

Christian Congregation of Jehovah's Witnesses



675 Red Mills Road Walkill NY 12589-3292 Phone: (845) 306-1100

April 18, 2016

TO SELECTED CONGREGATIONS IN THE UNITED STATES BRANCH TERRITORY

Re: Arrangements for Electronic Donations to Local Congregations

Dear Brothers:

In recent years, publishers have been able to make donations using credit and debit cards at regional conventions, at Assembly Halls, and on the jw.org website. Many have expressed appreciation for these arrangements as they have commented that the use of credit and debit cards has often replaced the use of cash and checks in their everyday activities. The branch office has received many requests from publishers and bodies of elders asking if there could be a similar provision to make electronic donations to local congregations. In response to these requests, a new arrangement is available for your congregation.

By means of **khdonate.net**, a website designed and managed by a vendor, you can now use your credit or debit card to donate to your local congregation. You can access this website from your smartphone, tablet, or computer. You are able to make a one-time donation or set up an automatic, monthly, recurring donation.

During the past year, this website was tested among several congregations in the branch territory. One brother stated, "I am grateful for this provision, which makes my local donations so convenient." Another brother noted, "Being able to donate in this way helps me so I do not forget."

We appreciate your generosity in supporting Kingdom interests locally. Please be assured of our warm Christian love.

Your brothers,

*Christian Congregation
of Jehovah's Witnesses*

c: Selected circuit overseers

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PS to coordinator of the body of elders:

When reading this letter to the congregation, please provide the names of the brothers selected to assist publishers who are interested in using this new arrangement. Thereafter, this letter should be posted on the information board. If publishers inquire about how to donate to the worldwide work using the jw.org website, please refer to the July 8, 2013, letter to all congregations in the United States, Puerto Rico, and the U.S. Virgin Islands.

Instructions for Accepting Debit and Credit Card Donations

Please provide a copy of these instructions and the “Accounting Instructions for Debit and Credit Card Donations” (S-27 addendum) to the congregation secretary and accounts servant.

SETTING UP THE WEBSITE ACCOUNT

Step 1: Set Up the Account with the Vendor

The website account will require two administrators, preferably the same elders that serve as administrators for your jw.org account. (If the administrators will use other brothers, who are not elders, for technical assistance, please follow the same general guidelines provided in paragraph 2 of the July 12, 2014 letter regarding the use of *jw.org*.)

Once the administrators are set up, the accounts servant can be granted *read-only* access to the account for gathering reports used in conjunction with reconciling the congregation’s monthly accounts. The account with the vendor needs to be created before any donations can be accepted.

Instructions are attached from the vendor. The vendor will manage the website. Therefore, questions regarding setup, usage, or issues with the website should be directed to the vendor.

Step 2: After the Account is Set Up with the Vendor

After the website account is set up, the administrators should meet with the body of elders and ministerial servants to explain how the website works. They can explain or demonstrate how to make a one-time or recurring donation and review the “Frequently Asked Questions” from the branch and the vendor.

Only after this occurs should the attached letter to selected congregations be read to the congregation. When the congregation letter is read, please inform the congregation of the name(s) of the brother(s) to approach for assistance in using this service.

Frequently Asked Questions

When making an electronic donation

Are there any fees?

Whenever a credit card is used, whether in a store or online, there are processing fees. When a publisher's donation is processed, a small fee is deducted from the donation before the donation is deposited into the congregation's bank account. The congregation does not pay any separate fees.

Is the identity of donors known?

The identity of individuals making donations will not be available. If a publisher asks to verify that their donation was deposited into the congregation's bank account, the publisher must provide the accounts servant with the last four digits of the credit/debit card used. The accounts servant can then check the website records to verify the donation was received.

How do I obtain a donation acknowledgment letter from the congregation?

If a donor has made a contribution of \$250 or more by credit or debit card, then they should present the e-mail confirmation of their donation to the accounts servant. The accounts servant can then create an acknowledgment letter using the amount on the receipt. Even though the congregation received a slightly smaller amount due to card processing fees, the amount contributed by the donor should be used on the acknowledgment letter.

If I have questions on how to use the website, should I call the branch?

No. Instead, please seek assistance from one of the elders or ministerial servants in your congregation. If assistance is still needed, you can read the "Help" documentation on khdonate.net or contact the vendor by e-mail, telephone, or online chat.

If I want to make credit card donations to the worldwide work, which website should I use?

The only website designated to receive donations to the worldwide work is *jw.org*.

If I want to make credit card donations to resolutions passed by the congregation, which website should I use?

The only website designated to receive donations to congregations that are used to care for local expenses and approved congregation resolutions is *khdonate.net*.

