



Addendum

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**WORLD SERVICE OFFICE, Inc.
NARCOTICS ANONYMOUS**

16155 Wyandotte Street
Van Nuys, CA 91406 (818) 780-3951

To: The N.A. Fellowship

From: Bob Stone,
World Service Office

Enclosed is a report on the new step and tradition book *It Works: How and Why*. This report has been prepared by the chairs and vice-chairs of the World Service Conference Administrative Committee, WSC Literature Committee, WSC Board of Directors and World Service Board of Trustees and mailed to all World Service Conference participants, area and regional service committees and literature committees. It is the wish of the trusted servants who put together the report that you will make this information known to the N.A. groups and members in your area or region. In addition, you need to be aware of the following information.

An article appeared in the November/December issue of the *Newsline* entitled *IT WORKS: How and Why*. The article, which basically was a reprint of the enclosed report, discussed some options available to the Fellowship for approving or revising this new book prior to approval. In discussions which have taken place since that article appeared, it has become apparent that some confusion has resulted from that article. Therefore, I hope to clear up any confusion you may have.

One reason the article may have been confusing is that I made the mistake of printing it prematurely. The article was intended to be a follow-up to this report. Both the report and *Newsline* were being worked on simultaneously and, as we frequently do, the report was going to be included in the *Newsline*. At the draft stage, of the development of the *Newsline* the report was inserted. Unfortunately, when the rest of the *Newsline* was completed, I had it printed and it was immediately mailed. At the time the *Newsline* was mailed, the exact language of the report had not been finalized. The trusted servants involved in writing the report were still discussing its content at the time and hadn't yet reached consensus. I was wrong to have published the report in the *Newsline* before its content was finalized or distributed. Furthermore, the article appeared without any reference made to who wrote it. So, I understand why this article may have caused some confusion, and for these reasons, I apologize.

There is one other point to understand with regard to the *IT WORKS: How and Why* article and this report. The report devotes a substantial amount of space discussing Option One. It is important to understand that there was no intention to "slant" the report or persuade readers to select any particular option over any other. The reason that a large amount of space is spent discussing Option One is that if this alternative is selected, it requires action now. The discussion therefore is necessary in order to prepare N.A. groups and members to take action now if they choose to participate in the plan outlined in Option One.

I hope this information is helpful in clearing up any confusion which you may have had concerning the *Newsline* article. I apologize for the error.

LIT REVIEW

WORLD SERVICE CONFERENCE OF NARCOTICS ANONYMOUS

**16155 Wyandotte Street
Van Nuys, CA 91406
(818) 780-3951**



A REPORT ON *IT WORKS: HOW AND WHY*

To: The N.A. Fellowship

**From: The Chairpersons and Vice-Chairpersons of the World
Service Board of Trustees, WSO Board of Directors,
World Service Conference Administrative Committee and
World Literature Committee**

The development of *IT WORKS: HOW AND WHY* has been a matter of great interest and importance to the N.A. Fellowship for several years. Members around the world are anxious to have our book on the Twelve Steps and Traditions complete because it is so greatly needed. A tremendous effort has been exerted by everyone involved in this project to get the book completed at the earliest possible moment. The World Literature Committee is currently at work developing the second half of the book, the portion on the Twelve Traditions. This report is about the current status of Part One (the Twelve Steps) and some new developments that have taken place.

The approval form (the white cover) was first released in mid-April, 1986. The immediate response from most members who have read this new book was to enumerate its best qualities and endorse its content. However, there were a few who verbally expressed concerns. Because it was in the approval form, members all over the world began, in good conscience, to buy the book, read it, and prepared to express their group conscience at the 1987 World Service Conference.

As additional study of the book has taken place, a few members have begun to list items they question. In response to a few conversations between N.A. members and WSC Literature Committee trusted servants, a request was included in the September Fellowship Report encouraging this objective review and suggesting that feedback and suggestions be expressed in writing to the Committee as soon as possible.

At the recent WSC Committee meetings in Charlotte, North Carolina some members expressed their opinions regarding the book. Two special meetings were held at which the book was discussed and specific concerns were presented.

In the opinion of some who expressed their views in Charlotte, there is a need to change parts of the book in order to avoid conflict with the philosophy of N.A. or confusion because of inconsistency. There were other members who expressed the opinion that the book should be approved exactly the way it is. The number of specific items in question cannot easily be described so as to fit within this report. However, the issue of making changes in the book is the subject of this report.

According to the Conference-approved Literature Guidelines, the book *IT WORKS: HOW AND WHY* is in the approval form and due, according to the schedule of things, to be either approved or disapproved by the Fellowship at the next Conference meeting. This would imply that it is too late to make any changes. However, the concerns of members cannot be ignored, especially if the

changes that are recommended are appropriate and necessary. At the very least, adequate consideration of the issues raised should be given in order to determine their merit.

Some members who were present in Charlotte, as the input was being shared, have indicated that some of the concerns raised may indeed be valid. At any rate, whenever N.A. members have legitimate concerns regarding new or existing literature, those concerns should be evaluated and discussed so that appropriate action may be taken.

As a Fellowship, we have found ourselves in this situation before. At times in the past we have waited until the Conference date arrived and issues were vehemently fought out on the floor of the Conference. Unfortunately this procedure did not always resolve matters and some have continued to be a source of friction and controversy. The Basic Text is the best example. The World Service Conference has continued to make changes in it over the years and every change becomes a highly emotional dilemma. Additionally, each time the Fellowship is asked to consider changing an already approved item of literature it creates more conflict and controversy.

So, despite the need to complete our book on the Twelve Steps and Traditions, there is also a need to approve the best quality literature possible with a minimum amount of controversy. Unfortunately there is no built-in mechanism whereby proposed changes in approval-form literature can be made. Therefore, the bottom line of this discussion is that regardless of the merit of the issues recently raised, only when the Conference meets in April can any changes be made.

