

WORLD SERVICE OFFICE REPORT

August 2024

Operating Hours: 8:00am to 4:00pm PST/ 11:00am to 7:00pm 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 Guidebook	650	638	1288
Big Red Book Hardcover	594	476	1070
Yellow Workbook Spiral	549	565	1114
Big Red Book Softcover	259	332	691
Laundry List Workbook Spiral	199	120	319
Strengthening My Recovery Softcover	219	179	398
Strengthening My Recovery Hardcover	199	46	245
A New Hope	1092	151	1243
Monthly Totals	3761	2507	6268
		<u>Amazon & Apple</u>	
<u>E-Books</u>	375	682	1057
<u>Audio Books</u>		357	357
<u>Booklets</u>	1132		1132
<u>Tri-Fold Pamphlets</u>	3570		3570
<u>Chips & Medallions</u>	2043		2043

WORLD SERVICE OFFICE REPORT

Highlights for the Month:

- Counterfeit BRB update – WSO filed a lawsuit against a worldwide book distributor for making counterfeit copies of our BRB available to retail sellers globally as Print on Demand. The litigation law firm has provided us with substantial information about the financial aspects of the counterfeiting with cooperation from the distributor. It appears after printing and other associated costs the sales generated about \$3,444 in profit to the counterfeiter and about \$5,399 to the distributor for a total of about \$8,843.62 after expenses. The distributor reported the counterfeiters had not yet been sent their portion of the funds when WSO filed its infringement claim was so that distribution of profits was stopped. The counterfeiters have not received anything from the distributor. The board has approved a request to be made through our attorney to the distributor that this money be paid to WSO as part of a settlement. We are also proceeding with subpoenas to financial institutions and tech companies to identify counterfeiter(s). We are reasonably certain the person who signed the contract with the distribution used a fake name as the distributor has been unable to get in touch with the counterfeiter.
- Implementing the audit recommendations has been a continuing focal point of the office staff during the month of August. Staff has already addressed over half (9 completed out of 14) of the recommendations made by implementing policies and procedures designed to meet the requirements of the items identified in the audit.
- The office went live with its new inventory management software, Fishbowl Inventory, in August as planned. This was a long process that required many hours of accounting and IT staff working with consultants to merge our warehouse inventory, order picking, shipping, and accounting functions into a new system while maintaining the old system. It required having two version of Quickbooks, one was a desktop and the 2nd an online version, operating in parallel until the migration was complete to prevent any lapses in reporting. Kudos to the team for pushing it across the finish line.
- Work is continuing with the new audiobook of the Strengthening My Recovery Daily Reader. There are three narrators each taking one third of the book. One of the narrators has completed their reading and is now working on the final edits. Two are not yet halfway through their readings. There have been delays due to the inexperience of the volunteer readers. There are many more technical aspects in creating an audiobook than one might imagine. Room noise, external noise, microphone variances between readers, pace and tone of the reading, uniform ways of reading the headings with similar pauses between the date and the heading, etc. are just some of the technical aspects that have to be coordinated with all three narrators, so the book sounds cohesive as the narrators alternate the pages that are read.
- The remaining books ordered from India are headed to Signal Hill on schedule. WSO had to lay out a very substantial amount of money to pay for these orders so our cash will be lower next

WORLD SERVICE OFFICE REPORT

month. If you have been holding back on making an individual or group contribution, now is the time to do it. WSO will need to replenish its accounts after this very large annual purchase.

- The Print on Demand ability of WSO's e-book vendor in Russia has made it possible for 24 orders for a total of 1,488 printed books to be placed by groups in Moscow, St Petersburg, Ural/Siberia, Kazan, and the Nizhny Novgorod province of Russia. Most of the sales have occurred in the last two months as word has spread throughout the ACA Groups in Russia. Below is a chart that shows the sales by month for each book. In addition to the chart below 1,677 e-books of the BRB and YWB have been sold in Russia.

Litres POD Sales

Total Books Ordered

Litres POD Sales by Month							
Book Ordered, Date Ordered	2024-03	2024-04	2024-06	2024-07	2024-08	2024-09	Sum
BRB	66	78	117	30	369	189	849
YWB		33	156		270	180	639
Sum	66	111	273	30	639	369	1,488

- As of the end of August WSO had 12 book projects in the design stage and 10 titles in print production. There are also currently 60+ ACA WSO additional publications in the translation process. There are translations active in 28 languages. We are continuing to see an increased demand for more translation support with more and more teams being licensed each week. This is so far beyond where WSO was just 3 short years ago.

