

# NEWSLINE

VOLUME 7, NUMBER 2

APRIL 1992

## TO OUR CUSTOMERS

### Order Entry Department overload

Early this year, it became especially difficult for us to fill orders for our customers in a timely manner, and for this we apologize. We received an especially large number of orders in January, overloading our one order entry operator. We can identify three factors that contributed to this overload.

First, many customers placed January orders to beat our February 1 price increase. This included a far greater number of small customers than usual.

Second, materials related to the upcoming World Service Conference annual meeting became available for sale in January, drawing yet more small orders. Through March 10, we sold 2951 *Conference Agenda Reports*, 1466 copies of the daily meditation book, *Just for Today*, 1353 copies of *Twelve Concepts for NA Service*, 1328 copies of *In Times of Illness*, and 519 copies of the Fellowship Intellectual Property Trust handbook.

Third, a tremendous number of individual members responded to the updated listing of products included in the January 1992 *Newsline*. The combination of these three factors significantly boosted the number of small-ticket orders handled by WSO. To further complicate matters, our shortage of funds made it impossible to hire additional help for the Order Entry Department.

Again, we offer our apologies to our customers, and our thanks for your patience. At this writing, the number of small orders has dropped substantially, and we are beginning to reduce the amount of time it takes to fill an order. We believe that by the time this *Newsline* reaches your mailbox, most of our order entry problems will have been taken care of.

### Back-orders, medallions, chips

Limited cash has meant limited floor stocks, resulting in more frequent back-orders. More customers have experienced problems with ordering our recovery medallions than any other product. Some of you know that legal problems forced us to choose a new design for our medallions in the latter part of 1991. We expected to have the new medallions in stock by November, so we sold out our stock of old medallions. However, production delays left us with almost no medallions in our warehouse, old or

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## NEW NEWSLINE

Welcome to the new *WSO Newsline*! Traditionally, the *Newsline* has tried to keep NA members fully informed on everything happening in world services. However, last April, the World Service Conference created the *Conference Digest*, a bimonthly newsletter that summarizes the reports of conference committees, the WSO Board of Directors, and NA's World Service Board of Trustees. With the advent of the *Digest*, available free of charge to all NA members (see the clip-out form on page 3), much of the material we have run in the *Newsline* has become redundant.

That's why we've revised our editorial policy. The new *WSO Newsline* is designed to work hand-in-hand with the *Conference Digest* to keep NA members informed about their world services. While the *Digest* keeps you current on WSC boards and committees, the *Newsline* helps you stay abreast of what's happening at your World Service Office.

This year, the *WSO Newsline* will run in January, April, August, and November. In this issue we've also included a 4-page supplemental digest of the 1992 WSO annual report.

We want the *WSO Newsline* to reach as many NA members as possible. That's why we send it to every registered NA group. (If your group isn't registered with the WSO, just ask us for a group registration form.) We encourage you to make copies of the *Newsline* for other members. We also offer *Newsline* subscriptions to any NA member asking for one. Just fill in the clip-out form on page 4 and mail it to us.

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**Please photocopy and distribute the Newsline as widely as possible! Use the clip-out form on page 4 to order your own free subscription. Care to comment? Write WSO Newsline, Box 9999, Van Nuys CA 91409 USA, or call (818) 780-3951.**

### "TO OUR CUSTOMERS," CONTINUED

new, for almost three months. And when we ordered a limited supply of old medallions to tide us over until the new design was available, the manufacturer took twice as long to deliver as usual. The entire affair has been a major exercise in patience for everyone concerned, staff and customers alike.

We've had similar problems with our plastic recovery chips. The mold used for three years to manufacture the chips broke, causing delay in filling new orders. However, a new mold has been manufactured and the chips are back in production.

We are pleased to announce that, by the time this issue of the *WSO Newslines* reaches your mailbox, we expect to have a complete supply of chips and newly redesigned medallions in stock. All back-orders for chips and medallions not yet fulfilled should be in the mail to our customers shortly. We apologize for the inconvenience and frustration we know this has caused our customers, and are grateful for your understanding.

### INTERNATIONAL DEVELOPMENT

#### First contact with NA-Iceland

While on a recent visit to the London office, we had the occasion to meet a member of the Icelandic NA community who stopped by WSO-Europe to purchase some literature for the Reykjavik group. A musician, he was in town to play at a local club. Although we had known for some time that NA existed in this rather isolated country, we had never had the pleasure of actually meeting and talking with a genuine NA member from Iceland. He was eager to share and responded enthusiastically to our battery of questions.

