



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

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Van Nuys, CA 91409  
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**MEMORANDUM**

**To: All Service Offices**  
**From: Anthony Edmondson, World Service Office**  
**Date: December 14, 1990**  
**Subject: Service Office Questionnaire**

As most of you know the World Service Office recently held a meeting, in Chicago, with representatives from service offices throughout the U.S. The meeting was to initiate an open dialogue between the WSO and the other service offices in the U.S. to begin to have discussions about issues relating to literature distribution in America.

This meeting will also help us to establish the format for what will become an annual or semi-annual meeting of this type. The WSO is in the process of evaluating its literature distribution practices as well as the general practices of the service offices in the hope that we will be better able to meet the ever growing needs of the fellowship as it relates to literature distribution.

Some of the topics which were discussed at the meeting were the direction of N.A. service offices, discounts, sales of literature outside of your geographic area, centralized literature distribution centers, special workers, offices that provide services other than literature distribution and merchandising sales. The feedback we received from the members who attended was very favorable and we intend to schedule another meeting in the third quarter of 1991.

In keeping with this analysis we have developed a questionnaire which will help us to determine what the various offices are doing. We would like to request that a representative of your office complete this form and return it to the WSO as soon as possible.

If you have any questions about the form please feel free to contact me at the WSO to address them.

## 1990 SERVICE OFFICE QUESTIONNAIRE

The questions in this questionnaire will assist the WSO in assessing, as accurately as possible, the practices of fellowship service offices. The responses to these questions will be used in the compilation of a report for use at a subsequent meeting of the service offices. Please answer each question and return this form to Anthony Edmondson, P.O. Box 9999, Van Nuys, CA. 91409-9999.

1. What year did the office open? \_\_\_\_\_
2. Does your office operate on a full time basis(40hrs)? \_\_\_\_\_
3. If not, how many hours per week do you operate? \_\_\_\_\_
4. Do you employ a special worker? \_\_\_\_\_
5. If so, how many? \_\_\_\_\_
6. If so, how many hours per week do they work? \_\_\_\_\_
7. What was the total amount of sales in 1990? \$ \_\_\_\_\_
8. What was the total amount of literature purchased from the WSO in 1990? \$ \_\_\_\_\_
9. What was the total spent on rent in 1990? \$ \_\_\_\_\_
10. What was the total utility expenses in 1990? \$ \_\_\_\_\_
11. What, if any, was your labor expense for 1990? \$ \_\_\_\_\_
12. Do you have any office equipment? {typewriters, copier} \_\_\_\_\_

13. If so, please indicate type?\_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
14. Does your office sell items other than literature?\_\_\_\_\_
15. If so, please indicate what types of item(s)\_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
16. What percentage of your total sales do they represent?\_\_\_\_\_
17. Do you sell literature to non-fellowship customers?\_\_\_\_\_
18. What percentage of your total sales do they represent?\_\_\_\_\_
19. Does your office offer discounts to your customers?\_\_\_\_\_
20. If so, please indicate the discount policy.\_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
21. Do you sell literature outside of your region?\_\_\_\_\_
22. If so, how far away is your furthest customer?\_\_\_\_\_
23. Does your office have a 1-800 telephone number for the geographic area that you serve?\_\_\_\_\_
24. Does your office handle service committee funds?\_\_\_\_\_
25. If so, please indicate what type\_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

26. Does any of your income from sales, fund service committee activities?\_\_\_\_\_
27. If so, how much annually? \$\_\_\_\_\_
28. Does your office provide administrative services to the fellowship?\_\_\_\_\_
29. If so, please indicate which (directories, phonelines, etc.)\_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
30. If your office produces meeting directories, are they given away free?\_\_\_\_\_
31. If not, what is the sale price of the directories? \$\_\_\_\_\_
32. Does a service committee provide direct funding from donations for your office?\_\_\_\_\_
33. If so, what percentage of your annual income?\_\_\_\_\_
34. Does the service committee use your office space to hold meetings?\_\_\_\_\_
35. If so, please indicate how often?\_\_\_\_\_
36. Has your office completed all of it's legal requirements since it's opening (tax exempt application, tax returns, etc.)\_\_\_\_\_
37. If not, please indicate which requirements have not been completed, and why?\_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
38. What would you say is/was your most significant problem as a service office?\_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

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39. Has your office ever been audited?\_\_\_\_\_

40. If so, what was the outcome?\_\_\_\_\_

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41. What one suggestion would you give to a new service office?

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42. What is the one change that you would like to see the WSO make?\_\_\_\_\_

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43. Does your office have any written policies?\_\_\_\_\_

44. If, so please attach to this document

The responses to your questions will be used to compile a summary report for use at subsequent meetings with the service offices as well as to provide us with a better view of service offices in general. If you have any additional input on any issue relating to service offices please feel free to attach additional sheets.