

WORLD SERVICE OFFICE REPORT

June 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 PST 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

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	450	515	965
Big Red Book Hardcover	372	511	883
Yellow Workbook Spiral	360	522	882
Big Red Book Softcover	208	195	403
Laundry List Workbook Spiral	113	102	215
Strengthening My Recovery Softcover	147	192	339
Strengthening My Recovery Hardcover	150	45	195
A New Hope	284	93	377
Connections	143	15	158
Monthly Totals	2247	2190	4437
		<u>Amazon & Apple</u>	
<u>E-Books</u>	258	651	909
<u>Audio Books</u>		390	390
<u>Booklets</u>	998		998
<u>Tri-Fold Pamphlets</u>	2212		2212
<u>Chips & Medallions</u>	2778		2778

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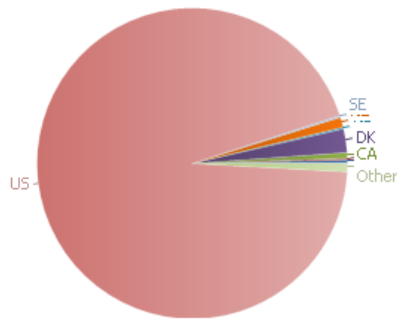
WSO Office Highlights for the Month:

1. The Data Analysis Committee received detailed 2023–2024 7th Tradition contribution data by region, IG, groups, and anonymized members, with correlation to delegate participation in ABC and delegates meetings along with literature discounts used by the various Intergroups and Regions. Further analysis and reports are under discussion.
2. Two WSO European representatives attended a localization and Translation Management System training conference in Sweden, gathering best practices for translations and knowledge to accelerate translation management system implementation.
3. The ComLine Blog redesign is progressing with a new Airtable-based editorial approval process for articles, supporting integration into newsletters and social media.
4. WSO staff are scanning and cataloging original BRB copyright releases from Omer G's estate to digitize records in Preservica, the online archival platform.
5. The AA Int'l Convention Vancouver booth effort is fully underway: over 2,300 pounds of materials shipped, with ~25 volunteers signed up for 4-hour shifts. Strong interaction with attendees is expected.
6. Currently, 72 licensed publications are in translation, with 155 licensed translators engaged.
7. Publishing and Translation activity includes: reprints in Lithuania, Sweden, Poland, Hungary, and Greece; Unified Spanish BRB in final proofreading; Italian LPG in proofreading; ACA Teen booklet progressing with copyright releases; Arabic A New Hope pending board input.
8. WSO is registering with the Mexican government's tax agency through an Amazon program that covers setup and first-year costs, opening affordable literature distribution via Amazon Mexico and local intergroups.
9. Paperwork for Egypt's tax certificate is now complete, enabling printing and Amazon sales opportunities. Staff and an Egyptian printer are working on challenges in production file requirements.
10. A New Hope was printed in Portuguese in Brazil under ILF and delivered locally, eliminating import fees.
11. Major English book replenishment orders (15,000 YWB, 10,000 SMR softcover, 8,000 A New Hope) awarded to Thomson Press in India saved WSO \$23,000. Books are in production with shipment expected in late July.
12. The new Strengthening My Recovery (SMR) audiobook was released on WSO carts, Audible, Apple, and Author's Republic. Distribution now reaches ~40 platforms worldwide, though initial sales have been slower than expected.

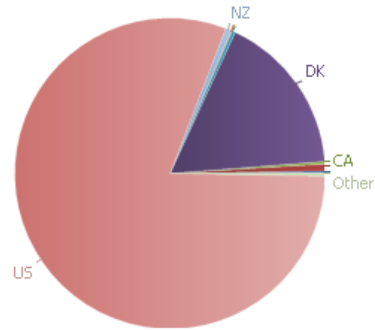
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Date Range: 6/1/2025 - 6/30/2025

Total Sales by Country



Items Sold by Country



Country	Abbrev.	Items Sold	Total Sales
Australia	AU	22	\$273.97
Belgium	BE	57	\$133.09
Canada	CA	23	\$449.60
China	CN	1	\$0.00
Denmark	DK	1375	\$1843.28
Germany	DE	3	\$89.62
Hungary	HU	3	\$98.53
Ireland (Eire)	IE	4	\$97.20
Japan	JP	30	\$59.95
Luxembourg	LU	1	\$44.82
Netherlands	NL	5	\$132.78
New Zealand	NZ	50	\$788.09
Philippines	PH	1	\$132.61
Sweden	SE	5	\$149.12
Switzerland	CH	1	\$37.20
United Kingdom	GB	2	\$89.64
United States	US	6577	\$70924.68

Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, Event Postings, and Volunteer Hours
 - Emails Received: 523
 - Calls Received: 161
 - Event Postings: 10
 - Volunteer Hours: 9
- Sent out the June Traveler Newsletter, updated and on time

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Service Entity Stats:

Statistics

Meeting

Active Meetings	2877
Pending New Meeting Requests	1
Pending Udpate Meeting Requests	1
New Meetings last 90 days	148
Udpated Meeting last 90 days	524
Not updated this past year	1409

Intergroup

Total Intergroup	101
New Intergroup	1
Udpate Intergroup	1

Regions

Total Regions	3
New Regions	0
Udpate Regions	0