

AL-ANON guidelines

The Shared Experience Of Al-Anon and Alateen Members.

Literature Distribution Centers

G-18

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.

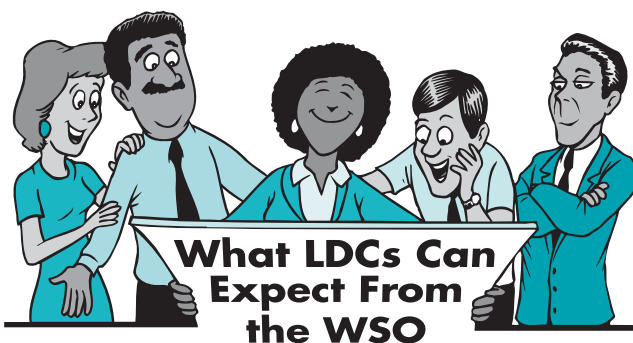
HOW IT WORKS

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 to the LDC and income from its sale is used for rent, salaries, telephone, postage, and other expenses incurred by operating the center. Surplus earnings are used to support other Al-Anon services.

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 and/or the area world service committee (AWSC) they serve.



The WSO:

- Provides order forms, catalogs, guidelines and other Al-Anon material asking only that, when possible, the LDC pay the cost of mailing these items.
- 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 fliers.
- Updates LDCs of material to be deleted in order to avoid stockpiling of out-of-date material.
- Helps LDCs avoid the pitfalls of overstocking material that is about to be revised.

- Publishes newsletters that carry information concerning Al-Anon literature and related Al-Anon material.
- Fills literature distribution center orders first.
- Furnishes special order forms and fliers for LDCs to use for the members and groups they serve.
- Allows LDCs to purchase on credit after prepaying orders for the first year of service*.

**Note: Contact the WSO after the first year of operation and request the special 30 day credit terms. Penalties of one and a half percent are placed on any orders that exceed the 30 day credit terms.*

REGISTRATION REQUIREMENTS

When the WSO receives a completed LDC registration form, it assigns the LDC an ID number and adds the LDC to the list of existing LDCs.

- According to Al-Anon policy, an LDC stocks and sells Al-Anon Conference Approved Literature and Al-Anon service tools only.
- Literature orders must be placed at least once per calendar year.
- A number and street mailing address (not a post office box number) is required in order to receive packages.
- A suitable place where Al-Anon literature and other Al-Anon material will be kept safe, clean and dry is essential.
- Two signatures are required on the registration form (area delegate, AIS or area chairperson, or district representative).

OPERATING TIPS

- Reliable volunteers and/or paid workers are needed to maintain the inventory, process orders, record and distribute receipts. Those assigned this responsibility should be bonded. 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.
- Reports of operations, inventory, income and expenses should be submitted periodically to the LDCs district, 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.

DISCOUNTS

Currently, the WSO offers discounts to LDCs who, in good faith, are servicing a locality by offering speedy delivery of Al-Anon literature and other Al-Anon material and providing revenue to the locality for other Al-Anon services. LDC personnel hopefully order in quantities sufficient to take advantage of all discounts.

Book discounts: \$.50 per book on quantities of five or more in any combination of titles; or 25% on orders of 25 or more of one title.

Bulk discounts: Items that are priced in multiples, e.g. 10/\$1, are discounted at 10% on 500 or more of one item. 20% on 1,000 or more of one item.

LDC Pamphlet discounts:

10% on 100 or more of any one item.

20% on 250 or more of any one item.

25% on 1,000 or more of any one item.

LDC discounts:

After subtracting book, bulk, and LDC pamphlet discounts, an LDC may subtract an additional 15% if its order still exceeds \$375. This would leave a minimum total due of \$319 excluding postage and handling.



Order Form:

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

Use the order form appropriate for items being ordered. Be sure to type or clearly print your name, address, zip code and LDC number. Using a street address enables us to ship U.P.S. or by truck when necessary.

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:

- Please extend credit.
- Name of the person responsible for the purchase.
- Telephone number where the purchaser can be reached during business hours.
- Billing location if different than shipping address.

Payment: Please include the 7% charge for postage and handling. Checks and money orders should be for U.S. funds, and

made payable to AFG, Inc. C.O.D. orders are not accepted. 10% shipping and handling will be added to orders outside the United States and Canada.

Credit Card Orders: The WSO/AFG, Inc. will accept Visa, Mastercard, American Express and Discover credit card orders. Please include the credit card expiration date, your signature, area code and telephone number in order to contact you if there are questions.

Orders charged to Visa, Mastercard, American Express and Discover accounts may be faxed to the WSO: Fax number: 757-563-1655 or online through our web page: <http://www.al-anon.alateen.org>

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. Your order will be adjusted by the WSO if it is inaccurately computed by the LDC.

Out of Stock: On the packing slip a zero will appear under the column *quantity shipped* and the name of the item will be printed in italics.

Delivery Time: Please allow three weeks for delivery.

Inquiry: In the event that you do not receive an order but have received your canceled check, please write to us and enclose a photocopy of the front **and** back of your check or your money order receipt. We need to see both sides of canceled checks or your money order receipt to quickly trace an order. If your check or money order has not been cleared by the bank, we probably didn't receive it. We deposit funds the day we process the order.

New Items: In addition to Priority Notices, you can spot news about Al-Anon literature and related material: *The Forum*, *Inside Al-Anon Xtra* and *Area Highlights*.

Watch For And Use: Priority Notices (LDCs) and Advance Notice/Order Forms or Catalog Updates to place orders for new or revised pieces.



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