If changes are proposed during the Conference meeting, it creates the old problem of forcing the participants to vote on things that have not been presented to the Fellowship ninety days in advance of the Conference. There are some regions which do not allow their RSR's enough flexibility to vote on amendments or other items for which they have not received specific instructions. These RSR's would therefore be prohibited from participating in any decisions to make changes in the book.

This also brings up another point: equity. The World Literature Committee generally does not receive input on items which are in the approval form. However, since some members felt that their concerns were important, they did submit input which, of course, was welcomed and accepted. But without receiving input from the rest of N.A. around the world, we have no way of knowing whether the concerns which were raised are shared by the worldwide Fellowship, or simply a handful of members. Therefore, before the input which was received can be integrated into the publication, it will be necessary to receive input from other regional literature committees around the world. It is only fair that we provide an opportunity for members who haven't sent input to do so. This is the only way we can be certain that we are responding to concerns which are shared by a large proportion of the N.A. membership so that this literature item may be truly reflective of the Narcotics Anonymous philosophy.

Because the book has been in circulation since April of 1986, and most of the feedback has been positive, we hypothesize that it is possible that many N.A. members like the book as it is. It is also possible that some members like the book in general, but could point out a few things they'd like changed. Most likely, there are also members who haven't sent in their comments simply because of the fact that the book is in the approval form and is scheduled to come to a vote at the 1987 World Service Conference. It is quite possible that a large number of RSR's will come to the 1987 WSC prepared to vote on the book as it is.

Some members suggest that the approval form (White Cover) is dramatically different from the review and input copy (Blue Cover) and therefore the Fellowship should review and input on the White Cover copy as well. Other members contend that approval literature is always reflective of input received from earlier review and input drafts and is frequently much different in final form. In some cases, review-form drafts and final approval-form literature are similar, but on occasion approval-form literature bears little resemblance to earlier review drafts. It is reasonable to conclude that there are no hard and fast rules.

We cannot predict the future and the Conference must make the final decision. No service board or committee has the authority to stop the approval process. We are not here to decide these things for the Fellowship, only to be responsible in making the information known, and try to offer some solutions.

The N.A. Fellowship basically has three alternatives to choose from: 1)approve the book with no changes; 2)return the book to the Literature Committee for additional work; or 3)make changes at the Conference.

Each alternative has merits and drawbacks. If the book is returned to the Literature Committee, it would delay the use of the publication by our members for an additional year and possibly two years. This alternative would, however, probably provide opportunity to assure that the final approved book was the best quality possible without problems.

If the Conference participants elect to make the changes during the April meeting, it may produce the best possible book but it may also create continuing controversy. The controversy of adopting changes that the members have not seen in a major publication might be more divisive than the approval would be worth. It may also result in proposals for additional changes being submitted at subsequent Conference meetings.

If the Conference adopted the book with no changes, it might also set the stage for having changes proposed each year in the same manner as changes are offered for the Basic Text.

This seems like a no win situation, but that does not mean other alternatives cannot be considered. It seems that some of the important factors are 1) The opportunity for N.A. members worldwide to submit input; 2) An opportunity for a World Literature ad-hoc committee (see Note 1) to evaluate the input and suggest any changes; and 3) Avoid a two-year delay if possible. A further purpose of this report is to offer three other alternatives that may be successful. They are presented here for your information and consideration.

Option 1: Accept Fellowship-wide input until March 1, 1987, have the proposed changes reviewed by an ad-hoc committee comprising members from the Board of Trustees, WSO Board of Directors, WSC Administrative Committee and World Literature Committee, and have appropriate changes proposed by the ad-hoc committee for adoption, as amendments to the book, when it is considered for approval at the Conference in 1987.

Option 2: Accept Fellowship-wide input until June 30, 1987. Have the ad-hoc committee review the input and publish a revised approval form by October 1, 1987, and have this version considered for approval at the Conference in 1988.

Option 3: Accept Fellowship-wide input until October 1, 1987. Have the literature ad-hoc committee review and make changes and publish a new approval form copy at the Conference in 1988 and possibly approve the book at the Conference meeting in 1989.

The trusted servants who helped put this special report together have all been directly involved with working on *IT WORKS: HOW AND WHY* for many months. It is our unanimous desire to do what the Fellowship wants in this matter and at the same time produce the highest quality publication within the shortest reasonable time.

We think it would not be in the best interests of the Fellowship to simply ignore the input that has been shared or take no action between now and the Conference meeting. We feel it would be irresponsible to force the Fellowship at that time to choose only between accepting the book without changes or making changes on the floor of the Conference meeting.

The quality and content of this book, as with every other publication, is significant and vital to every member of the Fellowship. It is important to the Fellowship and to ourselves that we know that every effort has been made to produce literature that clearly and fully expresses the philosophy of Narcotics Anonymous. We believe that to accept lesser quality or incorrect information in our literature is severely and sufficiently damaging that it would warrant rejection of any publication which would have these faults.

N.A. is still growing and still evolving. We are still in the process of developing the basic structural document of our Fellowship, the various committees are still working on their guidelines and the procedures for getting things done at all levels of service are malleable. Experience may show us a way of installing an escape mechanism in the literature approval process that will help us in future situations like this.

The immediate need, however, is to either take some action that is reasonable and prudent now or wait until the Conference. It is the belief of these trusted servants that Option One should be initiated immediately in order to make use of the time currently available. Although further discussion at the Conference will determine subsequent action, if option one is selected we need to be prepared with the proposed amendments.

We wish to stress that although it is somewhat unusual for us to ask for or receive input on approval-form literature it is always welcomed. The Literature Committee remains open and receptive to the wishes of the N.A. Fellowship and the only way we can do this is by receiving input directly from area and regional literature committees, groups and members. It is impossible for us to guess or otherwise ascertain the conscience of our Fellowship unless it is conveyed to us.

The World Literature Committee continually strives to be responsive to the N.A. Fellowship as it evolves and grows. The only way we can be successful in this is if the membership provides us with input. So often we hear people talk about the importance of communication in service, especially world services. It is just as important for the membership to reciprocate and provide information back to world service committees.

