

Christian Congregation of Jehovah's Witnesses



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November 29, 2013

TO ALL BODIES OF ELDERS

Re: Reminders on the use of jw.org inbox

Dear Brothers:

Many of you have expressed appreciation for the enhanced jw.org inbox feature that enables congregations to send correspondence and forms securely to the branch office. Many congregations are already benefitting from this quick and secure means of communicating with the branch office. (Isa. 60:17) To help us to serve you better kindly take note of points below whenever you are sending correspondence and forms to the branch office.

Please do not choose the wrong recipient address. The "To" field displays three branch recipient addresses: Bethel Office, Hospital Information Desk, and Service Department. Many mistakenly choose Bethel Office when the correspondence or form is actually meant for the Service Department. Kindly note that Bethel Office is a department in the branch that cares for the needs of the Bethel family as well as the internal operations of the branch. This is why the September 1, 2013, letter states: "To send new correspondence related to Bethel service and enquiries about Bethel tours please choose 'Bethel Office' in the 'To' field." Apart from the above matters, please do not send any other correspondence or forms to Bethel Office. In most cases your correspondence should be sent to the *Service Department*. **Choosing the wrong recipient may result in the loss of your correspondence.**

How should correspondence and forms be sent to the branch? The September 1, 2013, letter stated: "The *original electronic document* should be sent as an attachment." Rather than type your letter directly into the message box please send your correspondence as an attachment. This is a common mistake we have observed. It is only for **routine matters**, such as an inquiry on the status of a literature request, that you may type text directly into the body of the message rather than attaching a separate document. In most cases, your letters and forms should be sent as an attachment to the Service Department. Of course, when you send an attachment you will need to write a brief note in the message box.

We have observed that some congregation secretaries send correspondence to the Service Department and write their names at the bottom of the letter on behalf of the body of elders. Kindly note that the September 1, 2013, letter says: "There is no need to sign correspondence or forms sent using the inbox, but the names of the brothers who read and approved sending the correspondence should be clearly legible at the bottom of the letter or on the form." Usually, the names of the members of the Congregation Service Committee should be written at the bottom of the letter if they read and approved the correspondence. It should not be only the secretary's name. (ks10 2:21) We encourage the two elders who manage the congregation's domain inbox to ensure that the guidelines in the September 1, 2013, letter are being followed closely so as to avoid these mistakes.

As a beneficial reminder, beginning March 1, 2014, congregations with accounts on jw.org will no longer receive printed letters from the branch office unless they inform us that they would like to receive printed letters. **Also, each elder who has an account and all domain administrators should visit the Web site at least once a week, if possible, for new letters.**

We commend you dear brothers for the hard work you are doing in shepherding the flock of God in your care. Be assured of our prayers in your behalf and accept our warm Christian love.

Your brothers,

11/29/2013

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