NA in Iceland has been meeting for about seven years. There is one main group, in Reykjavik, with several meetings and about 125 members. Many of their members also attend AA meetings, as alcohol is the number one drug problem in their country, in addition to inhalants, amphetamines, and occasionally morphine. They have been slowly working on translations and have a very good cooperative relationship with the local treatment center.

#### 1992 WORLD CONVENTION INFORMATION

NA's 22nd World Convention will be held September 3-6, 1992, in Toronto, Ontario, Canada. For a flier with complete information, fill in your address:

Name \_\_\_\_\_

Address \_\_\_\_\_

Clip out this form and mail it to WCNA-22,  
Box 9999, Van Nuys CA 91409 USA.

### FINANCIAL UPDATE

#### Financial picture brightens a bit

In 1991, WSO's financial prospects darkened with each passing month. By November, all of our principal suppliers were threatening to suspend our credit. In January, we partially averted that threat by informing them of the steps we were taking to enhance revenues, including our retail price increase and the release of several new products. In March 1992, we applied for renewal of a substantial line of credit with Capital Bank of California that had been successfully cleared the previous month. Today, while funds are still quite tight, the WSO financial picture is substantially brighter than it was just a few months ago.

The box below summarizes financial data for January and February 1992, comparing them with our 1991 monthly average. As you can see, with customers trying to beat our February 1 price increase, January was an *extraordinary* month--our best ever, as a matter of fact, and not likely to be repeated. By contrast, February sales were well below last year's average, many orders that would otherwise have been placed that month having been made the prior month. In future issues of the *WSO Newslines*, we will give you similar summaries so that you can track our progress. Our next issue, scheduled for August 1992, will show figures for March through June.

PERIOD	INCOME	EXPENSE	NET
1991 average	\$274,881	\$296,143	\$(21,262)
January 1992	\$466,825	\$378,597	\$88,228
February 1992	\$187,355	\$231,007	\$(43,652)

Figures shown in US dollars, reflecting combined WSO-Van Nuys, Canada, and Europe income statements for respective periods.

### INSIDE WSO

#### Accounting Department

Our Accounting Department has been especially busy. In addition to closing the January and February accounts for our four companies (Van Nuys, Canada, Europe, and WCC), the schedule called for us to provide all the detail information and backup material necessary for our annual audit. In the process, we were able to upgrade our chart of accounts (the system we use to organize our books) to show a more detailed breakdown of our financial activity, providing greater clarity to those analyzing our ledger. On top of this, we updated the entire accounting system to reflect the new retail prices that went into effect February 1.

#### Data Services Department

Our Data Services Department has modified the computer screens used to register those attending this year's world convention in Toronto. Last year, Australians could register in advance through the Fellowship Service Office in Sydney; all other advance registrations were paid in US dollars through WSO-Van Nuys. This year, however,

all advance registrations are being made through WSO, calling for a program that allows data entry in both US and Canadian dollars. The new registration screen also allows notes indicating whether the member has volunteered to speak, lead a meeting, or perform other duties in Toronto.

Data Services manages all our mailing lists, including the *Newsline* list. Many of our readers will recall that a note was included with our January issue, asking them to write back if they wished to continue receiving the *WSO Newsline*. (The note was *not* included in *Newslines* mailed to group contacts—because we intend to continue mailing this newsletter to all registered NA groups.) Though we sent 11,000 notices, we have received only 4,000 responses. If your address was cut from our mailing list, please use the clip-out form on page 4 to begin receiving the *Newsline* again.

#### Preparations for first WSC meeting outside LA

Many WSO departments, especially those in our Fellowship Services Division, are now fully occupied with preparations for the 1992 annual meeting of our fellowship's World Service Conference, this year being held in Dallas. This is the first time the conference is being held outside Southern California. Members needing WSO services at the end of April and early in May should be aware that about half our staff will be in Dallas at that time, leaving the other half in Van Nuys to carry out normal operations.

#### H&I Department speeds up—and slows down

Our Hospitals and Institutions Department's long wait for much-needed staff assistance is over! After five months without full-time support, the H&I Department gained the services of Lynn Long in December. In the time she's been with us, H&I has slowly gained on its backlog of correspondence and other paperwork. Instead of being three *months* behind, the department coordinator estimates they are now less than three *weeks* behind.

