

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

Revised

HCO POLICY LETTER OF SEPT 15, 65

ONLY ACCOUNTS TALKS MONEY

(HCO Policy Letter of March 15, 1965 Revised)

Scientology organizations are service organizations. Now, it goes without saying, that service costs money. So please don't equate service with the idea that it is all give away. People expect to pay for good service, and they do pay for good service, unless you barrier the line, or by some foolish handling, convince them otherwise.

It is the job of the Distribution Division to find people to communicate to, and the job of the Letter Registrar to communicate to these on an individual basis and to promote to them the service that best suits their needs and goals, and the job of the Advanced Scheduling Reg to see that they are scheduled for that service and to help them get to the org for it, and the job of the Body Reg is to see to it that when they get to the org, that they are signed up and routed to that service, and when they have had it, to see that they did, and to bridge them to further service. The whole operation here is to CHANNEL PEOPLE TO THE PROPER SERVICE, AND WHEN THEY HAVE RECEIVED THAT SERVICE, TO CHANNEL THEM TO FURTHER SERVICE. Now, the above org personnel, knowing about the Road to Truth and hence knowing an infinity more about the person usually, than he or she knows about himself or herself, must take responsibility for this and channel them and keep them on the Road until the person cognizes and reaches for the rest of the Road himself. Even then, they must now and then, be kept from falling into pitholes, side paths, etc, that the confusions and ransomities and distractions of life present.

But none of this has anything to do with money, except that such services are expected to be paid for. Money is an Accounting function. When money is a concern of a Registrar, and "how is he going to pay for this" and "we have got to keep our units up", and "Gads, I have got to write up a note form now", and "That's going to cost him too much", when any Registrar's concern is all about money, money, MONEY, MONEY, MONEY - - he or she gets all inverted into what are we going to get out of it, instead of what the person is going to get out of it. In all his years of auditing, which exceed anything any of the rest of us have even dreamed about, Ron has never talked to the guy who wanted some auditing or whatever about money. Yes, it was understood it was going to cost something and what it would cost, but that was the end of it. Ron's concern was for the guy and getting him better, and he was not even remotely worried about the money, and the money rolled in because he got the guy better. Sometimes he was paid in eggs and cheese, but the guy was wanting to pay because he got service. Ron never had a problem about money, and he never talked about money. The registrars' concern about money barriers the line for someone coming in, and that's an overt any Scientologist recognizes, - to barrier the line of someone coming into Scientology. When a Registrar answers up to someone's desire for service with a confused mess concerning money, that confusion is a barrier. And if a Registrar's concern is on money instead of service then her communications are going to communicate a confusion, and barrier the line. It amounts to an alter-is, so REGISTRARS ARE FORBIDDEN TO TALK, WRITE OR THINK ANYTHING ABOUT MONEY.

Well, how about money, then? How does this get handled?

Simple. MONEY IS AN ACCOUNTING FUNCTION. It IS the proper concern of Accounts.(Div 3 - Dept of Income).

With Accounts, money is simply collected. Accounts collects from the person the amount of the price of the service desired. That is all there is to it. It collects the amount, invoices it and routes a copy of the invoice through the org lines to the Division that the service is to be delivered in, so that they may know it is all right to go ahead and deliver the service.

The Invoicing-Cashier in Department 7, Division 3 is at post preferably in a wicket. This is exactly like a theatre ticket front, complete with the glass window with the hole (small and awkward) in it to talk through and the hole at the bottom to slide money through. Any accounts office door, if up front in the org, can be fixed with a half door to look like this. It would not at all be out of place for the cashier to wear a green eyeshade, and have a very detached attitude about anything except money or money matters. Very businesslike. Posted on the outside of the

wicket or immediately in the area on display signs is the prices for books, materials and services offered by the org. If the cashier is asked for data, he points to the proper sign.

A person coming into the org first comes into Reception. If the person wants a service he or she is routed to the Body Registrar. The Body Reg talks about and signs the person up for service. If the person has a question about the cost, the Body Reg says "You will need to talk to Accounts about that" and routes them to the Invoicing Cashier, who shows them the prices on the display signs. When the Body Reg has signed the person up for the service on proper contract and release forms, the person is routed to the Invoicing Cashier for paying. When paid the white copy of the invoice goes to the person, and the pink copy is routed immediately to the Division the service is to be performed in - generally Tech (pink gets routed to Dept 10 - Tech Services) - or Qual (pink gets routed to the Invoicing Officer of Dept of Review).

The Invoicing Cashier (Dept 7) always expects for the service to be paid for i.e. expects cash, not credit. The subject of credit must not be brought up by the Invoicing Cashier. For example, the question would be "Are you going to pay this by cash or check?" - - NEVER "Is this going to be cash or credit?". If the person is going to ask for credit, then it must be his origination. In the event it is asked for, then it must have the Org Sec's OK, who before giving it, must check the person's past credit record with the org. People who have a bad payment record on their org bills must not be extended further credit. When credit is extended, a proper note must be signed at 12% interest if not paid in 90 days and they must sign the debiting invoice.

When the service is completed with the person, the last person he sees on the org lines is the Body Registrar, who channels the person to further service.

The Reception area, Invoicing Cashier, and Book Store should be located close to one another. If someone comes in wanting a book, he or she is routed to the Book Store in which books are on display, but separated as to if they are for Beginners or Advanced Scientologists. The books for Beginners and to the public books should be prominently marked by Display signs. When the book or books are selected, the person pays the Invoicing Cashier and receive their invoice (white). The book must be paid for before it is handed over to him or her. The pink invoice is marked 'Book Store - Delivered' and routed at the end of the day to the Shipping Department for entry on the Book Dept Income Sheet and then to the 'Shipped' records.

The Book Store should be close to the Reception area but remember that to have Reception selling books is crossing Divisions. Reception only routes. However, in the immediate Reception area should be Display posters on books, Free Introductory Lecture, IS course, graphs, and other promotional material - - all prominently displayed. If someone comes in asking "What is Scientology", the Receptionist routes him to the Free Introductory Lecture by giving him an Invitation, and routes him to the Book Store for a book that covers Beginning Scientology. The Receptionist is forbidden to try to explain Scientology or processing. If someone comes in not knowing what they want, but that they want to talk to someone about Scientology, the Receptionist routes them to the Body Reg to channel them into a Service.

The Letter Registrar may not talk money. However, he or she may enclose rate cards for org services and book price lists.

So please each Division do its own work. Registrars - channeling to service; Reception - routes; and only Accounts talks money.

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