

WORLD SERVICE OFFICE REPORT

August 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

Brad Lewin, IT Manager

Jose Vazquez, Warehouse Order Specialist

Carrie Rhoden, Customer Service/ Archives

Trish Irelan, Board Executive Secretary

Sylvia Meyer, Finance Controller

Markus Sjoberg, Contractor for Publishing

David Kang, Amazon E-Commerce Specialist

Rebekah Rizo, Accounts Payable - on leave

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	756	639	1485
Big Red Book Hardcover	716	480	1196
Yellow Workbook Spiral	650	597	1247
Big Red Book Softcover	408	303	711
Laundry List Workbook Spiral	258	133	391
Strengthening My Recovery Softcover	259	172	431
Strengthening My Recovery Hardcover	278	62	340
Monthly Totals	3360	2386	5046
		Amazon & Apple	
<u>E-Books</u>	261	785	1026
<u>Audio Books</u>		359	359
<u>Booklets</u>	1165		1165
<u>Tri-Fold Pamphlets</u>	4990		4990
<u>Chips & Medallions</u>	1894		1894

WORLD SERVICE OFFICE REPORT

Highlights for the Month:

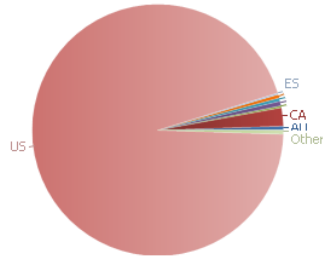
- The office move process was completed in August. It was a major undertaking that would have cost a minimum of \$25,000 if we had hired the move out to a moving company. The staff and a few volunteers performed this work and saved WSO considerable funds. The exit walk-through inspections of the old spaces went well and WSO's deposit was not penalized.
- There were tenant improvement projects remaining to be completed such as HVAC new ducts and Test and Balance assessment, building signage design was begun, flooring in the volunteer work room are among some of the projects to be completed.
- Launched a website on behalf of the S FL IG to accept registrations for the Regional Convention being held at the Boca Raton hotel in conjunction with the WSO Board/Committee Chairs planning summit. This was held to use the funds on deposit from the cancelled 2020 ABC AWC before they were lost this year. Registrations quickly exceeded the rooms blocked for the event and WSO had to go back to renegotiate for more rooms.

WORLD SERVICE OFFICE REPORT

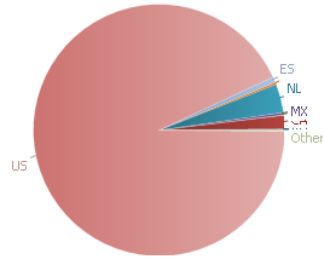
Country Comparison Report

Date Range: 8/1/2023 - 8/31/2023

Total Sales by Country



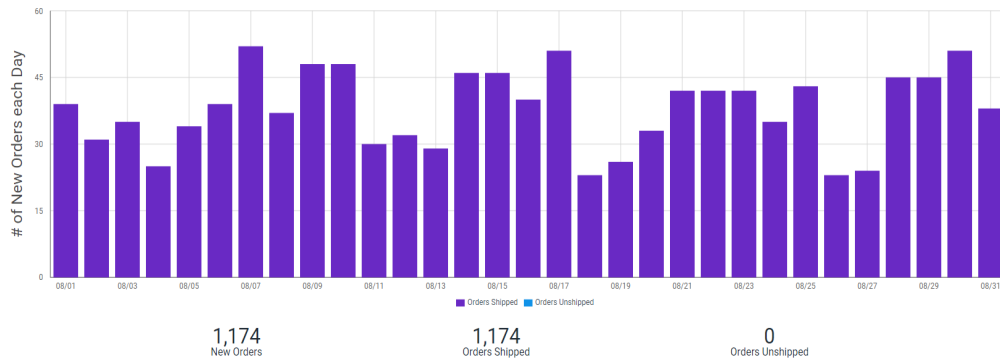
Items Sold by Country



Country	Abbrev.	Items Sold	Total Sales
Australia	AU	12	\$371.51
Canada	CA	123	\$1665.20
Czech Republic	CZ	2	\$63.41
Finland	FI	4	\$171.72
Israel	IL	1	\$54.95
Japan	JP	3	\$102.93
Mexico	MX	22	\$424.38
Netherlands	NL	262	\$300.69
Philippines	PH	18	\$321.88
Spain	ES	53	\$148.92
United Arab Emirates	AE	3	\$144.84
United States	US	6617	\$67220.59

Overview [Learn more](#)

Date Range: 07/31/2023 - 08/30/2023



Shipments by Carrier

Carrier	Qty	Share
USPS	1,047	86%
UPS	154	13%
DHL Express	17	1%
DHL Express from ShipStation	3	0%

[See all shipped order data](#)

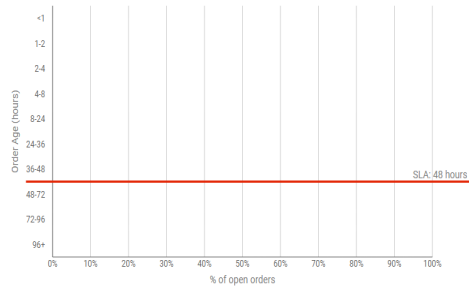
Sales by Store

Store	Revenue
ACA WSO Shopify Cart	\$70,260.95

Open Order Aging

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

Insufficient data to display



WORLD SERVICE OFFICE REPORT

Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, Event Postings, and Volunteer Hours
 - Emails Received: 554
 - Calls Received: 214
 - Event Postings: 11
 - Volunteer Hours: 11.25
- Sent out the August Traveler Newsletter

Service Entity Stats:

Meeting

Active Meetings	2612
Pending New Meeting Requests	1
Pending Update Meeting Requests	2
New Meetings last 90 days	126
Updated Meeting last 90 days	607
Not updated this past year	921

Service Entity Stats: (cont.)

Intergroup

Total Intergroup	106
New Intergroup	1
Update Intergroup	0

WORLD SERVICE OFFICE REPORT

Regions

Total Regions	2
New Regions	0
Udpate Regions	0
