



# AL-ANON FAMILY GROUPS

Northern New South Wales Area

## AREA INFORMATION SHEETS AND GUIDELINES NAG-11

### AREA LITERATURE COORDINATOR – DUTIES AND RESPONSIBILITIES

The Literature Coordinator is a member of the NNSW Area Service Committee (NNSW ASC).

#### Ordering Stock from Australian General Service Office (AGSO)

- Monitor inventory and turnover to keep ahead of demand, being mindful that AGSO may take more than two weeks to fill our orders.
- Using current AGSO Literature Order Form, complete order and send with brief cover letter to [literature@al-anon.org.au](mailto:literature@al-anon.org.au).
- Note the calculated cost of items. Orders over \$400 (after GST and the 10% discount are applied) qualify for free freight, so it's best to place orders above this amount if possible.
- If items needed urgently, notify AGSO to mark 'Priority Paid' for speedy delivery, *but be aware that the extra cost is charged to NNSW Area.*
- AGSO will issue an Invoice once they have dispatched the order.
- Forward invoice to the Area Treasurer once the goods have been received and checked, and confirm with the Treasurer that funds will be available to cover the cost of the order.
- Keep copy of order sent in 'AGSO ORDERS' in Literature file.
- Keep copy of invoice from AGSO in 'EXPENSES' folder in Gmail.
- Keep hard copy of Literature received with stock to compare.
- Note any backorder items and keep a list of what is still to come, crossing it off as it arrives.

#### Storing Literature

- Store Literature items in a manner that keeps them as safe as possible.
- Keeping pamphlets in bundles of 10 makes stocktaking easier.

#### Price Lists and Order Forms

- All prices are presently calculated as:
  - Cost Price + Mark-up (20% as at March 2025) + PPH (postage packaging and handling charge). *Note that PPH is an equalized expense. PPH need to be changed periodically to reflect postage and stationery costs.*
- Check with AGSO Literature Officer for alterations in prices and availability of stock.
- Make sure price list is updated as necessary, highlighting changes at the top of document.
- Email updated price list to Area Communications Coordinator (ACC) by the 25<sup>th</sup> of each month to ensure updated price lists are included in the monthly mailout.
- ACC also needs to be notified of changes so the interactive and PDF versions of the price list on the website can be updated.
- Price changes, new and deleted stock, and special offers are to be published in the News Sheet. It is the responsibility of the Literature Coordinator to prepare brief articles regarding literature changes etc. These are to be sent to the Area News Sheet Coordinator by the 20<sup>th</sup> of each month to be included in the next edition of the Northern Light news sheet.

## **Ordering Literature from the Area Literature Office**

- Ordering can be completed by members online through AGSO's main literature ordering system ([al-anon.org.au/shop/](http://al-anon.org.au/shop/)) or using the NSW order forms available on the NSW webpage ([al-anon.org.au/northern-new-south-wales/](http://al-anon.org.au/northern-new-south-wales/)).
- The NSW literature price lists are available as Excel forms (which are interactive / self-calculating) or as PDFs (which can be printed and filled out manually).
- All orders are emailed directly to the NSW Literature Coordinator.

## **Processing Orders**

### *Receiving Orders*

- Literature Coordinator will need access to Area bank account without any payment rights.
- Orders received via AGSO need to be checked to confirm that correct Area has been assigned (so that price is correct) and money has been deposited into NSW Area bank account. *Note: Amount deposited is always slightly less than cost of literature to account for credit card levy.*
- Orders received via email need to be checked for correct price calculation, and purchaser is to be notified to pay once correct amount confirmed.
- All orders to be paid for prior to dispatch.
- Print out original order and assign receipt number.
- Save email to 'Orders' folder in Gmail.
- Make a copy of the order on NSW current price list to include with shipment to purchaser and assign same receipt number.
- Keep digital copy in 'Orders' for that month on computer.
- Keep hard copy in numerical order for future reference.

### *Back Orders*

- Issue 'backorder' note if required and keep record of backorders with receipt numbers waiting to be filled.
- Mark as sent when backorder is filled.

### *Posting Orders*

- Pack stock for each order including invoice.
- Use Australia Post plastic package bags with barcodes wherever possible.
- Use MyPostBusiness QR code (saved on phone) to identify sender at post office and have all receipts emailed to [nswliterature@gmail.com](mailto:nswliterature@gmail.com).  
*Note: This ensures best price for delivery.*
- Keep hard copy of receipts for reimbursement for postage and stationery etc.
- If a parcel is not delivered to the intended address, it is imperative that the receipt is available when dealing with Australia Post. A tracking number is issued on all receipts.
- MyPostBusiness is accessed through Gmail address with password

## **Selling Literature at the Area Assembly**

- If agreed by the NSW ASC, the Literature Coordinator is to supply stock for sale at the Area Assembly. The amount of stock and items available for sale are determined by the Literature Coordinator and the NSW ASC, taking into consideration the needs of the Area.
- Stock for the Assembly should be ordered from AGSO by early May to ensure it will be available for Assembly in June.
- Items are sold at Assembly at a price determined by the Literature Coordinator and the NSW ASC. Members will avoid paying postage and other discounts may be offered.

## **Correspondence**

- All correspondence in and out is attended to as required.
- Emails from members, NNSW ASC members, and/or AGSO are to be responded to in a timely manner.

## **Stocktaking**

- On 31<sup>st</sup> March each year, all items in stock (originally purchased from AGSO) are counted, recording the **total quantity of each item**, and the **total cost (value) of all items**. *Note: the value of the stock is recorded at 'cost price' (includes GST component from AGSO).*
- This information is to be presented at the NNSW ASC meeting following completion of the stocktake (typically at the Area Assembly in June).
- A copy is given to the Area Treasurer to be forwarded to the NSW Fair Trading Office after the Area Assembly, together with other relevant documents.
- This information is also used for insurance purposes.

## **Preparing and Presenting Reports**

- The Literature Coordinator should attend all scheduled and extraordinary NNSW ASC meetings and the annual Area Assembly. *Note: Assembly registration to be paid by the Area unless the Coordinator is also a Group Representative or a District Representative.*
- Prepare and present a brief Area Literature Coordinator's report:
  - For each NNSW ASC meeting (send to all NNSW ASC members 1 week min. prior), including, where appropriate:
    - A financial statement in relation to literature
    - Availability of stock
    - Changes made by AGSO
    - Difficulties, successes and changes made to the running of the Literature Office
  - For each Area Assembly – *Report to Assembly* (covering the period 1<sup>st</sup> April to 31<sup>st</sup> March) to be emailed to the ACC by a date confirmed at the March NNSW ASC meeting for inclusion in the Assembly mailout package and Assembly minutes.
  - For the Area Delegate – *Summary for Delegate Report* (covering the period 1<sup>st</sup> January to 31<sup>st</sup> December) to be emailed to the Area Delegate no later than January 5<sup>th</sup>, allowing time for the Delegate to prepare an Area Report to the Australian Service Conference held annually in May.

## **Damaged Stock**

- Occasionally an item is sold to a member that is found to be faulty.
- A new item is immediately sent to the purchaser, if available.
- The procedure for returning damaged stock to AGSO is as follows:
  - Take a photo of the damaged article
  - Email it to the AGSO office ([office@al-anon.org.au](mailto:office@al-anon.org.au)) or directly to AGSO Literature Coordinator ([literature@al-anon.org.au](mailto:literature@al-anon.org.au))
  - AGSO will send replacement.
- Send replacement to the purchaser, if this has not already been done.