Accounting Instructions for Debit and Credit Card Donations

Addendum to *Instructions for Congregation Accounting (S-27)*

OVERVIEW

Donations made by a debit or credit card through a third party vendor website are deposited directly into the congregation's checking account. Instructions for recording this activity on the current congregation accounting forms are described below.

ACCOUNTS SHEET (S-26)

Electronic donations are deposited directly into the congregation's checking account.

1. **Checking Account:** Review the congregation's checking account for new electronic deposits.
2. **Accounts Sheet (S-26):**
 - a. Record each electronic deposit individually in the **Checking Account - In** column.
 - b. In the **Transaction Description** column, type or write *Contributions – Congregation (electronic)*.
 - c. In the **TC** column, type or write transaction code *CC*.
3. **Vendor's Website:** Verify that the transaction history provided on the vendor's website matches the deposits transferred into the congregation's checking account.

Sample bank statement:

CENTRAL CONGREGATION OF JEHOVAH'S WITNESSES		Account	1122334455	Page 1 of 3
		Statement Period	March 1 - March 31, 2016	
CHECKING ACTIVITY				
Regular Checking 1122334455		Beginning Balance		\$578.71
		Ending Balance		\$483.51
Date	Description	Amount Subtracted	Amount Added	Balance
3/4	ACH Electronic Credit		48.25	626.96
3/7	Deposit		429.70	1056.66
3/9	Check #205	6.20		1050.46

Sample S-26:

ACCOUNTS SHEET

Central	New York, NY	March	2016
Congregation or Circuit	City, and Province or State	Month	Year

DATE	TRANSACTION DESCRIPTION	TC	RECEIPTS		CHECKING ACCOUNT		OTHER:	
			IN	OUT	IN	OUT	IN	OUT
3	Contributions - Worldwide work	W	28	90				
3	Contributions - Congregation	C	50	00				
4	Contributions - Congregation (electronic)	CC			48	25		
6	Contributions - Worldwide work	W	266	20				
6	Contributions - Congregation	C	84	60				

Information similar to the following will be available from the vendor's website:

HISTORY			PENDING		BANK INFORMATION	
MONTH	DONATION QTY		TOTAL \$ DONATED			
March 2016	4		\$130.00			
DEPOSIT DATE	DONATION AMOUNT		DEPOSIT AMOUNT			
3-9-16	\$10.00		\$9.41			
3-7-16	\$70.00		\$67.37			
3-3-16	\$50.00		\$48.25			
DONATION DATE		AMOUNT	FEE	NET		
2/22/16 3:50 PM	Visa - ***4242	\$50.00	\$1.75	\$48.25		
Totals	\$130.00		\$125.03			

RECEIPT(S-24)

This form should not be used to record electronic donations.

MONTHLY CONGREGATION ACCOUNTS REPORT(S-30)

The use of the S-30 form remains unchanged. The total amount of donations received from contribution boxes and from debit and credit card donations is recorded as **Congregation Receipts**.

CONGREGATION ACCOUNTS AUDIT REPORT(S-25)

The use of the S-25 form remains unchanged. The transaction history from the vendor's website should be included in the information the accounts servant gathers for the auditor.

DONATION ACKNOWLEDGMENT LETTERS

If a donor wishes to receive an acknowledgment letter from the congregation when making a contribution of \$250 or more by debit or credit card, then they should present the e-mail confirmation of their donation to the accounts servant. The accounts servant can then create an acknowledgment letter using the amount on the receipt. (See January 6, 2007 letter to all bodies of elders in the United States.) Even though the congregation received a slightly smaller amount due to card processing fees, the amount contributed by the donor should be used on the acknowledgment letter.

CLOSING ACCOUNT

If the congregation is dissolved, please close the account with the vendor.

KH DONATE
Congregation Donations

Instructions for Administrators to Set Up the Congregation KH Donate Account

This information explains how to enable the congregation bank account to receive electronic donations. Two administrators are required to initially create and verify information required for the KH Donate account.

A small percentage of each donation is deducted to cover bank and card processing fees before being deposited into your congregation bank account. In addition, there is a temporary \$10 monthly fee to cover service and support costs. Your congregation will not be invoiced for this fee. It will be deducted in one dollar increments from the first ten donations that are greater than \$10 until the monthly fee is reached.

As the number of congregations participating in the program increases, there will be a reduction in the processing fees for donations.

