

# LITERATURE AND MAGAZINE REQUEST GUIDELINES

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WATCH TOWER BIBLE AND TRACT SOCIETY OF PENNSYLVANIA

*Literature and Magazine Request Guidelines*  
English (S-56-E)  
Made in Ghana



# Table of Contents

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Chapter	Paragraphs
<b>INTRODUCTION</b> .....	1-3
<b>1. LITERATURE-COORDINATING ARRANGEMENT</b>	
All Congregations .....	4
Language-Coordinating Congregation .....	5-6
Ship-to Congregation .....	7
Responsibility of the Language Coordinator .....	8
Responsibility of Literature Servants (Non-Language-Coordinating Congregations) .....	9
<b>2. HOW TO DETERMINE YOUR LITERATURE NEEDS</b>	
Annual Items .....	4
Forms and Talk Outlines .....	5
Literature-Offer Items .....	6
Non-Literature-Offer Items .....	7
Field Service Items .....	8
Publisher-Only Items .....	9
Special-Request Items .....	10
<b>3. HOW TO PREPARE A LITERATURE REQUEST</b>	
All Congregations .....	1-3
Language Coordinator .....	4-5
Literature Servant (Non-Language-Coordinating Congregations) .....	6
Service Overseer .....	7-9
<b>4. HOW TO SUBMIT A LITERATURE REQUEST</b>	
Requesting Literature on the jw.org Web Site .....	2-5
How to View or Change the Status of a Request .....	6
<b>5. HOW TO CHECK IN AND DISTRIBUTE A LITERATURE SHIPMENT</b>	
Ship-to Congregation .....	1-3
All Congregations .....	4
Language-Coordinating Congregations .....	5
<b>6. CONGREGATION LITERATURE INVENTORY</b>	
Monthly Inventory .....	1
Six-Month Inventory .....	2
Sharing Overstocked Items .....	3-6
<b>7. MAGAZINE DISTRIBUTION ARRANGEMENT</b>	
Magazine Servant .....	3-4
<b>8. MAGAZINE EDITIONS AND FORMATS</b>	
<i>The Watchtower</i> —Public Edition .....	2
<i>The Watchtower</i> —Study Edition .....	3

TABLE OF CONTENTS

---

<b>Chapter</b>	<b>Paragraphs</b>
<i>The Watchtower</i> —Large-Print Edition .....	4
<i>Awake!</i> .....	5
<i>Our Kingdom Ministry</i> .....	6
Audiovisual Media .....	7-9
<b>9. HOW TO PREPARE A MAGAZINE REQUEST</b>	
Magazine Servant .....	3-6
<b>10. HOW TO SUBMIT A MAGAZINE REQUEST</b>	
Standing Requests .....	2-3
Special Requests .....	4-5
How to View or Change the Status of a Request .....	6-7
<b>11. HOW TO CHECK IN AND DISTRIBUTE A MAGAZINE SHIPMENT</b>	
<i>The Watchtower</i> and <i>Awake!</i> .....	1-2
<i>Our Kingdom Ministry</i> .....	3
<b>12. SHIPPING ADDRESS INFORMATION</b>	
Permanent Shipping Address Requirements .....	3
Combined Literature Shipments .....	4-5
How to Make Address Changes .....	6
How to Change the Ship-to Congregation .....	7
How to Change One of the Language-Coordinating Congregations .....	8
How to Remove a Congregation From or Add a Congregation to the Kingdom Hall Literature Group .....	9
When to Use a Temporary Shipping Address .....	10-11
<b>13. DISCREPANCIES AND PROBLEMS</b>	
Shipment Not Received .....	2-3
Damaged Shipments .....	4
Shortage in Shipment .....	5-7
Surplus in Shipment .....	8-9
<b>14. RUSH REQUESTS</b>	
Literature .....	2
Magazines .....	3
<i>Our Kingdom Ministry</i> .....	4
Shipment Options .....	5-7
<b>15. MISCELLANEOUS</b>	
Prison Requests .....	1-2
How to Handle Overstock .....	3-5
Locking Literature Storage Cabinets .....	6
Territory Seldom Worked and Unassigned Territory .....	7
<b>16. BRAILLE REQUESTS</b>	

**Chapter**

**Paragraphs**

**17. LIMITED SUBSCRIPTION ARRANGEMENT FOR MAGAZINES**

**APPENDIX**

- A. Sample Roles of Congregations in the Kingdom Hall Literature Group
- B. Communication With the Branch Office
- C. Correspondence Information



# Introduction

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1. The Congregation Service Committee and all who are assigned to work with literature and magazines should become thoroughly familiar with these guidelines.

2. Every effort should be made to ensure that publications are not wasted. Individual members of the congregation should exercise caution in regard to the amount of literature requested for their personal use or that of their family. Some individuals may need assistance in understanding this, and qualified brothers should feel free to give such assistance.

3. Adhering closely to these guidelines will help you to care for the interests of Jehovah's organization efficiently, discharge your assignments properly, and ensure that each congregation has a sufficient supply of literature and magazines so that it may witness effectively in its assigned territory.





## Literature-Coordinating Arrangement

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1. The literature-coordinating arrangement has been designed with the following goals in mind: (1) To ensure that the literature supply in the congregation is kept at an adequate level to support the preaching work, (2) to maintain a common supply of stock items for congregations of the same language in an effort to reduce overstock of literature, and (3) to enable each congregation to submit requests for selected items directly to the branch office.

2. All congregations meeting in the same auditorium make up a Kingdom Hall Literature Group. (If there is a common literature area that is shared by congregations meeting in multiple auditoriums, the bodies of elders will determine if it is best to combine these congregations into one literature group or if multiple literature groups should be formed according to the number of auditoriums.)

3. Each congregation in the literature group plays an important role in the process of requesting, receiving, and distributing literature supplies.

- Each congregation may use the jw.org Web site to obtain its own special-request items.
- For each language in the literature group, one congregation should be designated as the language-coordinating congregation. The language-coordinating congregation is responsible for requesting stock items for all congregations of the same language.
- Although each congregation is able to submit requests separately for selected literature items, one combined shipment of literature will be sent for all the congregations in the literature group. The congregation that receives literature shipments is known as the ship-to congregation.
- See Appendix A for an overview of the role each congregation in the literature group has when requesting literature.

### ALL CONGREGATIONS

4. All congregations may use the jw.org Web site to obtain special-request items in any language. Special-request items are clearly marked on the site and include large size Bibles, *Yearbooks*, bound volumes, calendars, and *Examining the Scriptures*. Stock items in languages that are not coordinated by another congregation in the Kingdom Hall Literature Group may also be requested.

- Consider the case of a literature group made up of an English, a Twi, and a Ga congregation. If a stock item is needed in Ga, it should be obtained from the Ga congregation's literature supply. However, if a stock item is needed in Frafra, each of these congregations may submit a request for the item, since the Frafra

## LITERATURE-COORDINATING ARRANGEMENT

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language is not coordinated by another congregation in the literature group.

- The site is programmed to help you determine what can be requested by your congregation.

