

INSTRUCTIONS FOR PROCESSING DONATIONS MADE TO THE CONGREGATION VIA JW.ORG

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1. Creating an Account: The option to create an account or to log into an existing account is presented when making a donation. Donations may be made without creating an account on jw.org. However, it is recommended that donors create an account since this will allow them to access a record of past donations, as well as to make a recurring donation if that is their wish. There are no restrictions on who may create an account on jw.org.

2. Making an Online Donation: After selecting the option to make a donation to a congregation, the donor will be asked to select his congregation. The donor will be able to confirm that he has selected the correct congregation by comparing the address and meeting times shown. If the donor has set up a personal jw.org login account, his selection will be retained in his profile. The donor may change the congregation in his profile if needed. The donor's circuit will automatically be selected, based on the congregation he chooses. The donor's circuit will automatically update in his profile when he changes his congregation or the congregation is transferred to another circuit.

3. Providing Assistance: The body of elders will select one or more elders or ministerial servants to be prepared to assist individuals in the congregation with donations on donate.jw.org, if requested. This assistance may include setting up a jw.org login account, making a credit or debit card donation, or helping individuals who need to reset their user name or password. When assisting others, a brother should not save the jw.org password of individuals or retain their credit or debit card details.

4. Refunds: Donors who request a refund of a donation made on donate.jw.org should contact the branch Accounting Department.

5. Donation Acknowledgment: Immediately after a donation is completed on donate.jw.org, the donor will automatically receive an email confirming his donation. This email acknowledgment will serve as a receipt for tax purposes. There is no need for the congregation to provide acknowledgement letters for donations made using donate.jw.org. Donors with questions related to their personal donation(s) should contact the branch Accounting Department directly.

6. Receiving Donations: All funds donated to the congregation via donate.jw.org will be deposited into the congregation bank account on file with the branch office no less than once a month. If this account needs to be updated, a revised *Authorization Agreement for Funds Transfers* (TO-60) should be sent to the branch Accounting Department. Where a donor is a UK taxpayer and selects the option to *Gift Aid* their donation, the branch will claim the tax and add it to the amount credited to the congregation.

7. **Recording Electronic Transfers From the Branch Office:** The accounts servant should monitor the activity in the congregation's bank account and record each electronic transfer of jw.org donations on the *Accounts Sheet* (S-26) in the month the funds were received using the date of the electronic transfer. It is not necessary to complete *Receipt* (S-24) forms for an electronic transfer of contributions. On the *Accounts Sheet* (S-26), this amount should be recorded only in the "Checking Account"—"In" column. No amounts should be entered in the "Receipts"—"In" or "Receipts"—"Out" columns. The code "CE" should be entered in the "TC" (Transaction Code) column. When completing the *Monthly Congregation Accounts Report* (S-30), the sum of all electronic donations received during the period (transactions with the code "CE") should be reported in the "Congregation Receipts" section of the "Congregation Financial Report".

8. **Monthly Donation Statement:** Following the end of each month, the branch will provide the congregation with a statement of the congregation's donation activity. The names of donors will not appear on the statement. The congregation secretary should make sure that the accounts servant receives the monthly statement as soon as possible. The accounts servant should match the statement details with credits in the congregation's bank account. If there are any discrepancies, the secretary should contact the branch Accounting Department using his jw.org email. The statement should be filed in the appropriate monthly accounts records folder in the current file. Any who have access to the "Transfer Funds" role on the congregation domain on jw.org will be able to view transaction history, as well as a "balance to be deposited" in the congregation's account. Transaction fees associated with processing online donations on behalf of the congregation will be cared for by the branch.