

## Some Tips From Your Group Records Coordinator (GRC)

In this document, "Group Records Coordinator" will be referred to as GRC. The web form will be referred to as GR1 form, GRC form, or tinyurl.

### Bounced Emails From WSO

The WSO sends emails periodically to the CMAs or the group to verify that the email address on record is correct. If emails are returned as "undeliverable" or "rejected," the group is placed in a "**bounced email status**" and the GRC is alerted. The GRC will notify the DR to verify and/or submit a change in the GRC form with the correct information.

There are two reasons for bounced emails:

The first is the obvious one where the email address is actually incorrect.

The second reason is because WSO will send emails in bulk. Bulk emails are sometimes blocked by the providers' servers' either because the servers are busy or they are configured so as not to accept bulk emails. To prevent emails from being blocked, the WSO recommends that CMAs add this address to their address books: [Al Anon Family Group Headquarter@mail.vresp.com](mailto:Al Anon Family Group Headquarter@mail.vresp.com). That should resolve this issue.

### Group in No Mail Status

This occurs when WSO mails a packet or other information to the group CMA and it is returned. The WSO will place the group in a "**no mail status**" until the mailing address is corrected and alert the GRC. The GRC will in turn, notify the DR to verify and/or submit a change on the GRC form with the correct information.

### Group Reported Not Meeting

This occurs when a newcomer arrives at a meeting and no one is there. They then contact the WSO and report the group. The group is placed in a "**reported not meeting**" status. The WSO then contacts the GRC, requesting assistance in verifying the status of the meeting. Until verified that the group still exists, the meeting is temporarily removed from the WSO toll-free information meeting line, and the Public Outreach Web site meeting search results. The GRC again notifies the DR to verify that the group is still meeting or that it has closed down.

Below is an example of what the alerts look like:

Search for Al-Anon groups in Area 57\_VA

Group ID|  Meeting City  Zip/Postal Code  District  Status

[Show/Hide Reports](#)

[2 groups in No Mail status](#)  
 [1 group with bounced e-mail](#)

### Accessing the GR1 or GRC Form

If unable to access the web form from your Favorites list or by pasting the url address in the address bar, go to our Area website and access it from there: <http://www.vaalanon.org/group-records>. The link to the web form is also located in step 2 under the Step by Step Process.

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### Submitting Additions/Changes

**All new groups and changes must be submitted via the GRC form, or tinyurl:**

<http://tinyurl.com/Va-Area-GRCform> *(please, no emails or written forms)*. The web form is owned by the VAWSC and replaces the paper form. The tinyurl makes your job easier because it is a one stop shop. The GRC will take care of the rest making sure that WSO and Area databases are both updated and in synch. The GRC can choose whether to print reports and mailing labels from either the Area WSO database. Thus, it is really important to keep them both current and in synch. **Please do not send group changes to the WSO.** The GRC is not always notified of these changes and therefore would not be able to update the Area database.

When submitting a change for a CMA or GR, the full information for that individual **must** be provided:

- First and Last Name
- Address (number, street, state, zip code)
- Phone number
- Email address (optional)

CMA information is key because both WSO and Area use that information for contacting the groups, regardless of whether the **CMA** and **GR** is the same individual. This information is explained in detail below.

Please make sure that all spelling/information is correct when entering submissions. The GRC copies what has been submitted and pastes it into the databases, so if the spelling/information is incorrect, it will be input incorrectly.

If a change does not take place till a future date, please note in the submission. Future changes cannot be made until after the last meeting with the old information.

If you are interested in starting a new group please read the section in the Al-Anon Service Manual about the process (pp. 30 – 34).

Meet requirements as outlined in Tradition Three

Register the group with WSO through the DR or Group Records Coordinator **(this is a must before the group can be listed as an official Al-Anon meeting)**

Please submit new group information via our GRC web form (see below for access)

For assistance contact the GRC (see contact information below)

### Submissions To DRs

Though GRs and CMAs have access to the web form, all group changes/updates/inactivations as well as new group information should go through the DR so he/she is aware of activity in the district. Where there is no DR, then the GR/CMA would have to make the submission. New group information should be submitted to the DR. Occasionally, a member will contact the WSO directly. The Group Records department will refer the member to the Area GRC. At that point, the GRC can submit the information for registration. However, after entering the information, the GRC needs to attach a group detail report in an email and send it to the DR.

### Regarding Alateen Groups

When submitting Alateen changes or adding new groups, the **Alateen Process Person** must also be notified. The GRC can update the Area database but does not have access to update the WSO Alateen database.

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### **Other Suggestions**

DRs can view WSO group information and print reports at the following link:

[http://www.al-anon.info/OnlineGroupRecords/\(S\(dklyuapbqgazxogl5p5pozsq\)\)/Default.aspx](http://www.al-anon.info/OnlineGroupRecords/(S(dklyuapbqgazxogl5p5pozsq))/Default.aspx)

and by using the same login and password used for AFG Connects.

For Special Instructions, such as meeting location, room number, etc., descriptions need to be limited to 100 characters. That is all the WSO database will allow.

Something to keep in mind but not critical: the WSO database is configured so that it will not accept Al-Anon spelled out. Instead, it forces a change to AFG. This is for purposes of anonymity. So, if the name of your group is "Al-Anon Spoken Here AFG," for example, it will appear in the WSO database as "AFG Spoken Here AFG." The Area database is not restricted in that way.

While WSO reserves the right to reject the name of a group, it is a rarity. It is highly recommended to follow the guidelines in the Service Manual when starting a new group.

### **What Is CMA?**

One of the most common questions that has been asked is "What is CMA?" The definition from the service manual is below:

#### ***CMA (Current Mailing Address)\* (P. 34, Service Manual)***

It is essential to be able to contact the group. Each group needs to have someone who is willing to receive mail, and take it to the group. The CMA is a member who agrees to accept and deliver the group's mail (postal and electronic), anticipates keeping the same address for at least a year, and who attends the group's meeting regularly. The CMA may be, but does not have to be, the Group Representative (GR) or another group officer. Some groups rent a post office box, and members rotate the responsibility to deliver the mail to the group. Up-to-date CMA information assures the group of promptly receiving all mail. The WSO and the local service arms are to be notified immediately when the CMA changes, so there will be no disruption of service to the group. On the WSO group registration form (GR-1), groups are asked to provide a phone number and e-mail address for the CMA. E-mail is used for time-sensitive communications with the group and to distribute the monthly newsletter, Group e-News. Members who do not have access to e-mail may choose to have an "e-buddy" to receive the group's mail.

### **Contact Information**

Your Group Records Coordinator is:

Leslie Kruger **(till December 31, 2018)**

[grouprecords@vaalanon.org](mailto:grouprecords@vaalanon.org)

Phone: 757-681-4016 (After 4 PM Monday – Friday or Weekends)