



Area **59** EASTERN PENNSYLVANIA
GENERAL SERVICE ASSEMBLY
www.area59aa.org

**Officer-At-Large Report
E.P.G.S.A. Panel 69
December 9, 2018
Area Quarterly Meeting, 1Q19**

Group Information Sheets

Group Information sheets for each group in your District have been included in your folder. Please verify with your groups that the information is complete and correct. A group is listed as "Unknown" if it does not have a meeting location or if there is no contact person. Please try to check and see if these groups exist. If not, let me know and I will ask GSO to change their status to Inactive.

New Group, Group Change, and District Change Forms

Blank forms can be found on www.area59aa.org under Service Resources. You can complete and submit online or print a hard copy (please write legibly). I will make your changes in the database as soon as I receive your forms.

1. Ways to submit changes:
 - a. Online at www.area59aa.org under Service Resources
 - b. Type your contact information in an email and send to me at officer-at-large@area59aa.org
 - c. Print, fill in, scan, and email the form to me at officer-at-large@area59aa.org
 - d. Mail it to me at: 122 E Union St. West Chester, PA 19382
 - e. Bring a hard copy to the next Area Quarterly Meeting
2. New GSRs usually receive their GSR packets within two weeks. You can also view the GSR kit contents under Service Resources on the Area website.
3. There is a 30-day pending period between when a new group is input and when it is recognized by GSO.

Inventory

I have begun conducting an inventory of Area 59's property. To get the most accurate representation of our current inventory, I need your help. If you possess any Area 59 property please send me an email. officer-at-large@area59aa.org. Thank you for your help in this matter.

Travel Log

11/18/18 Pre-Area Meeting, Kennet Square, PA
11/27/18 Speaker District 27, Philadelphia, PA
12/01/18 District 45 Workshop, York, PA
12/08/18 Subcommittee Chair Orientation, Springfield, PA
12/09/18 December Quarterly Meeting, Collingdale, PA

In fellowship and service,
Pete B.

Area 59 Panel 69 Officer-At-Large and Area Registrar

A Message from the GSO Records department, August 20, 2018

Dear Area Registrars, Warm greetings from the GSO Records department. We want to provide a short update on the development of the GSO's new CRM (Customer Relationship Management) database that we are referring to as ERP (Enterprise Resource Planning system). ERP is a business software that will allow us to integrate all facets of the GSOs operations into one repository. Instead of having three individual databases the new system will hold information for Group and service records (FNV), publications, order entry records, contribution records as well as our accounting, procurement and production information. Our go live date is set for February 1st, 2019. Up to and for quite a while after we will be working diligently to master the system so we can serve you and all members of the Fellowship better.

Group Status Codes

New Indicates a new group record has been added to the database by the Area Registrar and its status has not been changed to "Pending Active" by the GSO Records department staff. The status change occurs the business day following the database entry, and review. If the New Group form has no anomalies or omissions of information the record is updated to "Pending Active."

Pending Active Indicates a group that was recently added to the database is in the 30-day pending period which is assigned to all newly added groups. Once the 30-day pending period has elapsed the status will change to Active.

Active The Group's record indicates that it is active when it has a primary mail contact on record along with meeting information.

Pending Inactive The GSO Records department is processing a request to inactivate a group. If the record in the database has a contact's name, a letter is sent to verify the request to inactivate is genuine. If there is no contact on the record the groups status is changed to inactive immediately.

Inactive The Records department has received and verified information that a group has disbanded or is not currently meeting, or the Primary mail contact has been removed.

Merged Two groups have decided to join and become one group. The GSO Records department receives the information as to which group will remain the active, who will be the GSR, and the meeting place, days and times. Then the records are combined and cross referenced. The active group will show a status of active and the merged group will show the status of merged. The merged group can request to be unmerged at any time by contacting the Records department and providing updated contact, meeting place and meeting time information.

Unknown A group is still active; however their group record at the GSO does not have a GSR or Primary mail contact attached to it; which indicates there is no one receiving the group's mail. Anyone in the group can volunteer to receive the group's mail it does not need to be a GSR. Also a group can become "Unknown" when the GSO receives returned mail and is unable to confirm a new mailing address.

With Staff Indicates there is a question about information on a New Group form that requires one of the A.A. Staff members to review the form and reach out to the new group's contact for clarification. It usually has to do with the way a group is named. Should there be any questions about the information on a new group form, it will be referred to an A.A. staff member for further review/resolution. In these cases the 30 day "Pending-Active" period will not begin until the outstanding questions have been answered. The status would be changed from "New" to "With Staff" and will remain until there is an answer to whatever question has arisen during the New Group review process. At that time the status would be updated to "Pending Active."