

WORLD SERVICE OFFICE REPORT

September 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 | 690 | 594 | 1284 |
| Big Red Book Hardcover | 544 | 410 | 954 |
| Yellow Workbook Spiral | 510 | 571 | 1081 |
| Big Red Book Softcover | 295 | 250 | 545 |
| Laundry List Workbook Spiral | 176 | 137 | 313 |
| Strengthening My Recovery Softcover | 232 | 165 | 397 |
| Strengthening My Recovery Hardcover | 210 | 57 | 267 |
| Monthly Totals | 2657 | 2184 | 4841 |
| | | Amazon & Apple | |
| <u>E-Books</u> | 233 | 644 | 877 |
| | | | |
| <u>Audio Books</u> | | 342 | 342 |
| | | | |
| <u>Booklets</u> | 1169 | | 1169 |
| | | | |
| <u>Tri-Fold Pamphlets</u> | 4200 | | 4200 |
| | | | |
| <u>Chips & Medallions</u> | 1772 | | 1772 |

WORLD SERVICE OFFICE REPORT

Highlights for the Month:

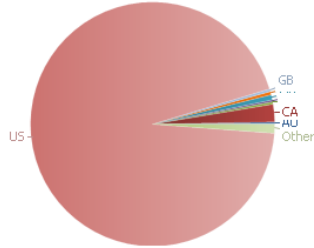
- Sent a motion to the board of trustees for approval to print approximately 15,000 English language LPGs from Thomson Press in India. At the increased rate we are selling them and the amount of time it takes to get them printed and shipped to the US from India, we opted to begin the print process when we had 7 months of supply remaining.
- Received 10,000 Soft Cover SMRs, 10,000 LLWB, 15,000 YWB, and 10,000 LPGs from Thomson Press in India into our new Signal Hill warehouse.
- A large amount of time was spent on the Boca Raton event. As of 9/21 the registration response reached the 300-person capacity of the hotel's largest ballroom and registration was closed for the event. The hunger for an in-person event far exceeded any expectations WSO had for the event.
- Tenant improvements to the new space were completed after the HVAC modifications were made. We are awaiting the final report on the conditions of the HVAC units.
- Russian BRB and YWB E-Book download sales continue at a brisk pace on a digital sales platform inside Russia. A total of 456 e-BRBs and e-YWBs have been sold to the Russian fellowship since the online sales platform was set up a few months ago after lengthy discussions with the Russian IG to print in-country ceased. WSO had secured an arrangement with a printer inside Russia to print the hard copy books and sell them to the Russian IG at the IG Discount price with little or no shipping costs. The Russian IG opted not to go that route and ceased discussions with WSO.
- Building signage was approved and several designs were sent to the board for their feedback. We have great public exposure on two busy streets in our new location, so the idea is to maximize the exposure of the organization on these signs.

WORLD SERVICE OFFICE REPORT

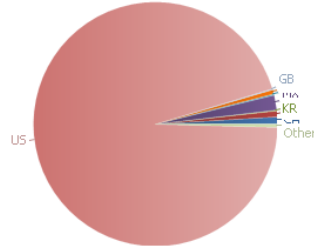
Country Comparison Report

Date Range: 9/1/2023 - 9/30/2023

Total Sales by Country



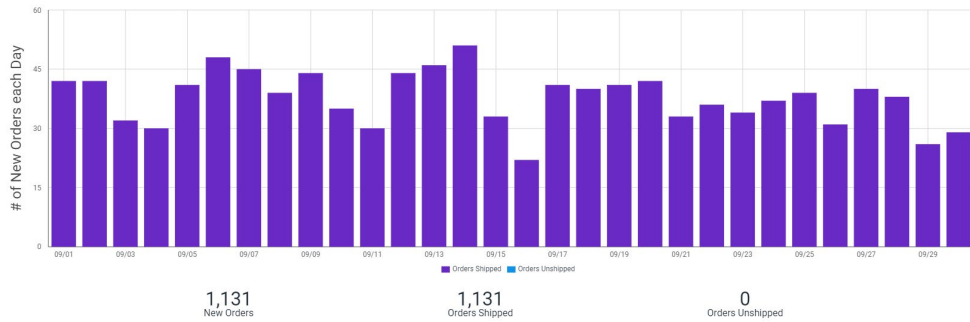
Items Sold by Country



| Country | Abbrev. | Items Sold | Total Sales |
|----------------------------|---------|------------|-------------|
| Australia | AU | 6 | \$169.79 |
| Belgium | BE | 4 | \$91.85 |
| Canada | CA | 60 | \$1374.21 |
| Denmark | DK | 5 | \$187.27 |
| Germany | DE | 49 | \$149.70 |
| Japan | JP | 2 | \$61.26 |
| Korea, Republic of (South) | KR | 7 | \$127.50 |
| Latvia | LV | 1 | \$86.96 |
| Mexico | MX | 123 | \$397.52 |
| New Zealand | NZ | 3 | \$99.66 |
| Norway | NO | 2 | \$69.57 |
| Portugal | PT | 10 | \$250.37 |
| Switzerland | CH | 35 | \$69.32 |
| United Arab Emirates | AE | 3 | \$87.19 |
| United Kingdom | GB | 8 | \$220.92 |
| United States | US | 5925 | \$55356.30 |

Overview [Learn more](#)

Date Range: 08/31/2023 - 09/29/2023



WORLD SERVICE OFFICE REPORT

Shipments by Carrier

| Carrier | Qty | Share |
|------------------------------|-----|-------|
| USPS | 982 | 87% |
| UPS | 116 | 10% |
| DHL Express | 25 | 2% |
| DHL Express from ShipStation | 2 | 0% |

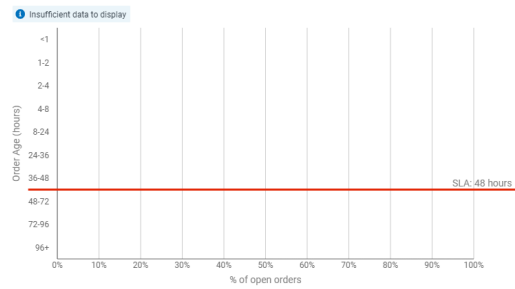
[See all shipped order data](#)

Sales by Store

| Store | Revenue |
|----------------------|-------------|
| ACA WSO Shopify Cart | \$58,587.24 |

Open Order Aging

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



Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, Event Postings, and Volunteer Hours
 - Emails Received: 479
 - Calls Received: 192
 - Event Postings: 12
 - Volunteer Hours: 10.5
- Sent out the September Traveler Newsletter

Service Entity Stats:

Meeting

| | |
|---------------------------------|------|
| Active Meetings | 2634 |
| Pending New Meeting Requests | 1 |
| Pending Update Meeting Requests | 1 |
| New Meetings last 90 days | 158 |
| Updated Meeting last 90 days | 569 |
| Not updated this past year | 996 |

Intergroup

| | |
|-------------------|-----|
| Total Intergroup | 107 |
| New Intergroup | 1 |
| Update Intergroup | 0 |

WORLD SERVICE OFFICE REPORT

Regions

| | |
|----------------|---|
| Total Regions | 2 |
| New Regions | 0 |
| Udpate Regions | 0 |