### LANGUAGE-COORDINATING CONGREGATION

5. The language-coordinating congregation is responsible for requesting and maintaining a common supply of stock items in the congregation's primary language. These items include publications that are used at congregation meetings and those regularly used in the field ministry.

- If there is only one congregation of a particular language in the Kingdom Hall Literature Group, that congregation will automatically coordinate literature for that language.
- If there are two or more congregations of the same language in the literature group, one member of the Congregation Service Committee from each congregation—preferably the service overseer—should meet together and designate one of the congregations to serve as the language-coordinating congregation.
- For example, if there are two English congregations and one Twi congregation in a literature group, one of the English congregations would coordinate English stock items and the Twi congregation would coordinate Twi stock items.

6. Other congregations in the literature group will not be able to use the jw.org Web site to submit requests for stock items in languages maintained by a language-coordinating congregation. Stock items must be obtained from the common supply. If the item is not available in the common supply, it can be requested through the appropriate language-coordinating congregation. The site is programmed to help you determine what can be requested by your congregation.

### SHIP-TO CONGREGATION

7. The main responsibility of the ship-to congregation is to receive and distribute literature shipments on behalf of all congregations in the Kingdom Hall Literature Group. One member of the Congregation Service Committee from each of the congregations in the literature group—preferably the service overseer—should meet together and decide which of the language-coordinating congregations should serve as the ship-to congregation.—See 5:1-3; 12:3-5.

### RESPONSIBILITY OF THE LANGUAGE COORDINATOR

8. The Congregation Service Committee(s) should assign a capable and reliable elder or ministerial servant to serve as the language coordinator and another brother to serve as his assistant. It is important that these brothers have good organizational and communication skills, since they may need to deal with several congregations. In addition, these brothers should be able to speak and read English.

## LITERATURE-COORDINATING ARRANGEMENT

- Each language coordinator is responsible to do the following:
  - Maintain stock items in his congregation's primary language on behalf of all the congregations in the Kingdom Hall Literature Group.
    - Ensure that inventory is kept at a reasonable level.
    - Submit requests for stock items using the jw.org Web site.
    - Check in literature shipments for his congregation.
    - Ensure that the literature supply area is neat and orderly.
  - Maintain a record of special-request and other items requested by the publishers in his congregation.—See 2:10.
  - Obtain a common stock item from the appropriate common supply area if it is needed in a language that is coordinated by another congregation in the literature group. If a stock item is not available, request it from the coordinator of that language.
  - Clearly communicate to the service overseer, secretary, and all literature servants within the language group regarding when literature requests will be submitted to the branch office. All requests must be approved by the service overseer.
  - Ensure that an announcement is made to the congregation regarding when the next literature request will be submitted. All announcements must be approved by the coordinator of the body of elders.
  - Ensure that requests reach the branch office before 5:00 p.m. on the submittal date; otherwise, they will be processed and sent with the next month's literature shipment.
  - After literature shipments are received, ensure that special-request and other items are given to the publishers who requested them.
  - Take a monthly inventory of all literature, using the *Monthly Movement of Literature* (S-28) form.
  - Ensure that the congregation literature inventory report is submitted to the branch office in March and September each year using the jw.org Web site.—See Chapter 6.
- The language coordinator of the ship-to congregation is responsible to do the following:
  - Pick up literature at the Literature Distribution Center.
  - Ensure that literature shipments are promptly taken to the Kingdom Hall.
  - Coordinate the checking-in of literature shipments.
  - Communicate with the other language coordinators and literature servants when their literature shipments are available.

## LITERATURE-COORDINATING ARRANGEMENT

- Ensure that special-request and other items are distributed to the congregation(s) that submitted the request(s).
- Ensure that consignments from the branch office of special-campaign items and other items are properly distributed to each congregation.

### **RESPONSIBILITY OF LITERATURE SERVANTS (NON-LANGUAGE-COORDINATING CONGREGATIONS)**

9. The literature servant provides assistance to his language coordinator by ensuring that inventory is kept at a reasonable level. This includes informing the language coordinator if the congregation will need additional stock items, such as during the visit of the circuit overseer or for territory seldom worked. He should keep the literature supply area neat and orderly. He is also responsible to do the following:

- Ensure that an announcement is made to the congregation regarding when the next literature request will be submitted. All announcements must be approved by the coordinator of the body of elders.
- Maintain a record of special-request and other items requested by the publishers in his congregation.—See 2:10.
- Ensure that special-request items in all languages are submitted for his congregation using the [jw.org](http://jw.org) Web site. All requests must be approved by the service overseer.
- Ensure that stock items in languages that are not coordinated by another congregation in the Kingdom Hall Literature Group are submitted for his congregation using the site.
- After literature shipments are received, ensure that special-request and other items are given to the publishers who requested them.

## How to Determine Your Literature Needs

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1. Items that will be needed for upcoming literature offers and for congregation meetings are announced in *Our Kingdom Ministry*. Special-campaign and other items are announced in letters to the body of elders.

2. The jw.org Web site is programmed to limit request quantities to help prevent overstock. These limits are based on the number of publishers in the Kingdom Hall Literature Group and the type of literature item being requested. As soon as an item is announced as a literature offer, the quantity that a congregation can request is raised to allow for larger requests so that the congregation's needs can be cared for. It remains at this raised level for several months and is then lowered again on the day the offer begins. At the end of the offer, only a small supply of the item should remain until the next time the item is announced as an upcoming literature offer.

3. What should a congregation do if the requested quantity of a literature-offer item is reduced and it is felt that the number on hand is not sufficient to meet its needs? The literature servant should consult with the service overseer regarding the reduced quantity and consider the following questions: If a larger quantity is requested, would it result in a surplus at the end of the literature offer? If additional copies are necessary, how many copies should be requested to meet the needs of the congregation for the duration of the literature offer? If after consideration of these factors it is determined that additional copies of the item are needed, an e-mail may be sent to the branch office.—See Appendix B.

### ANNUAL ITEMS

4. Annual items should be requested promptly once congregations are invited to do so by the branch office. These include bound volumes, calendars, *Examining the Scriptures*, *Indexes*, *Watchtower Library*, and *Yearbooks* (printed and audio versions). Annual items are special-request items and should only be requested when specifically asked for by a publisher. The literature servant should take the initiative to ask any publisher who has not made a request if he is interested in receiving these items.

### FORMS AND TALK OUTLINES

5. A number of forms and talk outlines are available for downloading and printing from the jw.org Web site. This makes it possible for the most recent version to be used. This should reduce the number of forms that need to be requested from the branch office. Heavily used forms, such as *Field Service Reports* (S-4), *House-to-House Records* (S-8), and handbills for congregation meetings, may be requested from the branch office in packs of 500. When requesting hard-copy forms, do not request more than a one-year supply.

## HOW TO DETERMINE YOUR LITERATURE NEEDS

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### LITERATURE-OFFER ITEMS

6. Request literature-offer items as soon as the offer is announced. To determine how much literature to request, check the past movement of these items as recorded on the congregation's *Monthly Movement of Literature* (S-28) form. After the offer is over, it is not necessary to restock the item until it is again announced as an upcoming literature offer.