The board has approved the translation 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 replace them with the updated licenses containing legal language approved by the attorney. Those notices will be going out very soon with information about obtaining an updated license.

An English Glossary was recently completed by translation staff and a volunteer which took the woefully incomplete BRB glossary and expanded it to include all the ACA WSO publications including the recently released A New Hope.

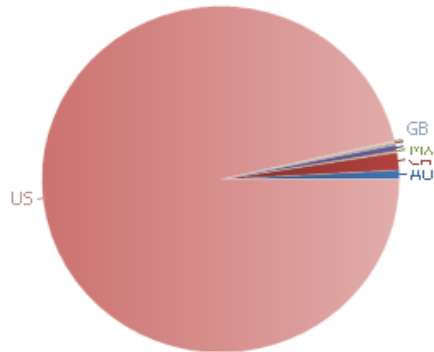
There is also a test underway for a Translation Management System software to improve WSO's management and throughput of its translation work. It is planned that the cost of the translation software will be offset by a reduction in staff and contractor time required to manage the translations. We foresee hundreds of translations coming into WSO over the next 5-10 years.

WORLD SERVICE OFFICE REPORT

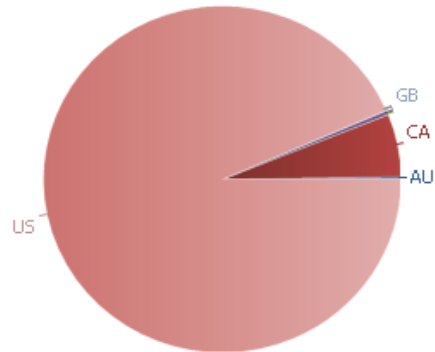
Country Comparison Report

Date Range: 8/1/2024 - 8/31/2024

Total Sales by Country



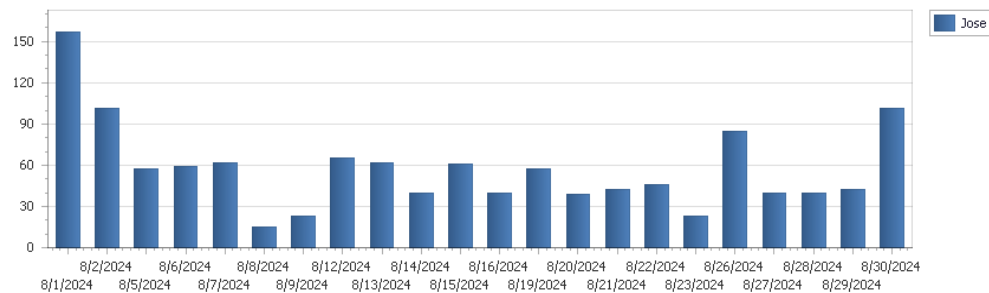
Items Sold by Country



Country	Abbrev.	Items Sold	Total Sales
Australia	AU	11	\$305.99
Canada	CA	245	\$577.85
Mexico	MX	1	\$46.26
New Zealand	NZ	16	\$204.60
Spain	ES	1	\$45.22
Sweden	SE	1	\$45.58
United Kingdom	GB	1	\$44.11
United States	US	3931	\$34122.75

Shipment Count By User

Date Range: 8/1/2024 - 8/31/2024 | Group By: Day | User: Jose



Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, Event Postings, and Volunteer Hours

WORLD SERVICE OFFICE REPORT

- Emails Received: 402
- Calls Received: 135
- Event Postings: 10
- Volunteer Hours: 12.5
- Sent out the August Traveler Newsletter, updated and on time

Service Entity Stats:

Meeting

Active Meetings	2746
Pending New Meeting Requests	4
Pending Update Meeting Requests	0
New Meetings last 90 days	159
Updated Meeting last 90 days	556
Not updated this past year	1188

Intergroup

Total Intergroups	105
New Intergroups	3
Updated Intergroups	2

Regions

Total Regions	3
New Regions	0
Updated Regions	0