

# Christian Congregation of Jehovah's Witnesses



The Ridgeway, London, NW7 1RN Telephone: 020 8906 2211

November 1, 2013

TO ALL BODIES OF ELDERS

Re: New Inbox feature on jw.org

Dear Brothers:

We are writing to supplement the letter dated September 1, 2013, to all bodies of elders, regarding the use of jw.org. On page 2 of that letter, you will have noted the new arrangement whereby correspondence can be sent to the branch office electronically using the jw.org Inbox feature. The purpose of this letter is to provide further details regarding how this should be done.

A variety of Inboxes have been set up for various types of correspondence. Please take careful note of the chart on page 2 of this letter. From now on, whenever possible, correspondence should be sent using this facility, rather than postal mail.

We anticipate that by carefully following the guidance in the September 1, 2013, letter and using the appropriate Inbox according to the chart provided below, it should be quite straightforward to send correspondence to the correct Bethel department. In most cases, you will select just one Inbox. This will prevent unnecessary duplication of work. The same guidance can be applied by various committees and by individual special full-time servants in field assignments.

We hope these extra guidelines will help you to make full use of this new feature, and we pray Jehovah's continued blessing on your hard work in 'shepherding the flock of God under your care.' (1 Pet. 5:2) Please be assured of our warm brotherly love and best wishes.

Your brothers,

*Christian Congregation  
of Jehovah's Witnesses*

PS to the secretary:

This letter should be retained in the congregation file along with other material related to the jw.org website.

cc: Assembly Hall Committees  
Assembly overseers  
Assistant assembly overseers  
Disaster Relief Committees  
District Convention Committees  
Hospital Liaison Committees  
Regional Building Committees  
Travelling overseers

<b>JW.ORG INBOXES</b>	
<b>Department Inbox</b>	<b>Purpose</b>
Accounting Department	Correspondence in connection with financial matters
Bethel Home	Applications and correspondence regarding volunteers. Also enquiries about healthcare (but only from special full-time servants in the field).
General	Only for correspondence that does not match one of the other specific Inboxes. This must <b>NOT</b> be used for sensitive correspondence, such as judicial and child protection matters
Hospital Information Services	Correspondence in connection with medical matters
jw.org Help Desk	Technical help and enquiries for the jw.org website
Kingdom Hall Desk	Correspondence relating to Kingdom Halls and Regional Building Committees
Legal Department	Correspondence in connection with legal matters
Literature Department	Correspondence regarding magazine and literature orders and supplies. (The same as the existing 'maglitqueries' address.)
Purchasing Department	Correspondence in connection with supplier arrangements
Service Department	Correspondence from congregations and travelling overseers, regarding subjects such as, congregation situations, field ministry, judicial matters, child protection, pioneers, theocratic schools, prison witnessing, convention arrangements
Transport Desk	Correspondence in connection with Bethel trucking

The term "correspondence" relates to letters, forms, or other documents.