### NON-LITERATURE-OFFER ITEMS

7. Evaluate the amount of field service and meeting materials currently needed and any changes in publisher count. (See the *Monthly Movement of Literature* (S-28) form.) Request a conservative amount of items that are not regularly used in literature offers.

### FIELD SERVICE ITEMS

8. Request the following amounts of items that are regularly used in the ministry:

- *Bible Teach*: Maintain a sufficient supply, since this publication is regularly featured as a literature offer.
- Brochures: Fifteen to twenty copies of those that specifically meet the needs of the local territory. When announced as the literature offer, higher quantities may be requested.
- *New World Translation*: Fifteen copies.
- Tracts: For most congregations, 250 or 500 should be sufficient. (Tracts in foreign languages may be requested in smaller quantities.) When announced as the literature offer, higher quantities may be requested.
- Literature for specific cultures and religions: Modest quantities may be stocked, since these items are designed with a particular audience in mind.

### PUBLISHER-ONLY ITEMS

9. Items used only by publishers and regular meeting attenders may be stocked in smaller quantities. These may include three to five copies of publications used at congregation meetings. Purchased Bibles in foreign languages should only be requested for publishers and for progressive Bible students who do not have a Bible.

### SPECIAL-REQUEST ITEMS

10. Special-request items should only be requested when specifically asked for by a publisher. These items should not be stocked in anticipation of requests. Special-request items are clearly identified on the jw.org Web site and include the following:

- Annual items: Bound volumes, calendars, *Examining the Scriptures*, *Yearbooks*, and *Indexes*

## HOW TO DETERMINE YOUR LITERATURE NEEDS

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- All large-print books (except *Sing to Jehovah*)
- Multimedia items: All CDs, MP3s, and DVDs (except sign language)
- Reference books: *Insight*, *Concordance*, *Proclaimers*, and so forth
- Large size Bibles and purchased Bibles

### **Keep an Accurate Record of Special-Request Items**

1. All language coordinators and literature servants should keep an accurate record of special-request items. This would include the publisher's name, the item requested, the date of the request, and the status of the request. The *Record of Special-Request Items* (S-57) may be used to record this information.
2. When literature shipments are received, be sure to distribute special-request items to the publishers who submitted the requests.
3. If a publisher no longer wants the item(s) he has requested or has moved from the congregation, adjust the congregation's literature records accordingly. If possible, use [jw.org](http://jw.org) to cancel the request. If the item(s) has already been shipped, make it available to other publishers. The item(s) can also be made available to other congregations using [jw.org](http://jw.org).—See 6:3-6.





## How to Prepare a Literature Request

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### ALL CONGREGATIONS

1. Compile all literature requests. The *Literature Request Form* (S-14) may be downloaded from the “Documents” tab on the jw.org Web site and used as a work sheet to compile requests.
2. **Before submitting a new request, make sure that the same items are not already pending for your congregation.** This can be done by using the “Request History” link in the “Request Literature” section of the “Congregation” tab on the site or by checking your most recent packing list for a complete list of pending items.
3. List the following items:
  - Special-request items that have been requested by publishers **in your congregation**
  - All stock items needed **for your congregation** in languages that are not coordinated by another congregation in the Kingdom Hall Literature Group

### LANGUAGE COORDINATOR

4. Determine what stock items are needed for your language group. This can be determined by the following means:
  - Review announcements in *Our Kingdom Ministry* regarding upcoming literature offers.
  - Check the current supply of literature on hand.
  - Review the *Monthly Movement of Literature* (S-28) form to determine how many copies of an item were placed the last time it or a similar item was the literature offer.
5. List all stock items in your congregation’s primary language that are not currently available in the common literature supply.

### LITERATURE SERVANT (NON-LANGUAGE-COORDINATING CONGREGATIONS)

6. The jw.org Web site will provide assistance if you are unsure of what you are able to request for your congregation. Assist the language coordinator in determining what stock items need to be requested. (See 3:4.) After reviewing the literature request, give it to the service overseer.

### SERVICE OVERSEER

7. The service overseer is responsible for making sure that the congregation inventory is kept at a reasonable level. (See Chapter 2.) The jw.org Web site is programmed to limit request quantities so as to help prevent overstock. The branch office may contact the congregation to provide further assistance in reducing overstock if needed.

## HOW TO PREPARE A LITERATURE REQUEST

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8. All service overseers need to *verify* that special-request and other items reflect the actual needs of the congregation. Review special-request records with the language coordinator or literature servant to ensure that no duplicate requests are submitted. The service overseer or someone designated by him should use the site to submit the request no later than 5:00 p.m. on the cutoff date assigned by the branch office.

9. Service overseers of language-coordinating congregations should carefully review the amount of literature that the congregation has requested on the *Literature Request Form* (S-14). They should also verify the following:

- That literature is being requested for upcoming literature offers
- That the quantity of each item requested will not result in an overstock. (Compare with the quantity on hand.)
- Whether the quantity of each item requested should be adjusted if the number of publishers, auxiliary pioneers, or regular pioneers has changed since the last time the same item was the literature offer

## How to Submit a Literature Request

1. Congregations may submit multiple literature requests throughout the month using the jw.org Web site. All literature requests submitted prior to the cutoff date will be shipped together.

### REQUESTING LITERATURE ON THE JW.ORG WEB SITE

2. Literature requests may be submitted using features in the “Request Literature” section of the jw.org Web site under the “Congregation” tab. During the entry process, you may be prompted to check the stock of nearby congregations for the availability of certain items. If stock is available, effort should be made to obtain the item from another congregation rather than the branch office.

3. If a request is being placed for an item that is already pending for your congregation, please verify that the additional quantity is needed. The word “**Pending**” will appear underneath the “Quantity” field.

Annual Items > Calendars		Quantity
<b>2012 Calendar of Jehovah's Witnesses</b>		
English <i>Special Request</i>	Symbol: ca12 Item: 7212E	<input type="text" value="50"/> Pending 105

4. Reductions are applied to a request when the quantity entered exceeds the maximum amount allowed for that item, as determined by the branch office. The message “**Reduced**” will be displayed.

New World Translation of the Holy Scriptures (Deluxe Gray)		
Item	Description	Quantity
5140E	New World Translation of the Holy Scriptures (Deluxe Gray) (English)	Added 6 Remove

→ **Reduced:** Quantity requested has been reduced to the maximum that can be requested for this item.

5. Click on the “Current Request” link under “Request Literature” to finalize the request. Verify all entries, then click “Next,” then click “Submit” to send the request to the branch office. It is recommended that you print a copy of all requests and keep it in your file.

### HOW TO VIEW OR CHANGE THE STATUS OF A REQUEST

6. On the jw.org Web site, go to the “Congregation” tab. Under “Request Literature,” click on “Request History.” This feature of the site may be used to do the following:

- View up-to-date information regarding the status of your request
- View cancellations or messages from the branch office
- View consignment information
- Cancel or reduce a request that has not been shipped



## How to Check In and Distribute a Literature Shipment

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### SHIP-TO CONGREGATION

1. The language coordinator of the ship-to congregation should take the lead in checking in a literature shipment. He may request assistance from other language coordinators or literature servants in the Kingdom Hall.

