

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.

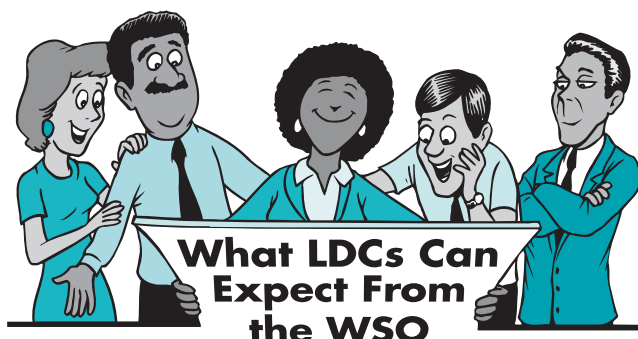
HOW IT WORKS

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, 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 the above 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.

- Publishes newsletters and updates that carry information 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literature and related Al-Anon material to be revised and/or discontinued in order to help LDCs avoid overstocking of outdated materials.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 our 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 PO 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 PO Box.
- Two of the following signatures are required on the registration form: area delegate, AIS or area chairperson, or district representative.

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.

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 an LDC binder to the LDC contact. **Please notify the WSO when a change occurs to the information on the registration form.**

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 LDC's 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.
- Reliable volunteers and/or paid workers are needed to maintain the inventory, process orders, record 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.



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 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 10% 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 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, you can find news about Al-Anon literature and related material in *The Forum*, *Inside Al-Anon Xtra*, and *Area Highlights*.



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

Remember—when you buy from your local literature distribution center, you support your local services.