Information needed:

- Congregation number assigned by the branch
- Congregation checking account number
- Congregation bank account routing number

Administrator 1:

1. Go to <https://khdonate.net/congregation/register> on a computer or mobile device.

- **Congregation Invitation Code:** Type the congregation ID number.
- **First Name/Last Name:** Type your name.
- **E-mail /Re-enter E-mail:** Type and verify your e-mail address.
- **Set Password or Phrase/Re-enter Password or Phrase:** At least eight characters required. A password or phrase can include spaces such as "go 2 school" or "go2school" (without the quotation marks).
- Click the **I'm not a robot** checkbox and follow the prompts.
- Click **CREATE ACCOUNT**.

2. The **Enter Congregation Bank Details** page displays. Type the following information:

- **Bank account number**
- **Bank routing number**
- Click **RECORD BANK DETAILS** (When the second administrator signs in, this button will change to **VERIFY BANK DETAILS**. He will then go to step 3 under **Administrator 2**.)

3. A green confirmation banner displays.

- Read the banner and click the **X** on the banner.
- Click your name and select *Sign Out* on the drop-down menu.

Notify the designated second administrator to sign in to KH Donate to complete the account set-up process.

Administrator 2:

1. Go to <https://khdonate.net/congregation/register> on a computer or mobile device.

2. Follow steps 1 and 2 for Administrator 1.

3. After completing steps 1 and 2 under **Administrator 1**, the **Almost done...** page displays.

- Enter your date of birth (MM/DD/YYYY).
- Type the last four digits of your social security number. Click **FINISH CREATING ACCOUNT**.

4. A green confirmation banner displays in the Administration area of the application. This is the page where you can add the *read-only* accounts servant or any *read-only* administrator*. The page also displays the donation **HISTORY**, **PENDING** tab, and **BANK INFORMATION** tab for your congregation.

***Note:** Before a *read-only* administrator can be added to this page, it is necessary for him to create a personal KH Donate account.

5. Click the down arrow next to your name and select *Sign-Out*, or you can create your own personal donation at this time by selecting *My Donations* from the same drop-down menu.

Your congregation bank account is now enabled to accept electronic donations through *KH Donate*.

QUESTIONS or SUPPORT: support@khdonate.net

TELEPHONE: (866) 411-2468 EVERY DAY 6:00 A.M. – 6:00 P.M. PACIFIC TIME

Frequently Asked Questions (FAQ)

What is the website address to make an electronic donation?

<https://khdonate.net>

How do I create an account?

Go to <https://khdonate.net> and enter the following information:

- First and last name
- E-mail address
- Congregation name
- Password/Passphrase

What is the difference between a password and a passphrase?

Passwords and passphrases serve the same purpose; passwords are generally short and may be hard to remember. Passphrases are generally more secure and easier to remember and type. Your password or passphrase must be at least eight characters in length. Here are some tips for creating a good passphrase:

- Use a memorable sentence or phrase that includes a combination of upper and lowercase letters, special characters, and punctuation (example: “the c0w jumped over the mooN!).
- Create a passphrase that includes things that do not go together (example: “monkey computer cereal bed”).

What is the difference between creating an account and making a donation without creating an account?

Creating an account enables the following options:

- One-time donation; available anytime through your account
- Automatic, monthly, recurring donations for the same day each month
- Ability to view your donation history regardless of the donation type

Making a donation *without* creating an account allows:

- One-time donation—available anytime
- No option to view donation history

Is there an advantage to creating an account if I am only making a one-time donation?

Creating an account allows you access to your account and the ability to view your donation history at any time.

How do I make a one-time donation without creating an account?

1. Go to <https://khdonate.net>.
2. Click **Make A Donation Without Creating An Account**. The **Donation Amount** page displays.
3. Begin typing the name of your **Congregation**. Select the name of your **Congregation** from the drop-down list that appears.
4. Click one of the donation amounts or type a different amount in the **Other Amount** line.
5. Click **DONATION DETAILS**. The **Please Enter Your Donation Details** page appears.
6. Type the **Card Holder Name, Billing Zip Code, Card Number, Expiration MM/YY, and Card CVC** code.
7. **Enter E-mail for a receipt copy** if you wish to receive a receipt at this address.
8. Click the **I'm not a robot** check box and follow the prompts.
9. Click **COMPLETE DONATION**. The **Your Donation is Complete** page displays with your one-time donation details. You may print this page for your records.
10. Click **Finish**.

Why do you need my e-mail address?

We use your e-mail address as your username. If you need to reset your password or passphrase, you will receive information via e-mail. We will never share or sell your e-mail address to another company.

What if I receive a “No congregation found” message?

Check to make sure you are spelling the congregation name correctly and try again. Contact your congregation secretary to make sure you are using the correct congregation name. Submit a request for support by sending an e-mail to: support@khdonate.net.