2. Upon receipt of the shipment, locate the packing list. If the packing list is missing from the carton that has “Packing List Enclosed” printed on the label, contact the branch office immediately. If you receive your shipment via a Literature Distribution Center, be certain that the number of cartons listed on the manifest agrees with the number received. If you receive your shipment via parcel carrier service, there may be several days between receipt of cartons. If an item or an entire carton is missing, follow the instructions in Chapter 13.

3. The packing list contains a separate section for each congregation in the Kingdom Hall.

- Compare the packing list to what was actually received. Verify the quantity, language, size, and color, if applicable.
- Give a copy of the packing list to each language coordinator and literature servant. Or you may wish to file the packing list in a common area where each congregation can have access to it. **Please note:** Each congregation may print the packing list information from the “Shipment History” link in the “Request Literature” section of the “Congregation” tab on the jw.org Web site.
- Distribute the items to each congregation as indicated on the packing list.

### ALL CONGREGATIONS

4. Obtain a copy of the packing list from the ship-to congregation, or use the jw.org Web site to print or view your literature shipment history. Verify that all items you have requested are acknowledged on your congregation’s section of the packing list.

- If you receive items that you did not request, check the packing list to see if the items were pending from a previous request or if the items were automatically consigned by the branch office.
- If a requested item has not been received, check the top of page 1 of the packing list for a message regarding its status. Also, check to see if it is listed as canceled or pending.

### LANGUAGE-COORDINATING CONGREGATIONS

5. Record the items received on the *Monthly Movement of Literature* (S-28) form.—See Chapter 6.



## Congregation Literature Inventory

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### MONTHLY INVENTORY

1. All language-coordinating congregations should take a monthly inventory of all literature on hand and record the on-hand figures on the *Monthly Movement of Literature* (S-28) form. Always use the latest version of the form. It may be downloaded from the “Documents” tab on the jw.org Web site.

### SIX-MONTH INVENTORY

2. The on-hand figures recorded on the *Monthly Movement of Literature* (S-28) form for the month of February should be submitted to the branch office using the jw.org Web site no later than March 15. The figures recorded for the month of August should be submitted to the branch office using the site no later than September 15.

### SHARING OVERSTOCKED ITEMS

3. Overstocked items that the congregation would like to make available to other congregations should be in good or like-new condition. Overstocked items would include literature items of which you have a large supply but little chance of moving for many months or years or items that are not needed by anyone in your Kingdom Hall. Most likely, large quantities of items such as *Bible Teach* books, Bibles, and songbooks would not be made available to other congregations, since they are used heavily by the congregation.

4. To make items available to other congregations, click on the “Inventory Reports” link in the “Request Literature” section of the “Congregation” tab on the jw.org Web site. Then click on the “Maintain Current Inventory” link. Indicate the quantity that you would like to make available to other congregations in the “Quantity to Share” column. If an item that you would like to make available is not on the list, it may be added using the “Add a New Item” window. Efforts should be made to keep this information up-to-date, since other congregations may view these items.

5. The Congregation Service Committee should provide direction on how shipping costs will be covered. In many cases, the congregation doing the shipping would cover the cost. However, if it is determined that the literature is too costly to ship and the requesting congregation is unable to help, the requesting congregation should respect the decision and check elsewhere.

6. Two brothers should be designated to follow up on literature requests that come from other congregations. It may be good if the literature coordinator is one of the two contacts. They need to have jw.org user accounts and the “Request Literature” role. Contact information should be kept up-to-date. E-mails and telephone calls from other congregations searching for literature should receive a prompt reply. Even

## CONGREGATION LITERATURE INVENTORY

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if it is not possible to supply the literature that another congregation is requesting, a response should be sent so that the congregation will know to check elsewhere.



## Magazine Distribution Arrangement

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1. All congregations in the Kingdom Hall play an important role in the requesting, receiving, and distribution of magazines. Each congregation maintains a standing request for *The Watchtower* and *Awake!* in various editions and formats, as well as for *Our Kingdom Ministry*. Magazines should be left out on a counter or on a shelf in the Kingdom Hall at all times. Publishers should take only the number of magazines needed for the current week of activity in the ministry, not for the entire month.

2. Unused magazines in good condition may be brought back to the Kingdom Hall by publishers for redistribution. If on rare occasions the congregation runs out of magazines, publishers can use older copies of the magazines, the *Bible Teach* book, or brochures for the remainder of that month.

### MAGAZINE SERVANT

3. The magazine servant is responsible for monitoring the standing requests and distributing copies of the study edition of *The Watchtower*, foreign-language magazines, and magazines on electronic media for his congregation. (See 11:2.) Magazine servants should closely monitor these items to ensure that they are not being wasted. If necessary, standing-request quantities should be adjusted promptly using the [jw.org](http://jw.org) Web site, keeping in mind that an adjustment may require several weeks to take effect.

4. The magazine servant should ensure that copies of *Our Kingdom Ministry* are promptly given to the coordinator of the body of elders, who will arrange for their distribution to the publishers. The magazine servant is also responsible for keeping the magazine supply stocked and the area neat and clean.



## Magazine Editions and Formats

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1. The availability of *The Watchtower* and *Awake!* in different formats, editions, and frequencies may vary, depending on the language. To view the languages and editions that are available, go to the “Request Periodicals” section of the jw.org Web site under the “Congregation” tab or see the *Watchtower Publications List* (S-15).

### **THE WATCHTOWER—PUBLIC EDITION**

2. The *Watchtower* dated the 1st of the month is the public edition. When requesting additional quantities, it is good to remember that the public edition is nested with the *Awake!* and may be used in the ministry throughout the entire month. The public edition is not available in large print. PDF and EPUB files are available in a number of languages in the public area of the jw.org Web site.

### **THE WATCHTOWER—STUDY EDITION**

3. The *Watchtower* dated the 15th of the month is the study edition, primarily distributed to publishers and regular meeting attenders. Although the study edition is not to be distributed to the general public, any who request a copy may receive it. PDF and EPUB files are available in a number of languages in the public area of the jw.org Web site.

### **THE WATCHTOWER—LARGE-PRINT EDITION**

4. Each issue of the large-print edition is composed of two magazines and contains only the study articles for the month. Each magazine is identified on the cover as “Part 1” or “Part 2.” PDF files may be printed in a limited number of languages from the public area of the jw.org Web site.

### **AWAKE!**

5. *Awake!* is nested with the public edition of *The Watchtower* and may be offered during the entire month. *Awake!* is not available in large print. PDF and EPUB files are available in a number of languages in the public area of the jw.org Web site.

### **OUR KINGDOM MINISTRY**

6. The standing-request quantity for *Our Kingdom Ministry* should be based on the number of publishers and regular meeting attenders. PDF files may be downloaded from the jw.org Web site. Only those with congregation log-ins will be able to see and download these files.

