

INSTRUCTIONS FOR WATCHTOWER ELECTRONIC FUNDS TRANSFER SYSTEM

GENERAL INSTRUCTIONS

1. *Watchtower Electronic Funds Transfer System (WEFTS)* is available 24 hours a day, 7 days a week.
2. When making the call, please have the *Record of Electronic Funds Transfer Form (T(d)-62)* filled out and this script with you for reference.
3. Verify sufficient funds are available for transfer, including time for deposited checks to clear.
4. You must use a touch-tone telephone. For security reasons do not use a cordless phone.
5. All amounts are entered in dollars and cents followed by the pound key (#). For example, to enter \$5.03, you would press "503#".
6. To enter a zero amount or bypass a prompt, simply press the pound key (#).
7. For faster entry, once you identify the prompt, you may enter the amount without listening to the complete message.
8. If you hang up before authorizing the funds transfer, it is simply cancelled. No transaction will occur.
9. To exit the system or complete the funds transfer, press the star key (*) after the standard prompts are played. *WEFTS* will indicate the point from which the (*) key may be used.
10. Always record the confirmation number given after you authorize any transfer. If it is necessary to contact the Society about a transfer, you will need this confirmation number.
11. In the event of a rejection of the funds transfer due to insufficient funds in your bank account, please refer to the *Revisions to S(d)-27 New Paragraph 27a* for further instructions.

WHAT DOES IT MEAN WHEN I HEAR . . .

- "The information you have entered is invalid."
An incorrect congregation number or an incorrect authorization code was entered; try entering the information again.
- "We are sorry you are experiencing difficulties. Please contact the Society's offices during regular working hours."
After three opportunities to enter the correct congregation number and authorization code, you will hear this message if you still have not entered a valid combination. If you feel that you have been entering the correct information, you will need to contact the Society's offices so we can determine why you are not able to use the Watchtower Electronic Funds Transfer System.
- "No transfer will be made."
You did not enter any donation or payment amounts to be transferred.
- "Thank you for calling the Watchtower Electronic Funds Transfer System. We regret that the system is not available. Please try again at a later time."
WEFTS is not available due to a temporary problem. Try calling a few hours later.
- A busy signal.
Try calling again. If you continue to hear a busy signal, try calling a few hours later.

SAMPLE WEFTS SESSION

"Hello and welcome to the Watchtower Electronic Funds Transfer System."
 "Please enter your congregation number followed by the pound key (#)."
 ◻ 123456#

"The congregation number you entered is one, two, three, four, five, six."
 "If this number is correct, press 1. To reenter the congregation number, press 2."
 ◻ 1

"Please enter your four digit authorization code." (Pound key (#) not required.)
 ◻ 1234

"To donate to the Society's Worldwide Work, please enter the amount in dollars and cents followed by the pound key (#)."

"For example, to enter five dollars and three cents press five, zero, three, pound key (#)."
 ◻ 503#

"You have entered five dollars and three cents to be donated to the Society's Worldwide Work. If this amount is correct, press 1. To reenter this amount, press 2."
 ◻ 1

"To exit or complete your funds transfer, press the star key (*)."
 "To enter other donations or payments, press 1."
 ◻ 1

"Please make a selection from the following items:"
 "To revise the donation to the Society's Worldwide Work, press 1."
 "To donate to the Society Kingdom Hall Fund, press 2."
 "To donate to the 1998 Convention Fund, press 3."
(You will only hear the following menu prompt if a balance is due on your congregation account.)
 "To enter a payment on your Congregation Account, press 4."
(You will only hear the following menu prompt if your congregation is holding a Kingdom Hall loan with the Society.)
 "To enter a payment for your property loan, press 5."
 "To donate to the Kingdom Hall Assistance Arrangement, press 6."
 "To donate to Traveling Overseer's Automobile & Insurance Fund, press 7."
 "To donate to the Relief Fund, press 8."
 "To exit or complete your funds transfer, press the star key (*)."
 "To repeat these selections, press 0."
 "To revise any donation or payment amount you may re-select the appropriate item."

◻ *
 "Your total contribution is five dollars and three cents."
 "To authorize this amount to be immediately transferred from your congregation bank account, press 1. To cancel your funds transfer, press 2. To reenter any amounts, press 9."
 ◻ 1
 "Please make a notation of the following confirmation number: 1..2..3..4..5..6."
 "To repeat the confirmation number, press any key."
 "Thank you for calling, good-bye."

1. You will be greeted and prompted for your congregation number and authorization code.

The authorization code will not be played back.

2. Next, you will hear a series of prompts for donations and payments. Each will follow the same format.

3. On the first prompt only, you will be given an example.

4. After completing standard prompts for donations and payments, you will be given the opportunity to enter other contributions.

5. Now you will hear the main menu. At times, the Society may establish special donation funds and add them to the menu. The order and number of the menu items will be subject to change.

If you have already entered an amount for a fund, the menu prompt will say "To revise the donation" instead of "To donate."

6. To complete your funds transfer, press the star key (*).