The majority of our membership has not sent input on this book in its current form. That is, of course, what was expected. But nevertheless, having such a small amount of input makes it difficult to tell whether the concerns raised are shared by the entire worldwide Fellowship. Therefore, we encourage every area and regional literature committee, as well as any members or groups who have input to send in their comments on *IT WORKS: HOW AND WHY*. Even if you absolutely love the book the way it is, or if there are sections or chapters that you feel shouldn't be changed, please let us know that too. Please send your specific comments directly to the World Literature Committee in care of the WSO.

The input will be collected until March 1, 1987, at which time it will be thoroughly evaluated and discussed by the literature ad-hoc committee. It is our hope that by following this process, the committee will be able to ascertain the worldwide group conscience on these issues and, if necessary, propose some specific amendments to the book which will be presented at the World Service Conference in April.

The final decisions must be made by the N.A. Fellowship as a whole as expressed through the group conscience. All of these alternatives will be presented and discussed at the World Service Conference. Hopefully, through reports such as this one, the N.A. membership will be informed and prepared to make the best decision possible regarding this important new book.

Note One The tremendous volume of work that the WSC Literature Committee is currently working on made it necessary to expand the working force available to the Committee. Because of the significance of the book on the Twelve Steps and Traditions, an ad-hoc committee was formed as an alternative to diverting the Committee from other works or assigning a smaller task force to this project. An ad-hoc committee for this type of project is provided for in the Literature Committee Guidelines adopted by the Conference.

The ad-hoc committee assembled includes members of the World Literature Committee, the Board of Trustees, the WSC Administrative Committee and the World Service Office. Each of these service committees are fully in support of the ad-hoc committee and made available capable trusted servants who have participated equally in the work. In keeping with the Literature Committee Guidelines, the completed work of the ad-hoc committee will be submitted to the full World Literature Committee for final action and submission to the Conference. Utilizing this process permits the Literature Committee to maintain its current work priorities and literature quality and also provides a broad base of experience and perspective for this important work.

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Addendum (2)

WORLD SERVICE OFFICE LITERATURE SALES POLICIES

The World Service Office serves as the publishing arm of the Fellowship of Narcotics Anonymous. One of the primary purposes for the existence of the Office is to print and distribute literature so that it is available to existing and future members. The literature sales policies presented in this publication are the result of experience of the Office accumulated over a number of years in our efforts to fulfill that responsibility. These policies are generally developed as a result of need and are adopted by the Board of Directors of the Office before they are permanently included as part of the Literature Sales Policy.

There is a special relationship between the WSO and the membership of Narcotics Anonymous and its service committees, that does not exist between the WSO and non-Fellowship customers. Consequently there are sections of the overall Literature Sales Policy that provide special benefits to purchases made by committees and boards that are part of the Fellowship. There is however a specific effort exerted to utilize standard business practices in all sales and related matters in order that the WSO policies do not accidentally enable members or committees to be subjected to the subtleties of the disease.

The Policy is divided into sections that relate to a cohesive policy concept or need. However, there may be several sections that pertain to the needs of an individual purchaser. Please review the full policy to determine if other sections may affect your needs.

GENERAL POLICY ON BULK LITERATURE SALES

This section contains policy statements covering the general policy for WSO literature sales.

The WSO will not make stipulations concerning the price at which the literature is re-sold by customers of WSO except that no items will be sold for less than the WSO retail list price plus the appropriate shipping and handling cost if the order had been placed with the WSO. All prices and discounts are calculated on the basis of the current WSO retail order form list price.

In order to avoid conflict among Fellowship literature committees and/or offices all Fellowship committees and offices will confine their sales to within the accepted boundaries of the committee (area or region) or office served by the committee or office. There may be need however, for cooperation between neighboring committees and/or offices to make exception to this policy on a case by case agreement between them. These boundaries will generally be the same as those accepted by the appropriate region or the World Service Conference as boundaries that define the area or region. If an area has an office that

becomes a participant under this agreement, the area served by that office will be determined through conference with WSO. Wherever an office is created to serve one or more areas or a region, those fellowship groups and area committees within that service area should purchase directly from that office. The WSO will not continue to offer discounts to committees that should be serviced by a fellowship office created to provide direct service. If there have been returned checks or late payments then the committee or office is not eligible until one year from the latest incident.

1. For an area literature committee, when purchasing more than \$500.00 at a time, a ten (10%) percent discount may be applied, if there is no office or regional service literature committee that can otherwise serve their literature needs. These purchases cannot be accomplished on credit arrangements. The shipping and handling fee is assessed.

2. For a regional literature committee, when purchasing more than \$500.00 at a time, a ten (10%) percent discount may be applied, if there is no Fellowship office that can otherwise serve their literature needs. These purchases cannot be accomplished on credit arrangements. The shipping and handling fee is assessed.

3. For regional literature committees of the Fellowship a 90 day credit and discount policy shall be available upon request and completion of a standard agreement (see addendum #1). This 90 day credit and discount policy shall provide that the region make a one third (1/3) advance payment of the total amount. If the order is over \$1,000.00 a discount of ten (10%) percent may be applied.

4. For area or regional sponsored service offices that purchase more than \$1,000.00 but less than \$10,000.00 on a single order, a ten percent (10%) discount is applied and the shipping and handling costs are waived, providing one third (1/3) of the order is paid with receipt of the order and the balance is paid within ninety (90) days.

5. For non-Fellowship customers, a standard net-30 day invoice policy for all orders on purchase order-only transactions are available. For non-Fellowship customers (purchase order or pre-payment) a ten percent (10%) discount from list price shall be available on all orders, if after application of the discount, the aggregate purchase is in excess of \$1,500.00. The appropriate shipping and handling fee shall apply.

6. For all non-Fellowship purchases that are in excess of \$10,000.00, a fifteen percent (15%) discount is applied and the shipping and handling charge shall be waived. If the order is not paid in advance, a standard 30 day accounts receivable payment schedule shall apply.

7. For all Fellowship purchases that are in excess of \$10,000.00, a fifteen percent (15%) discount is applied and the shipping and handling costs are waived, providing one third (1/3) of the order is paid with receipt of the order and the balance is paid within ninety (90) days.

