

**Please direct all
communications to:**

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Update on Printing Delays due to the Covid-19 Pandemic

Dear A.A. friends,

As we have been updating everyone throughout these unprecedented times of Covid-19, we are continuing to experience disruptions throughout the printing and trucking industries, which is unfavorably impacting the supply chain and manufacturing of A.A.W.S. literature and other items.

We have learned that a dramatic rise in Covid-19 outbreaks have hit most of our key printers, in some cases, with serious and widespread impact among their employees. We extend our heartfelt condolences to the families and colleagues of those who have lost loved ones.

What we are doing to actively address current and potential intermittent backorders

Our teams across many departments in the office have been working to address these challenges, placing orders for paper, materials, and press time months earlier than previously, to help reduce backorders caused by these disruptions.

Our Production team is focusing daily on the procurement of paper, binding supplies, and scheduling press time well in advance for reprints of the Big Book, *Alcoholics Anonymous*, in particular, as well as for our other items of literature, in order to ameliorate potential delays.

Projected out of stock periods

It is likely, however, that we will be experiencing intermittent disruptions for the remainder of 2021, and ongoing. We will keep everyone informed.

Webstore and Member Service

Our webstore and member service teams have implemented measures to insure the following:

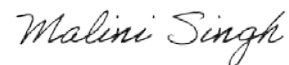
- 1) Those seeking to purchase items will receive all discounts earned on items that they select – including those items on backorder.
- 2) Folks ordering can “add to cart” and place orders for these items, as they normally would. The items will ship when they are back in stock.
- 3) Member Service will contact all purchasers regarding their backorders.
- 4) The product detail pages of the webstore will state that the item is “out of stock,” provide an estimated “back in stock” date, and will display related items available for purchase now (the same content in different formats, for example).
- 5) A notice on the out-of-stock items’ detail pages will reiterate that folks seeking to order our literature may check with their local intergroups and central offices, which may have the items in stock.

Working together, we are committed to A.A.’s time-honored tradition of collaboration and resilience within the Fellowship as we carry the message via our literature.

With all best A.A. wishes,



David R.,
Publishing Director



Malini Singh
Director of Operations