

DATE: August 5, 2019
FROM: Greg Tobin, General Manager
TOPIC: **G.S.O. Systems Update**

Dear A.A. friends,

After many months of preparation and a temporary shutdown of office business systems to consolidate nearly all of our business functions to a single platform, I am happy to report that we've gone live with our new NetSuite system, including our new online bookstores and online contribution system. This represents a lot of hard work by our internal teams to test the system and clean up our data, and we have taken these measures with the goal of providing increased efficiencies, security, and enhanced overall support of the A.A. community.

As with any major project such as this, there may be a period of adjustment, where specific issues may come to the surface, so we ask your continued patience as we get through the early stages of this system-wide upgrade.

A few additional notes:

- The FNV system will again be available only to Area registrars starting today.
- A separate communication has been sent to members with recurring contributions explaining how to set up their credit cards in the new system. If you haven't received any communication to re-enter your information, please contact Awilda Rivera (riveraa@aa.org), contributions supervisor.

Many thanks for your patience and support,



G. Gregory Tobin
General Manager