8. For all purchases that are in excess of \$25,000.00, a twenty percent (20%) discount is applied to the purchase and the standard shipping and handling charge is waived if the shipment is made directly from our printer to the customer, and the shipping and handling expense is paid by the customer.

9. For all purchases that are in excess of \$40,000.00, a discount of thirty-five percent (35%) is applied and the shipping and handling charge is waived if the shipment is made directly from our printer to the customer, and the shipping expense is paid by the customer.

10. Literature sales to conventions, retreats, etc., are classified by the WSO as special event activities rather than Fellowship structured committees. As such, the WSO does not provide literature except on an advance purchase basis. When special activities purchase literature in excess of the amount they sell, the Office will re-purchase the excess if it cannot be sold to the local Fellowship. The sponsoring activity must pay return shipping costs.

11. International Literature Distribution: The World Service Office has initiated a program to provide literature to the Fellowship and non-fellowship customers around the world. It is the WSO policy to sell literature to the non-U.S. Fellowship at a price consistent with the cost of living, relative to the country wherein the literature is to be used. The purpose of this policy is to reduce the actual cost of the literature by eliminating the need to pay more because of the currency exchange rates and increased shipping costs. These computations will be based on a sampling of currency exchange rates and will be updated on a semi-annual basis.

12. On a case by case basis separate license agreements may be entered into that may authorize a service committee in a non-U.S. fellowship the authority to reproduce and distribute literature and other items of inventory within the country the committee serves.

CALIFORNIA SALES TAX

California State law requires that on all retail sales conducted with residents of California and visitors who purchase while in California that a sales tax be collected. The sales tax amount is determined according to California law and at the time of the adoption of this policy it is 6.5 percent (6.5%) for sales conducted in Los Angeles County. This tax must be collected from all walk-in sales even if the purchaser is visiting from another state.

California customers who purchase from WSO for the purpose of commercial re-sale within California should present to the WSO a copy of their Franchise Tax Re-sale form in order to avoid having the WSO incorrectly collect California Sales Tax.

In the Shipping and Handling Fee section, a ten percent (10%) handling fee is described for walk-in sales for purchases made by groups and areas or members of the Southern California Region. Under California Sales Tax Law this fee is also subject to the 6.5 percent sales tax. Total costs for walk-in sales therefore will be calculated to include the walk-in handling fee and the full sales tax.

California Sales Tax law exempts subscriptions to periodicals, therefore there is no tax added to the subscriptions of the N.A. Way Magazine, Reaching Out, etc.

YEARLY AVERAGE CREDIT DISCOUNT POLICY (FELLOWSHIP PURCHASES ONLY)

In order to help areas, regions and Fellowship offices to keep sufficient inventories of literature the WSO offers the opportunity to purchase at a discount on credit to qualifying customers. To be eligible for participation under this section the committee or office must have earned an appropriate rating by having purchased on a payment-upon-order basis from the WSO five or more orders in a six month period. The average of these orders will determine which credit/discount category they are eligible for.

Only those committees or offices with an "A", "B" or "C" rating will continue to be eligible for credit purchases according to this section. Any committee or office whose rating slips to a "D" or "F" will immediately be terminated from the credit policy until all outstanding payments are received and a six month period has elapsed during which all subsequent orders are paid for in advance.

Purchases made after the establishment of a credit classification will be given the discount providing each order is for not less than \$400.00 prior to the calculation of the discount. The Committee or office may make as many separate orders as necessary to keep the committee or office properly supplied. Total cumulative unpaid orders may not exceed an amount equal to double the maximum for the category within which the Committee or office is eligible.

In June and December of each year, re-calculations of order histories will be conducted. If the dollar value of the average of all purchases raises the customer to the next classification level, the customer will be notified and subsequent orders will be accepted to the next higher level only upon the customers request.

No shipping or handling fee will be assessed for transactions made between the WSO and those committees or offices participating in the Yearly Average Discount policy described in the following four categories.

CATEGORY ONE DISCOUNTS:

For purchases resulting in an average of more than five hundred dollars (\$500.00) a month per annum but less than an average of \$1,000.00 per month, the discount is five percent (5%).

CATEGORY TWO DISCOUNTS:

For purchases resulting in an average of more than one thousand dollars (\$1,000.00) a month per annum but less than five thousand dollars (\$5,000.00) per month, the discount is ten percent (10%).

CATEGORY THREE DISCOUNTS:

For purchases resulting in an average of more than five thousand dollars (\$5,000.00) a month per annum but less than fifteen thousand dollars (\$15,000.00) per month, the discount is fifteen percent (15%).

CATEGORY FOUR DISCOUNTS:

For purchases resulting in an average of more than fifteen thousand dollars (\$15,000.00) a month per annum, the discount is twenty percent (20%).

CREDIT RATING POLICY

The following shall be the policy for credit limits on new accounts and increases in existing accounts as additional orders are received:

ORDER CREDIT LIMITS

INITIAL ORDER LIMIT	2ND ORDER LIMITS	3RD ORDER LIMITS	SUBSEQUENT ORDER LIMITS	PURCHASER CLASSIFICATION
\$350.00	\$500.00	\$750.00	2,500.00	Areas\Regions and non-U.S. orders
\$500.00	\$1000.00	\$1500.00	4,500.00	Hospitals, Institutions and Other Corporations

Exceptions may be made for proven accounts consistently ordering with prompt payments within 45 days of billing.

Other policy sections, such as the discount policy will apply and have impact to allow an increase in some maximum credit limits. Application of specific exceptions to this policy may be made only by the Executive Director.

CREDIT RATING CLASSIFICATION SYSTEM

RATING CODE	DESCRIPTION OF RATING
A	Excellent
B	Above Average
C	Average
D	Below Average
F	Unacceptable - Requires cashiers check or money order

A. An Excellent rating allows the customer to purchase maximum levels on subsequent orders providing subsequent payments are made on time.