### **AUDIOVISUAL MEDIA**

7. *The Watchtower* and *Awake!* are available for downloading from the jw.org Web site in two formats, MP3 and AAC (M4B). Publishers who are able to make use of the downloadable files are encouraged to do so.

## MAGAZINE EDITIONS AND FORMATS

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The downloaded files may be saved and copied for publishers who do not have Internet access.

8. If publishers are unable to use the downloadable files, audio magazines may be requested on CD from the branch office. Since these items are primarily for use by publishers, the standing-request quantity will apply to both public and study editions.

9. Sign-language congregations and groups may request a standing quantity of *The Watchtower—On DVD* and *Kingdom Ministry—On DVD*. An additional copy of each DVD may be kept in the library for congregation meetings. **Please note:** If hearing publishers desire to learn sign language, they should be encouraged to use DVDs of our books or brochures instead of requesting *The Watchtower—On DVD*.

## How to Prepare a Magazine Request

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1. A **standing request** should be submitted for items that the congregation wishes to receive on a regular basis. The standing-request quantity will automatically be shipped to the congregation until the quantity is adjusted or canceled by the congregation. A standing request may be submitted for *Our Kingdom Ministry* and *The Watchtower* and *Awake!* in printed form or in various electronic formats. Separate quantities should be specified for the study edition and the public edition of *The Watchtower*.

2. A **special request** may be submitted whenever there is a need to receive a one-time shipment or an additional supply of a particular issue without changing the congregation's regular quantity. For example, when additional copies are needed for a literature offer, a special request may be submitted. **If a request is needed in less than ten weeks, please e-mail or call the branch office.**—See Appendix B.

### MAGAZINE SERVANT

3. Be alert to request additional supplies of special issues as indicated in *Our Kingdom Ministry* or when there is increased pioneer activity in the congregation. The *Magazine Request Form* (M-202) may be downloaded from the “Documents” tab on the jw.org Web site and used to compile magazine requests before they are submitted to the branch office by means of the site. It may be useful to keep a copy of the form in the congregation file along with a printout of recent requests and changes submitted on the site.

4. When adjusting the standing-request quantity, complete the following steps:

- In the “From” field, show the current quantities that you are receiving. A quantity of “0” indicates that this is a new request.
- In the “To” field, show the new quantity that you wish to receive. This should be the **total standing-request quantity**, not just the additional quantity needed.
- Confirm that printed magazines have been requested in multiples of 10 if the quantity is 30 or more.
- When requesting the large-print edition of *The Watchtower*, check the box entitled “Large Print.”

5. When preparing a special-request quantity, specify the number of copies desired in addition to your regular quantity. **Please do not include your regular quantity in the special-request quantity.** Be sure to indicate the language and the complete issue date, including the year.

## HOW TO PREPARE A MAGAZINE REQUEST

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6. Review the request with the service overseer when completed. Confirm that additional quantities have been requested for special issues or increased pioneer activity in the upcoming months. The service overseer or someone designated by him should use the site to submit the request to the branch office.

## How to Submit a Magazine Request

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1. Congregations should make use of the jw.org Web site when adjusting a current standing request, entering a new one, or entering a one-time special request. Multiple requests may be submitted throughout the month. Special requests will be processed and sent with the congregation's regular magazine shipment. Requests submitted using the site will be received by the branch office immediately; however, adjustments will not affect shipments already being processed.

### STANDING REQUESTS

2. Click on the "Standing Requests" link in the "Request Periodicals" section of the "Congregation" tab on the jw.org Web site. All standing-request periodicals and quantities will be listed there. To change the quantity of a standing request, enter into the "New Quantity" field the **new total quantity** that you wish to receive, not just the additional amount. Printed magazines must be requested in multiples of 10 if the quantity is 30 or more. To discontinue a standing request, enter "0" in the "New Quantity" field.

3. Click the "Next" button. Carefully review the request, and then click the "Submit" button to send the updated standing-request quantities to the branch office. It is recommended that you print a copy of all requests and keep it in your file.

### SPECIAL REQUESTS

4. Click on the "Special Requests" link in the "Request Periodicals" section of the "Congregation" tab on the jw.org Web site. Specify the language, periodical, format, issue date, and quantity where indicated.

5. Click the "Add Item" button, then "Next." Carefully review the request, then click the "Submit" button to send the request to the branch office. It is recommended that you print a copy of all requests and keep it in your file.

### HOW TO VIEW OR CHANGE THE STATUS OF A REQUEST

6. The "Request History" link in the "Request Periodicals" section of the "Congregation" tab on the jw.org Web site displays the history of all standing and special requests, as well as their current status. To increase the quantity of a special request, a new request must be submitted. To cancel a special request, contact the branch office.—See Appendix B.

7. The "Shipment History" link in the "Request Periodicals" section of the "Congregation" tab on the site displays all shipments that have been completed. To view the shipment details and the number of parcels, click on one of the dates listed. Any reductions or cancellations made by the branch office will be displayed with a message.





## How to Check In and Distribute a Magazine Shipment

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### ***THE WATCHTOWER AND AWAKE!***

1. As soon as each shipment is received, the magazine servant should count all periodicals included in the shipment and compare the quantities received with the quantities listed on the shipping label. If a discrepancy is found, follow the guidelines outlined in Chapter 13.

2. Each shipment should be distributed immediately upon receipt with the following guidelines in mind:

- The magazine servant should put a supply of the public edition magazines out on the magazine counter immediately in order to allow publishers time to read the magazines well in advance of using them in the field ministry. (The entire supply of magazines can be left out, or just a small supply can be placed on the magazine counter immediately and the remainder one or two weeks before being used in the ministry.)
- Some congregations may choose to make a brief announcement when new issues have arrived.
- Publishers should take only the number of magazines needed for the current week of activity.
- The study edition of *The Watchtower* may be handed out to publishers, their children, and regular meeting attenders, similar to what is done with *Our Kingdom Ministry*. Thereafter, the remainder can be left out. Foreign-language magazines and magazines in audio format should be handed out to the publishers who requested them. This would likely be done by the magazine servant.

### ***OUR KINGDOM MINISTRY***

3. All copies of *Our Kingdom Ministry* in the primary language of the congregation are included with the magazine shipment. (All other languages are sent directly to the coordinator of the body of elders.) As soon as the congregation supply of *Our Kingdom Ministry* is received, the magazine servant should deliver it to the coordinator of the body of elders, who will arrange for its distribution to the publishers. Copies of *Our Kingdom Ministry* should not be held by the magazine servant.



## Shipping Address Information

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1. The literature and magazine shipping addresses should be updated using the *Shipping Information* (S-36) form. Changes made using the *Coordinator of the Body of Elders/Secretary Change of Address* (S-29) form will not automatically affect the shipping address for literature or magazines.

2. It is very important for these addresses to be accurate and up-to-date. Please inform the branch office as soon as there is a change of address.

### PERMANENT SHIPPING ADDRESS

3. The address used for magazine and literature shipments should be the ship-to congregation address.

### COMBINED LITERATURE SHIPMENTS

4. One combined literature shipment will be sent to a designated address for all the congregations in a Kingdom Hall Literature Group. One member of the Congregation Service Committee from each of the congregations in the literature group—preferably the service overseer—should meet together to decide which of the language-coordinating congregations should serve as the ship-to congregation.