Ironically, shortly after the H&I support staff vacancy was filled and the department began catching up on its workload, a critical computer program broke down. The H&I log, used to keep track of correspondence, mailings of literature, and other departmental data, was rendered inoperable by the failure of an older computer disk drive. Unfortunately, a number of programming and hardware acquisitions rank higher on the priority list than the H&I log, so we cannot even estimate when the department will have this program back on line. In the meantime, staff is making do as best it can with lists and files maintained by hand. Work is being slowed significantly, but not critically.

#### Reaching Out, Meeting by Mail backlogs

As noted in our annual report, much of the material we used to send to outside printers is now being produced on our own equipment. This has resulted in substantial savings, but at certain times it has also resulted in a backlog of mailings and newsletters waiting to be copied.

The printing backlog became acute in January. A number of high-volume publications—the *Conference Agenda Report*, the *Conference Report*, and the French, German, Portuguese, and Spanish editions of the

*Conference Digest*—all went to our in-house printer at the same time, all with tight deadlines. On top of the overload on our printing equipment, these mailings maxed out our postage meter. As a result, the January issue of *Reaching Out* was not mailed until mid-February, and the November and January issues of the Loner Group's *Meeting by Mail* had to be doubled up in a late January mailing.

We are working to prevent a recurrence of January's overload so that the March *Conference Report*, *Conference Digest*, and this issue of the *WSO Newsline* can go out on schedule. Some of our publications will be sent out of house for printing during heavy periods, and we are trying to better schedule mailings so as not to overtax the postal budget for any given week.

#### The NA Way Magazine

Many of you are already familiar with *The NA Way Magazine's* annual subscription drive. This year's mailing, which went out to area committees for distribution to GSRs late in December, drew responses from 2000 new subscribers in its first two-and-a-half months (400 were prepaid, the remainder were "bill me"), boosting circulation to 9500. Spurred by the drive's early success, magazine staff have begun working with a few RSRs to develop ways to run cost-effective drives on a more regular basis.

Another development on the *NA Way* front is the genesis of the *NA Way Networker* program. In five workshops conducted by editorial board and review panel members in the last few months at various regional conventions, about sixty local NA members learned new ways to become a part of the *NA Way* team. Networkers keep others in their NA communities informed about the magazine, encouraging members to share their experience, strength, and hope in print. So far, Networkers have increased the number of stories the magazine has to choose from by more than 40%, helping increase the journal's quality significantly. Each Networker gets an *NA Way* poster, a monthly newsletter, and six sample copies of the magazine each month to distribute in their communities. If you'd like to become a part of the *NA Way Networker* program, just write us at *The NA Way Magazine*, PO Box 9999, Van Nuys CA 91409 USA.

#### CONFERENCE DIGEST ORDER FORM

The *Conference Digest* is a bimonthly 4-page summary of the activities of NA's world service boards and committees. It is available by subscription, free of charge, to any NA member, group, board, or committee. To order your subscription, fill out your address:

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Clip out this form and mail it to Conference Digest,  
Box 9999, Van Nuys CA 91409 USA.

## TRANSLATIONS UPDATE

One of our most active areas is the Translations Department. The following lists projects currently on deck. *Active* projects are those on the World Services Translation Committee's current agenda. *Pending* denotes projects that local committees are working on. *Inactive* projects have been worked on in the past, but to our knowledge have been given no attention in the last six months.

