

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 10 MAY 1982

Remimeo

BOOKSTORE OFFICER HAT

REF: HCO PL 9 May 1982, Finance Series 32
BOOKS ARE ASSETS

In the past there have been many grave mis-uses of Book Account Policies. Some of these mis-uses as revealed by investigation include:

- a) Org Book Accounts owed funds from the Org Main Account;
- b) Transfers not made when public persons use their training or processing account for books;
- c) Book Account mis-used to finance non-book promo (far in excess of what is allowed per policy), etc.
- d) The majority of orgs did not even have Bookstore Officers posted!

There have recently been some major handlings to get org book stocks back up to the minimums required to ensure delivery and sales can occur. Bookstore Officers are going on post who will have new roles in taking responsibility in protecting our most precious assets (books) and ensuring the future viability of their orgs through their actions.

DUTIES

The key duties of the Bookstore Officer are:

1. Seeing to the standard application of Book Account Policies.
2. Reporting and taking action on any off-policy actions.
3. Ensuring the solvency of the Book Account.
4. Seeing that no books are ever given away or loaned out.
5. Seeing to the rapid turnover of stocks.
6. Re-ordering as stocks run below the minimums as set in LRH ED 5 INT (in the case where an org has not gotten up to the minimums set in LRH ED 5 INT, the Bookstore Officer works very hard to get his stocks up to this minimum requirement).
7. Never being out of items.
8. Gaining cooperation of all staff in selling books.
9. Pushing in HCO PL 15 Mar 75R BOOK OUTLETS OF AN ORG.
10. Keeping very high demand on all staff to sell books.
11. Ensuring that book commissions are paid and are not allowed to be stopped.
12. Seeing to it that adequate and well presented book displays are established and maintained in the org.

13. Ensuring that the Bookstore itself is upstat and kept opened and manned during org hours.
14. Never letting other outlets run out of promo or material.
15. Seeing that all promo sent to the org for books, etc. is used correctly.
16. Providing adequate additional stocks for events.
17. Handling income mail orders within 24 hours of receipt.
18. Shipping or delivering bulk orders to other distributors under you such as Missions promptly and getting receipts.
19. Seeing that posters and fliers are used and replaced.
20. Seeing that Pubs and Central Marketing programs for books, cassettes, meters, insignia are executed.
21. Keeping in a very tight line with the D/FBO for Marketing, Books, Films and Tapes of his org, as well as with the FBOs of the Pubs Orgs.
22. Making weekly stock reports to the org D/FBO, FBO Pubs and Flag.
23. Knowing where his stocks are at all times.
24. Keeping full accounting of all stocks.
25. Allowing NO arbitraries on the lines in getting stocks re-ordered.
26. Discovering, studying and keeping in all previous actions that have sold books, tapes, cassettes, records, meters and insignia.
27. Creating and developing further book outlets.
28. Working out new ways to promote and sell material.

The above are the key duties of the Bookstore Officer and it is expected that they be expanded upon. The Bookstore Officer should use these duties as a weekly checklist and go through it to ensure that all points are kept in maintain.

In the case where a Bookstore Officer feels he is not getting the needed backup and support in getting the above duties in and he is being stopped in doing so, he must telex directly to WDC giving all the details to get the support required.

RESPONSIBILITY

The importance of your post as Bookstore Officers and the duties you have to perform cannot be underestimated. Books are assets. You are ultimately responsible for the safeguarding of these org assets, keeping them built up and moving them into the hands of the public. The Bookstore Officer treats his books and stocks just as the Treasury Sec would treat his org cash. You allow absolutely no stops in accomplishing your duties.

Each week you do a full inventory of all your stocks and you must know where each and every item has gone. Where discrepancies are found, you take immediate action to handle and set things straight.

You, as a Bookstore Officer, must truly realize that Books Make Booms and that you are entrusted with the responsibility to see that this line is protected and forwarded. Books are the Lifeblood of any Scientology Organization and you play one of the most key roles in protecting this.

PROTECTION

The Bookstore Officer is one of the most important posts in an org. No CO/ED or HAS should consider himself bonus eligible unless this post is filled with a competent person who can and does get the above duties done. When this post is filled with such a person, and these duties are actually being done, the rewards will be plentiful. The Bookstore Officer cannot be transferred or demoted without the explicit approval of Flag Management.

Books are more valuable than gold. Treat them as such. And when you do, your future will be very bright indeed!

L. RON HUBBARD
FOUNDER

Written at the
request of the
BOARD OF DIRECTORS
of the
CHURCH OF SCIENTOLOGY
INTERNATIONAL

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Church Policy by the
CHURCH OF SCIENTOLOGY
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