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Update on printing delays and backorders due to supply chain disruptions

August 22, 2022

Dear A.A. Friends,

As we have been updating everyone throughout these unprecedented times, supply chain disruptions throughout the worldwide paper, printing and trucking industries continue to unfavorably impact the manufacture and distribution of A.A.W.S. literature and other items.

Since 2020 we have implemented many measures in efforts to reduce potential backorders — for example, ordering paper and scheduling reprints with our printers of the Big Book, *Alcoholics Anonymous*, and other items more than six months in advance of projected need.

The good news: Demand for the Big Book, *Twelve Steps and Twelve Traditions*, and other items of literature has rebounded from the early days of the Covid-19 pandemic — as folks are returning to in-person meetings.

The not-good news: We are currently low in stock of the English hardcover Big Book (Item B-1) and unable to reprint expeditiously. This is due to a serious supply-chain matter beyond our control regarding a disruption in the necessary paper delivery at our printing plant.

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Taking action

We are in communication daily with our printers, and I personally have reached out to their leadership to emphasize how important this book is in carrying A.A.'s message to our Fellowship and beyond.

Mixed-Title pilot test discounts will be honored

Note: Our current "Mixed Title" discount will be honored for all orders of backordered items placed by September 30, 2022. Items will be shipped when available.

Update:

Good news! These items are back in print:

Back in stock

- Big Book hardcover, English (B-1)
- Big Book, French hardcover (FB-1)
- Big Book, Spanish softcover (SB-30)
- Big Book, large print, Abridged English (B-24)
- Big Book large print, English (B-16)
- Big Book, large print, Spanish (SB-16)
- Big Book, large print, Abridged French (FB-24)
- *Twelve Steps and Twelve Traditions*, large print French (FB-14)
- *A.A. in Prison: A Message of Hope* (B-13) [Retitled edition]
- *As Bill Sees It*, Spanish (SB-18)
- *Living Sober*, French (FB-7)
- *Came to Believe*, French (FB-6)
- *Twelve Steps and Twelve Traditions (soft cover)*, French (FB-15)
- *Daily Reflections: A Book of Reflections by A.A. Members for A.A. Members*, English (B-12)
- *Daily Reflections: A Book of Reflections by A.A. Members for A.A. Members (Large Print)*, English (B-19)
- *Daily Reflections: A Book of Reflections by A.A. Members for A.A. Members*, Spanish (SB-12)

Note: A few other formats of the Big Book, as well as other A.A.W.S. book titles, are currently on backorder and in the reprint process at printers and manufacturers.

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Estimated in-stock dates, *subject to change beyond our control*, for these books are as follows:

Backorders

- Big Book, Abridged pocket softcover English (B-35) October
- Big Book, pocket edition Spanish (SB-35) February 2023
- *Twelve Steps and Twelve Traditions*, large print English (B-14) December
- *Twelve Steps and Twelve Traditions*, large print Spanish (SB-14) October
- *As Bill Sees It*, English (B-5) August
- *As Bill Sees It*, large print English (B-27) October
- *Came to Believe*, large print English (B-26) October
- *Living Sober*, large print English (B-25) September
- *'Pass it On'*, hardcover English (B-9) September
- *Dr. Bob and the Good Oldtimers*, hardcover English (B-8) January 2023
- *Twelve Steps and Twelve Traditions (hard cover)*, French FB-2 December
- *Came to Believe*, Spanish (SB-6) November
- *Dr. Bob & The Good Oldtimers*, Spanish (SB-8) February 2023

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 and binding supplies nine months in advance, and scheduling press time well in advance for reprints to help reduce backorders caused by these disruptions.

Projected continued out-of-stock periods

It is likely, however, that we will be experiencing intermittent disruptions for the foreseeable future, as all publishers will, based on industry-wide reporting. We will keep everyone informed.

Webstore and Member Services

Our Member Services and A.A.W.S. webstore teams have implemented measures to insure the following:

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- 1) Those seeking to purchase items will receive all discounts earned on items that they select – including those items on backorder.
- 2) Individuals 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) Purchasers will receive emails informing them of any backorders.
- 4) The product detail pages of the webstore will state when an item is “out of stock,” provide an estimated “back in stock” date, and display related items available for purchase now (the same content in different formats, for example).
- 5) A notice on the detail pages for out-of-stock items will reiterate that purchasers seeking to order our literature may check with their local Intergroups and Central Offices, which may have the items in stock.

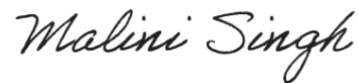
As always, we encourage ordering the Big Book and all of our items of literature from local groups, Intergroups and Central Offices, as they play a vital role in funding local Twelfth Step activities.

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
A.A. World Services, Inc.



Malini Singh
Director of Operations
A.A. World Services, Inc.