5. The secretary of the ship-to congregation should ensure that the permanent shipping address is accurate as it will be used for all shipments of literature from the branch office. The branch office requires a permanent shipping address for each literature group.

### HOW TO MAKE ADDRESS CHANGES

6. Fill out the *Shipping Information* (S-36) form and mail it to the branch office. If the address change will occur in less than 30 days, please e-mail or call the branch office. (See Appendix C.) Changes of address should be approved by a member of the Congregation Service Committee. Always indicate at the top of the S-36 form what changes are being requested on the form being submitted.

### HOW TO CHANGE THE SHIP-TO CONGREGATION

7. On the *Shipping Information* (S-36) form, fill out sections B and C in their entirety. In the “Current Literature Group” column, list in the first row the congregation that is currently serving as the ship-to congregation. In the following rows, list all other congregations in the Kingdom Hall Literature Group. In the “Updated Literature Group” column, list in the first row the congregation that is assuming the role of the ship-to congregation. Then list in the following rows all the other congregations in the literature group. Place a check mark in the “New ship-to congregation” box to indicate that the congregation assuming the role of the ship-to congregation has changed.

## SHIPPING ADDRESS INFORMATION

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### C LITERATURE GROUP CHANGES

A literature group is composed of *all congregations that meet in the same Kingdom Hall auditorium*, regardless of language. Ship-to or language-coordinating congregation changes may be made below. (It is preferred that language-coordinating congregation changes be made using the *Literature Coordination* link on the jw.org Web site.) When the role of the ship-to congregation is changed or when a congregation is moved in or out of the literature group, this section should be filled out by the ship-to congregation. When the ship-to congregation is changed, please fill out Section B *in addition* to the literature group information below.

Current Literature Group (List <u>all</u> congregations below.)	Updated Literature Group (List <u>all</u> congregations below.)												
<input type="checkbox"/> Move to different literature group* <input type="checkbox"/> Dissolved	<input checked="" type="checkbox"/> New ship-to congregation <input type="checkbox"/> New <input type="checkbox"/> Moved from another literature group												
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center;">12345</td> <td style="width: 33%; text-align: center;">East Paradise</td> <td style="width: 33%; text-align: center;">English</td> </tr> <tr> <td style="text-align: center; font-size: small;">(Ship-to congregation number)</td> <td style="text-align: center; font-size: small;">(Ship-to congregation name)</td> <td style="text-align: center; font-size: small;">(Language)</td> </tr> </table>	12345	East Paradise	English	(Ship-to congregation number)	(Ship-to congregation name)	(Language)	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center;">56789</td> <td style="width: 33%; text-align: center;">West Paradise</td> <td style="width: 33%; text-align: center;">English</td> </tr> <tr> <td style="text-align: center; font-size: small;">(Ship-to congregation number)</td> <td style="text-align: center; font-size: small;">(Ship-to congregation name)</td> <td style="text-align: center; font-size: small;">(Language)</td> </tr> </table>	56789	West Paradise	English	(Ship-to congregation number)	(Ship-to congregation name)	(Language)
12345	East Paradise	English											
(Ship-to congregation number)	(Ship-to congregation name)	(Language)											
56789	West Paradise	English											
(Ship-to congregation number)	(Ship-to congregation name)	(Language)											
<input type="checkbox"/> Language-coordinating <input type="checkbox"/> Move to different literature group* <input type="checkbox"/> Dissolved	<input type="checkbox"/> New <input type="checkbox"/> Moved from another literature group <input type="checkbox"/> Language-coordinating												
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center;">56789</td> <td style="width: 33%; text-align: center;">West Paradise</td> <td style="width: 33%; text-align: center;">English</td> </tr> <tr> <td style="text-align: center; font-size: small;">(Congregation number)</td> <td style="text-align: center; font-size: small;">(Congregation name)</td> <td style="text-align: center; font-size: small;">(Language)</td> </tr> </table>	56789	West Paradise	English	(Congregation number)	(Congregation name)	(Language)	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center;">12345</td> <td style="width: 33%; text-align: center;">East Paradise</td> <td style="width: 33%; text-align: center;">English</td> </tr> <tr> <td style="text-align: center; font-size: small;">(Congregation number)</td> <td style="text-align: center; font-size: small;">(Congregation name)</td> <td style="text-align: center; font-size: small;">(Language)</td> </tr> </table>	12345	East Paradise	English	(Congregation number)	(Congregation name)	(Language)
56789	West Paradise	English											
(Congregation number)	(Congregation name)	(Language)											
12345	East Paradise	English											
(Congregation number)	(Congregation name)	(Language)											

### HOW TO CHANGE ONE OF THE LANGUAGE-COORDINATING CONGREGATIONS

8. Changes to a language-coordinating congregation may be made by the assigned language-coordinating congregation using the “Literature Coordination” link in the “Maintain Profile” section of the “Congregation” tab on the jw.org Web site.

### HOW TO REMOVE A CONGREGATION FROM OR ADD A CONGREGATION TO THE KINGDOM HALL LITERATURE GROUP

9. When a congregation is being dissolved or is moving to another Kingdom Hall, a separate *Shipping Information* (S-36) form should be filled out for each Kingdom Hall Literature Group affected by the change.

- **Removing a congregation:** The secretary of the ship-to congregation should fill out section C of the *Shipping Information* form in its entirety. In the “Current Literature Group” column, list in the first row the congregation that is serving as the ship-to congregation. In the following rows, list all other congregations in the literature group. If a congregation is moving to another Kingdom Hall, place a check mark in the “Move to different literature group” box. If a congregation is being dissolved, place a check mark in the “Dissolved” box.
- **Adding a congregation:** The secretary of the ship-to congregation in the Kingdom Hall to which the congregation is moving should fill out section C of the *Shipping Information* form in its entirety. In the “Updated Literature Group” column, the ship-to congregation should be listed in the first row. In the following rows, all other congregations in the literature group should be listed. A check mark should be placed in the “Moved from another literature group” box for the appropriate congregation.

## SHIPPING ADDRESS INFORMATION

### **C LITERATURE GROUP CHANGES**

A literature group is composed of *all congregations that meet in the same Kingdom Hall auditorium*, regardless of language. Ship-to or language-coordinating congregation changes may be made below. (It is preferred that language-coordinating congregation changes be made using the *Literature Coordination* link on the jw.org Web site.) When the role of the ship-to congregation is changed or when a congregation is moved in or out of the literature group, this section should be filled out by the ship-to congregation. When the ship-to congregation is changed, please fill out Section B *in addition* to the literature group information below.

