

WORLD SERVICE OFFICE REPORT

March 2025

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 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	466	570	1046
Big Red Book Hardcover	450	453	1003
Yellow Workbook Spiral	494	541	1035
Big Red Book Softcover	232	206	438
Laundry List Workbook Spiral	155	139	294
Strengthening My Recovery Softcover	173	165	338
Strengthening My Recovery Hardcover	191	55	246
A New Hope	310	133	443
Connections	337	0	337
Monthly Totals	2808	2562	5470
		<u>Amazon & Apple</u>	
<u>E-Books</u>	320	560	880
<u>Audio Books</u>		333	333
<u>Booklets</u>	977		977
<u>Tri-Fold Pamphlets</u>	2680		2680
<u>Chips & Medallions</u>	2507		2507

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Highlights for the Month:

- The 2024 financial audit work is down to just 2 or 3 items remaining from the original list of about 80 items the auditor initially requested. One of the items submitted last week was returned due to a modification needed. He returned the Quickbooks backup file to Finance citing a functional expense allocation worksheet that needed to be added. The Controller has been working on this for several days. It is a tedious process that involves going line by line in the General Ledger Accounts and setting up an allocation for each expense item indicating whether it is a General & Admin, Program, and Fundraising. Once this is ready, she can upload the worksheet for the auditor. Then she will insert the allocation into Quickbooks and re-upload the QB trial balance data file for the auditor. That will take us down to the accounting manual, list of prepaid expenses, and restricted cash remaining. We are about a month behind our timeline due to the difficulties with the desktop to online version of the accounting software at the beginning of the year. The auditor should be able to deliver the audit draft around the end of April.
- We are still managing several printing projects at both the Latvia and UK print hubs including:
 - Portuguese ANH was delivered to Signal Hill from Latvia
 - Connections has shipped to the US from Latvia
 - YWB Perfect bound - in print production in Latvia
 - SMR - in print production at the UK printer
 - Newcomer Booklet - in print production at the UK printer
 - We have 9 publishing projects in the design phase and 1 eBook, Japanese Loving Parent Guidebook, about to finish production.
- We have recently received applications from Chinese translators as we commence to translate our work in Asian countries other than Japan and India.
- WSO staff are working on a new video tour for the World Service Office and should have it ready for review in several more weeks.
- We saw sustained gross sales on Shopify in February over the previous year's average by about 54%. I believe this was due primarily to the pending price increase at the end of February and the presales of Connections. We won't be able to record the Connections sales in our books until they start shipping, so we won't realize that income in the P&L for February unless the books get to us a day earlier than the projected 4/1 and we are able to start shipping them.
- The process for the Strengthening My Recovery Daily Reader audiobook review completed by the fellowship volunteers went well. We had a list of corrective edits needed provided by recording page. The corrections were made by two of the three narrators. We identified a problem with the edits being made by the third narrator so instead of continuing with the narrator the remainder of the problems were fixed by the audio engineer. We are likely 3 to 4 weeks from having the audio book completed.

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- The initial printing of 4,500 of the new Connections book has shipped from Latvia and is on track to be here by April 1st or maybe a day or two sooner. It is enroute and leaving the Belgium shipping facility soon. We plan to start shipping the pre-sales orders as soon as the books arrive in the US. International orders for the book will also be ready to be delivered that same week. We have shipments to Martins in the UK and Solex in Canada being delivered on April 1st. The books are being made available to South Africa in black and white at their request as they are concerned about the print cost for the books. The Connections eBook is being made live on our website store, and worldwide on Amazon KDP, Apple iTunes eBooks and Kobo. The Arabic LLWB eBook has been delivered today and will be live on our website this week via Apple and Kobo. Amazon does not support Arabic language eBooks in Epub 3 format currently.
- A subgroup of the members of the communications working group are working on a redesign of the ComLine Blog webpage to improve the functionality and look of the page before it goes live on the new website. They are also analyzing the keyword and tagging system used to improve the search feature of the blog.
- The office created a photograph of the currently 13 translated versions of the BRB. There are a few more planned for 2025 and lots of other titles currently in translations.

