

BOARD POLICY LETTER
4 APRIL 1972R
REVISED & REISSUED 20 JULY 1975 AS BPL
(Revision in Script)

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Reg Hats

CANCELS
HCO POLICY LETTER OF 4 APRIL 1972
ISSUE II
"How a Registrar Prevents Refunds
of Advance Payments"

HOW A REGISTRAR PREVENTS REFUNDS
OF PRE-PAYMENTS

Note: These facts apply to Dept 6 Registrars and
Division 6 Public Registrars both.

FACT - WHEN A REGISTRAR TAKES ONLY THE MONEY AND DOES
NOT SIGN-UP PERSONS ON THEIR SERVICE CONTRACTS UNTIL THEY
ACTUALLY COME INTO THE ORG FOR SERVICE, HE WILL LOSE THE
ORG MONEY.

FACT - DROPPED OUT SIGN-UP ACTION OPENS THE DOOR FOR
REQUEST OF PRE-PAYMENTS, ESPECIALLY WHEN CALL-IN IS
SPORADIC OR NOT DONE AT ALL.

FACT - A FIELD WHERE MONEY HAS BEEN TAKEN BUT INDIVIDUALS
NOT REGGED OR SIGNED-UP WILL LEAD TO AN ARC BROKEN FIELD.

When not properly signed-up by a Reg, the individual
has been given no written guarantee of delivery of service.
He has not been cared for and led up the Gradation & Aware-
ness Chart.

THE CORRECT SEQUENCE OF REGISTRATION

1. Interview
2. Sign-up
3. Collect the money
4. Get the individual onto the Service he has
signed-up and paid for, using Tech Services or
if that is deficient, directly.

A Registrar Regs for sign-up of the individual.

Showing interest in, finding out about and really
caring for the person, what is he currently doing in
Scientology (R), what his aims in life are all lead up to
a successful Reg Interview, followed by a sign-up and
payment of the fee.

It would be nonsense for a Registrar "not to have time
to be interested in an individual, as she's too busy coping
for GI". Heaven forbid! That is part of a Registrar's
job. She outflows by showing real honest interest in the
individual, answering his questions and giving data. As
a result, the Reg becomes a safe terminal for the individual,
and gets him inflowing to her and part of that inflow would
naturally include money.

Pressure tactics or sales talk are never used. They push back against Reg inflow!

A person in the org making his first *Pre*-Payment on a major service is:

- a. Signed up by the Body Registrar (or the Public Reg if Div 6 got there first).
- b. Issued an invoice for the money received by the Registrar.
- c. Given an arrival date for starting the service.
- d. Written to regularly to get him into the org for service on or before his arrival date.
- e. Encouraged to complete his *Pre*-Payments so he can come in for service.

A wrong action would be a person in the org wanting to make his first Payment on a future service, is shunted over to the Cashier, who takes the money, issues an invoice and credits the money to his "Freedom Account" with the org. Dept 6 now becomes bypassed as they never get to hear of this person, he is in no Advance Scheduling Book, he never gets written to by any Letter Reg or Advance Scheduling Reg and led into the org. He is never heard of again until the months roll on by and he writes in requesting his *Pre*-Payment refunded so he can "buy a car".

DON'T LET THIS HAPPEN, REGISTRARS!

Your product is:

A PERSON CORRECTLY AND WILLINGLY SIGNED UP FOR A MAJOR SERVICE WHO GETS STARTED ON THAT SERVICE WITH NO DELAY.

In exchange for this Product (a Valuable) a Registrar receives Money (a Valuable).



You bring about Exchange of your Product by:

1. Interviewing and taking an honest interest in the person.
2. Signing him up.
3. Collecting the money.
4. Ensuring he gets started on the service, with no delay.

BPL 4.4.72R
Rev. 20.7.75

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Do this and you'll have both "Paid Starts" and the
"Gross Income" out the top of the graph.

Dissem Aide

for

L. RON HUBBARD
FOUNDER

Revised & Reissued as BPL
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Approved by the
Commodore's Staff Aides

and the
Board of Issues

for the
BOARDS OF DIRECTORS
of the
CHURCHES OF SCIENTOLOGY (R)

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