

# WORLD SERVICE OFFICE REPORT

December 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 4:00pm 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  
Vacant, Accounts Payable

**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	544	549	1093
Big Red Book Hardcover	529	459	988
Yellow Workbook Spiral	547	507	1054
Big Red Book Softcover	241	303	544
Laundry List Workbook Spiral	228	99	327
Strengthening My Recovery Softcover	196	182	378
Strengthening My Recovery Hardcover	187	24	211
<b>Monthly Totals</b>	<b>2472</b>	<b>2123</b>	<b>4595</b>
		<b>Amazon &amp; Apple</b>	
<u>E-Books</u>	275	621	896
<u>Audio Books</u>		303	303
<u>Booklets</u>	1093		1093
<u>Tri-Fold Pamphlets</u>	2360		2360
<u>Chips &amp; Medallions</u>	1515		1515

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### Highlights for the Month:

- The shipment of 15000 LPG has left India and are headed for Signal Hill in a couple of months. We will be getting quotes from India for the hard cover SMR and YWB in the next month or two.
- We now have 26 eBooks plus 4 eBooklets in circulation either on our own Shopify store, Amazon KDP, Apple iBooks, Barnes and Noble and Kobo as the platforms are capable of handling. For example, Amazon KDP cannot handle Cyrillic lettering so the Greek, Polish and Russian eBooks are not available there, but are on our website and on Apple and Kobo. This number is up from 3 total in 2022.
- This month we have completed 6 new translated e-Books and remediated the YWB e-Book from version 2.0 to version 3.0 so it has page numbers that match the printed version.
- WSO is utilizing a new translation workflow process that is working well on about two dozen new translated book projects with many different countries currently.
- WSO had to get new VAT representation for Amazon UK and EU as the firm we used the past several years was separating from the Amazon VAT program.
- We have launched a new eBook sales platform by establishing an account on Kobo.com. Kobo is reported to be the 4th largest eBook selling platform, but more importantly it opens a gateway for getting our eBooks into libraries with its strategic connection to Overdrive.com, one the largest library, both public and academic eBook providers in the world.
- We are investigating a translation management system to effectively manage the dozens of new books a variety of countries are bringing to WSO for publication in the next year or two. WSO needs a system that will manage the process more efficiently.
- We have updated the country pages on the ACA WSO EU website with links to e-books and Amazon printed books as they become available. We recently went back and inserted the translated book titles and links to the eBooks in those countries, so no one needs to understand English to find their books.

## **WORLD SERVICE OFFICE REPORT**

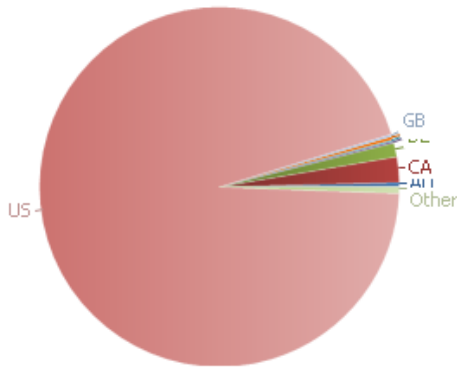
- We received three revised documents from the copyright attorney that will better protect WSO Intellectual Property Assets. They include an NDA, Translation Agreement and Copyright Release.
- WSO sent a cease-and-desist letter to a large unregistered group that had made WSO copyrighted publications available to its members and the public by posting links to download PDFs of the books. This hurts ACA overall and could lead to loss of the copyright any time WSO doesn't take action to remove these types of infringements.

# WORLD SERVICE OFFICE REPORT

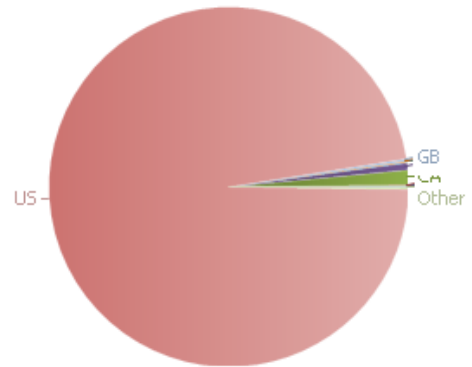
## Country Comparison Report

Date Range: 12/1/2023 - 12/31/2023

Total Sales by Country

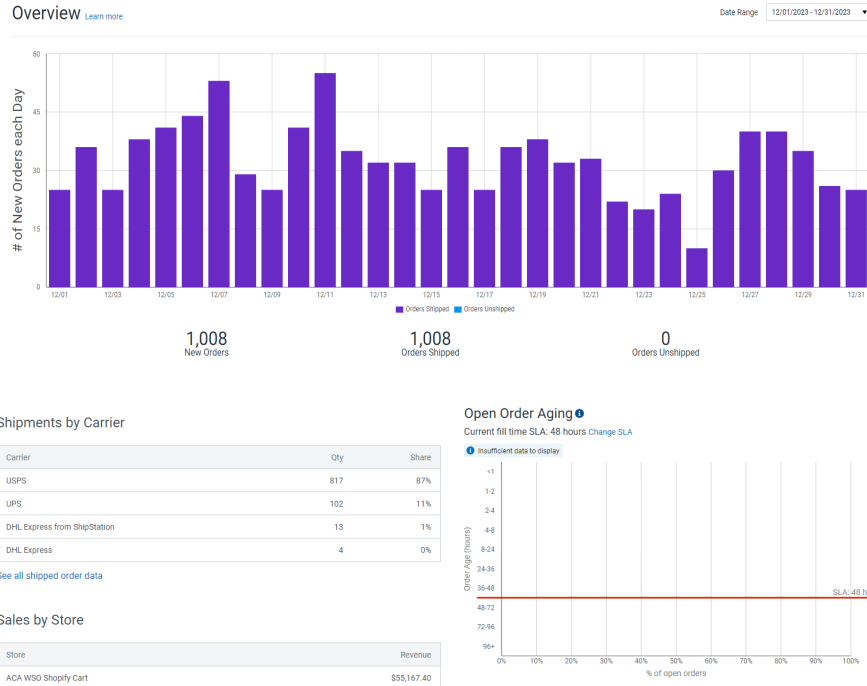


Items Sold by Country



Country	Abbrev.	Items Sold
Australia	AU	7
Belgium	BE	3
Canada	CA	77
Finland	FI	1
France	FR	2
Germany	DE	36
India	IN	2
Ireland (Eire)	IE	4
Japan	JP	3
Malaysia	MY	1
Mexico	MX	2
New Zealand	NZ	5
United Kingdom	GB	12
United States	US	5578

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## Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, Event Postings, and Volunteer Hours
  - Emails Received: 324
  - Calls Received: 158
  - Event Postings: 20
  - Volunteer Hours: 13.5
- Sent out the December Traveler Newsletter, updated and on time
- Arranged for an audit of the archives to be performed by a public service archives risk management firm. The audit will be performed in January.

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## Service Entity Stats:

### Meeting

Active Meetings	2673
Pending New Meeting Requests	0
Pending Updated Meeting Requests	1
New Meetings last 90 days	123
Updated Meeting last 90 days	522
Not updated this past year	1118

### Intergroup

Total Intergroup	105
New Intergroup	0
Updated Intergroup	1

### Regions

Total Regions	2
New Regions	0
Updated Regions	0