WORLD SERVICE OFFICE REPORT
September 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
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:

Books	**Signal Hill**	**Amazon NA**	**Total**
Loving Parent Guide Spiral	655	656	1311
Big Red Book Hardcover	607	426	1033
Yellow Workbook Spiral	513	578	1091
Big Red Book Softcover	322	284	606
Laundry List Workbook Spiral	194	112	306
Strengthening My Recovery Softcover	166	163	329
Strengthening My Recovery Hardcover	182	44	226
A New Hope	715	120	865
Monthly Totals	**3387**	**2383**	**5770**
		Amazon & Apple	
E-Books	390	647	1037
Audio Books		355	355
Booklets	1101		1101
Tri-Fold Pamphlets	4760		4760
Chips & Medallions	1973		1973

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Highlights for the Month:

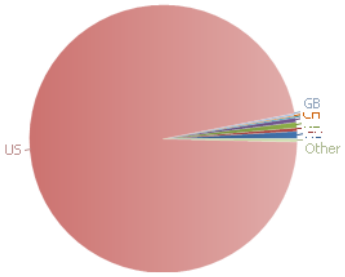
1. Counterfeit BRB update – WSO was successful in recovering about $9,000 from the distributor of the counterfeit BRBs. It was learned that the person(s) responsible for contracting the book with the distributor used a fake name and email to gain access to the distributor's network. After receiving legal advice, WSO accepted the funds from the distributor and released them from further liability. WSO is still pursuing the identity of the person(s) responsible through the US Federal Court System to subpoena Paypal records used by the counterfeiter to make the financial connection with the distributor and the email provider for the individual responsible for the fake email.
2. We are in the final stage of the Compensation Policy project with the HR consultants and should have a final policy in the next 2 to 3 weeks. This policy will be announced when posted on the website when approved.
3. The new audiobook of the Strengthening My Recovery Daily Reader is moving toward completion. We had to change one of the three narrators in the middle of the project as the individual resigned. We hired a professional narrator who has completed all their recordings for assessment. We are now final editing the recordings and will begin assembling them into the audiobook next.
4. There are now 75 *active* ACA WSO publications in the translation/publishing process. This number has gone up by 20 titles since last month! WSO is continuing to see an increased demand for world-wide translation of its English titles. There are translations active in approximately 26 languages. We have now formally expired all translation licenses older than 3 years and those where there was no longer any contact with the translation team members. We are actively relicensing any groups or individuals who are doing or want to do translation work. We are reissuing the new licenses with the updated legal language approved by the attorney. This is so the results of the translation work can be legally compliant around the world.
5. WSO staff are working with the new Connections book writer team and publishing committee to approve the designer's work. This is a new book that was approved by the ABC whose focus is on the different types of program support available to ACA members and the importance of connecting with others in recovery. It discusses the fellow traveler & sponsorship roles as well as other topics regarding the connections ACA members make with one another during their healing journey.
6. Publishing staff are in the prepress process on 5 printing projects currently. Those include printing the Russian Big Red Book, Polish Big Red Book, Unified Spanish Yellow Workbook (combines both Latin American Spanish and Spain Spanish into one book), the Japanese Loving Parent Guidebook, and the Arabic Strengthening My Recovery.
7. With board approval staff filed the paperwork necessary to obtain Amazon seller accounts in the Middle East. The first one being prepared is for Egypt with Saudi Arabia and United Arab Emirates to follow. This is in preparation for the publishing of 3 new books in the Arabic language.
8. A part-time shipping clerk's position description advertisement has been created and has been on the front page of the websites for over two weeks. This is an in-person position in Signal Hill, CA.

9. All the approximately 70,000 books purchased for the US warehouse have left India and are enroute across the ocean to the Port of Los Angeles. We received word one has docked at the port and there are 3 remaining separate shipments that are expected to arrive in late October through November.
10. WSO continues to remove copyright infringing websites and counterfeit online sales of ACA WSO intellectual property to protect ACA. This comes at a great expense for legal fees and lost staff time. People often think they are helping others heal by making the ACA copyrighted material available for free online or by printing and selling it as their own. The fact is it hurts far more people than it helps. These illegal infringements reduce important revenue raising sales needed to fund the WSO's ongoing work of spreading the message worldwide.

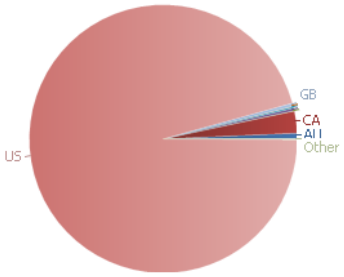
Country Comparison Report

Date Range: 9/1/2024 - 9/30/2024

Total Sales by Country



Items Sold by Country



Country	Abbrev.	Items Sold	Total Sales
Australia	AU	64	$761.60
Canada	CA	246	$344.13
Denmark	DK	1	$52.25
Greece	GR	2	$64.25
Ireland (Eire)	IE	2	$59.25
Italy	IT	1	$44.11
Mexico	MX	4	$77.26
New Zealand	NZ	29	$563.13
Spain	ES	19	$442.94
Sweden	SE	2	$151.47
Switzerland	CH	3	$93.85
United Kingdom	GB	35	$208.03
United States	US	8874	$80453.63

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Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, Event Postings, and Volunteer Hours
  - Emails Received: 411
  - Calls Received: 138
  - Event Postings: 18
  - Volunteer Hours: 32
- Sent out the September Traveler Newsletter, updated and on time

Service Entity Stats:

Meeting

Active Meetings	2749
Pending New Meeting Requests	3
Pending Udpate Meeting Requests	0
New Meetings last 90 days	163
Udpated Meeting last 90 days	617
Not updated this past year	1128

Intergroup

Total Intergroup	105
New Intergroup	3
Udpate Intergroup	2

Regions

Total Regions	3
New Regions	0
Udpate Regions	0