

WORLD SERVICE OFFICE REPORT

April 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
Marion Makepeace, Translations Coordinator
Markus Sjoberg, Contractor for Publishing

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	425	565	990
Big Red Book Hardcover	545	521	1066
Yellow Workbook Spiral	366	560	926
Big Red Book Softcover	186	292	478
Laundry List Workbook Spiral	220	120	340
Strengthening My Recovery Softcover	154	227	381
Strengthening My Recovery Hardcover	145	40	185
A New Hope	264	103	367
Connections	313	12	325
Monthly Totals	2943	2440	5383
		<u>Amazon & Apple</u>	
<u>E-Books</u>	353	634	987
<u>Audio Books</u>		328	328
<u>Booklets</u>	877		877
<u>Tri-Fold Pamphlets</u>	2560		2560
<u>Chips & Medallions</u>	2407		2407

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Highlights for the Month:

- The 2024 audit work was completed by staff and draft reports were sent by the auditor for review by the staff and board. We are happy to say WSO passed the audit with flying colors and received a good report. The audit results, along with our recently increased transparency rating on CharityNavigator.com from 97% in December to 98% in June, should alleviate any concerns anyone might have about proper financial management and transparency within the organization.
- We have been hearing some concerns about the book price increase that went into effect on March 1st. One of the main comments is that newcomers may not be able to afford them. The discounted price intergroups receive when buying books from ACAWSO makes all our book prices between \$10 and \$16 US dollars each before tax and shipping. Many intergroups are doing their part by getting books to their affiliated groups at the discounted price. They pass along the discount since the intergroups do not usually need to depend on book sales to meet their expenses. ACAWSO on the other hand has employees, overhead and normal business operating expenses that are not met by the 7th Tradition currently.

There are other ways people who cannot afford to buy a new book from ACAWSO can get one. They can ask if their group will sponsor them with one or let them pay for it in installments. They can buy used books for anywhere from \$10 to under \$20 on eBay and other online platforms. As a last resort, they can contact the office. We usually have some minor cosmetically damaged books that we cannot sell as new and can arrange to sell them at a discounted price if we have them in stock. Lastly, the best way to alleviate the need for a price increase without cutting existing services would be for all service entities, including regions and intergroups, to pass on the 7th Tradition contributions as that tradition so wonderfully advises.

- We have created a new World Service Office video and made it available on the website so members can see the operations here in California. This does not include the international publishing consultant. You can view it here:
<https://drive.google.com/file/d/1Gzs4fn1vly6eJqqm1SKACJECVNqAyHUX/view>
- Print Projects Updates –The initial printing of 4,500 of the new Connections books shipped from Europe arriving in Signal Hill and the UK a day earlier than expected and started shipping on March 31st; Portuguese Brazil A New Hope - Proceeding with printer in Sao Paolo; Lithuanian BRB reprint – Due May 30 in production; English YWB reprint - Thomson Press, pre-press; English SMR reprint - Thomson Press, pre-press; English A New Hope reprint - Thomson Press, pre-press; 4 x booklets reprint, Swedish and English - CMC Nordic in RFQ stage
- Design Projects - Connections B/W - Completed, specs sent to South Africa printer; New Connections Trifold – Typeset and sent to board; Unified Spanish BRB - Indexing phase, due June 1; Italian LPG - Contract signed with typesetter, transferring files; ACA Teen booklet - On

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hold until after ABC; New template for trifold in progress; Translations trifold update - Pending feedback from Translations; Slovak Free literature request; Hungarian YWB - In Typesetting Review, pending translations + input from management/translation on Translation Notes; Arabic ANH - Paused, pending input on Sexual orientation items for MENA-region used; Slovak SMR – files received from translations.

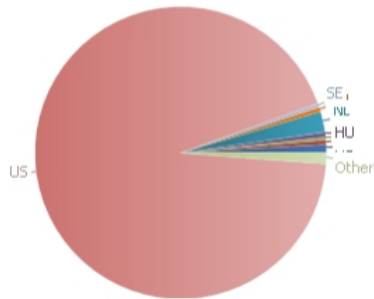
- eBook Projects - Norwegian SMR – P.O. issued.
- SMR Audiobook is in the final file editing stage. Expect to release it at the end of May.
- Translations Update - There are currently 80+ ACA WSO publications in the translation process. We have recently been sent the Hungarian YWB, the Norwegian SMR, the Slovak YWB which will go into typesetting soon. There are translations active in about 30 languages. We are continuing to see an increased demand for more translation support. We have selected a Translation Management Systems to assist WSO in getting translations to publishing status much faster than we have been using the manual methods. There are too many translators and documents to manage effectively with manual methods.
- The acquisition and implementation of a Translation Management System software program will be acquired after final revisions by the manufacturer. The target is to have it in service by the end of June. We have some technical issues with right-to-left reading and writing languages such as Arabic and Farsi that are being addressed by the software vendor.
- The members of the communications working group are moving ahead with the ComLine Blog web page and process overhaul and expect it to be ready and fully operational when the new website launches. There is much thought being put into the functionality and design of the new page. An automated workflow is being built that will enable the articles to be reviewed and approved for posting by more than one reviewer at a time in advance.
- IT spent a lot of time getting ready for the AWC. Between preparing the zoom setup and the registration interface it was quite a lot of work. They also managed to get the copyright release Airtable automation in operation so now anyone who needs to sign a release can do so without significant human involvement. The NDA is in the final testing stages and will be ready shortly after April 21st.
- We had an issue with one of our registered groups and intergroups having Tony A copyrighted material available on their website and meeting information. It was taken down fairly quickly after alerting the board and pointing out to the IG that the file was actually on their website server in a hidden location. It was an oversight from several years ago that it was still there.
- We received the US Copyright Registration from the A New Hope book from the copyright attorney's office. We have requested the copyright application for Connections to be registered.