B. An Above Average rating allows the customer to purchase to the limit shown for Third Order Limits providing subsequent payments are made on time.

C. An Average rating allows the customer to purchase only to the limit of Second Order credit limits providing subsequent payments are made on time. When a customer rating returns to a "C" rating from a "D" rating, purchases during the first six months may not exceed the initial Order Limit. During the subsequent six month period if prompt payments are received, orders may be accepted on credit to the Third Order credit limits.

D. A Below Average rating requires that all outstanding orders be paid and that subsequent orders for a six month period be paid in advance before credit will be again extended.

F. Unacceptable - No credit will be extended. All payments received will be applied to outstanding debts. After all existing orders are paid, an "F" rating may be upgraded to a "D" upon six months of orders having been paid upon receipt of the order.

Upon the receipt of a first order all accounts are automatically set at a "C" rating. Accounts are reviewed on a monthly basis. If the account has been paid in a timely manner (within 45 days of the date the billing is mailed by us) the rating will move to a "B" rating following 6 months. After a period of six months, at the "B" rated level, if payments on the account continue to be paid within the 45 day period of each billing, the account review will lead to an "A" rating.

One late payment in any six month period that does not exceed 90 days will not affect the rating of a customer.

Two orders not paid within the 45 day limit during any ensuing six month period or if any single order exceeds a 90 day delinquency period, will cause the credit rating to drop one classification. If during the next six month period successive or concurrent delinquent status orders are experienced, the rating will automatically drop to a "D" Classification. Any order delinquent more than 120 days

automatically drops the rating to the "F" Classification and the account will be put on collection status.

If a customer continues with a below average rating for a period of six (6) months, that account status must fall to an "F" rating and future orders will be acceptable if paid by cashiers check or money order.

A customer may return to a higher rating status by continued purchases with advance payments for a period of six (6) months for each category of change.

DELINQUENCY NOTICES AND COLLECTION

A second notice will be mailed to all outstanding accounts at the end of the following month. If necessary, a third billing will be mailed to all outstanding accounts at the end of the next month following the second notice. All second and third billing notices sent will have a duplicate copy sent to another person or addressee of the purchaser that should have knowledge of or responsibility for the order. Such duplicate notices to area and region committees will be sent to the Chairperson of the area or region, etc. Duplicate notices to commercial accounts will be addressed to CEO's or other administrative personnel.

Any account that reaches the 90 day date in the Aging Analysis Report will be referred to the WSO Executive Director for informational purposes and the Accounting Staff will make direct phone calls to the ordering party.

Any order delinquent more than 150 days will be referred to the WSO attorney for subsequent collection notices and possible legal action as the situation may warrant.

CREDIT CARD PURCHASES

Effective January 30, 1987 the WSO will accept orders placed on the telephone when payment is to be made by using the customers credit card. The WSO has made arrangements with our bank to accept only MC/VISA credit cards.

Credit card purchases will be limited to the amounts described in the INDIVIDUAL ORDER CREDIT CARD LIMITS section, for individuals and groups only. Credit card purchases will not be accepted for area committees, regional committees, fellowship offices and commercial customers (hospitals, institutions, treatment centers, etc.)

Group orders: An individual may purchase literature for their group using a members personal credit card. It is the intention of this section that only those groups who are unable to obtain their literature from the existing literature distribution system use this method to obtain literature.

Initial orders will be accepted by phone and are handled the same as orders made by individuals.

INDIVIDUAL ORDER CREDIT CARD LIMITS

Each customer who purchases with a credit card will be given a customer number and accumulate a credit history. This credit history will be used to determine maximum limits of future orders. Upon placement of the initial order each customer will be credited with a "C" rating. Credit histories will be evaluated each June and December. If there are two or more purchases in any six month period they will be the basis of change in the future increases or decreases in order limits. If payment on orders are made properly during any six month period, order limits on those placed in the following six month period may be increased to the limit of the next higher level. If payment on any order is not made properly the account will be "flagged" and no subsequent credit card orders accepted until the problem is rectified. Once a problem account is rectified the customer will again be credited with a "C" rating.

"C" RATING	"B" RATING	"A" RATING	
LIMITS	LIMITS	LIMITS	
\$ 50.00	\$ 75.00	\$ 150.00	Individual
\$150.00	\$225.00	\$ 300.00	Groups

For new customers purchasing during the initial six month period, not more than two subsequent orders will be accepted until bank confirmations of the initial purchase has been completed.

Individual customers may use any of the acceptable credit cards. Credit limits are applicable to the individual customer, not to a particular credit card.

During the course of the phone call when the customer is placing the order, the credit card number will be checked. If the card number being used has been reported lost or/ stolen, the order will be canceled. If an order is shipped and the credit card company subsequently refuses payment, the transaction will be handled in the same manner as a returned check.

SHIPPING AND HANDLING FEE POLICY

This shipping and handling fee policy is effective upon publication and dissolves the existing policy:

For orders with a total purchase of less than fifty dollars (\$50.00) an eight percent (8%) shipping and handling fee shall be charged.

For orders with a total purchase of more than fifty dollars (\$50.00) but less than one hundred fifty dollars

(\$150.00) a seven percent (7%) shipping and handling fee shall be charged.

For orders with a total purchase of more than one hundred fifty dollars (\$150.00) but less than five hundred dollars (\$500.00) a six percent (6%) shipping and handling fee shall be charged.

For orders with a total purchase of more than five hundred dollars (\$500.00) a five percent (5%) shipping and handling fee shall be charged.

A ten percent (10%) handling fee for walk-in sales shall be added to purchases by groups and areas or members of the Southern California Region.

RETURNED CHECK POLICY

The return of a check to WSO by the customers' bank for any reason will automatically cause the Credit Rating Classification of the customer to be decreased to a "D" classification. All checks returned for Non-sufficient funds, uncollected funds and post-dated checks are automatically redeposited one time after their initial return by our bank. If the check is subsequently returned or if a check for a subsequent order is returned this automatically causes the credit rating classification to be decreased to an "F" rating. A copy of the check will be mailed to the customer with a letter requesting a new check. A copy of the check and letter of transmittal will be mailed to the chairperson of the appropriate committee or CEO if the customer is a non-fellowship buyer. If payment is not made within 30 days, subsequent collection efforts will be turned over to the WSO attorney. Subsequent orders will not be accepted from that customer until the check is made good, except upon receipt of a cashiers check or money order.

