

WORLD SERVICE OFFICE REPORT

March 2024

Operating Hours: 8:00am to 4:00pm 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

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	595	723	1318
Big Red Book Hardcover	637	467	1104
Yellow Workbook Spiral	584	623	1207
Big Red Book Softcover	263	337	600
Laundry List Workbook Spiral	277	148	425
Strengthening My Recovery Softcover	207	174	381
Strengthening My Recovery Hardcover	247	43	290
Monthly Totals	2855	2515	5370
		Amazon & Apple	
<u>E-Books</u>	334	596	930
<u>Audio Books</u>		345	345
<u>Booklets</u>	1155		1155
<u>Tri-Fold Pamphlets</u>	2890		2890
<u>Chips & Medallions</u>	1794		1794

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Highlights for the Month:

- The auditor's final reports were received from the audit committee and a review is underway with responses as indicated. We did very well as far as our financial data being accurate. There were some things that WSO can work toward improving, but there was nothing that raised a material red flag.
- Russia's Litres platform has sold over 1,000 Russian eBooks to Russian members. The order for 66 books to be printed on demand in Russia was placed by a Moscow ACA Group and we are happy to say the books were delivered.
- We have reviewed our annual English book printing need for North America and are seeking prices. order soon for more of the English language books. International literature activity picked up in February. We received the manuscript of the Lithuanian YWB from the Lithuanian fellowship and it was being typeset by a contracted designer.
- Request for quotes were sent out to 11 vendors for the English Strengthening My Recovery Audiobook. We are soliciting an audiobook that will provide alternating male and female voices with specific requirement for compassionate, calm, non-threatening tones. We have found the more narrators that are involved the higher the cost goes. Our budget will likely limit us to two narrators, a female and male voice.
- Quite a few more instances of copyright infringement have been identified and either addressed by staff or referred to the attorney after staff did not get any responses from the entities. These new cases include the website Reddit, which has several threads where people are asking where to obtain English ACA WSO BRB and YWB, You Tube had 11 videos using copyrighted materials were reported to You Tube legal department and were taken down, the websites Scribd and PDF Drive were also hosting pdfs of our books that were linked in social media posts. Another was a website known as Addiction Recovery that had links to our BRB and YWB in PDF form. They responded by email that they would remove the links by March 28th. Altogether we have dealt with about 25 instances of copyright infringement in the last couple of months.
- The Employee Handbook update was finalized by the attorney and is ready for use. A big thank you to Trish for her part in it.
- The social media expanded engagement with videos is very telling of the direction we should focus. Video engagement for 3 months on Instagram surpassed the total one-year engagement numbers for Facebook. A little over 27,000 people were reached on Instagram.
- We reviewed the draft copy of WSO's newest book "A New Hope" this March with the primary writer, the Lit and Publishing Chairs, and a member of the Lit Eval Committee. We are moving toward a final draft by next month.

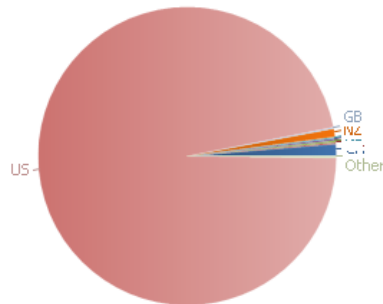
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- After interviewing four Employer of Record firms, we selected Skaud to be the EOR company we use to hire the two UK part-time workers, Marcin C and Marion M. This will prevent WSO from having to establish a legal entity in the UK to hire them.
- Sexual Harassment Training as required by California was completed the two employees, Jose and the new bookkeeping employee, Sarah.
- All AWC recordings have been centralized on the shopping cart website under Audio.
- A draft Whistleblower Policy was created and sent to the board by the General Manager.
- A draft policy for funding the prudent reserve was prepared and sent to the board for approval. This policy was approved, and the funding has been implemented at 15% of net income per quarter.

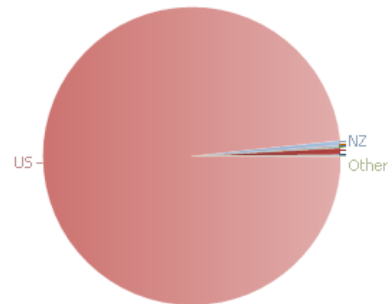
Country Comparison Report

Date Range: 3/1/2024 - 3/31/2024

Total Sales by Country

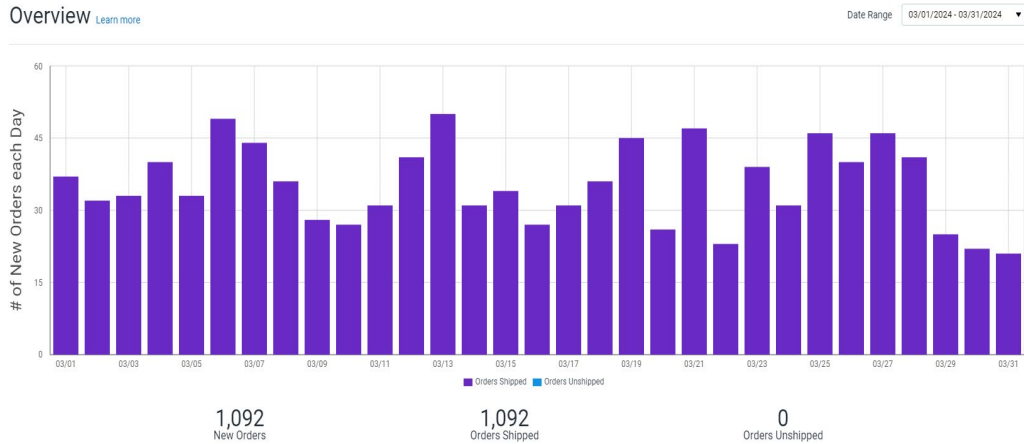


Items Sold by Country



Country	Abbrev.	Items Sold	Total Sales
Australia	AU	11	\$42.39
Canada	CA	47	\$805.55
France	FR	2	\$65.87
Hong Kong	HK	4	\$98.34
Israel	IL	3	\$139.64
Japan	JP	6	\$131.92
Netherlands	NL	4	\$98.34
New Zealand	NZ	35	\$544.19
United Kingdom	GB	2	\$98.56
United States	US	6433	\$59518.93

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Please note the sales statistics above do not include Amazon or international literature sales made directly to Intergrups.

Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, Event Postings, and Volunteer Hours
 - Emails Received: 401
 - Calls Received: 193
 - Event Postings: 18
 - Volunteer Hours: 12
- Sent out the March Traveler Newsletter, updated and on time

Service Entity Stats:

Meeting

Active Meetings	2737
Pending New Meeting Requests	0
Pending Update Meeting Requests	0
New Meetings last 90 days	157
Updated Meeting last 90 days	658
Not updated this past year	1174

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Intergroup

Total Intergroup	102
New Intergroup	0
Udpate Intergroup	2

Regions

Total Regions	2
New Regions	0
Udpate Regions	0
