

WORLD SERVICE OFFICE REPORT

APRIL 2026

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

Trish Ireland, Board Executive Secretary

David Kang, Amazon E-Commerce Specialist

Sarah Oehl, Bookkeeper

Markus Sjoberg, Contractor for Publishing PT

Marcin Czop, IT Administrator PT

Monica Sales, Translation Mgmt. System Contractor PT

Christine Carr, Publishing Admin PT

Randy Cochran, Warehouse Orders PT

World Service Office Purpose: The WSO Office serves as ACA's global service center. It registers new groups, maintains the worldwide meeting directory, supports the Annual Business Conference and public outreach, and manages the production and sale of approved literature. It also handles ACA's legal, copyright, and financial responsibilities, and maintains the Fellowship's archives and records.

Executive Summary:

April activities focused on completing and reviewing audit materials, maintaining literature distribution, advancing publishing and translation projects, and supporting ongoing improvements in communication, translation management, and international fulfillment. Literature sales remained steady across warehouse and Amazon channels, with 4,785 books sold.

The Translation Management System moved into full operational use, supporting standardized workflows across global translation teams. ACA literature continues to expand internationally through active translation, print, eBook, and distribution projects.

Sales Activities:

Literature sales remained steady in April with 4,785 books sold across warehouse and Amazon channels. The Loving Parent Guidebook, Big Red Book, and Yellow Workbook continued to be the top-selling titles. Amazon remained a major distribution

Books	Signal Hill	Amazon NA	Total
Loving Parent Guide Spiral	636	515	1151
Big Red Book Hardcover	575	459	1034
Yellow Workbook Spiral	498	448	946
Big Red Book Softcover	176	39	215
Laundry List Workbook Spiral	204	119	323
Strengthening My Recovery Softcover	260	127	387
Strengthening My Recovery Hardcover	154	23	177
A New Hope	337	100	437
Connections	59	7	66
20th Anniversary Big Red Book	49	0	49
Monthly Totals	2948	1837	4785

Category	Signal Hill	Amazon & Apple	Total
E-Books	204	555	759
Audio Books	15	340	355
Booklets	878		878
Tri-Fold Pamphlets	2132		2132
Chips & Medallions	3072		3072

Inventory Transfers:

Date	Destination	Title	Quantity
4/1	Amazon UK	20th Anniversary Big Red Book	20
4/2	Amazon DE	20th Anniversary Big Red Book	20
4/3	Amazon US	Spanish Big Red Book Hardcover	20
4/22	Amazon AU	Loving Parent Guidebook	135
4/28	Amazon DE	French Loving Parent Guidebook	34
4/28	Martins	French Loving Parent Guidebook	34
4/29	Amazon UK	Italian Big Red Book Hardcover	36
	Total Transfers		299

IT Support:

Ongoing maintenance of WSO systems, website infrastructure, meeting directory support, and internal technology services continued during April. Workflow improvements and automations continued to improve efficiencies in several areas of the organization.

Warehouse Operations:

Warehouse operations continued normal fulfillment activity for domestic and international orders, including inventory transfers to Amazon distribution centers and international partners. In April, the office also received and processed a major ocean shipment from Thomson Press containing approximately 10,000 Big Red Books, restoring sufficient stock to meet ongoing demand.

Highlights for the Month:

A. Audit Support and Completion

WSO management reviewed and approved the 2025 audit reports after recommending minor adjustments to an in-kind contribution. Staff supported the audit by preparing and providing requested documentation and assisting with audit procedures throughout the process.

B. Communications Initiative

The Communications Working Group continued public-facing communications work, including support for The Traveler and the ongoing ComLine Blog relaunch. The March and April efforts helped strengthen ACA's ability to share member writing, fellowship news, and service updates in a timely and consistent way.

C. Translation Management System and Global Translation Progress

The Translation Management System moved into full operational use. The system is now supporting standardized workflows across translation teams, with 12 languages in full production and 14 publications actively processed. More than 120 pieces of

free literature have been published at scale through this process. Current translation activity includes 35 completed publications, 87 in progress, 10 in typesetting, and one on hold, with active translation efforts across 35 languages.

D. Publishing and International Distribution

Publishing and distribution work continued across multiple languages and formats. The Loving Parent Guidebook reprint for U.S. stock was underway with Thomson Press. The Unified Spanish Big Red Book remained in production with U.S. and European printers. The French Loving Parent Guidebook, English Laundry List Workbook in the UK, and a Laundry List Workbook reprint for U.S. stock also continued moving forward.

WSO also continued work toward making Arabic ACA literature available through local printing in Egypt and continued evaluating Russian-language distribution opportunities. These efforts support the long-term goal of making ACA literature more accessible to members in their native languages.

E. International Fulfillment and Tax Compliance

Work continued on the transition to Amazon’s European Fulfillment Network model, with inventory consolidation into Germany. This change is intended to reduce VAT compliance complexity while maintaining access to ACA literature for members and groups in Europe.

F. Publishing Workflow Improvements

Publishing staff meetings focused on improving coordination, reducing delays, and refining workflows between publishing, literature, and translation functions. High-level improvements included clearer revision cycles for typesetting, continued movement on stalled translation projects, and adjustments to internal meeting structures to improve communication and accountability.

G. Intellectual Property Stewardship

WSO continued monitoring and responding to copyright and intellectual property concerns in order to protect ACA literature and preserve access to Conference-approved materials for the Fellowship.

Member Services / Archives Activities:

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

Emails Received	Calls Received	Event Postings	Volunteer Hours
403	137	10	6.5

The April Traveler Newsletter was sent out, updated, and on time.

Service Entity Stats:

Metric	Count
Active Meeting Occurrences	2997
Active Meeting Group Numbers	2518
Pending New Meeting Requests	2
Pending Update Meeting Requests	0
New Meetings last 30 days	34
Updated Meetings last 30 days	163
Not updated this past year	1188
Expired Meeting Group Numbers last 30 days	36
Total Intergroups	105
New Intergroups	1
Updated Intergroups	0
Total Regions	3
New Regions	0
Updated Regions	0

Closing:

April was a productive month for the WSO, with steady literature sales, continued progress on publishing and translation projects, completion of major audit support work, and continued improvements in communications, inventory, and international distribution. Staff and trusted servants continued working together to support ACA's mission of carrying the message to adult children around the world.