns related to Covid. WSO resumed negotiations to use them in 2023 as any further delays would cause them to be forfeited. A regional event held in conjunction with a WSO strategic planning meeting has been scheduled for October 13-15, 2023 in Boca Raton. An event website will be launched in the coming weeks to facilitate event and discounted room registrations.

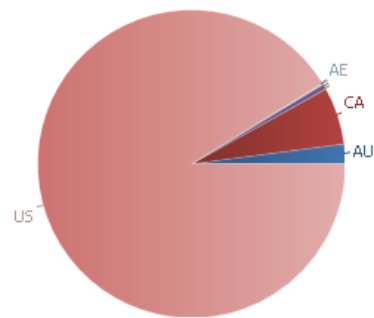
Country Comparison Report

Date Range: 5/1/2023 - 5/31/2023

Total Sales by Country



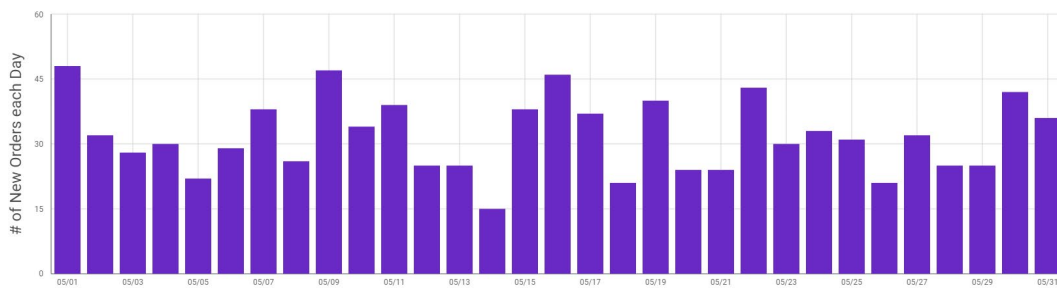
Items Sold by Country



Country	Abbrev.	Items Sold	Total Sales
Australia	AU	116	\$612.45
Canada	CA	335	\$1577.25
Denmark	DK	1	\$63.58
New Zealand	NZ	29	\$556.49
Spain	ES	3	\$162.20
Sweden	SE	2	\$77.58
United Arab Emirates	AE	4	\$126.69
United States	US	5079	\$54557.72

Overview [Learn more](#)

Date Range: 04/30/2023 - 05/30/2023



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Shipments by Carrier

Carrier	Qty	Share
USPS	853	87%
UPS	130	13%
DHL Express from ShipStation	3	0%

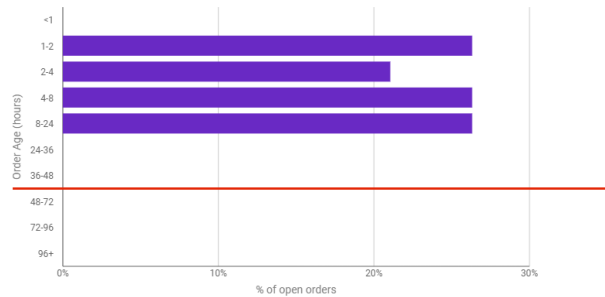
[See all shipped order data](#)

Sales by Store

Store	Revenue
ACA WSO Shopify Cart	\$56,555.84
Manual Orders	\$0.00

Open Order Aging

Current fill time SLA: 48 hours [Change SLA](#)



Office Management Activities:

- The search for a new office in the Signal Hill area continues. The GM and staff have reviewed about 14 properties to date, and none have met the requirements.
- The annual performance review was performed for the Amazon eCommerce Specialist Special Worker.

Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, Event Postings, and Volunteer Hours
 - Emails Received: 418
 - Calls Received: 229
 - Event Postings: 17
 - Volunteer Hours: 23.5
- Sent out the May Traveler Newsletter, updated and on time

Service Entity Stats:

Meeting

Active Meetings	2619
Pending New Meeting Requests	7
Pending Update Meeting Requests	2
New Meetings last 90 days	160
Updated Meeting last 90 days	644
Not updated this past year	846

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Service Entity Stats: (cont.)

Intergroup	
Total Intergroup	104
New Intergroup	0
Udpate Intergroup	0
Regions	
Total Regions	2
New Regions	0
Udpate Regions	0