

# WORLD SERVICE OFFICE REPORT

June 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 Retiring  
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  
Sylvia 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	626	645	1271
Big Red Book Hardcover	628	502	1130
Yellow Workbook Spiral	562	577	1139
Big Red Book Softcover	323	245	568
Laundry List Workbook Spiral	210	110	320
Strengthening My Recovery Softcover	261	177	438
Strengthening My Recovery Hardcover	209	58	267
<b>Monthly Totals</b>	<b>2819</b>	<b>2314</b>	<b>5133</b>
		<b>Amazon &amp; Apple</b>	
<u>E-Books</u>	232	301	533
<u>Audio Books</u>		336	336
<u>Booklets</u>	978		978
<u>Tri-Fold Pamphlets</u>	155		155
<u>Chips &amp; Medallions</u>	1690		1690

## WORLD SERVICE OFFICE REPORT

### Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, Event Postings, and Volunteer Hours
  - Emails Received: 412
  - Calls Received: 193
  - Event Postings: 24
  - Volunteer Hours: 24
- Sent out the June Traveler Newsletter, updated and on time

### Highlights for the Month:

- The board authorized the General Manager to enter into lease negotiations for a larger space for the World Service Office headquarters and distribution center. The new space will serve ACA WSO for at least 5 years at a reduced savings per square foot over that time. The goal was to stay in the Signal Hill/ Long Beach area to avoid adversely the staff and members who regularly volunteer at the office. The office will be moving in the month of July!
- 5 English titles are being printed in India. The 10,000 LPG and 10,000 Soft Cover SMR are on a ship headed to the US. The other three titles will be following shortly.
- Books in Poland have shipped from the printer. The 100 each of the Danish YWB and BRB have been delivered to Norway. The 600 Swedish YWB, 50 Eng LLWB, 50 Eng Soft Cover SMR and 50 Eng Hard Cover SMR have been delivered to Sweden.
- Print runs of 1,000 each of the SC BRB and SC SMR books are in production at Martins Printing in the UK.
- Reduced savings on international shipping was negotiated with DHL which has resulted in Denmark and Romania purchasing large quantities of chips and medallions at a cost effective price.
- The French BRBs arrived at the UK print/distribution hub from the printer in Canada and were sent to Amazon UK warehouses. They are now for sale on Amazon UK and Amazon FR.
- The contract for the October Board Planning Meeting and Regional Event to be held in Boca Raton has been fully executed by both parties. The hotel was holding a

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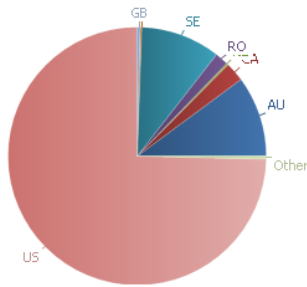
considerable deposit from the prior cancelled 2020 and 2021 ABC AWCs that had to be used this year or forfeited.

- Our local World Service Office sales once again topped Amazon sales for the month. We are selling more books than the entire worldwide Amazon platform.

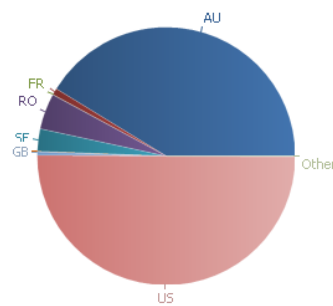
## Country Comparison Report

Date Range: 6/1/2023 - 6/30/2023

Total Sales by Country



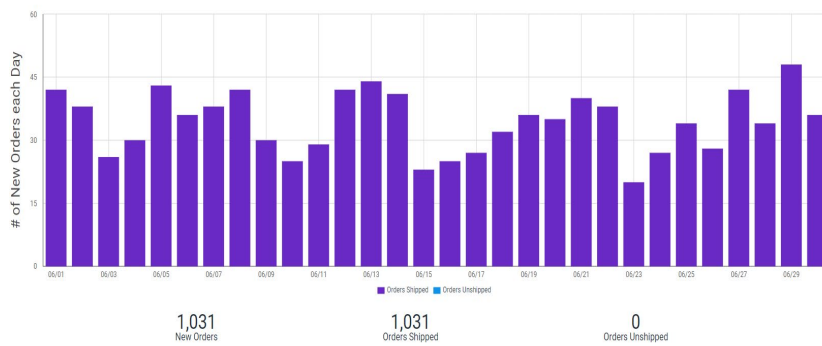
Items Sold by Country



Country	Abbrev.	Items Sold	Total Sales
Australia	AU	4508	\$7595.70
Canada	CA	91	\$1816.62
France	FR	3	\$127.96
Germany	DE	1	\$43.52
Hungary	HU	1	\$43.52
Japan	JP	2	\$69.83
New Zealand	NZ	3	\$162.96
Romania	RO	490	\$1252.75
Sweden	SE	307	\$7470.07
Switzerland	CH	5	\$133.20
United Kingdom	GB	48	\$327.26
United States	US	5470	\$55805.69

### Overview [Learn more](#)

Date Range: 05/31/2023 - 06/29/2023



# WORLD SERVICE OFFICE REPORT

## Shipments by Carrier

Carrier	Qty	Share
USPS	868	85%
UPS	136	13%
DHL Express from ShipStation	11	1%
DHL Express	7	1%

[See all shipped order data](#)

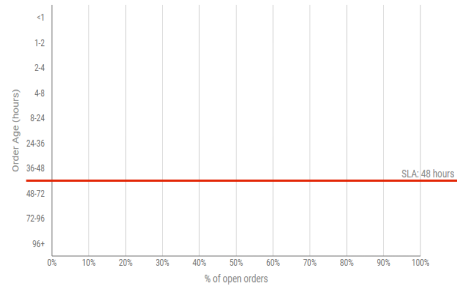
## Sales by Store

Store	Revenue
ACA WSO Shopify Cart	\$58,963.42
Manual Orders	\$0.00

## Open Order Aging

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

● Insufficient data to display



## Service Entity Stats:

### Meeting

Active Meetings	2609
Pending New Meeting Requests	3
Pending Update Meeting Requests	0
New Meetings last 90 days	136
Updated Meeting last 90 days	630
Not updated this past year	835

### Intergroup

Total Intergroup	103
New Intergroup	0
Update Intergroup	0

### Regions

Total Regions	2
New Regions	0
Update Regions	0