

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. 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 discounts when it purchases quantities of Al-Anon material from the World Service Office (WSO), 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.

Who Can Start and Maintain One

Many LDCs have been established by functioning Al-Anon Information Services (AISs)/Intergroups. Others exist as entities with financial accountability to the district(s) and/or the Area World Service Committee (AWSC) they serve. An LDC registration form must be completed and submitted to the WSO.

What LDCs Can Expect from the WSO

The WSO:

- Provides order forms, catalogs, special flyers, and other Al-Anon material to help LDCs 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 AFG Connects, 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literature and related Al-Anon material to be revised and/or discontinued, in order to help LDCs avoid overstocking of outdated materials.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.

**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.*

- Allows LDCs to purchase on credit after prepaying orders for the first year of service. *Gives a 17 percent discount to LDCs on regular priced orders. Promotional or sale items are not included in the discount unless specifically noted.

Registration with the WSO

Registration Requirements

- An LDC registration form must be completed and submitted to the WSO.
- Two signatures are required on the LDC registration form: (1) the Area Delegate or Area Chairperson, and (2) the District Representative or LDC Chairperson.

Requirements

- Literature orders must be placed at least once per calendar year to maintain registration with the WSO. If no order has been placed within a year, the LDC should contact the WSO to keep their record up to date.
- 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.
- The LDC may not sell materials on third-party platforms such as Amazon, Etsy, Apple, Google, or any other platforms.
- The LDC may sell materials on its internal website.
- Any violation of the selling practices will result in immediate cancellation of registration with the WSO.

Process

To receive an LDC registration form, call, write, or email 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 in writing when a change occurs to the information on the registration form and include the LDC WSO ID number.**

Note: See Guideline for *Al-Anon Information Services* (G-4) for information regarding LDCs that are affiliated with an Al-Anon Information Service (AIS).

Ordering, Shipping & Receiving Procedures

WSO ships all orders via mail, UPS, or freight if in Canada or overseas. When orders are shipped by UPS, the LDC will receive an email confirmation from UPS along with tracking information.

The preferred method of ordering is the online store at ecomm.al-anon.org. Orders can also be mailed or faxed.

Order Form:

Mailing: AFG, Inc.
1600 Corporate Landing Parkway
Virginia Beach, VA 23454

Fax number: 757-563-1655

Website: ecomm.al-anon.org

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.

Online and fax orders should be clearly 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 as indicated on the order form. Checks and money orders should be in US funds (payments may be made in Canadian funds at the US equivalent), and made payable to AFG, Inc. A 50-percent 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 email.

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 two weeks for delivery.

Remember—when you buy from your local Literature Distribution Center, you support your local services.

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

Exchange or Replacement: When an LDC, AIS/LDC or AIS receives the wrong item or an item with missing pages, misprints, or damage from the WSO, it can be returned to be replaced or exchanged by the WSO. For a wrong item, send it back with a description of the correct item. For a damaged or misprinted item, only send back the first three pages of the item along with a description of what was wrong, and whether you want a replacement or a credit. This only pertains to new items, not ones that have already been marked up or heavily used.

Returns Only: Literature Distribution Centers can also return an item to the WSO due to excess inventory, lack of sales, etc., provided that the item is currently in print, has not since been revised, and is in good resaleable condition. We will accept items that were bought within a six-to-nine-month period. Discontinued items, earlier editions, and items with prices written on the inside of the page or stamped with the logo of the AIS, AIS/LDC or LDC are not acceptable. Any large quantity of items for return will need the prior approval of the Director of Finance & Operations. Please contact the World Service Office if you have any questions at 757-563-1600 or by email at custserv@al-anon.org.

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*. All other news-related items will be communicated with an LDC update memo via AFG Connects for LDCs.

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

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.