The refusal of a credit card company to complete payment on a credit card order for any reason will automatically cause the Credit Rating Classification of the customer to be decreased to a "D" classification. Upon notification from the credit card company of a refused item, the customer will be sent a letter asking for payment by money order or cashiers check. If payment is not promptly made or the payment instrument proves to be invalid, the credit rating classification of the customer will be decreased to an "F" rating. If payment is not made within 30 days of notification from WSO, further collection efforts will be turned over to the WSO attorney. Subsequent orders will not be accepted from that customer until the payment is satisfactorily received.

REVIEW OF THIS POLICY

This policy will apply to literature sales for a limited period of time. This policy will automatically expire on December 31, 1988 unless action is taken by the WSO Board of Directors to renew the policy. It is the intention of WSO to renew this policy but the automatic termination is intended to signify that a review of this policy is mandatory.

This policy is temporary-intentionally for the purpose of developing a long range policy and philosophy for literature sales within N.A. This policy is subject to changes.

BOB\CRDTSALS.doc
NOVEMBER 1986

ADDENDUM ONE

STANDARD AGREEMENT FOR CREDIT SALES

It is the desire of the WSO to make literature available to areas, regions and offices under conditions that are easy to meet. This must be matched however with prudence in order to properly protect the interests of the Fellowship as a whole that the WSO has responsibility for. An important matter is the continuing experience of individual members who embezzle funds that are part of the literature sales effort of an area, region or office.

As a means of providing a small but efficient level of protection the World Service Office offers credit policies that essentially require very little on the part of the area, region or office other than paying for the literature purchased. The key elements of the protection required are two considerations:

1. The area, region or office should have adequate and ongoing review of the financial management of funds and inventory of the literature sales effort. This should entail following the guidelines found in the Treasurers Handbook.

2. The area, region or office must give authority to the committee or individual who will be responsible for the purchase of literature and handling of the funds and inventory. This is the only area of concern that the WSO has for these credit plans. The area, region or office must acknowledge they are solely responsible to pay for all literature, even if there are funds or inventory that are embezzled or lost by the committee or a member.

The Standard Agreement therefore consists only of a motion that the WSO requests be adopted by the appropriate area or regional service committee that acknowledges this responsibility and assigns the responsibility to conduct business on behalf of the area, region or office in one or more persons. In this way the WSO can keep track of who is the responsible party. If problems develop, the WSO will notify the area, region or office.

The motion should include the following points and be included in the Minutes of the service committee. A copy of the minutes should be sent to the WSO along with the first order, or the first order after a change has been made in the responsible contact person.

Keeping Fellowship literature committees or offices supplied with literature has been and will continue to be a problem. One of the ingredients of the problem is having enough money available in the hands of the committees and offices to order a large enough quantity of literature. Usually when a sufficient quantity of money is available, the literature supply is almost exhausted. But because orders come in regardless of the quantity of literature available, some orders are delayed while the resupply order is being filled. This feast or famine cycle needs to be eliminated. Hopefully this revised policy will help.

When we add the difficulty of the time factors related to actually ordering and the shipping time from the WSO it is easy to see how complex the problem is. The related problem is that many committees have had to go to great lengths to continue to raise larger amounts of money to turn into literature inventory because the demand continues to grow.

The current adopted policies have been very helpful, worked reasonably well and have been in effect for about two years. From our continuing experiences we have evolved new policies.

They make provision for extension of additional credit options to area and region literature committees or offices. We believe these policies are warranted as they are applicable to those committees or offices that have demonstrated good management practices. By using this policy each office or committee that meets minimum credit history requirements will be handled exactly as are commercial accounts for hospitals or other invoice purchasers.

"The () (ASC)(RSC)(office) by adoption of this motion assigns authority and responsibility for the purchase of literature and other items from the World Service Office to: () Please indicate names and titles (). This authority and responsibility begins on () and continues until a new motion is adopted. The (ASC)(RSC)(office) acknowledges the responsibility and agrees to complete all payments for literature or other items ordered and received by the (area)(region)(office) members assigned the responsibility for the duties specified in this motion. The permanent contact address for the (ASC)(RSC) is: _____"

Addendum (3)

10-10-86

Dear Ohio Region,

We are very gratefull for the \$1,000 you donated to us.

We are very thankfull for all your support you have given. Together we can!

In Greatefull Loving Service,
Buckeye Region

Addendum 4

Hi Region,

This is my last Regional Meeting as A.S.R. It was a pleasure to serve but my term is up in February. Ken is your next A.S.R. for BLASCNA, please give him all your love and support. We have a few new meetings and seem to be growing very fast. We voted on the issues we were asked to, and sent out the vote by our ASR, Lee H.. Thank you for your service and love, we needed you. Our up-date of meetings have been sent in to the literature chair. In hopes we will have some fund-raisers to generate money for the fellowship and convention.

In Loving Service,
Lee H. A.S.R.

Addendum 5

Dear Region,

The Central Ohio Area Service Committee is alive and well. The New Year's Eve dance was successful. There have been a lot of meetings moving around because of irresponsibility of some of the members. I do not have all of the new meeting places at this time. We just had elections and still have a lot of positions open. We are also in the process of up-dating area policy.

In Loving Service,
Eric F.

Addendum 6

Dear Family-

At present we have a regularly scheduled meeting every night except Tuesday. We should have a meeting going on Tuesday in the near future.

We recently split our H&I and P.I. committees and both of the chairs are filled. Our H&I committee has seemed to have taken off with our P.I. committee sure to follow.

We are having an H&I workshop on January 24th from 2-6p.m., flyers will be out. The date has been coordinated through the region. It will be at Our Mother of Sorrows Church, 7243 Eastlawn & Los-antasville in Cincinnati, Ohio.

