

AL-ANON guidelines

The Shared Experience Of Al-Anon and Alateen Members.

G-18

Literature Distribution Centers

Al-Anon Literature Distribution Centers (LDCs) provide Al-Anon members with local access and quick delivery of Al-Anon books, pamphlets, booklets, kits, posters, films, guidelines and other Al-Anon material. The LDC and WSO work in partnership to carry the message of hope and recovery through our Conference Approved Literature and service tools. An LDC's surplus earnings are used to support other local Al-Anon services.

HOW IT WORKS

An LDC takes advantage of all discounts when it purchases quantities of Al-Anon material from the World Service Office (WSO/AFG, Inc.), either prepaying for purchases or ordering on credit (net 30 days). In turn, the LDC sells these items to individuals and groups. The LDC maintains WSO prices*; however, it may add a surcharge for postage and handling as well as any local taxes. Many LDCs offer over-the-counter service in addition to mail order service.

The difference between the cost of material purchased by the LDC and income from its sale is used for operating expenses such as rent, salaries, telephone, postage, etc. and to support other Al-Anon services including public outreach.

** LDC's outside of the U.S. should review the exchange rate annually and make adjustments to prices when there is a significant change in the exchange rate. LDC's should be charging prices that cover minimal fluctuations.*

WHO CAN START AND MAINTAIN ONE

Many LDCs have been established by functioning Al-Anon Information Services/Intergroups. Others exist as entities with financial accountability to the District(s) and/or the Area World Service Committee (AWSC) they serve.

SELLING LITERATURE ON LDC WEB SITES

It is up to the groups and the LDCs to define the boundaries of the geographic area it serves. The WSO has a consistent policy worldwide that literature is only sold within the geographic area the LDC or GSO serves. LDCs that post a literature order form on their Web site are asked to also post the following: **“This LDC services the (fill in the geographic locations the LDC serves), please order through your local LDC or contact the WSO if you are not within our service area.”**

WHAT LDCs CAN EXPECT FROM THE WSO

- Provides order forms, catalogs, special flyers, and other Al-Anon material to help them to succeed in their operation. A shipping charge may be required when large quantities of these complimentary items are ordered.
- Notifies LDCs of new or revised literature in advance of groups, allowing the LDCs to have quantities on hand before groups are notified through WSO publications and flyers.
- Sends informational updates concerning Al-Anon literature and related Al-Anon material to be revised and/or discontinued in order to help LDCs avoid overstocking of outdated materials.
- Gives top priority to LDC orders.
- Allows LDCs to purchase on credit after prepaying orders for the first year of service*.
- The WSO gives a 17% discount to LDCs on all orders.

**Note: Contact the WSO after the first year of operation and request the special 30 day credit terms. Restrictions are placed on LDCs that do not follow WSO terms.*

REGISTRATION WITH THE WSO

Registration Requirements

- There are three addresses available to an LDC: mailing, billing, and shipping.

Mailing - Address where all WSO mailings are sent.

If the LDC is also an AIS, the mailing address must be either a P.O. Box or office address; personal mailing addresses are not permitted, as the AIS will also be listed in *Getting in Touch with Al-Anon/Alateen* (S-23).

Billing - Alternate address where literature order invoices are sent.

Shipping - Default address for all literature shipments, unless specified on each literature order form. A street address required—shipping address can not be a P.O. Box.

- Two signatures are required on the LDC registration form: (1) the Area Delegate or Area Chairperson, and (2) the District Representative or AIS Chairperson.

Other Requirements

- Literature orders must be placed at least once per calendar year to maintain registration with the WSO.
- The only literature an LDC stocks and sells is Al-Anon Conference Approved Literature or Al-Anon service tools.

- The LDC may not sell materials below the WSO price or provide rebates that result in a price below the WSO price. However, the LDC may add a surcharge for postage and handling as well as local taxes.

Process

To receive an LDC registration form, call, write, or e-mail the WSO. When the WSO receives a completed form, it assigns a WSO ID number and mails information to the LDC contact. Please notify the WSO when a change occurs to the information on the registration form.

**REMEMBER—WHEN YOU BUY
FROM YOUR LOCAL LITERATURE
DISTRIBUTION CENTER, YOU SUPPORT
YOUR LOCAL SERVICES.**

OPERATING TIPS

- A suitable place where Al-Anon literature and other Al-Anon material will be kept safe, clean, and dry is essential.
- Reports of operations, inventory, income and expenses should be submitted periodically to the District(s) and/or the Area World Service Committee being served.
- Postal delivery service is essential and arrangements for members to pick up orders can be helpful.
- Reliable volunteers and/or paid workers are needed to maintain the inventory, process orders, keep records, and distribute receipts.
- It is also advisable to have one person in charge of stock control, tabulating the rates at which items sell, and knowledgeable about reordering.
- A Literature Coordinator or other liaison can coordinate LDC activities with those of the District and/or Area.
- LDCs should consider appropriate insurance including bonding for paid and volunteer workers.

ORDERING, SHIPPING & RECEIVING PROCEDURES

Order Form:

Orders can be placed by mail, fax or on-line.

Mailing: AFG Inc.

1600 Corporate Landing Parkway,

Virginia Beach, VA 23454

Fax number: 757-563-1655

Web page: <http://www.al-anon.alateen.org>

Use the order form appropriate for items being ordered. Be sure to type or clearly print your name, street address, zip/postal code, and LDC number. LDCs MUST use their ID Number and their name, e.g. "ID #00000 Southeastern State LDC," when placing orders. Use of LDC gold color order forms identifies orders for priority fulfillment. On-line and fax orders should clearly be identified as originating from an LDC.

LDCs wishing to purchase on credit should indicate the following on the order form:

- Name of the person responsible for the purchase.
- Telephone number where the purchaser can be reached during WSO business hours.
- Shipping address if different than billing address.

Payment:

Please include the appropriate amount for shipping and handling as indicated on the order form. Checks and money orders should be in U.S. funds (payments may be made in Canadian funds at the US equivalent), and made payable to AFG, Inc. A 25% shipping and handling charge will be added to orders outside the United States and Canada. C.O.D. orders are not accepted

Credit Card Orders:

The WSO/AFG, Inc. will accept Visa, MasterCard, American Express, and Discover credit card orders. Please include the credit card number, expiration date, security code, your signature, area code, and daytime telephone number in order

to contact you if there are questions. Please do not send credit card information by e-mail.

Duplicate:

Make a copy of your order and write the number of the check or money order accompanying it and the date you mail it on the copy. Refer to this information when inquiring about your order.

Check the Package:

Upon delivery, immediately check the contents against the enclosed packing list and your duplicate copy of the order. Should you need to correspond with the WSO concerning your order, refer to the order number printed on the packing list.

Out of Stock:

On the packing slip a back ordered or discontinued item will be clearly marked.

Delivery Time:

Please allow three weeks for delivery.

Inquiry:

In the event that you do not receive an order within the three weeks or have questions about an order, please contact Customer Service.

New or Revised Items:

Use Priority Notices (LDCs) and Advance Notice/Order Forms or Catalog Updates to place orders for new or revised pieces. In addition to Priority Notices, news about Al-Anon literature and related material will appear in The Forum and Area Highlights.

The LDC and WSO work in partnership to carry the Al-Anon message of hope and recovery through Conference Approved Literature.