### ACTIVE

**Danish:** IP No. 1.

**Dutch:** IP No. 1.

**French:** *Fourth Step Guide*, IP No.s 2 and 7,  
*H&I Handbook*.

**Hindi:** IP No. 1.

**Spanish:** *Group Booklet, Behind the Walls*,  
*NA: A Resource in your Community, H&I Handbook*.

**Swedish:** IP No.s 11 and 20.

### PENDING

**American Sign Language:** Basic Text and White Booklet.

**Brazilian Portuguese:** Basic Text, 5 IPs, 3 handbooks.

**German:** Basic Text, *Group Booklet*, IP No. 5,  
*H&I Handbook*.

**Hebrew:** Basic Text.

**Norwegian:** IP No.s 1, 16, and 22.

**Portuguese:** *H&I Handbook*.

**Russian:** Basic Text, White Booklet, *Group Booklet*, IP #7.

**Spanish:** *Just for Today: Daily Meditations for Recovering Addicts*, and *A Guide to Phoneline Service*.

**Swedish,** NA book (excerpts from text), *Fourth Step Guide*,  
White Booklet, IP No.s 6, 9, 14, 16, and 21-24.

### INACTIVE

**Arabic:** Basic Text.

**Flemish Dutch:** White Booklet, *Group Booklet*,  
IP No.s 1 and 7.

**Hebrew:** IP No.s 9, 11, 12, and White Booklet.

**Hindi:** IP No.s 8 and 16.

**Lithuanian:** Basic Text, IP No. 7.

**Mandarin:** IP No.s 1, 13, 16.

**Maori:** IP No. 1.

## CALENDAR

### CANADA

**ALBERTA:** June 5-7. 7th Edmonton Area Convention. Lister Hall, University of Alberta Campus. Info (403) 421-4429. Convention Committee, 10022-103 Street, Basement, Edmonton T5J 0X2.

**BRITISH COLUMBIA:** May 29-31. 13th British Columbia Spring Clean. Gambier Island. Info (604) 273-4916. Registration, PO Box 1695 Station A, Vancouver V6C 2P7.

**ONTARIO:** May 15-17. 5th Ontario Regional Convention (Bilingual). Carleton University Tour and Conference Centre (Commons Building). Info (613) 739-7319 or (613) 721-8562. ORCNA V, PO Box 40067, Bank/Hunt Club PO, Ottawa K1V 8S0.

September 3-6. 22nd World Convention of Narcotics Anonymous. (Main meetings in English and French.) Metro Toronto Convention Center, 227 Front Street West, Toronto. Info (818) 780-3951. For info and registration flier, write WCNA-22, PO Box 9999, Van Nuys CA 91409 USA.

### FRANCE

**PARIS:** September 18-20. 3rd Paris Area Bilingual Convention. Cite Universitaire, 19Bd Jourdan, 75014 Paris. Info-33-1-42 37 57 79. Narcotiques Anonymes, CBPNA 3, B P 630-04, 75160 Paris Cedex 04.

### PORTUGAL

**LISBON:** May 2-3. 2nd Portuguese Convention. South Pedro de Moel, Leiria, Complexo Das Piscinas Da Promoel. Il CPNA, c/o ESP, Apartado 21785, 1138 Lisboa Codex.

### SPAIN

**IBIZA:** May 16-17. 6th Spanish Regional Convention. Hotel Es Pla, San Antonio, Ibiza, Islas Balearas. Info (Spanish) 010 3471 197157, (English) 010 3471 197197.

### UNITED KINGDOM

**ENGLAND:** April 10-12. 3rd London Regional Convention. Hammersmith Town Hall, King Street, London W6. Info (071) 351 6794. Programming Committee, LRCNA III, PO BOX 417, London SW10 0RS.

**SCOTLAND:** May 22-24. 1st Scotland Convention. The Central Hotel, Gordon Street, Glasgow G1 3SF. Rsvn.s 041-221 9680. Registration, Unit 1, Old Foundry, Chapel Street, Airdrie, Strathclyde.

### UNITED STATES

**IOWA:** July 31-August 2. 8th Mid-Coast Convention. Blackhawk Hotel, Davenport, IA. Info (319) 326-3720. Rsvn.s (800) 553-1173. MCC-7, PO Box 1132, Bettendorf, IA 52722.

**OHIO:** May 22-24. 10th Ohio Convention. Holiday Inn, 116 Park Avenue West, Mansfield. Rsvn.s (419) 525-6000. Info (614) 236-8787. OCNA-10, PO Box 461, Shelby, OH 44875.

**PENNSYLVANIA:** June 19-21. 13th East Coast Convention. Temple University, Broad Street at Cecil B. Moore Avenue, Philadelphia, PA. Info (215) 729-7751.

**TEXAS:** April 25-May 2. World Service Conference. Harvey Hotel Addison, 14315 Midway Road, Dallas, Texas, (214) 980-8877. Info (818) 780-3951. WSC, Box 9999, Van Nuys CA 91409 USA.

### WSO NEWSLINE SUBSCRIPTION ORDER FORM

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Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Clip out this form and mail it to WSO Newsline,  
Box 9999, Van Nuys CA 91409 USA.

**NOTE:** A complete listing of fellowship events appears in an insert to this issue of the WSO Newsline. However, beginning in November, the only USA events we plan to announce will be multiregional and world events. NL will continue to announce all events outside the USA, and full USA listings will still be run in *The NA Way Magazine*.