We will be having a fund-raiser for the Ohio Convention the date will be set in the near future.

Our cooperation continues with HAMASCNA and we have a joint meeting schedule published. The cooperation and exchange of love is personally gratifying and strengthening my recovery. The recent New Year's Eve dance was a success. We thank HAMASCNA for their effort.

I have a letter from the Greater Cincinnati Area Service Committee of N.A. regarding our hope of hosting the 1988 Ohio Regional Convention of N.A. which I would like to read.

In Loving Fellowship,
Tony C. -GSA ASR-

• Addendum 7

Hi Family,

I bring you greetings from HAMASCNA. We would also like to wish everybody a belated Happy Clean Year.

Our area is doing well and we are experiencing a lot of good recovery. We made it through the Holidays.

We just held our first annual joint New Year's Eve party with the GC Area. We had a good turnout and it was a complete success. On February 7th we are going to hold a P.I. workshop. After the workshop we are going to have an anniversary party for the Monday night "Across the Tracks" group. This group will be 1 year old in February. More will be revealed. Hope to see everybody there.

Most of the meetings in our area are doing good. And we have a couple of meetings that aren't doing so good. We have started a new meeting in our area as of Jan. 2nd. This is going to be a candle-light meeting. It will be held at the depot in Hamilton on Friday nights at 12:00 midnight. It will be a closed discussion meeting for Addicts only.

Concerning Regional business: Our Area approved the regional guidelines as written. The P.I. policy draft went down to defeat. We have no nominations for any Regional Trusted servants positions. But we do have one nomination for the ad-hoc committee for the World convention bidding. Our area voted yes for the 50/50 fundraiser to support the Regional and E.C. convention. And we voted yes to have a W.S.O. representative guide us on the R.S.O. setup.

That is all for right now.

In loving fellowship,
Tim

Addendum 8

Hi Family,

Greetings from the Miami Valley. As reported last time we were going through a lot of changes in our area. Like the Region, elections for trusted servants were being held so it was a time for adjustment. As is usually the case, some people change their minds and new willingness to serve is sought. Bottom line: we're still restructuring. There has been much discussion as to area policy, which is in need of reviewal and a lot of addicts are curious as to that situation. As for Regional P.I. and ORSCNA policies, I was given a vote of confidence in this matter so our area will have a vote this time.

There was some discussion as to what to do about the H&I can issue. There were many mixed feelings on that issue. Some feel it is a group issue, some feel dictated to, others just don't know. Bottom line: A.S.C. does not want to take action until there are motions in black and white on this issue.

Our area has now formed an activities committee. As of this time I am the temporary chair of that committee. Right now we are planning to have an area fundraiser in Dayton and an ORCNA V fundraiser in Springfield. Co-chairs have been assigned to these activities. Will send info to regional activities chair a.s.a.p.

It was also unofficially decided that Alt. ASR of our area would assume the job of representing our area on the RSO committee. This is in need of becoming part of our area policy as soon as our policy is reviewed.

Addendum 8 cont'.

During the past two months a concerned member group formed with the intent of splitting the area H&I and P.I. into east-west committees. This was done with H&I but P.I. decided it would be best to hold off splitting at this time. P.I. is in the process of organizing a task force to better carry the message in our area so they felt that splitting the committee at this time would not be wise.

Just as our fellowship is changing around the world, the same holds true in the Miami Valley Area. I'm hopeful that these changes will be for the good of our area and the fellowship as a whole. Its great to be clean-n-free (and almost awake!) - Just for Today.

In Loving Service
Mike Gourley, ASR, MVASCNA

Addendum 9

Hi Family,

Currently we 6 meetings plus 1 institutional meeting in our area. Two of the meetings are strong, but the rest are struggling. We had a meeting die in our area recently, due to lack of support.

However, there are some very positive things happening. Psychedelic Sixties Night will be held Jan.17th in Delaware at the Stratford St. Paul Church. This fundraiser is going to benefit ORCNA V and the Northern Ohio area. I hope to see all you addicts there to help us party.

In loving service,
John C. ASR NOASCNA

Addendum 10

Post season's greetings from the Ohio River Valley Area. We hope everyone's holidays were safe, sane, clean and full of happiness and love.

As many of you have heard by now, the Ohio River Valley Area is holding its second fundraiser on Valentine's Day, Feb. 14th, 1987. It will be called ORVASM II, the second coming, which stands for Ohio River Valley Area Second Moneymaker. We are thrilled to announce that Andy H. from HAMASCNA, our ORSCNA Chairperson, will share. Doors open at 7:00, Andy's share will be at 8:00, and we'll have an incredible auction at 10:30. We are even now are in the process of working on some of our auction items which will be very special. You should all be sure to check some of our auction items out. There will be a basic, all-American, undiluted Rock & Roll Dance, Cupid and the Cupidettes will arrive, many colors of T-shirts will be available, and our one and only, for the first time ever, ORVASM/ Valentine's Day KISSING BOOTH should spread lots of mirth and cheer and clean loving recovery and fun. There's a \$5.00 donation asked for at the door, no addict turned away, with proceeds split 50/50 between ORVASCNA and ORCNA V. Christa M. is delivering flyers to Activities Chairs today, so bring the whole family, KIDS ARE FREE, and we hope you all come to help us share in the recovery and fun.

Addendum 10 cont'.

We finished our Public Information Packets project. We used two different form letters from the Public Information Guidelines Handbook, one for professionals and one for organizations and the Information Packets we used were #1, #5, and #16. Initially we mailed out 100 packets and will mail an additional 100 in March or April. Anyone wanting information from us on our progress and experience, please write me or Jean M. at 55 Clinton St., The Plains, Ohio 45780.

Our meetings go well and we grow in our unity. Best wishes to all our brother or sister areas in the Ohio Region.

With Gratitude and Love
From ORVASCNA, Geroge C.

