

**DATE:** June 27, 2019  
**FROM:** Greg Tobin, General Manager  
**TOPIC:** **G.S.O. Systems Update**

Dear A.A. friends,

As you may know, G.S.O. is immersed in an exciting major project to modernize our office business systems and consolidate nearly all of our business functions to a single platform.

We are taking these measures with the goal of providing increased efficiencies, security, and enhanced overall support of the A.A. community.

However, this important upgrade will necessitate a shutdown of some of our online systems -- most notably our literature ordering and contributions systems -- as we transition to the new platform. During this transition period we will be unable to accept literature orders via phone, fax, online webstore, or any other means. We will also be unable to process or accept online contributions, as well as any changes or updates to service records currently housed in FNV or elsewhere.

**Important: Our literature ordering and contributions systems will be shut down during the change-over period from Friday, July 26, 2019 at the close of business until Monday, August 5, 2019 when the new system will be available. Also, July 22, 2019 is the last day for us to receive orders. Orders received between July 23 and August 4 will not be processed until we go live. Online stores will close on July 22 at 5 p.m.**

*If the above dates change for any reason, we will reach out to you with an update as soon as possible.*

Once the new system is up and running, members interacting with G.S.O. will have a much improved user experience, allowing for greater ease of ordering, a new self-service portal for updating group records and more complete customer service.

**SPECIAL NOTE FOR AREA REGISTRARS:** More information on training will be provided by G.S.O.'s Records Department as the change-over to the new system is implemented.

**SPECIAL NOTE FOR RECURRING CONTRIBUTIONS ONLINE:** Due to the change-over, members who have been making recurring contributions online will have to reenter all credit card information once the new system is implemented.

**SPECIAL NOTE ABOUT SALES TAX AND EXEMPTIONS:** Based on new sales tax regulations, there are 22 states in which we will have to start collecting sales tax.\* Additionally, if you currently have tax exemption status on file with G.S.O., it will be necessary to resubmit your form. We will not be transferring tax exempt status from the old system to the new ERP system.

We encourage all recipients of this communication to share it freely and widely throughout the Fellowship.

Many thanks for your patience and support,



G. Gregory Tobin  
General Manager

*CA, CO, GA, IA, IL, KS, KY, LA, MD, MI, MN, NC, NJ, NV, NY, OK, PA, SC, UT, WA, WI, WV
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