

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 17 FEBRUARY 1972
ISSUE II

Remimeo
AO SH AOSHs Only
C/O Hats
Div 6 Hats
Div 2 Hats
Public Reg Hat
Body Reg Hat

HIGHER ORGS

PUBLIC REG SET UP

HCO P/L 26 Nov 71 "Div 6 Public Reg Reinstates" was written for Lower Orgs.

At Higher Org level Division 6 does and must have a Public Reg but the functions of this Public Reg are slightly different to those of a Lower Org.

At Lower Org Level Who-Regs-Who is done by separation of PUBLICS. However at Higher Org Level Who-Regs-Who is done by separation of FUNCTION.

THE SITUATION

For Lower Orgs we had to separate out two major types of Registration.

- (1) One major type is external - the raw public.
(VOLUME REGISTRATION)
- (2) The other major type is internal - persons already in C/F. (ROUTINE REGISTRATION)

These two types of Registration were so widely different and each demanded such full attention that they just could NOT be mixed and collapsed under one Department (Dept 6) without one or the other inevitably suffering neglect.

Department 6 had to make a constant choice - do we now handle these constant floods of public and forget C/F or do we now handle C/F and forget raw public volume? It just didn't work.

To solve this a Public Reg was put in Div 6 to handle volume raw public and the Reg in Div 2 freed up to handle internal business - persons already in C/F.

At a Higher Org Level you still have two different major types of Registration.

- (1) VOLUME REGISTRATION - at events and tours.
- (2) ROUTINE REGISTRATION - Div 2 standard Registration actions on individuals already in C/F.

When these two types of Registration are collapsed and mixed up under one Department (Dept 6) one or the other also inevitably suffers neglect. Do we go on Tours and Reg at events and neglect or backlog our everyday standard routine

Reging of C/F or do we attend to routine Div 2 matters -
Reging C/F every day and neglect event and Tour Reging?

The point is -- there is a COMMON DENOMINATOR to ALL
ORGS -- Higher and Lower Orgs alike -- one cannot mix these
two types of Registration:-

- (1) VOLUME
- (2) ROUTINE

THE SETUP

At Lower Org level volume just happens to be raw public
in Div 6, and routine happens to be handling individuals
already in C/F, Div 2. The publics split up well by TYPE -
raw public vs individuals in C/F.

At Higher Org level volume happens to be at events and
on tours and routine happens to be everyday Div 2 standard
registration actions on C/F. The type of publics handled
in both cases - volume and routine - are Scientologists and
in many cases Higher Org C/F Scientologists also come under
volume registration when they attend events and tours. So
the publics do not split up by TYPE, they split up by FUNCTION.
Is this person attending an event or tour or is the person
coming in on routine everyday lines?

The setup is:-

- (1) Div 6 Public Reg in Dept 17 handles event and
tour attendees.
- (2) Div 2 Regs in Dept 6 handle everyday standard
registration actions on C/F - not registration
at events and tours.

If he is an event or tour attendee Div 6 Public Reg
handles and if he's not an attendee but a routine C/F
Scientologist then Div 2 Regs handle.

The person is only under the Public Reg for the duration
of an event or tour action. That same person if he is also
in C/F belongs under the Div 2 Regs at all other times.

THE PUBLIC REG HANDLES TOUR AND EVENT ATTENDEES FOR
THE DURATION THEY ATTEND.

ROLE OF A PUBLIC REG

The post of Public Reg in a Higher Org is a very
responsible position. There are also some special skills
involved.

At an event or tour she signs up people for her Org's
services. If she is the Public Reg of an AO she signs up
for AO services and if she is the Public Reg of an SH she
signs up for SH services. If she is the Public Reg of an
AOSH she signs up for AO and SH services.

ALL STANDARD REGISTRATION POLICY APPLIES.

After the event or tour the Public Reg turns over all the money and account invoices to Division 3 Dept 7 cashier. The Reg interview slips and C/F copies of invoices with any other records on signups made are turned over to the Advance Scheduling Registrar for follow up. The ASR needs these records so that she can COMPLETE the cycle the Public Reg started and actually bring the people into the Org enrolled onto the service. Out admin on the part of the Public Reg would therefore be a crime.

A Public Reg must know how to invoice and take money and all the lines involved as covered in existing policy.

The Public Reg must be a crackerjack at handling all kinds of reality levels, SC and helpful guidance. She has to know the services of her Org inside out - the prices and discounts, the prerequisites, what the services do, how long they take, the latest successes from these services -- in other words everything about the services of her Org. A Public Reg should be drilled and drilled on this until she can handle any question or origination instantly with positive confidence. Besides signing up people for services the Public Reg should get as many people as she can to join the IWGCC (if she is an AO Public Reg).

On a Tour she must be an expert at genning in the Org or Franchise registrars and body routers for maximum sales. She must be up to date on the latest surveys of the area to be able to push the right buttons and be effective. PR tech and Registration tech are the major areas of her post.

She does not keep special "files". The records she keeps are turned over to Div 2 and Div 3 as mentioned above.

STATISTIC

The statistic of a Public Reg is as follows:

- Dual A. NO. OF SIGNUPS FOR SERVICES AT EVENTS OR TOURS
- B. AMOUNT OF INCOME COLLECTED AT EVENTS OR TOURS

The stat is weekly. The signups and income collected must be for the HIGHER ORG that the Public Reg works for.

SPECIAL TITLE

The Public Reg of an AO is called the

CLEAR REGISTRAR.

WARNING

While a Public Reg must sell and Reg for the services of her Org, this is not done without judgement.

In the past at events and tours persons were signed up for and made to pay for Higher Org services when they were not nearly ready to do so. These people were in need of Lower Org services and their money was taken away to the Higher Org for which services they were not eligible. Consequently Higher Orgs are still getting requests for repayments of such monies so that these people may buy the Lower Org services they need.

Hardsell all you can but don't cut your Org's throat in repayments later.

NOTE

SH UK Fdn Public Reg applies HCO P/L 26 Nov 71 "Div 6 Public Reg Reinstated".

ASHO Fdn Public Reg applies this policy letter.

See HCO P/L 21 Oct 70 "Saint Hill Foundations".

SUMMARY

This is the setup. Apply it. And when all else fails, look for where this policy was not applied. Then Method 2 and apply it.

The appointment of such Public Regs in Higher Orgs is of immediate priority.

CS-6

for

L. RON HUBBARD
FOUNDER