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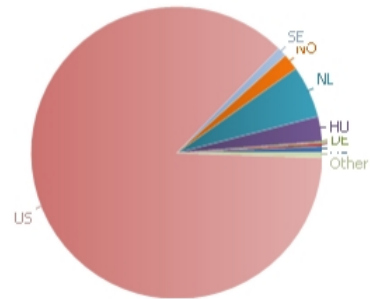
Country Comparison Report

Date Range: 4/1/2025 - 4/30/2025

Total Sales by Country



Items Sold by Country

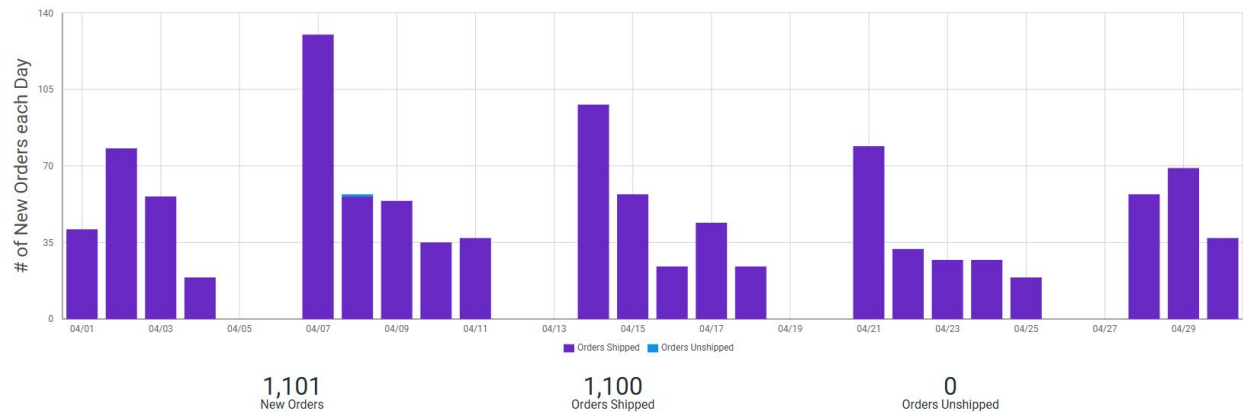


Country	Abbrev.	Items Sold	Total Sales
Australia	AU	51	\$632.93
Canada	CA	10	\$321.67
Ethiopia	ET	27	\$0.00
Faroe Islands	FO	5	\$122.50
France	FR	4	\$119.12
Germany	DE	11	\$224.61
Hungary	HU	196	\$358.40
Iran	IR	1	\$0.00
Ireland (Eire)	IE	2	\$101.22
Netherlands	NL	409	\$1555.71
Norway	NO	130	\$336.10
Poland	PL	2	\$68.40
Saudi Arabia	SA	2	\$90.58
Spain	ES	4	\$102.90
Sweden	SE	75	\$294.30
United Kingdom	GB	6	\$202.51
United States	US	6150	\$63147.29

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Overview [Learn more](#)

Date Range 04/01/2025 - 04/30/2025 ▼



Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, Event Postings, and Volunteer Hours
 - Emails Received: 448
 - Calls Received: 164
 - Event Postings: 18
 - Volunteer Hours: 6.5
- Sent out the April Traveler Newsletter, updated and on time

Service Entity Stats:

Statistics

Meeting

Active Meetings	2851
Pending New Meeting Requests	3
Pending Update Meeting Requests	1
New Meetings last 90 days	195
Updated Meeting last 90 days	585
Not updated this past year	1366

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Intergroup

Total Intergroup	98
New Intergroup	3
Udpate Intergroup	0

Regions

Total Regions	3
New Regions	0
Udpate Regions	0