

**Please direct all  
communications to:**

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January 2023

Dear A.A. Friends Around the World:

On behalf of the trustees and directors of our boards and the employees of the General Service Office of the U.S. and Canada, I wish you a very Happy New Year! Although we A.A.s strive to live one day at a time, for many still, the new year brings a spirit of renewal and an added spark of hope. I share this spirit particularly for A.A.'s future!

Each A.A. structure around the world shares in the life-saving work of helping our members and groups carry the message to the alcoholic who still suffers. Although we are separated by distance and oceans, our world service structure allows us to work together in unity to carry out our primary purpose.

I wanted to provide some updates on our progress with the international licensing services we provide to you. As the Fellowship has grown worldwide, the need for translation and structures to be licensed to print and distribute A.A. literature has increased exponentially. We have taken many steps to provide these services more effectively, including the following:


- Established a separate department. This new department focuses specifically on translations and international licensing, and benefits from more direct oversight. This department is led by Beverly Jones-King, Executive Legal Administrator. While David Rosen still serves as the Director of Publishing, he no longer supervises this service.
- Developed a new request management system. This new system gives us the capability to track and process requests, manage the inventory of licenses issued, and the ability to provide reporting. It has been under development for several months and we are in the final stages of development, including testing functions that will allow each of you to enter your requests into our systems directly. This will help eliminate backlog and process request much more efficiently. We expect the system to be fully operational within the next 60 days.
- DocuSign. DocuSign will be integrated into our new systems, providing all parties the ability to execute/sign licenses more efficiently.

- Reduced backlog. The establishment of our new email contact, [TL@aa.org](mailto:TL@aa.org), has allowed us to determine the number of outstanding licensing requests and inquiries. With our new system and the addition of personnel to work specifically on the backlog of requests, we are working steadily to reduce the overall number and expect to have all backlogged requests addressed by mid-year.

In the spirit of the 9<sup>th</sup> and 10<sup>th</sup> Steps, early last year I informed you of the challenges we had in providing these services. I pledged to each of you that we were committed to improving our processes and fulfilling our responsibility. It is in keeping with this commitment that I share this significant progress with you.

Thank you again for your patience and understanding as we continue to address these challenges.

In gratitude for all you do for our Fellowship.



Bob W.  
General Manager, G.S.O. U.S/Canada