

Christian Congregation of Jehovah's Witnesses



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

FA:FB April 2, 2014

TO ALL BODIES OF ELDERS

Re: Effectively requesting literature items

Dear Brothers:

We wish to inform you of a new feature on jw.org for reminding congregations to request needed literature. Additionally, we would like to provide you with a few reminders in regard to requesting special-request items, including annual items.

The new feature, called “Prepare Now for Your Literature Needs,” appears on jw.org in the Announcements page under the “Congregation” tab and will be visible to those with the “Request Literature” role. (See attached sample pages. Please save a copy for the magazine and literature servants as this explains the columns.) By means of this new feature, you will be notified when it is time to request annual items and when literature items are needed for upcoming meetings and literature offers. The announcement will include the date by which a request for each item should be submitted as well as which congregation should submit the request.

Foreign-language congregations should note that this arrangement may not apply to them. They should always refer to the announcements found in *Our Kingdom Ministry* to determine which field service items or Congregation Bible Study item should be requested.

All regularly stocked items used for meetings and the field ministry should continue to be requested by the language-coordinating congregation. All special-request items, including annual items and DVDs, should be requested by each individual congregation. As soon as a special-request item appears in the “Prepare Now for Your Literature Needs” announcement, an announcement should be made to the congregation informing them of the need to request the item and by what date this should be done. As the request-by date approaches, the literature servant should take the initiative to kindly ask any publishers who have not yet made a request if they are interested in requesting the items announced. As a reminder, annual items should only be requested when specifically asked for by an individual. The literature servant may make use of the *Record of Special-Request Items* (S-57) to keep a record of the requests.

In order to meet the production and distribution needs of all congregations and reduce the extra costs involved with rush shipments, we will be asking congregations to begin submitting their requests for all annual items starting May 1. This will include bound volumes, calendars, *Examining the Scriptures*, indexes, *Watchtower Library*, and *Yearbooks*. Items will be shipped as inventory becomes available. Effective September 1, the quantity of annual items that a congregation can request will be lowered to the standard limit allowed for extra requests (five per congregation). After that date, any requests for a quantity larger than the standard limit would have to be sent to the Shipping Department using the jw.org Inbox feature or the maglitqueries.GB@jw.org email. Therefore, all congregations should promptly submit a request for these items.

Literature items featured in the field ministry are offered for two months. The quantity that a congregation can request on jw.org will be raised two months prior to the two-month period so that the congregation's needs for the two-month period can be cared for. The limits will be lowered after

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the first month of the two-month period. If higher quantities of literature are needed after this date, please submit your request to the Shipping Department using the jw.org Inbox feature or the maglitqueries.GB@jw.org email. Congregations will need to be conscientious about requesting enough literature for the entire two-month period as soon as the items appear in the “Prepare Now for Your Literature Needs” announcement or are announced in *Our Kingdom Ministry*. At the end of the two-month period, only a small supply of the literature item should remain in the congregation’s inventory. In due course, *Literature and Magazine Request Guidelines* (S-56) will be updated to reflect the adjustments described in this letter.

Thank you for making good use of this new feature on jw.org to provide timely distribution of literature items in your congregation. Please accept our warm Christian love and greetings.

Your brothers,

*Christian Congregation
of Jehovah's Witnesses*

cc: Travelling overseers

Encl: Sample jw.org pages