Current Literature Group (List <u>all</u> congregations below.)	Updated Literature Group (List <u>all</u> congregations below.)
<input type="checkbox"/> Move to different literature group* <input type="checkbox"/> Dissolved	<input type="checkbox"/> New ship-to congregation <input type="checkbox"/> New <input type="checkbox"/> Moved from another literature group
<b>12345</b> <b>East Paradise</b> <b>English</b> (Ship-to congregation number)    (Ship-to congregation name)    (Language)	<b>12345</b> <b>East Paradise</b> <b>English</b> (Ship-to congregation number)    (Ship-to congregation name)    (Language)
<input type="checkbox"/> Language-coordinating <input type="checkbox"/> Move to different literature group* <input type="checkbox"/> Dissolved	<input type="checkbox"/> New <input type="checkbox"/> Moved from another literature group <input type="checkbox"/> Language-coordinating
<b>56789</b> <b>West Paradise</b> <b>English</b> (Congregation number)    (Congregation name)    (Language)	<b>56789</b> <b>West Paradise</b> <b>English</b> (Congregation number)    (Congregation name)    (Language)
<input type="checkbox"/> Language-coordinating <input checked="" type="checkbox"/> Move to different literature group* <input type="checkbox"/> Dissolved	<input type="checkbox"/> New <input type="checkbox"/> Moved from another literature group <input type="checkbox"/> Language-coordinating
<b>292021</b> <b>South Paradise</b> <b>English</b> (Congregation number)    (Congregation name)    (Language)	 (Congregation number)    (Congregation name)    (Language)

### **WHEN TO USE A TEMPORARY SHIPPING ADDRESS**

10. A temporary shipping address may be used when a shipment needs to be sent to territory seldom worked or unassigned territory or if the permanent shipping address is temporarily unavailable. The temporary shipping address is only valid for the shipment(s) requested. .

11. If a temporary shipping address is needed, please e-mail or telephone the branch office.—See Appendix C.



## Discrepancies and Problems

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1. Significant discrepancies must be reported to the branch office. Before doing so, follow the steps outlined below for each type of discrepancy. **Please note:** Do not return any items to the branch office without first receiving authorization and instructions on how to handle the matter.

### SHIPMENT NOT RECEIVED

2. If a literature shipment has not been received, click on the “Shipment History” link in the “Request Literature” section of the “Congregation” tab on the jw.org Web site to determine when the missing shipment was completed. If it has been 12 weeks since the shipment was completed as indicated by the packing list date, contact the branch office.—See Appendix B.

3. If a periodical shipment has not been received, click on the “Shipment History” link in the “Request Periodicals” section of the “Congregation” tab on the site to determine when the missing shipment was completed. If it has been four weeks since the shipment was completed, contact the branch office to request replacements.—See Appendix B.

### DAMAGED SHIPMENTS

4. Report damaged shipments to the branch office immediately upon receipt. Indicate whether replacements are needed.

### SHORTAGE IN SHIPMENT

5. Check the packing list or the magazine shipping label to determine if the item should have been included in the shipment.

- Determine if the branch office has reduced the request. Periodical reductions will be indicated either by a message on the shipping label or by a note sent to the congregation. Literature reductions will appear on the packing list under “Canceled.”
- If a literature item is unavailable, a message may be included on the top of page 1 of the packing list.
- Large-print editions of the magazines come in two parts. If only one part of a large-print magazine issue is missing, a special request may be submitted for the individual part needed.

6. Determine if an entire carton is missing.

- Allow seven days from the receipt of your first carton before contacting the branch office.

### SURPLUS IN SHIPMENT

7. If a **literature** shipment contains numerous items that are not listed on the packing list, report the discrepancy immediately to the branch

## DISCREPANCIES AND PROBLEMS

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office. If your congregation is not able to use the additional items, efforts should be made to share the items with other congregations.—See 6:3-6; 15:1-3.

8. When the branch office has a surplus of current **magazines**, these may be sent to congregations automatically. These will be listed on the shipping label as “Extras.” Efforts should be made to use these in the ministry. If you receive a substantial surplus in your magazine shipment that has not been sent as “Extras,” report the issue date and the number of magazines received to the branch office. At no time should any magazines, audio CDs, DVDs, or copies of *Our Kingdom Ministry* be returned to the branch office without first consulting the branch office. Instead, the surplus should be used locally.



## Late Requests

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1. If there is an urgent need for magazines or literature, please send an e-mail or telephone the branch office and indicate that your request is late.—See Appendix B.
2. In view of the difficulties that arise due to late requests, we recommend that service overseers and language coordinators ensure that literature requests are sent on time. For example, annual request items should be sent to us between June and July each year for the coming year's items.



## Miscellaneous

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### PRISON REQUESTS

1. Individual publishers should not write to the branch office to request that literature items be sent to an inmate. Such third-party literature requests will not be honored. Rather, an inmate should first endeavor to obtain basic Bible study material through the Witnesses who visit the facility. If this is not possible, he may write the branch office with his literature request. The body of elders of the contact congregation may also write on his behalf.

2. If you are unable to provide regular, timely delivery of magazines to a confined person, the branch office will be pleased to enter subscriptions for him. Similarly, if other basic literature items cannot be supplied locally, we will be pleased to arrange for them to be mailed directly to the confined person from the branch office. If our literature is allowed in the prison or chapel library and you cannot supply it yourself, then you may request in writing that it be supplied by the branch office. Please provide the first and last name of the facility official to whom the items should be sent.

3. When a facility permits local publishers to deliver literature to inmates in the facility, the congregation should request it as part of the regular monthly congregation literature request. However, some facilities do not permit inmates to possess hardbound literature or audiocassettes that do not have clear shells. When this is the case, the contact congregation (not necessarily the language-coordinating congregation in the Kingdom Hall) should request specially prepared items from the branch office. Mail a *Literature Request Form* (S-14) directly to the branch office. Your request can be submitted at any time during the month.

### HOW TO HANDLE OVERSTOCK

4. Congregations should endeavor to reduce surplus or overstocked quantities of literature or magazines. The following steps may be taken:

- Announce overstocked literature to the congregation. Can publishers use these items in their theocratic library? Can a special effort be made to distribute overstocked items in the field service? Make overstocked items available by placing them on the literature counter for all to view.
- Make overstocked literature available to other congregations using the jw.org Web site. Verify that the items are listed in the “Quantity to Share” column in the “Maintain Current Inventory” list.—See 6:3-6.
- If literature cannot be moved locally, contact the branch office to determine if the literature should be returned.—See Appendix C.

## MISCELLANEOUS

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5. If magazines, audio CDs, DVDs, or copies of *Our Kingdom Ministry* are regularly left over each month, the standing-request quantity should be adjusted as soon as possible.

6. Some items may be discarded. Please consult the *List of Publications Approved for Discard* (S-60), which may be downloaded and printed from the jw.org Web site.

### **LOCKING LITERATURE STORAGE CABINETS**

7. The local body of elders may determine whether it is necessary to keep the storage cabinets locked. Some congregations may choose to keep stock items in an unlocked or open area but keep special-request items in locked cabinets so that the items are not inadvertently given to another publisher. Each body of elders may decide what is suitable for their local circumstances.

