



# Frequently Asked Questions

If you don't see the answer to your inquiry below please feel free to send us an email at [hawschipsandlit@heroinanonymous.org](mailto:hawschipsandlit@heroinanonymous.org).

## 1. How do I order key-tags and literature?

H.A. members can order key-tags through <https://heroinanonymous.org/order/>

## 2. Where's My Order?

We ask for your patience on orders. We have one member that serves as our paid employee who handles ALL orders requested on the website.

*If you have been waiting **more** than 2 weeks for your order, please contact the committee at [hawschipsandlit@heroinanonymous.org](mailto:hawschipsandlit@heroinanonymous.org) with the name of the purchaser and the date the order was submitted.*

## 3. I received a tracking number by email, but my order is not registering as shipped. When will I receive my order?

At times tracking numbers are produced several days before the order is picked up by the United States Postal Service (USPS). Please utilize the tracking number to determine when your order has shipped, and its expected delivery. It may take several days for the order to show as "shipped." Once again, if you have been waiting **more** than 2 weeks for your order to arrive, please contact us immediately. **This timeline will vary with international orders (Outside the U.S.).** Please contact us directly at [hawschipsandlit@heroinanonymous.org](mailto:hawschipsandlit@heroinanonymous.org) if you are having any issues with your order.

## 4. I sent the Chips and Literature committee an email but have not yet received a response.

Chips and Literature is a sub-committee of H.A.W.S. that meets every other week. The email is checked one day a week, so please allow up to 7 days to receive a response.

## 5. We need a key-tag with more time than currently available through HAWS Chips and Literature committee...

Unfortunately, at this time, we don't currently offer keytags beyond 45 years of sobriety. Our hope is this will be changed in the near future- **so stay tuned!**

**6. Does H.A. have a basic text or a story book?**

Heroin Anonymous does not have a basic text or story book. We do have a newsletter that would love to have your contribution! Please read and share ***The Mainline*** by visiting (and printing!) [Heroin Anonymous World Services | Mainline-3](#). If you would like to share your experience, strength and hope with the H.A. fellowship or have your home group appear in a "Meeting Spotlight" write to [haworldbulletin@gmail.com](mailto:haworldbulletin@gmail.com).

**7. Where do I register my meeting?**

H.A.W.S. does not register districts, areas, or regions. If you would like to have your meeting appear on the H.A.W.S. website, please send the meeting details to [hawswebmaster@heroinanonymous.org](mailto:hawswebmaster@heroinanonymous.org). Don't forget to include the name of the meeting, day, the time the meeting occurs, address, a good contact name and number for the meeting.

Feel free to reach out to the H.A.W.S. Secretary or our Outreach committee to register as an area or district by filling out the form below.

[Area-Criteria-and-Application-Form.pdf \(heroinanonymous.org\)](#)

And emailing it to [hawssecretary@heroinanonymous.org](mailto:hawssecretary@heroinanonymous.org) or [hawsoutreach@heroinanonymous.org](mailto:hawsoutreach@heroinanonymous.org)

**8. Where can I get a free start-up kit?**

Please complete the [Heroin Anonymous New Meeting Start Up Form](#) and email it to [hastartupkits@heroinanonymous.org](mailto:hastartupkits@heroinanonymous.org). If you are old school, feel free to print and mail to the H.A. PO Box at:

H.A. World Service, Inc.  
24 W Camelback Rd.  
PO Box 587, Suite A  
Phoenix, AZ 85013

H.A. offers new meetings a free start-up kit to help carry the message. The kit includes (3) newcomer key-tags, (3) thirty-day key-tags, (3) Ninety-day tags, and 1 of each other key-tag up to 1 year. The kit also includes a 'Welcome Letter', Conference approved readings, and a variety of H.A. Literature.

**9. We received a free meeting start-up kit; how do we get more key-tags and literature?**

Future Chips can be purchased on the website. In accordance with the 7<sup>th</sup> tradition of HA which states that each group is self-supporting, meetings are encouraged to pass a 7<sup>th</sup> tradition basket to cover the cost of their meeting.

**10. Our city started a “Hospitals and Institutions” (H&I) meeting. Does H.A. provide free material for H&I?**

H.A.W.S. does not currently provide free material for H&I meetings. The H&I handbook is available for free under the [Heroin Anonymous World Services | Resources](#) tab on our website. It provides useful information to better assist with these types of questions. If you would like information on how to create an H&I meeting, or committee, please feel free to contact H.A.W.S. for support.

**11. Where can we contribute the 7th tradition to H.A. World Service?**

Our 7th tradition states we are fully self-supporting, declining outside contributions. If you or your H.A. group would like to make a contribution to the 7th tradition, go to: [Heroin Anonymous World Services | Contribute, Finances, and Minutes](#)

**12. What is H.A.’s stance on medically assisted treatment (MAT)?**

H.A. does not have an opinion on outside issues, such as MAT.