

CONFERENCE CALL MEETING

July 9, 2-3pm EST

Conference Call attendees:

- Connie Larkin (A.A. of San Diego County)
- Charles Corbett (Middle Tennessee Central Office)
- Gary Hergst (Hill Country Intergroup)
- Katie Minarcik (CASO)
- G.S.O General Manager, Greg Tobin [unable to attend](#).
- G.S.O. Publishing Director, David Rosen
- Grapevine Publisher, Albin Zezula
- Cathy Beckham, Regional Trustee, Chair of A.A.W.S. Board
- Ginger Rhoades Bell, General Service Trustee on Grapevine Board
- Jeff Wine G.S.O. Staff, IGCO liaison, secretary

Scope: Elected IGCO seminar representatives to have quarterly conference call meetings with Greg Tobin to improve communication with G.S.O. particularly A.A.W.S. decisions and the intergroup/central offices.

Background attached: ERP shutdown communication; Advisory Actions from the 2019 General Service Conference; Committee Consideration on Directories; Letter from Greater Seattle Intergroup

AGENDA

1. Welcome from General Manager and introductions
2. Updates from G.S.O.
 - Systems update at G.S.O. and shutdown notification
 - Status of A.A.W.S. Meeting Guide and aa.org website redesign
 - 2019 GSC Advisory Actions
 - A.A. Directories – how do they impact IGCOs?
3. Letter to GSB Board from Norm at Greater Seattle Intergroup
4. Intergroup/Central Offices: What's on your mind?

Summary of Conference Call Minutes

July 9, 2019

I, Connie missed the call so I am using summaries from Jeff Wine G.S.O. Staff, IGCO liaison and Katie M. from Chicago Area Office

Summary email sent to Connie L. from Jeff Wine G.S.O. Staff, IGCO liaison

1. Katie, Charles and Gary did an excellent job conveying the sense of urgency felt by many IGCOs about getting some kind of discount or rebate or special pricing. The new A.A.W.S. Board Chair, Cathy Beckham and the new Grapevine Board Chair, Ginger Rhoades Bell, both clearly got the message.
2. Also discussed the upcoming ERP shut down and gave an update on the Meeting Guide app. With the A.A.W.S. version of it due to launch in late July.
3. A letter from Norm, Seattle Central Office was forwarded to the General Service Board Chair. Please see letter included in these minutes.

Summary of minutes sent to Connie L. from Katie M. from Chicago Area Office

1. Introductions of Cathy B. – new AAWS Board Chair (on new Delta Project) and Ginger R, General Service Board Trustee and Grapevine Board Chair. Greg T., GSO Manager unable to attend.
2. System shutdown July 22 – Aug 4, 2019 (wants to post on ICOAA site). No orders at that point can be added, not online or by phone. When site goes live on Aug 5, each online customer will need to re-establish credentials.
 - a. Use Group Service Number (part of migration) Will likely also create NetSuite Number.
 - b. Terms/Pay on Account will carry over. Credit Card information will not.
3. Input from Charles, Middle Tennessee Central Office: Need comments field on new ordering site “to not send paperwork, ex. catalogs to drop shipments orders.
4. Zeny, site contractor joined call to answer questions about transition.
5. New Sales Tax laws in affect need “resale certification” on file for 23 states. (Nexus), they have either more than 200 transactions or sales over 200k, therefore need to collect tax for out of state.
6. AA.org web redesign: new company just started in March.
*meeting finder on site not decided yet.
App updates will be available late July. Changes include adding “Daily Reflection” readings, working on new feeds. Delegates previewed and gave feedback.
7. Jeff Wine G.S.O. Staff, IGCO liaison asked for feedback on how we/why we use directories and what format they should be in. Katie, Gary and Charles thought contacts need to be updated, believing Central Offices could assist, some groups are gone and not removed.
8. Jeff mentioned idea of information on password protected site for offices/delegates if possible as an option but not available to all or public?
9. Jeff reminded Connie, San Diego Central Office requested list of pamphlets using new covers.
10. Charles wanted to know why Delta Project not on conference committee reports.
Response: Project has not met since earlier this year but will pick u in a few months.

11. Regarding literature prices to Central Offices/Intergroup Offices: it continues to be a passionate discussion. Charles and Gary expressed that lack of action means they are not being heard. Albin stated it's not a matter of being heard, it's about if it's an urgency issue. Katie asked again if they are creating a weighed picture/isolated top offices. Rebates/additional tier pricing will not affect her purchasing patterns. This discussion and change is to help the smaller offices and ones that currently need to markup single book price to sell. Charles wants to know who leads this committee. Response: Deb is chair of committee and director @ AAWS.
12. Customer Service is a big deal for offices, therefore requesting that Iris be present at a Conference Call.



General Service Board
General Service Office
475 Riverside Drive, 11th Floor
New York, NY 10115

Re: Suggestion: That One Trustee Be Tasked to Act as Advocate for Intergroups in the U.S. and Canada

Gentlemen and Ladies,

I am currently serving Alcoholics Anonymous as the paid Office Manager for Greater Seattle Intergroup, and I have been in this position five and a half years. I have 26 years of recovery from the disease of alcoholism, thanks to a loving God and Alcoholics Anonymous.

I attended the ICOAA 2017 in Herndon, VA, but I missed the 2018 conference in Montreal. While in Herndon, I met a Trustee of the General Service Board, with whom I had a very pleasant conversation about his job and my job.

During the course of that conversation, I expressed my strong feeling that all our Intergroups, nationwide, could benefit from having a 'voice' on the Board of Trustees, not a vote, please understand, just a voice.

Why, you may ask, can't this simply be handled at the Group Services Desk at GSO? Well, it obviously can, because that's where most all of us in my position go for help. And Group Services Desk does a great job—professional, prompt, and thorough.

There are many areas where Group Services Desk would have to rely on simply relating current policy, but what is needed is relating 'need' or 'serious concern' to decision-makers, who can establish or revise policy. In most cases, those decision-makers sit on the General Service Board. These areas of concern seem to be growing in number and frequency: e-books, volume online retailers competing with Intergroups for A.A. literature sales with the assumed price breaks they enjoy, pricing from AAWS to Intergroups, where the only advantage enjoyed by Intergroups is the 4 column volume price list. Therefore, pricewise, the only inducement for a local group to come here for their literature is that my price will be less than the 1-19 pricing + shipping from AAWS.

Bill W. felt that the 'local services' provided by Intergroups was invaluable. My own Intergroup has been in existence since the early 1940's, providing local services. Yet, in Herndon, we heard the unpleasant news that three intergroups had gone dark in 2016. I have not heard similar statistics for 2017 and 2018. I know of one local Intergroup, not this one, that's in deep trouble. I know this because I facilitated their group inventory on this past Saturday.

So, please, consider this request for someone on the General Service Board to be assigned the task of Intergroup Advocate. Someone who, during the lengthy, varied, and extremely important discussions, is charged with evaluating the potential impact, if any, on Intergroups and Central Offices, those who provide our local services.

Sincerely, Norm S., Office Manager
Greater Seattle Intergroup
206-587-2838, norm@seattleaa.org