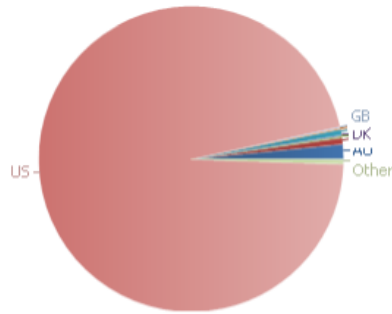


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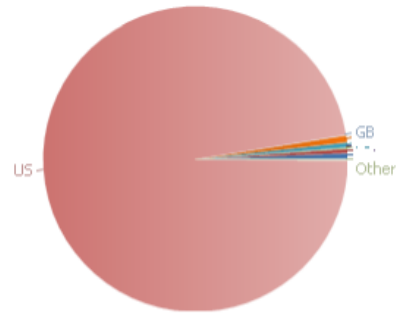
Country Comparison Report

Date Range: 3/1/2025 - 3/31/2025

Total Sales by Country



Items Sold by Country

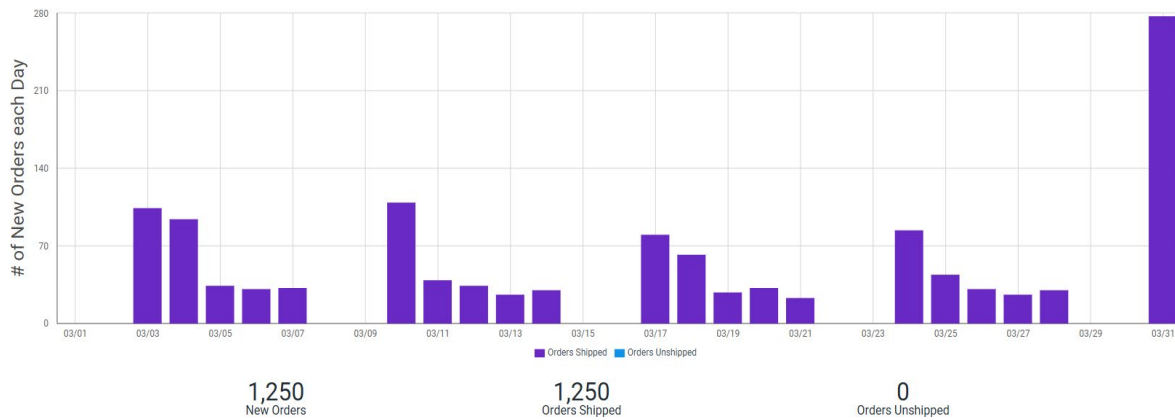


Country	Abbrev.	Items Sold	Total Sales
Australia	AU	48	\$1144.23
Canada	CA	35	\$481.45
China	CN	9	\$127.04
Denmark	DK	2	\$75.00
Finland	FI	38	\$445.87
France	FR	1	\$57.75
Hungary	HU	2	\$75.00
Japan	JP	1	\$60.83
Mexico	MX	56	\$90.40
Spain	ES	2	\$74.00
Sweden	SE	1	\$50.70
Switzerland	CH	1	\$48.22
United Kingdom	GB	3	\$101.61
United States	US	7241	\$69164.36

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Overview [Learn more](#)

Date Range 03/01/2025 - 03/31/2025 ▼



Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, Event Postings, and Volunteer Hours
 - Emails Received: 425
 - Calls Received: 143
 - Event Postings: 15
 - Volunteer Hours: 13
- Sent out the March Traveler Newsletter, updated and on time

Service Entity Stats:

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Statistics

Meeting

Active Meetings	2807
Pending New Meeting Requests	1
Pending Update Meeting Requests	0
New Meetings last 90 days	165
Updated Meeting last 90 days	548
Not updated this past year	1333

Intergroup

Total Intergroup	101
New Intergroup	1
Update Intergroup	0

Regions

Total Regions	3
New Regions	0
Update Regions	0