

**Please direct all  
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September 1, 2020

Dear fellow Conference member,

Just coming off the General Service Board Weekend, where we reported on current services, contributions, publishing activities and literature sales, I am pleased to communicate with you today. Staff, committee and financial reports will be shared very shortly to keep you as up to date as possible. There is much good to report, highlighting results of the efforts of your General Service Office to sustain services and business operations through the first half of 2020 -- the unanticipated period of the Coronavirus pandemic.

The main theme of this letter is gratitude: The A.A. groups of the United States and Canada have stepped up and sent a strong message to the Board and office, understanding their role as the “bosses” of our Fellowship and giving the trustees and office workers unambiguous direction to keep up our efforts in support of your Twelfth Step work. We are grateful for the clarity of the message and the increased level of Seventh Tradition contributions that will allow us to continue to work for you without interruption.

Please click here to watch our *Love and Service Video*:

<https://vimeopro.com/user112910871/love-and-service>

We have put forward a new budget reforecast for the balance of 2020 that reflects a new reality and includes substantial cuts in numerous expense categories, including contracted services, professional fees and printing/cost of goods. The aim is to continue providing maximum services, with the expense reductions touching operations rather than services.

What services are we talking about? Some examples:

- GSO staff assignments who are in constant communication with the Fellowship and supporting committee work in all areas, including Corrections (big time), CPC, PI (super busy during this time), International outreach, Group Services, General Service Conference, Regional Forums (face-to-face events canceled but virtual gatherings planned), Treatment and Accessibilities, among others. The entire staff team is working at full capacity, and beyond, to maintain these services.
- Publishing reports a huge increase in international licensing and translations, including 26 new Big Book translations in process. Currently a special discount offer is available for purchases of the Big Book in all formats.
- AA Grapevine and La Viña carry the message of recovery through books and subscriptions with amazing results. Free GV digital access was available after the General Service Conference, and “Carry the Message” subscriptions purchased by

members help bring a monthly Twelfth Step call to those who may not have access to meetings.

- “Back room” technology and communications developments have been phenomenal: Bringing the ERP system online throughout the organization. New modules that will be implemented shortly, including contributions and the AAWS webstore. A super-high priority is bringing My Portal, the Fellowship database, into reality, and we are working with the user community and doing a heavy lift on data and internal processes. The Meeting Guide app is functioning, including online meeting listings. (The aa.org website redesign is partially “on hold” for the rest of the year to save costs.)
- Please note one cost-saving measure: Till the end of the year, the newsletters regularly published by GSO, such as *Box 4-5-9*, *About A.A.*, the *GSB Quarterly Report*, the *LIM* bulletin and *Sharing From Behind the Walls* will be available only on aa.org or will have limited print runs, saving on production and mailing costs.

We’re trying. You are supporting us. It is working. Please continue to be very direct and vocal in expressing your direction to the office and the Board. Please let me know what else you’d like to hear directly from the office. (Many have done so after my previous Seventh Tradition updates.)

Some further context — when literature sales and contributions had dipped dramatically, GSO drew down \$3 million from the Reserve Fund to cover cash flow for May-July. This supported sending out International Convention refunds, as well as ensuring payroll funds for our workers.

Now we are in a different place. And it says so much about our Fellowship in this extraordinary time: In May, contributions were \$800,000 and in June \$900,000. July has just closed, with total contributions exceeding \$1.1 million dollars! Also, we are working to recover lost costs related to the International Convention through our insurance claim.

On behalf of the General Service Office, I am moved to express our love and gratitude to you. For your trust in us and your continued guidance and support. Ours is an amazing spiritual enterprise that has carried us all to this very place on an 85-year journey. May we continue to trudge the road of happy destiny together, for so long as we are needed.

Sincerely yours, in service to A.A.,



Greg T.  
General Manager