

HUBBARD COMMUNICATIONS OFFICE  
Saint Hill Manor, East Grinstead, Sussex

Remimeo

HCO POLICY LETTER OF FEBRUARY 28, 1965

DELIVER

Now that we can deliver, the first thought of every staff member in every org from Saint Hill through the main orgs down to the smallest Franchise Office should be to deliver Scientology training and processing to every person responding to their promotion. Books and all other items should be delivered effectively and rapidly to buyers. Certificates should be delivered to all who earn them. Classification should be delivered quickly to those who can pass.

The action of Promotion is to offer as many as can be reached something each of those reached will want and buy.

After Promotion obtains response, one must deliver. That means good case gains to preclears and students, good reality and useful knowledge and skill to every student.

Delivery, if not done swiftly and cheerfully and effectively, balls up the lines, retards growth and keeps everyone marking time.

The first job of the books personnel is to deliver books ordered. There is no other action to take. Just deliver. Keep the invoice line simple by simply invoicing everything ordered and note whether paid or not. In shipping books or such items not paid for, request the sum owing while holding the first invoice and when it comes let invoicing make a new invoice showing payment and let shipping relate it to the old. Refund overpayments regardless of what the customer said unless it's a donation. Keep book shipping simple. Deliver books. Be sure books are on hand and deliver them. That's all one does in Books.

When someone buys training, sign the person up and deliver the training and a good case gain too.

When someone buys processing, give them the processing called for at the pc's level whether you advertise you will or not and deliver a case gain and a completed level.

Deliver. When promotion has promoted a response, don't get chatty with the response. Just tell the person what it is, how much it costs, how easy it is and when he should get it; or to come in and get it, and deliver.

Promote, organize and deliver.

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We can now deliver technically.

You don't have to "make Scientology work." You don't have "to alter it so it will work." You don't have to dream it up. All you've got to do is be skilled in doing exactly what's taught and you'll deliver handsomely. You can deliver it, so deliver it.

On a pc who has never been processed, do Level 0. Give him or her an HCO Board of Review certificate as a pc for that level when it is complete when a pc has Level 0 Grade certificate, do I. Etc. Foot them up as fast as you can. Do only what the Levels are. Issue a certificate when they're all flat on the T.A. for that grade.

On people who have been scattered through one or another of the levels, finish up anything missed in the lowest level, then the next level, then the next etc. When a pc has completed IV finally, be sure your staff can do VI on him.

To get an org or individual to deliver effectively, remove the distractions from the delivery channel, remove the barriers to delivery, detect and get rid of the non compliance to orders to deliver. And deliver pure Scientology effectively.

Get a move on. Learn what's to be delivered and deliver it.

Same with a course. Deliver it and certify you have. That's all.

You're selling wins. Deliver them.

The whole human race is about to start going up. They'll move to the degree you deliver and no faster. So let's get the show on the road.

Nobody now has to do anything arduous. Just find people, make them want and pay for delivery and then deliver.

That's all.

Let's go.

L. RON HUBBARD

LRH:jw:ja:amc

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