### **TERRITORY SELDOM WORKED AND UNASSIGNED TERRITORY**

8. When a group is approved by the branch office to preach in territory seldom worked, the designated team captain should work with the service overseer to ensure that the group will have sufficient literature and magazines for the assignment. If extra literature and magazines are needed, the team captain should provide the service overseer with a list of the items that are needed and a valid address where the items should be sent. The request should be sent via e-mail to the branch office and should include the following:

- The quantity and language of the literature items, as well as the issue date for any magazines that are needed.
- A valid address where the items are to be sent. (If the team captain will be transporting the literature and magazines to the assignment, it may simplify matters if the address provided is the same address where literature or magazines are regularly received by the team captain's congregation. If so, such items will be sent in a separate carton from regular congregation requests.)
- The words "TERRITORY SELDOM WORKED" should be entered in the subject line of the e-mail. To make a late request, the words "LATE REQUEST—TERRITORY SELDOM WORKED" should be entered in the subject line of the e-mail. The e-mail should include the date that the late request needs to arrive at its destination.
- All requests must be approved by a member of the Congregation Service Committee.—See Appendix B.

## CHAPTER SIXTEEN

# Braille Requests

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To request Braille literature or magazines, please e-mail or telephone the branch office, or fill the *Literature Request Form* (S-14). Please in all cases add the name of the person who needs the Braille item.



## **Limited Subscription Arrangement for Magazines**

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1. Currently there is no arrangement to request magazines via subscriptions. All are encouraged to obtain their magazine supplies through the congregation they associate with.





APPENDIX A

## Sample Roles of Congregations in the Kingdom Hall Literature Group

LITERATURE GROUPS WITH ONE CONGREGATION PER LANGUAGE

Congregation/Language	Congregation A English	Congregation B Twi	Congregation C Ga
<b>Roles</b>	Ship-to congregation and language-coordinating congregation (English)	Language-coordinating congregation (Twi)	Language-coordinating congregation (Ga)
<b>Literature shipments</b>	Receives and distributes shipments on behalf of all congregations in Kingdom Hall Literature Group	Literature shipped to Congregation A	Literature shipped to Congregation A
<b>Special-request items</b> All languages	Submits requests on jw.org Web site for own congregation	Submits requests on jw.org Web site for own congregation	Submits requests on jw.org Web site for own congregation
<b>Stock items</b> Primary language	Submits requests for items in English on jw.org Web site for common supply	Submits requests for items in Twi on jw.org Web site for common supply	Submits requests for items in Ga on jw.org Web site for common supply
<b>Stock items</b> Primary language of another congregation in Kingdom Hall Literature Group	Obtains Twi and Ga items from common supply maintained by Twi and Ga language coordinators	Obtains English and Ga items from common supply maintained by English and Ga language coordinators	Obtains English and Twi items from common supply maintained by English and Twi language coordinators
<b>Stock items</b> Languages not coordinated by another congregation in Kingdom Hall Literature Group	Submits requests on jw.org Web site for own congregation	Submits requests on jw.org Web site for own congregation	Submits requests on jw.org Web site for own congregation

LITERATURE GROUPS WITH TWO OR MORE CONGREGATIONS OF THE SAME LANGUAGE

	<i>One language coordinator for both Spanish congregations</i>		
Congregation/Language	Congregation A English	Congregation B Twi	Congregation C Twi
<b>Roles</b>	Ship-to congregation and language-coordinating congregation (English)	Language-coordinating congregation (Twi)	(Coordinated by Congregation B for stock items)
<b>Literature shipments</b>	Receives and distributes shipments on behalf of all congregations in Kingdom Hall Literature Group	Literature shipped to Congregation A	Literature shipped to Congregation A
<b>Special-request items</b> All languages	Submits requests on jw.org Web site for own congregation	Submits requests on jw.org Web site for own congregation	Submits requests on jw.org Web site for own congregation
<b>Stock items</b> Primary language	Submits requests for items in English on jw.org Web site for common supply	Submits requests for items in Twi on jw.org Web site for common supply	Obtains Twi items from common supply maintained by Twi language coordinator
<b>Stock items</b> Primary language of another congregation in Kingdom Hall Literature Group	Obtains Twi items from common supply maintained by Twi language coordinator	Obtains English items from common supply maintained by English language coordinator	Obtains English items from common supply maintained by English language coordinator
<b>Stock items</b> Languages not coordinated by another congregation in Kingdom Hall Literature Group	Submits requests on jw.org Web site for own congregation	Submits requests on jw.org Web site for own congregation	Submits requests on jw.org Web site for own congregation



## **Communication With the Branch Office**

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### **GENERAL GUIDELINES**

The branch office may be contacted by e-mail, telephone, or regular mail, using the contact information listed in Appendix C. Whichever method you choose, please provide the following information:

- Congregation name and number
- Subject: The subject line of all e-mails should include one of the categories listed below. If your inquiry involves more than one category, use the word “Multiple” in the subject line.
  - Literature
  - Magazines
  - Shipping address
  - Braille
  - Late Request
  - Territory seldom worked
  - Multiple
- Details: Please include pertinent information regarding the request or shipment in question, such as:
  - Request date, request number, packing list number, publication title, magazine issue date, and language.
  - Providing sufficient details will enable the branch office to handle the request in a prompt manner without having to place additional phone calls to resolve the problem. Be specific.
  - Authorization: When sending an e-mail, please include a statement confirming that the request has been approved. When contacting the branch office by telephone, you will be asked whether the request has been approved by a member of the service committee.

### **HOW THE BRANCH OFFICE WILL RESPOND**

- The branch office will contact the congregation if additional information is needed. Otherwise, you may check the [jw.org](http://jw.org) Web site to see what action has been taken to resolve the discrepancy or to process your request.



APPENDIX C

## Correspondence Information

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WATCHTOWER BIBLE AND TRACT SOCIETY

ATTENTION:SHIPPING DEPARTMENT

P.O. BOX GP 760

ACCRA

PHONE: (030)271-2456/(054)433-1907

E-MAIL ADDRESS: LitSupport@gh.jw.org

Use the above address or email only for matters concerning the following:

- Changes in regular congregation request quantities or special requests for magazines
- Literature, magazine, and *Our Kingdom Ministry* shipment discrepancies
- Requests for Braille publications
- Literature and magazine requests for territory seldom worked
- Late request
- The following forms:
  - M-202 *Magazine Request Form*
  - S-14 *Literature Request Form*
  - S-36 *Shipping Information*

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WATCHTOWER BIBLE AND TRACT SOCIETY

ATTENTION:ACCOUNTS DEPARTMENT

P.O. BOX GP 760

ACCRA

PHONE: (030)271-2456

Please use this address only for matters concerning the following:

- All correspondence dealing with congregation accounts, contributions, and payments
  - Inquiries regarding monthly statements
-

## CORRESPONDENCE INFORMATION

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CHRISTIAN CONGREGATION OF JEHOVAH'S WITNESSES  
ATTENTION:SERVICE DESK  
P.O. BOX GP 760  
ACCRA  
PHONE: (030)271-2456

Please use this address only for matters concerning the following:

- All reports and general correspondence dealing with congregation, service, territory, or pioneer matters
- Correspondence regarding applications for Kingdom Hall construction, or service related matters
- The following form:
  - S-29 *Coordinator of the Body of Elders/Secretary*  
*Change of Address*

