



WORLD SERVICE OFFICE, INC.

NARCOTICS ANONYMOUS

P. O. BOX 622 • SUN VALLEY, CALIFORNIA 91352

Dear Friends:

June 20, 1983

On June 11, 1983 the WSO Board offered me a 90 day personal services contract to manage and reorganize the WSO. I began work on Sunday. This report will be the first of four to be prepared for your information during this 90 day period.

The WSO staff is composed of myself (full time) and Jodi E., also full time who handles the phone calls and part of the mailing. The shipping is mostly done by Gregg H. (part time) and the preparation of the World Directory is being done by Sonya H. (part time). This past week 5 volunteers provided about 12 hours of assistance answering the letters and preparing starter kits.

We have cleared the back-log of mail orders and are now sending out orders not later than the close of business on the day after an order is received. Any items that are not in stock (there are four items) are noted on the order form and placed in a weekly followup folder. Each followup item will be reviewed by me each Friday. Followup letters will be sent if any order cannot be completely filled within 10 additional working days from the date the first shipment was made.

Every item of mail (letters and orders) is given a document control number. The number is placed on the order or letter and on the check or money order. This number will be used to identify the day it was received and the check deposited in the bank. If you discover that your order has not sent or was incomplete, use this number in any correspondence or phone calls to us.

All of the outstanding purchase order requests/shipments were reviewed. there is over \$22,100.00 currently in our records of material that has been shipped for which payment has not been received. For an organization that operates on less than \$100,000.00 per year this 18 month outstanding purchase order accumulation is not acceptable. As of this mailing no additional purchase order requests will be filled by phone or mail that exceed \$100.00. A case by case exception may be made for governmental agencies and hospitals that are required to work on a purchase order system. An effort will be made this month to reclaim part of this "lost money".

We are currently out of stock on the orange "welcome" key tags. The manufacturer indicates at least a 30 day delivery date.

The new edition of "The Book" is in the hands of a professional proof reading company and will then be inspected for accuracy by several members of the WSO Board. If the copy is then complete it will be sent to the printing company. The printing company selected by the Board for the printing is a major book publishing company. Their proposed contract is currently being reviewed by our attorney. If the current work schedule on the book is completed on time, the book will be in our office during the first week of August or the first week in September.

We will be prepared to mail the first 1,000 book orders during the week the books are received. We are taking orders and preparing the mail labels as payment is received for this second edition issue. If you want yours early, go ahead and send us the order and the payment. The cost is \$8.80 per book which includes \$.80 for postage.

We still have copies of the "Limited Edition" for sale at \$25.00 per book. This price also includes the postage costs. There are over 400 of this red cover edition but they are going fast. If you wish to order these we will mail them on the day following receipt of your order and payment. If you had previously ordered a copy of the "Limited Edition" and have not received it, you must inform us prior to August 30, 1983. After that date I do not expect any of this printing will be available.

We are attempting to discontinue use of the telephone answering machine in the office. There is now someone here during the 8:00 a.m. to 5:00 p.m. working day. If we can get the Fellowship and all other customers to make all phone calls during this time we can have an effective savings of some 4 staff hours a day that have previously been spent on listening to the calls and making calls (many times to some callers) back to the party that left the message.

The Board of Directors of WSO in responding to the action of WSC' 83 on having WSO assume responsibilities for some functions related to the publishing of the NA Way Magazine has assigned to me the development of those relationships. Their first order was to encourage increased subscription to the magazine. Subsequent orders are for us to assume the accounting functions and become involved in the actual printing of the magazine. This will be covered in more depth in the next newslines. But if the Fellowship wants a magazine, now is the time to subscribe.

We have been substituting other inventory items, to replace the value of payments received on orders for the World Directory. Last year WSO purchased a word processor that was intended to be the ideal machine within the financial limitations of the WSO budget into which the data for the Directory could be put. During the past months an employee skilled in this machine has been working to input all of the information received from the Fellowship on meetings. However the Fellowship seems to be growing at a fantastic rate. We received 15 notices of changed or new meetings last week and this seems to be the normal rate. With this volume of new and corrected information it has been difficult to get much ahead on the normal input of data. The Board instructed me to gather input from the Fellowship on the Directory before we proceed to print what we already have. Some of the data in the file and in the machine is one year old and some of it older. If meetings have changed that we have not been notified of or if in other ways the information we have is not accurate, then a printed version of what we do have may not altogether to very valuable to the Fellowship.

The alternatives seem to be: Print what we have regardless of its age or accuracy; start over; print limited editions of what we have on an area or state basis to be verified and then reprinted as one volume. Your input in this matter is desired. Please address your thoughts to me at the WSO.

A revised order form will be sent with the next newslines letter. This revised order form will contain a revised price list and some change in the inventory offered for sale. It will include a request for new information about the customer that will assist WSO in providing service to the Fellowship.

This first newslines mail list was accumulated from the records of regular customers, WSC participants, and the regional representatives list. It is by no means intended to be an exclusive list. I encourage you to reproduce this and send copies to anyone you desire. I hope to use this as a vehicle by which you become informed of the problems we have at WSO and possible solutions we develop. Your ideas and input are welcome, however I do ask that your input be mostly by mail so it can be easily evaluated by the Board and an objective evaluation made.

Yours in service to NA . . . . .

*Bob Stone*

WORLD SERVICE OFFICE, INC.

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