

# WORLD SERVICE OFFICE REPORT

## April 2024

**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 and Member Services  
 Marcin Czop, IT Administrator

Trish Irelan, Board Executive Secretary  
 David Kang, Amazon E-Commerce Specialist  
 Sarah Oehl, Bookkeeper  
 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	639	678	1317
Big Red Book Hardcover	554	457	1011
Yellow Workbook Spiral	541	637	1178
Big Red Book Softcover	256	311	567
Laundry List Workbook Spiral	251	155	406
Strengthening My Recovery Softcover	195	174	369
Strengthening My Recovery Hardcover	246	69	315
<b>Monthly Totals</b>	<b>2682</b>	<b>2481</b>	<b>5163</b>
		<b>Amazon &amp; Apple</b>	
<u>E-Books</u>	302	639	941
<u>Audio Books</u>		371	371
<u>Booklets</u>	1068		1155
<u>Tri-Fold Pamphlets</u>	2901		2901
<u>Chips &amp; Medallions</u>	2141		2141

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### Highlights for the Month:

- Processes the auditor cited in his report recommended controls to implement in the areas of purchasing and reconciliation approvals are being implemented by WSO staff. The annual signing of Conflict-of-Interest forms has been completed by all staff and special workers including contractors. They are on file at the office and have been uploaded to the google drive. These processes are being performed in Adobe Sign that provides an auditable paper trail for the signatures and approvals.
- We are in the test print phase of WSO's newest book "A New Hope". We ordered a limited print run of copies for the WSO Board and the working group to evaluate before ordering bulk printings. So far we have completed the steps outlined in the A New Hoper launch plan submitted to the board on May 9<sup>th</sup> where we planned to roll out a launch campaign that would include presales, targeted emails, The Traveler, and social media.
- Russia's Litres platform has sold over 1,100 Russian eBooks to Russian members. New orders for books are in process with two other Moscow groups' representatives.
- International literature orders were back up in April with the Sweden, Denmark, and Poland all placing orders for books to be printed in Latvia. We have completed the printing of 5,500 books consisting of 4 of our titles in English at the UK print hub that will be used to resupply the UK IG ecommerce store as well as WSO's Amazon UK marketplace.
- A social media ABC motion and PowerPoint presentation was completed. They are under review by the WSO Board of Trustees. A draft social media policy was forwarded to the board for consideration by the fellowship later.
- There are currently 55+ ACA WSO publications in the translation process. There are translations active in 22 languages. We are continuing to see an increased demand for more translation support. We have proposed licenses older than 3 years and those where there is no longer any contact with the translation team members, be expired so that we can reissue them with the updated legal language approved by the attorney. So current translation work can be legally compliant.
- The office finalized a contract with a UK licensed Employment of Record firm to assist with payroll obligations to UK-based special workers. The details were worked out and on-boarding by the EOR company will begin shortly.
- ACA World Services has been looking at various systems for managing projects and workflows within the organization. After evaluating several software platforms, one was chosen and a return on investment was presented to the board. The board earmarked funds for this

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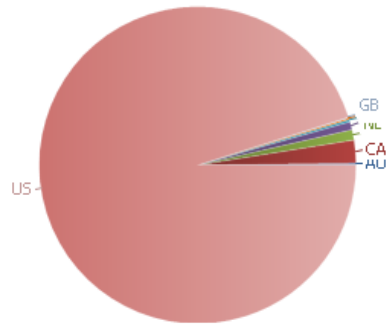
important project that when fully implemented will enable all areas of WSO, including committees, staff, and the board, to manage their workflows more efficiently.

- The World Service Office annual report was compiled and completed for the ABC Guidebook.

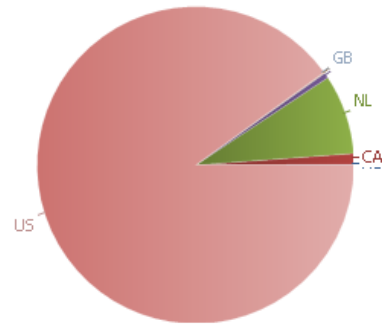
## Country Comparison Report

Date Range: 4/1/2024 - 4/30/2024

Total Sales by Country



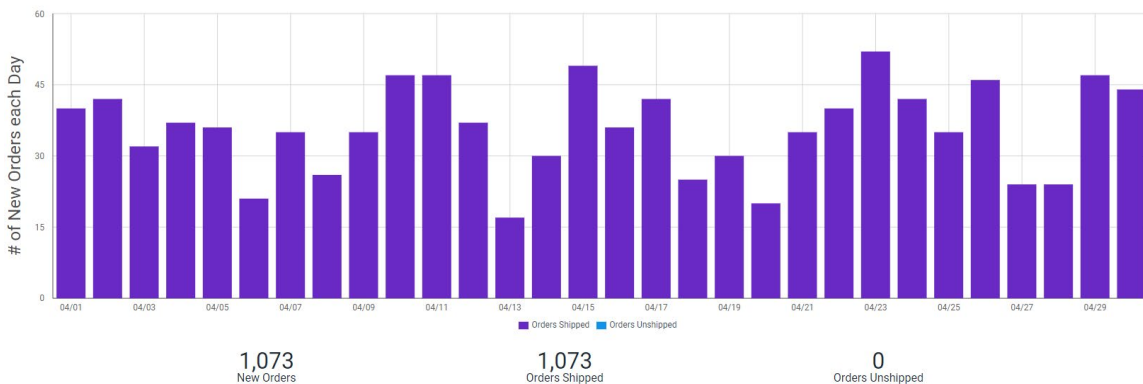
Items Sold by Country



Country	Abbrev.	Items Sold	Total Sales
Australia	AU	5	\$122.24
Canada	CA	74	\$1399.09
Netherlands	NL	541	\$627.94
New Zealand	NZ	36	\$481.96
Sweden	SE	2	\$150.26
United Arab Emirates	AE	3	\$97.61
United Kingdom	GB	2	\$43.83
United States	US	5997	\$56756.14

### Overview [Learn more](#)

Date Range: 04/01/2024 - 04/30/2024



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## Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, Event Postings, and Volunteer Hours
  - Emails Received: 432
  - Calls Received: 160
  - Event Postings: 15
  - Volunteer Hours: 6
- Sent out the April Traveler Newsletter, updated and on time

## Service Entity Stats:

### Meeting

Active Meetings	2723
Pending New Meeting Requests	0
Pending Update Meeting Requests	1
New Meetings last 90 days	125
Updated Meeting last 90 days	629
Not updated this past year	1150

### Intergroup

Total Intergroup	102
New Intergroup	1
Update Intergroup	2

### Regions

Total Regions	2
New Regions	0
Update Regions	0