

# WORLD SERVICE OFFICE REPORT

October 2023

**Operating Hours:** 7:00am to 4:00pm PST/ 11:00am to 7:30pm EST

**Office Contact - Email:** info@acawso.org or call 310-534-1815 from 8:00am to 4:00pm PST

**Staff:**

Bill Dalton, General Manager  
Sylvia Meyer, Finance Controller  
Brad Lewin, IT Manager  
Jose Vazquez, Warehouse Order Specialist  
Carrie Rhoden, Customer Service/ Archives

Trish Irelan, Board Executive Secretary  
David Kang, Amazon E-Commerce Specialist  
Markus Sjoberg, Contractor for Publishing  
Marion Makepeace, Translations Support Contractor  
Pam Say, Publishing Support Contractor

**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	643	676	1319
Big Red Book Hardcover	677	482	1159
Yellow Workbook Spiral	643	543	1186
Big Red Book Softcover	249	257	506
Laundry List Workbook Spiral	244	142	386
Strengthening My Recovery Softcover	275	188	463
Strengthening My Recovery Hardcover	238	41	279
<b>Monthly Totals</b>	<b>2969</b>	<b>2329</b>	<b>5298</b>
		<b>Amazon &amp; Apple</b>	
<u>E-Books</u>	309	641	1050
<u>Audio Books</u>		366	366
<u>Booklets</u>	1206		1206
<u>Tri-Fold Pamphlets</u>	2240		2240
<u>Chips &amp; Medallions</u>	1578		1578

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## Highlights for the Month:

- Recommended that WSO engage a law firm as general counsel for occasional legal matters.
- The Boca Regional Conference and Boar/ Committee Chair summit were both very successful events marking a new milestone in the ACA evolution.
- The shipment of 15,000 LPG is leaving India this week headed for Signal Hill in a couple of months. We will be getting quotes from India for hard cover SMR and YWB in the next month or so.
- This month we have completed 6 new translated eBooks and remediated the English YWB eBook from version 2.0 to version 3.0 so it now has page numbers that match the printed version.
- This past month we printed and delivered the Swedish BRB, Danish YWB and the Lithuanian BRB to their respective countries.
- WSO is utilizing a new translation process that includes machine translation and making documents available on the cloud. We are currently working on approximately a dozen translated new books from a variety of countries.
- IT volunteers and staff are updating the country pages on the EU website with links to eBooks and Amazon printed books as they become available.
- WSO had to get new VAT representation for Amazon UK and EU as the firm we had been using the past several years was separating from the Amazon VAT program.
- We have arranged for a free site inspection January 16th of the archives storage with an organization recommended by the Archives Committee and answered the pre-visit questionnaire.
- Signage was installed at the office:

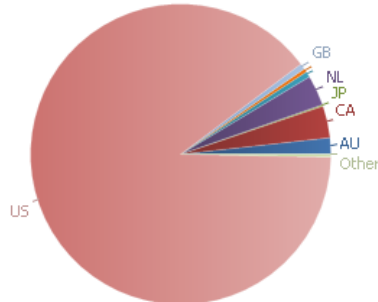


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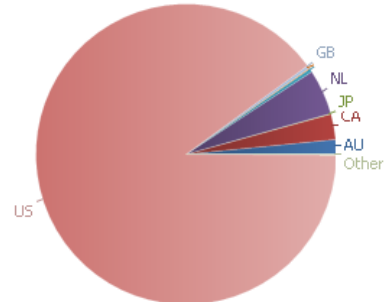
## Country Comparison Report

Date Range: 10/1/2023 - 10/31/2023

Total Sales by Country



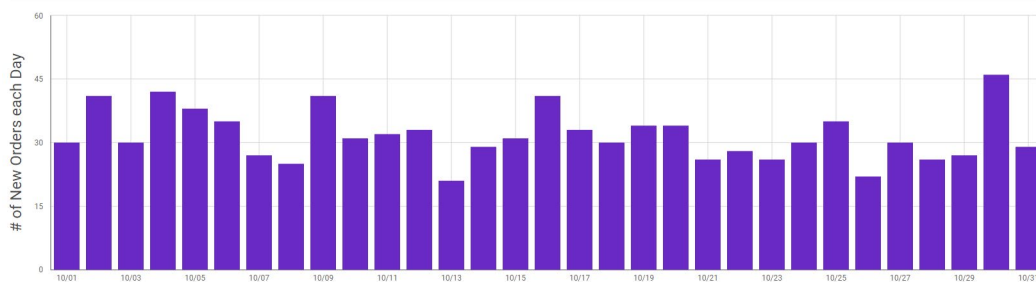
Items Sold by Country



Country	Abbrev.	Items Sold	Total Sales
Australia	AU	97	\$1108.94
Belgium	BE	3	\$85.77
Canada	CA	168	\$2154.48
Japan	JP	4	\$97.86
Netherlands	NL	299	\$2047.99
New Zealand	NZ	23	\$386.33
Poland	PL	1	\$51.47
Portugal	PT	1	\$44.47
Sweden	SE	6	\$237.09
United Kingdom	GB	19	\$399.72
United States	US	5517	\$56122.87

### Overview [Learn more](#)

Date Range: 09/30/2023 - 10/30/2023



### Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, Event Postings, and Volunteer Hours
  - Emails Received: 398
  - Calls Received: 216
  - Event Postings: 14
  - Volunteer Hours: 10.5
- Sent out the October Traveler Newsletter, updated and on time

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## Service Entity Stats:

### Meeting

Active Meetings	2660
Pending New Meeting Requests	1
Pending Update Meeting Requests	4
New Meetings last 90 days	175
Updated Meeting last 90 days	612
Not updated this past year	1039

### Intergroup

Total Intergroup	107
New Intergroup	0
Update Intergroup	0

### Regions

Total Regions	2
New Regions	0
Update Regions	0