

# WORLD SERVICE OFFICE REPORT

## November 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	631	563	1194
Big Red Book Hardcover	569	431	1000
Yellow Workbook Spiral	558	590	1148
Big Red Book Softcover	287	317	604
Laundry List Workbook Spiral	153	127	280
Strengthening My Recovery Softcover	280	143	423
Strengthening My Recovery Hardcover	204	44	248
<b>Monthly Totals</b>	<b>2682</b>	<b>2215</b>	<b>4897</b>
		<b>Amazon &amp; Apple</b>	
<u>E-Books</u>	292	668	960
<u>Audio Books</u>		356	356
<u>Booklets</u>	896		896
<u>Tri-Fold Pamphlets</u>	2660		2660
<u>Chips &amp; Medallions</u>	1485		1485

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### Highlights for the Month:

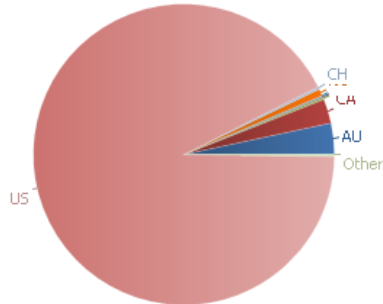
- The Boca Raton event was a huge success from all the feedback received. Over 300 people registered and attended the regional event.
- Russian BRB and YWB E-Book download sales have surpassed 600 copies on the Russian e-Book platform Litres.ru
- The Swedish BRB order of 1200 books was delivered November 1st. The Swedish fellowship was very happy to have received their book in time for their national convention.
- The Lithuanian BRB is in final stages of production and is expected to ship by the middle of November.
- WSO is printing 15,000 Loving Parent Guidebooks in India.
- We are moving ahead with 7 new eBooks including Danish YWB, SMR, Swedish BRB, Finnish BRB, and Greek SMR BRB YWB. The first two have been delivered to us and are undergoing checking before they are uploaded to our site and Amazon/Apple sites.
- WSO has signed a service agreement with a EU firm to be our fiscal representative in cross-border shipments that will allow us to ship seamlessly between the print hub in the UK and into Amazon EU warehouses.
- The three-year WSO staffing expansion plan has been made available to the board.
- WSO signed an engagement letter for general counsel attorney with the firm of Nevers, Palazzo, Packard, Wildermuth & Wynner, PC.

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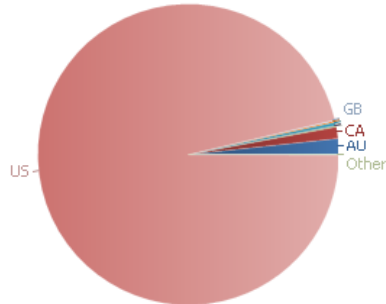
## Country Comparison Report

Date Range: 10/31/2023 - 11/30/2023

Total Sales by Country



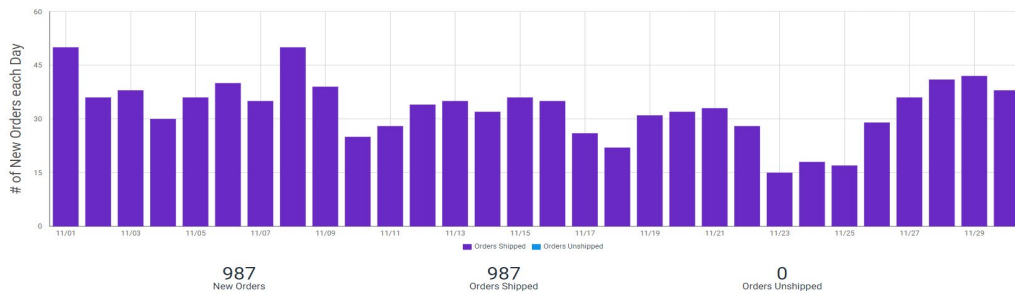
Items Sold by Country



Country	Abbrev.	Items Sold
Australia	AU	95
Canada	CA	69
Denmark	DK	6
Ireland (Eire)	IE	1
Netherlands	NL	3
New Zealand	NZ	1
Norway	NO	20
Switzerland	CH	8
United Arab Emirates	AE	1
United Kingdom	GB	5
United States	US	5357

### Overview [Learn more](#)

Date Range: 10/31/2023 - 11/29/2023



### Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, Event Postings, and Volunteer Hours
  - Emails Received: 416
  - Calls Received: 169
  - Event Postings: 15
  - Volunteer Hours: 15.5

## WORLD SERVICE OFFICE REPORT

- Sent out the November Traveler Newsletter, updated and on time

### Service Entity Stats:

#### Meeting

Active Meetings	2673
Pending New Meeting Requests	0
Pending Updated Meeting Requests	1
New Meetings last 90 days	166
Updated Meeting last 90 days	580
Not updated this past year	1055

#### Intergroup

Total Intergroup	107
New Intergroup	0
Updated Intergroup	3

#### Regions

Total Regions	2
New Regions	0
Updated Regions	0