

**Please direct all  
communications to:**

P.O. Box 459  
Grand Central Station  
New York, NY 10163  
Fax: (212) 870-3003

## Update on printing delays and backorders due to supply chain disruptions

November 30, 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.

### ***Taking action***

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

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***Mixed-Title Quantity Pilot Test discounts will be honored***

Note: Our current “Mixed-Title Quantity Pilot Test” discounts will be honored for all orders of backordered items placed by December 31, 2022. Items will be shipped when available.

***Update:***

***More good news! These items are back in stock:***

***Back in stock***

- Big Book hardcover English (B-1)
- Big Book Abridged pocket softcover English (B-35)
- *Twelve Steps and Twelve Traditions* softcover French (FB-15)
- *Twelve Steps and Twelve Traditions* large print Spanish (SB-14)
- *Daily Reflections* English (B-12)
- *Daily Reflections* large print English (B-19)
- *Daily Reflections* Spanish (SB-12)
- *Came to Believe* large print English (B-26) 2022
- *Came to Believe* Spanish (SB-6)
- *As Bill Sees It* English (B-5)
- *As Bill Sees It* large print English (B-27)
- *Dr. Bob and the Good Oldtimers* hardcover English (B-8)
- *‘Pass It On’* hardcover English (B-9)
- *Living Sober* large print English (B-25)
- *Out of the Darkness into the Light* Spanish (SB-21)

***Backorders***

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

- Big Book softcover English (B-30) low inventory, reprint due January 2023
- Big Book pocket edition Spanish (SB-35) February 2023
- *Twelve Steps and Twelve Traditions* hardcover English (B-2) December 2022
- *Twelve Steps and Twelve Traditions* hardcover French (FB-2) December 2022

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- *Twelve Steps and Twelve Traditions* large print English (B-14) December 2022
- *Dr. Bob and the Good Oldtimers* hardcover Spanish (SB-8) February 2023
- *A.A. in Prison: A Message of Hope* Spanish (SB-13) February 2023 [retitled edition]
- *As Bill Sees It* softcover French (FB-18) January 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 out-of-stock periods continue***

It is likely 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:

- 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.

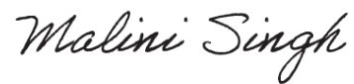
**As always, we encourage ordering the Big Book and all of our items of literature from local groups, Intergroups and Central Offices, as they play a vital role in local Twelfth Step activities.**

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.