

**DATE:** January 11 2019

**FROM:** Greg Tobin, General Manager

**RE:** ***Systems updates requiring shutdown***

***Wednesday, Feb. 20 – Monday, March 4, 2019***

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Dear A.A. friends,

As we have been communicating throughout this year, our office is immersed in an exciting major project that will modernize all of our business systems, impacting nearly all of our business functions as we move them to a single platform.

We are taking these measures with the goals of providing increased efficiencies, security, and the enhanced overall support of the A.A. community.

Please note that, as of now, there will be changes affecting literature ordering and fulfillment; how contributions are processed; and how A.A. service records are maintained.

**Important: Our literature ordering and contributions systems will be shut down during the change-over period from Wednesday, Feb. 20 – Monday, March 4, 2019.**

***If the above dates change for any reason, we will reach out to you with an update as soon as possible.***

Please also note that during this transition period we will be unable to accept literature orders via phone, fax, online webstore, or any other means; online contributions; and any changes or updates to service records housed in FNV or elsewhere.

Ultimately, we are working together so that members interacting with G.S.O. through this unified, updated system platform will have a much improved user experience.

We encourage all recipients of this communication to share it freely and widely with your appropriate contacts and throughout the Fellowship.

Many thanks for your patience and support,

Greg