Will I receive a donation acknowledgment letter?

If you create an account, you will receive a donation acknowledgment e-mail. If you have an account, you can access your donation amounts from the Donation History page. You can print this page if you wish.

QUESTIONS or SUPPORT: support@khdonate.net

TELEPHONE: (866) 411-2468 EVERY DAY 6:00 A.M. – 6:00 P.M. PACIFIC TIME

Instructions for Donor Electronic Donations to the Local Congregation

There are two ways to make electronic donations to your congregation. One way is to create a personal KH Donate account. Using this account, you can make a one-time donation or you can set up a monthly recurring donation. The advantage of creating an account is that you can sign in at any time and view a list of your donations. A second way is to make a donation *without* creating a KH Donate account. However, *no donation history will be available for future viewing. Setting up recurring donations is not available unless an account is created.*

Create KH Donate Account

1. Go to <https://khdonate.net/>.
2. On the **Let's set up your personal account** page, type your **First Name** and **Last Name**.
3. Type your **E-mail Address** and reenter your e-mail address.
Note: If you set up the account for the congregation as an administrator, your account already exists. Select **Have an Account Already?** and type your **E-mail** address and **Password** or **Phrase** and click **SIGN IN**. The **What Kind of Donation?** page appears. Go to step 8 or 9.
4. Begin typing the name of your **Congregation**. Select the name of your **Congregation** from the drop-down list that appears. [Be careful to select the correct congregation name and location as many congregations have similar names.]
5. Type your **Password** or **Phrase**, and reenter your password or phrase. (Your password must be at least eight characters in length; it can contain spaces. Example: *Go to school* or *Gotoschool*).
6. Click the **I'm not a robot** check box and follow the prompts.
7. Click **CREATE ACCOUNT**. The **What Kind of Donation?** page appears.
 - a. Click **One Time** for a single donation or click **Monthly** to set up a recurring donation (go to step 9 for Monthly).
8. If **One Time** is selected:
 - a. Click one of the donation amounts or type a different amount on the **Other Amount** line.
 - b. Click **DONATION DETAILS**. The **Please Enter Your Donation Details** page appears.
 - c. The cardholder name defaults to your name; you can change the name if necessary. Type the **Billing Zip Code**, **Card Number**, **Expiration MM/YY**, and **Card CVC**.
 - d. Click **COMPLETE DONATION**. The **Thank You for Your Donation** page appears with your one-time donation details.
 - e. Click your name and select *My Donations*. Your **Donation History** page appears. This page displays all donations.
 - f. Click your name and select *Sign Out*.
9. If **Monthly** (recurring) is selected:
 - a. Click one of the donation amounts or type a different amount on the **Other Amount** line.
 - b. On the calendar, select the month and day you want your recurring monthly donation to begin.
 - c. Click **DONATION DETAILS**. The **Please Enter Your Donation Details** page appears.
 - d. The cardholder name defaults to your name; you can change the name if necessary. Type the **Billing Zip Code**, **Card Number**, **Expiration MM/YY**, and **CARD CVC**.
 - e. Click **COMPLETE DONATION**.
 - i. If your recurring donation begins on the current date, the **Thank You for Your Donation** page appears. Select *My Donations* next to your name, and your scheduled donation displays in the blue box under **Current Recurring Donations**.
 - ii. If the recurring donation begins on a future date, the **Donation History** page appears and your scheduled donation displays as described above.
 - f. Click your name and select *Sign Out*.
 - g. To cancel a recurring donation, sign in to KH Donate. The **Donation History** page appears. Click **Cancel Donation** in the blue box.

Donate Without Creating KH Donate Account

1. Go to <https://khdonate.net/>.
2. Click **MAKE A DONATION WITHOUT CREATING AN ACCOUNT**. The **Donation Amount** page appears.

3. Begin typing the name of your **Congregation**. Select the name of your **Congregation** from the drop-down list that appears.
4. Click one of the donation amounts or type a different amount on the **Other Amount** line.
5. Click **DONATION DETAILS**. The **Please Enter Your Donation Details** page appears.
6. Type the **Card Holder Name, Billing Zip Code, Card Number, Expiration MM/YY, and Card CVC**.
7. **Enter E-mail for a receipt** copy if you wish to receive a receipt at this address.
8. Click the **I'm not a robot** check box and follow the prompts.
9. Click **COMPLETE DONATION**. The **Your Donation is Complete** page displays with your one-time donation details. You may print this page for your records.
10. Click **Finish**.

Note: The minimum donation amount is \$1.00. Any amount less than \$1.00 will be rounded up.

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