



WATCH TOWER

BIBLE AND TRACT SOCIETY OF BRITAIN

THE RIDGEWAY LONDON NW7 1RN

TELEPHONE 020 8906 2211

FB March 19, 2010

TO ALL BODIES OF ELDERS IN BRITAIN

Re: Literature and magazine enquiries by electronic mail

Dear Brothers:

We are pleased to share with you updated information regarding correspondence with the branch office relating to magazine and literature enquiries. We are maintaining the direct telephone lines for Literature Enquiries (020 8371 3393) and for Magazine Enquiries (020 8371 3398). In addition, we are introducing the provision of electronic mail, with the following email address: maglitqueries@uk.jw.org.

If you choose to use this new email provision to contact the branch, please provide the following information:

- Congregation Name and Number
- Subject: Specify whether it is a “magazine” or a “literature” query
- Details: Please include pertinent information regarding the request or shipment in question, such as:
 - A. Request date, request number, packing list number, publication title, magazine issue date, language, etc.
 - B. Sufficient details that will enable the branch to handle the request in a prompt manner without having to make additional enquiries to resolve the problem. Be specific.
- Authorization: Please include a statement confirming that the request/query has been approved by the service committee.

We will contact you if additional information is required, or to inform you of the response to your enquiry. Otherwise, you may check the jw.org website to see what action has been taken to resolve the discrepancy or to process your request. Please see procedure below.

As noted above, this email address should only be used in connection with literature, magazine and *Our Kingdom Ministry* requests and shipments. For all other enquiries, please write to the usual postal address or dial the usual switchboard number (020 8906 2211).

Please accept an expression of our warm Christian love and best wishes.

Your brothers,

Watch Tower B. & J. Society
OF BRITAIN

PS: Please distribute this information to the language coordinator and the literature and magazine servants. Thereafter, this letter should be retained in the congregation’s file with other letters related to Literature/Magazines.

Procedure to follow in case you would like to know what action has been taken to resolve the discrepancy or to process your request.

Log on to jw.org website
 Select the *Congregation* tab, then

For Literature Queries:

Under the *Request Literature* subheading (on the left-hand side of the screen).

1. Select the option *View History*.
2. After selecting *Show Only Open Items* and entering the item name or code into the *Search For* field, click *Search* and any recent requests will be displayed.
3. Alternatively, select the category of item (at the right of the *Search for* field) you are interested in, e.g. Forms and Supplies-Handbills/Invitations, then click *Search*

Literature Request History

[View History by Request Number](#)

Enter Item Information

Language:

Requested By: Show Only Open Items

Search for: In

For Periodical Queries (magazines and *Our Kingdom Ministry*):

Under the *Request Periodicals* subheading (on the left-hand side of the screen):

1. Select the option *Request History*.
2. Here you can see what special requests or adjustments to standing requests have been entered.

Periodical Request History						
Special Requests						
Periodical	Format	Issue Date	Quantity	Adjusted On	Entered By	Status
English						
Awake!	Regular	2010-04	100	2010-01-25	Branch	Completed
Watchtower (Public)	Regular	2010-04-01	100	2010-01-25	Branch	Completed
Romanian						
Watchtower (Public)	Regular	2009-11-01	1	2009-09-28	Branch	Completed
Standing Requests						
Periodical	Format	Previous Quantity	Current Quantity	Adjusted On	Entered By	
English						
Awake!	CD	1	2	2009-09-25	Branch	
Watchtower (Public)	CD	2	1	2009-07-15	Branch	
Watchtower (Study)	CD					
Watchtower (Study)	Large Print Part 1	3	2	2009-05-28	Branch	
Watchtower (Study)	Large Print Part 2					
Awake!	Regular	310	370	2009-05-28	Branch	
Watchtower (Public)	Regular	370	350	2009-07-21	Branch	
Watchtower (Study)	Regular	290	110	2009-05-28	Branch	
Our Kingdom Ministry	Regular - Britain	96	104	2009-05-28	Branch	