

Christian Congregation of Jehovah's Witnesses



2821 Route 22, Patterson, NY 12563-2237 Phone: (845) 306-1100

March 10, 2011

TO ALL BODIES OF ELDERS

Re: Effectively requesting literature items

Dear Brothers:

As the end draws near, much literature is being provided to equip us spiritually and to help care for our preaching commission. To benefit from this provision, it is important that congregations request and receive literature items when needed. However, the semi-annual inventory indicates that some congregations are requesting an excess of literature. At times, this results in hundreds of literature items sitting on congregation shelves for many months or even years. The following information will be helpful in determining how and when to submit literature requests so that literature is available to publishers without overstocking the congregation.

Literature offers: Literature items are more likely to go out of stock temporarily when many congregations submit their request only a few weeks before the offer begins. On the other hand, when congregations submit requests well in advance, the branch office is better able to meet the production and distribution needs of all congregations.

Therefore, the first time that the literature offer for a month appears in *Our Kingdom Ministry*, which is generally about four months in advance, the language coordinator and the service overseer of the language-coordinating congregation should meet to verify the needs of the congregation. They should review the *Monthly Movement of Literature* (S-28) form to determine the amount of literature that moved during previous months when the same item was offered. The language coordinator can contact other congregations of the same language in the Kingdom Hall Literature Group asking for their comments before submitting the request to the branch office. Then, as soon as possible, the language coordinator should submit the request for the item.

Request limits: During much of the year, the jw.org Web site will automatically reduce literature requests so that a congregation does not overstock an item. These limits are based on the number of publishers in the literature group and the type of literature item being requested. If the site reduces your request, the new quantity will appear immediately after your entry. However, as soon as an item appears in *Our Kingdom Ministry* as the offer for a month, the quantity that a congregation can request on the site is raised to allow for larger requests to care for the congregation's needs. 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 literature item should be remaining until the next time the item is the literature offer.

What should a congregation do if the requested quantity of a literature-offer item is automatically reduced and you feel that the number on hand is not sufficient to meet your needs? The literature servant should consult with the service overseer regarding the reduced quantity and consider the following questions: If you were to request more, would it result in a surplus at the end of the month? If additional copies are necessary, how many copies should be requested to meet the needs of the congregation for that specific month? If after consideration of these factors,

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it is determined that additional copies of the item are needed and the first shipment has been received, an additional request may be submitted using the site.

Requests received from the site are filled and shipped to the congregations once a month. If a request is submitted on the site after the offer begins, the literature will most likely be received in the congregation after the offer is over. As a result, these items may sit on congregation shelves for months or years. Therefore, if additional quantities of an item are needed after the offer starts, please submit your request via e-mail (shippingcorrespondence@jw.org) with "Rush" in the subject line or via telephone (845-744-6000) rather than via the site. A rush shipment can be sent so that the congregation will have the literature during the month of the offer. If the rush shipment is requested toward the end of the month, a small quantity will be sent so as not to overstock the congregation after the offer has ended.

Annual items: In August of each year, congregations should invite the publishers to place their requests for bound volumes, calendars, *Examining the Scriptures*, *Watchtower Library*, and *Yearbooks*. The literature servant **should not guess or estimate** how many copies are needed based solely on the number of publishers, since this often results in an overstock in the congregation. Rather, annual items should be requested **based on a specific request by a publisher**. To avoid rush shipments, requests should be submitted no later than November 1. On December 1, the quantity of *Examining the Scriptures* and calendars that a congregation can request will be lowered to the standard limit allowed for extra requests (five per congregation), and on February 1, requests for *Watchtower Library* and *Yearbooks* will be reduced in the same way.

As a reminder, **each congregation** should request annual items using the site just as they would all other special-request items. They should not be requested through the language-coordinating congregation or any other congregation in the literature group.

We hope these guidelines will be helpful as congregations endeavor to obtain needed literature supplies. Additional information may be found in chapters 2 and 3 of *Literature and Magazine Request Guidelines* (S-56).

Please accept an expression of our warm Christian love and greetings.

Your brothers,
*Christian Congregation
of Jehovah's Witnesses*

cc: Traveling overseers

PS to circuit overseers:

Please review this letter with the Congregation Service Committee and all those involved with caring for literature and magazines during your meeting with them.