Addendum 11
P.I. Report

The Hopeline cintinues to need up-dating. Maimi Valley, Hamilton-Middletown and Cincinnati have answering service Helplines. Central Ohio's A.O. phone number and office hours have been provided to Hopeline. BLASCNA has provided a 12-Step list. Still need up-dates from Ohio River Valley, Central Ohio, and Northern Ohio.

As of last RSC this sub-committee was directed to compile region wide speaker list so areas can have access to out-of-town speakers to share at H&I meetings, functions and any N.A. activities. So far a speaker list from HAMASCNA has been received.

Have the radio PSAs. They are being re-recorded with different voices-same content. Response from most of the radio stations is that they prefer hard copy.

One proposed project was to have a booth at the 1987 Ohio State fair. Concern over being representative of N.A. and anon-tmity and funding for the literature to stock the booth. People wanted to just go ahead and have someone just keep literature re-stocked. Pros and cons were received with one area that had done this with another area having manned a community service booth resulting in being asked to do a presentation to a medical college. It was expressed that the World would do the booth at the Fair-Nov. Newsline put the responsibility of doing these things with the regions with literature being provided by World. When the World was questioned they stated that World would only provide \$500.00 literature if N.A. were asked to ahev a booth or present., with a professional organtzation.-World will possibly be printing more clearification in an upcoming Newsline.

From other regions with RSOs thay have shared that an integral part of P.I. work and the office has been P.I. liasion with the RSO and this committee is Jean M. from Ohio River Valley.

ORSCNA P.I. Vice-chair: Hope W. from Miami Valley.

Contact with Jeff V.-ORCNA IV P.I. Chair to see if region can help support convention.

Budget of \$500.00 was proposed previously, but that's about all that's known.

Next meeting will be first Saturday in March at RSO.

In loving service,
BillyRoy S. Acting ORSCNA
P.I. Chair

Addendum 12
Activities for ORSCNA

In the past few months that I have been Activities Chair, I've sent out two mailing lists and all flyers I've received or picked up. I see regional activities going real well. Our Ohio Regional Convention is coming up in May and we really need to start getting more fundraisers together so we can get money to get this convention off the ground. Also there's the East Coast Convention coming up and we need to raise money for that. In April we send the RSR and RSR-Alt. to California and if we don't get the money raised, we won't be able to send them. It's real important to get more fundraisers together so we can raise the money for these upcoming events. It is our seven areas responsibility to help raise some of this money for our region.

Next year the Ohio Regional Convention will be held in our region so we need to get some of our areas to start bidding for the convention, and we must have these bids in by February so that by May we can tell the state where our next convention will be.

Thank you for the opportunity to serve.

In Loving Service
Christa M.

Activities Calender Confirmed by Flyers

January 17th, 1987
Psychedelic 60's Night
Delaware, Ohio

February 7, 1987
HAMASCNA P.I. Workshop
Hamilton, Ohio

February 14th, 1987
ORVASM 2
Athens, Ohio

February 19-22
GRCNA VI
Atlanta, Georgia

February 27th-March 1st.
MARLCNA III
Allentown, Pa.

April 10-12
KRCNA I
Bowling Green, Kentucky

* January 31st, 1987
Grand Opening of the
Regional Office
66 East 15th Ave.
Columbus, Ohio

May 22-24th 1987
ORCNA V
Akron, Ohio

June 12th-14th 1987
8th East Coast Convention
Kent, Ohio

July 1st-5th 1987
FRCNA 6
Ft. Lauderdale, Florida

July 24th-26th, 1987
MCC-3
Rockford, Illinois

February 27th- March 1st 1987
More Will Be Revealed!
Annapolis Maryland

October 23rd.-25th. 1987
WSCNAC IV
OshKosh, Wisconsin

*March 28th, 1987
HAMASCNA Fundraiser for
the Convention to be in
Hamilton, Ohio

Addendum 13
Regional Office Report

The Regional Service subcommittee has been very active since our inception at the last Regional meeting. We have been in contact with the WSO and several other Regional offices in an attempt to gather input and guidance. We received packets from WSO, Detroit Service Office, and the Chicago Area Office. Upon review of the input we started in two directions: 1. To pursue the actual opening and operation of the office and 2. Investigation of the ways and means to incorporate the office and file for tax exempt status. Both subcommittees worked very hard and much progress has been made. We hope today with the approval of the RSC to open for business on a limited basis on January 31st. We have much work to do concerning completion of a workable office policy, but we all feel we have a firm grip upon a policy that will enable us to open.

We have done some work on Office By-Laws and have completed our initial draft of our Incorporation Documents. We have made initial contact with an attorney concerning his fee and his willingness to help us. Many of our efforts in this area are still in their infancy and there is much work ahead.

Our primary purpose since the beginning has been to provide an office which will be of service to your needs and responsible to your desires. We are attempting to stay in communication with all areas and our subcommittee is open to participation from anyone.

We have continued to request active participation from each and every area. We know we need to start developing a list of volunteers to staff the office during our business hours. We are asking the ASR to go back to their areas asking your groups for volunteers to serve at the office. We are meeting on Saturday January 10th at 9:00 a.m. to move furniture and paint; anyone willing to help please show up. Our next office meeting will be on January 31st at 9:00am. Please come and share.

Yours in Service,
Pete Morland, RSO Chairman

Addendum 14
From Buckeye Region

We would like to ask the Ohio Region to give us recognition at the W.S.C.

RSR Buckeye Region - Jeff Orshoski
440 6th. Street
Elyria, Ohio 44035
(216)323-8616

Addendum 15

To: Ohio Regional Service Committee of N.A.

By This Teller

The Greater Cincinnati Area Service Committee of Narcotics Anonymous wishes to express our interest, willingness and commitment to host the 1988 Ohio Regional Convention of Narcotics Anonymous. We will be submitting a bid for the convention at the April meeting of the Ohio Regional Service Committee of N.A.

Yours in loving Fellowship
The Greater Cincinnati Area
Service Committee of N.A.

Addendum 16

Bob B. 1-9-87

I, Bob Burns will accept the nomination for Chairperson of the Ad-Hoc Committee for placing the bid for the World Convention from the Ohio Region.

Bob Burns