

WORLD SERVICE OFFICE REPORT

July 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	593	638	1231
Big Red Book Hardcover	582	544	1126
Yellow Workbook Spiral	538	583	1121
Big Red Book Softcover	315	267	582
Laundry List Workbook Spiral	234	117	351
Strengthening My Recovery Softcover	242	183	425
Strengthening My Recovery Hardcover	163	47	210
Monthly Totals	2667	2379	5046
		Amazon & Apple	
<u>E-Books</u>	270	212	482
<u>Audio Books</u>		418	418
<u>Booklets</u>	1001		1001
<u>Tri-Fold Pamphlets</u>	3490		3490
<u>Chips & Medallions</u>	3279		3279

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Highlights for the Month:

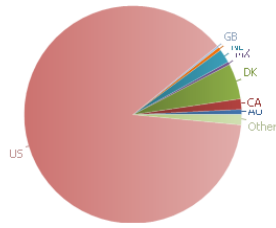
- The biggest item to report for July was the office move was in full swing in July. We initiated service relocations all the utilities, internet, security alarm, mail service and notified our vendors, business contacts, and regulatory agencies about the new address and began to move items into the new warehouse portion while we waited for painting and carpet cleaning vendors to complete their work. Once the painting and carpet cleaning were completed, we were able to hire movers for the heavy items such as desks, file cabinets, storage shelving, etc. The staff and two volunteers boxed up all of the desks' contents, files, small inventory items, and small office equipment and marked the boxes so the movers could take them into the correct offices in the new space.

The office move was nearly completed in July. The only items remaining in July were the pallet racks from 1458. The books had already been moved. We were completely out of the two other spaces, and they were ready to be turned back over to the landlord. We scheduled a walk through with the landlord's representative for August 7th.

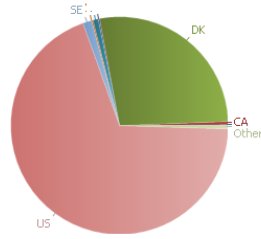
- Our 1st Finance Controller Lucia S. officially retired on July 15th, and it has left a void in many people's hearts. Lucia had been integral to WSO's evolution from a mom-and-pop non-profit to a global service organization with worldwide publishing operations and a much more sophisticated accounting system than when she started volunteering on the Finance Committee before becoming the Controller.
- The IT Manager had his one-year anniversary of employment with WSO in July. Where did the time go? As part of that review input was solicited from the board as the IT Manager has worked directly with the board on many projects. We are very lucky to have Brad L as our IT Manager.
- The contract renewal and rate increase for the publishing contractor was approved by the board recently. This was sent to the contractor to sign it. This will allow WSO to continue to provide printing and eBook development services at a similar pace as we have in the recent past.
- The registration page for the Boca regional event went live by the end of July. The South FL requested assistance from WSO in getting the registration page up and running. This event was being held in Florida due to the large deposit left on deposit from the cancelled 2020 ABC/AWC due to Covid that we were unable to use until this year. In fact, we had to use it or lose it.

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Total Sales by Country



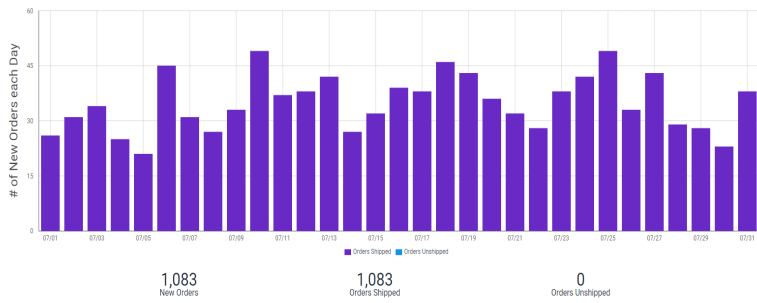
Items Sold by Country



Country	Abbrev.	Items Sold	Total Sales
Australia	AU	10	\$483.00
Canada	CA	37	\$982.87
Denmark	DK	2075	\$3307.74
Greece	GR	1	\$43.20
Ireland (Eire)	IE	2	\$93.40
Israel	IL	2	\$75.86
Italy	IT	2	\$64.28
Japan	JP	1	\$39.73
Mexico	MX	15	\$276.25
Netherlands	NL	61	\$1284.58
New Zealand	NZ	15	\$294.69
Norway	NO	4	\$150.73
Philippines	PH	5	\$0.00
Poland	PL	5	\$115.21
Slovak Republic (Slovakia)	SK	5	\$112.84
South Africa	ZA	3	\$124.60
Sweden	SE	100	\$123.32
United Kingdom	GB	6	\$191.65
United States	US	5243	\$54926.20

Overview [Learn more](#)

Date Range: 06/30/2023 - 07/30/2023



Shipments by Carrier

Carrier	Qty	Share
USPS	851	86%
UPS	115	12%
DHL Express	19	2%
DHL Express from ShipStation	9	1%

[See all shipped order data](#)

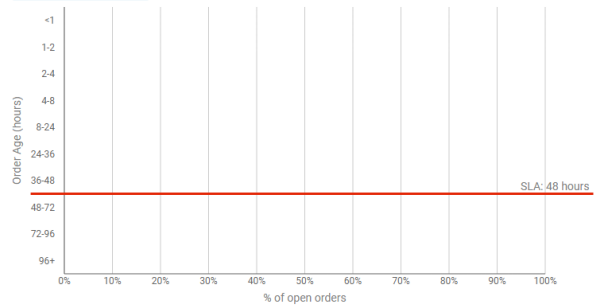
Sales by Store

Store	Revenue
ACA WSO Shopify Cart	\$62,310.14
Manual Orders	\$0.00

Open Order Aging 📌

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

📌 Insufficient data to display



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Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, Event Postings, and Volunteer Hours
 - Emails Received: 532
 - Calls Received: 188
 - Event Postings: 12
 - Volunteer Hours: 11.75
- Sent out the July Traveler Newsletter, updated and on time

Service Entity Stats:

Meeting

Active Meetings	2588
Pending New Meeting Requests	1
Pending Update Meeting Requests	0
New Meetings last 90 days	126
Updated Meeting last 90 days	581
Not updated this past year	876

Intergroup

Total Intergroup	103
New Intergroup	3
Update Intergroup	1

Regions

Total Regions	2
New Regions	0
Update Regions	0