

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

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Remimeo

HCO POLICY LETTER OF 4 JANUARY 1966
Issue III

SCIENTOLOGY ORGANIZATIONS COMMUNICATIONS

SYSTEM: DISPATCHES

(Revises HCO Policy Letters of 8 April
1958 and 13 December 1962)

An intra-organizational dispatch is a simple thing. You can keep a copy if you wish, but only one copy (the original) goes and comes back.

When writing a dispatch, address it to the POST - NOT the person. (If a person changes post, or leaves, if you address the dispatch to the post, it will be received by the new occupant of the post, but if you address it to the person, then if the person leaves it may not be received and handled.)

Set up a dispatch as follows: (for information or advice)

Example:

Mimeograph Officer
Supply Officer

(date) _____

Dear _____,
Your order of.....(message).

(complimentary close)

Signature _____

or for a request or an order:

Mail Clerk
via Dir Comm

(date) _____

HCO Area Sec

Dear _____,
Please see that.....(order or request).

(complimentary close),

Signature _____

This form is used so that when it is ready to be returned, an arrow can be drawn pointing to the post to which it is to be returned, eliminating the need to write it. If the message is one that should go in your hat, either put it in your hat and acknowledge sender, or write it up for your hat, returning the original to sender. If the dispatch comes to you from a junior always insist the junior has attested "it is okay". If you in turn wish to send it on, you too must attest "it is okay" and send it on. If it is not OK return the dispatch to the originator stating briefly why it is not OK.

The receiver handles the dispatch and retains the dispatch until such time as it has been completely handled. If it is a matter which involves days or weeks, you can dispatch the sender stating that such and such is being attended to and expect it to be complete within a certain time - but retain the original dispatch until job is done, then return it to sender marked "DONE". Do not return the original with "it's being attended to". Originals only return with "DONE" or "Can't be done". Otherwise the communication stays incomplete.

When replying to a dispatch, put down the date of the message. Dispatches are handwritten. Executives, other than Exec Secs, should not have their dispatches typed by a secretary except where the dispatch contains large volume.

COLOUR FLASH SYSTEM FOR DISPATCHES AND LETTERS

The colour flashes for paper for divisions are as follows:

- HCO Division 1 - Gold
- HCO Division 2 - Light Pink or violet
- Division 3 - Deep Pink
- Division 4 - Green

Division 5 - Grey
Division 6 - Canary or Buff
Division 7 - Blue or White

White paper is also used for letters to the field, business houses, Board minutes, and for manuscripts and research notes.

Copies of letters written are on the colour flash of the division writing the letter.

WRITTEN REQUESTS

If you have a request, put it in writing. Do not go to the person and expect him to carry your request around in his head. Personnel are not supposed to present their body, nor their body with a dispatch to other personnel except for actual conferences which are kept to a minimum. Few things need conferences. Dispatches take care of 99% of organizational business.

COMM CENTRE BASKETS

The Comm Centre contains a basket for each staff member. Each basket is tagged with the person's name and underneath the name is their post or posts. Each person is responsible for delivering his own dispatches to the proper baskets and for picking up daily his own dispatches. Do not fail to pick up your dispatches at least twice a day (once in the morning and once in the afternoon - make your own schedule). But do not let dispatches pile up in your basket.

In larger orgs a Comm Centre and separate Divisional Comm Centres may be instituted. The Comm Centre would consist of one basket for each division plus a basket for L. Ron Hubbard and an outer org OUT basket. Each divisional comm centre is placed in the divisional, working area with a basket for each staff member in that division plus a divisional in-basket and a divisional out-basket. An HCO dispatch courier would be responsible for delivering dispatches into the divisional in-baskets and from the Divisional out-baskets into the comm centre baskets. The sec sec is responsible for the distribution of despatches from the divisional in-basket to staff members' baskets.

ORGANIZATION BOARD

Keep abreast of all post changes. As the Org Board is changed, the Comm centre baskets are changed. Always know who is occupying what post so that when you deliver a despatch you will always know whose basket it goes in. If you are not sure, check the Org Board.

RESPONDING TO COMMUNICATIONS

Handle your dispatches daily. Do not let them stack up on you. When someone sends you a dispatch let them hear from you. Do not get the reputation of 'I hesitate to send so and so a despatch because I don't know when I'll hear from it, or if I'll ever hear from it'. DO NOT LET YOUR DISPATCHES DEAD-END. When you let your dispatches (or letters) stack up on your desk, you are in actuality chopping the comm lines of the organization and in so doing chopping your own pay check.

ANSWERING LETTERS

Secretaries who type letters should always take care to staple the carbon copy on top of the incoming letter - do not use a paper clip. In answering letters, answer their questions. Give them the information they are seeking. Use the gradient scale method. DO NOT FAIL TO ANSWER THEIR QUESTIONS. If you don't know the answers, find out.

ORIGINATED DISPATCHES

The purpose of the secretarial unit is to type answers to letters. Most all intra-organisational dispatches can be handwritten: this saves time in putting them on tape (when you could be writing them yourself) and saves the transcriber's time for replying to the letters. Stay in communication with other staff members and with our correspondents. If you don't handle your dispatches properly, don't reply to the sender, as I said before, you are cutting your own pay cheque.

L. RON HUBBARD