

AL-ANON guidelines

The Shared Experience of Al-Anon and Alateen Members.

Ordering Literature

G-31

As the person who orders literature for your Al-Anon group, you have an exciting opportunity to bring the treasury of Conference Approved Literature (CAL) and other Al-Anon material to each person seeking recovery in Al-Anon. This guideline was prepared for you, to help make your job easier. It answers the questions frequently asked by members and perhaps it will generate an awareness and use of the vast amount of Al-Anon material that is available.

CONFERENCE APPROVED LITERATURE (CAL)

Al-Anon's Conference Approved Literature (CAL) is written by and about Al-Anon/Alateen members, to present the Al-Anon program to our fellowship and the public-at-large. It is consistent with the Twelve Steps, Twelve Traditions, and Twelve Concepts of Service of the Al-Anon program. All Al-Anon CAL bears this seal along with these words:



Approved by
World Service Conference
Al-Anon Family Groups

To keep Al-Anon's message in focus, it is suggested that CAL be displayed and distributed at Al-Anon/Alateen meetings.

SERVICE TOOLS AND MATERIALS

Service tools and material produced by Al-Anon and approved for group use bears this seal along with words identifying it as Al-Anon material:

Al-Anon Family Group Headquarters, Inc. 
Guidelines, newsletters, *The Forum*, and reprints are some examples of such material.

CATALOGS

Al-Anon annually produces catalogs and several order forms. The full catalog (S-15) describes all material produced and published by Al-Anon. As you read through the catalog, you will see that every item is identified by a catalog number.

PRINTING CODE

The printing code appears in the lower left-hand corner of the copyright page of our books, and the lower left-hand corner of other items. It indicates the following:

Sample code: 18-30M-97-.25

The first number indicates the number of printings with the remaining numbers helpful to the WSO personnel and perhaps literature distribution centers. The last number indicates the suggested retail price.

CATALOG NUMBERS

Catalog numbers are established by grouping all similar items together—books (B#), pamphlets (P#), guidelines (G#), audio-visual material (AV#), etc.

The catalog numbers are printed at the bottom of the copyright page, as well as on the back of each pamphlet and the spine of each book.

ORDER FORMS

The primary means of ordering Al-Anon Conference Approved material is the use of order form (S-16). It is included with every order filled by the World Service Office (WSO). However, many other items are available by using other order forms. There is no charge for catalogs or order forms.

- S-13 Conference Approved Literature in Translation
- S-14 Directory for Members with Special Needs
- S-15 Catalog: Al-Anon/Alateen Recovery and Service Material
- S-16 Conference Approved Literature order form
- FS-16 French Translations
- SS-16 Spanish Translations
- S-35 *Lois's Story/Lois W. & the Pioneers* video rental order form
- S-41 *The Forum* magazine order form



SUGGESTIONS FOR THE GROUP

Preparing to order literature can involve the entire group. The treasurer can help develop a schedule for placing orders that considers the group's funds. The Group Representative (GR) and members involved in service might suggest material they need to have available. Some members may wish to include personal orders and so help the group take advantage of the book discounts. Encourage use of the *Al-Anon / Alateen Service Manual*.

LIBRARY OF CAL

The group may wish to develop a lending library for members, including all our books. You can ask borrowers to write their name, phone number, and date on an index card that has the title of the borrowed item printed on it.

DISPLAY EVERYTHING

Display all literature at every meeting and encourage members and newcomers to take the pamphlets. Books and booklets are usually offered for sale. Return the material to its storage place afterward.

REORDERING

Paste or staple one sample copy of soft cover material to a piece of cardboard larger than the item. Place this "flag" 3/4 of the way to the bottom of the pile. When you reach the flag, it is time to reorder.

1 PLACING ORDERS

ORDERING

Orders for Al-Anon literature and related material may be placed with Al-Anon literature distribution centers (LDCs) or the Al-Anon World Service Office (WSO). Remember—when you buy from your local literature distribution center (LDC) you support your local services.

COMPLETE ORDER FORM

The WSO does not accept literature orders by telephone. Your completed order forms are handled with maximum efficiency and accuracy when received by mail or fax.

Use the order form appropriate for items being ordered. If you are in a particular hurry, write "RUSH" on your order and we'll try to accommodate you. Please be sure to type or clearly print your name, address, and zip code. Using a street address enables us to ship UPS or by truck. If ordering for a group, include the group ID number.

The WSO shopping cart is available on the Web site at www.al-anon.alateen.org.

LDCS ONLY

LDCs MUST use their ID Number and their name, e.g. "ID #00000 Southeastern State LDC", when placing their orders with the WSO. LDCs' use of gold color order forms identifies their orders for priority fulfillment.

LDCs wishing to purchase on credit should indicate this on the order form:

- "Please extend credit."

- Name of the person making the purchase.
- Telephone number where purchaser can be reached during business hours. (8am - 6pm EST)

2 INCLUDE PAYMENT

Be sure to include the appropriate postage and handling. Checks and money orders should be for U.S. funds and made payable to AFG, Inc. We cannot accept COD orders. See credit card orders.

When ordering from an LDC, make sure your check or money order is payable to the LDC.

CREDIT CARD ORDERS

The WSO will accept Visa, MasterCard, Discover, and American Express credit card orders. Please be sure to include the credit card expiration date, security code, your signature, area code, and telephone number so we can contact you if there is a problem.

Orders charged to Visa, MasterCard, Discover, or American Express accounts may be faxed to the WSO: 757-563-1655.

DUPLICATE

Make a copy of your order and write both the number of the check or money order accompanying it and the date you mail it on the copy. Refer to this information when inquiring about your order.

3 CHECK THE PACKAGE

When your order arrives, check the package contents against the enclosed computer packing list and your duplicate copy of the order. Should you need to correspond with the WSO concerning your order, refer to the Order Number printed on the packing list. An order will be adjusted by the WSO if it is inaccurately computed by the sender.

BACK-ORDER ITEMS

These items will be marked "BO" on your packing slip.

INQUIRIES

In the event that you do not receive an order but have received your cancelled check, please write to Customer Service and enclose a photocopy of the front and back of your check or your money order receipt. We need to see both sides of cancelled checks or your money order receipt to quickly trace an order. If your check or money order has not been cleared by the bank, we probably didn't receive it. We deposit funds the day we record your transaction.

NEWS ITEMS

There are several places where you can read or learn about Al-Anon literature and related material: our monthly magazine, *The Forum*, our WSO newsletters, or local newsletters. WSO Newsletters can be read and downloaded from the members Web site at www.al-anon.alateen.org/members.

WRITE

Do let us hear from you. We are very interested in finding ways to help.

