

Section 1 - Bureau of Records Completes

Docket No. 040916-TI Date Docketed: 08/23/2004 Title: Compliance investigation of Norstar Communications, Inc. d/b/a Business Savings Plan Inc. for apparent violation of Sections 364.336 and 364.02, Florida Statutes.

Company: Norstar Communications, Inc. d/b/a Business

Official Filing Date:

Expiration:

Last Day to Suspend:

Referred to:

CCA	(CMP)	ECR	FLL	GCL	MMS	PIF	RCA	SCR
X	X			X				

(*O* indicates OPR)

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

Program Module A18(a); A10

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT
IT IS TENTATIVE AND SUBJECT TO REVISION.
FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770

Staff Assignments

OPR Staff

0 Current CASR revision level

Due Dates

Previous Current

Staff Counsel

OCRs
OCRs

Recommended assignments for hearing and/or deciding this case:

Full Commission _____ Commission Panel _____
Hearing Examiner _____ Staff _____

Date filed with CCA: _____

Initials: OPR _____
Staff Counsel _____

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Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

- Prehearing Officer

Commissioners						Hrg Exam	Staff
ALL	BZ	DS	JB	BD	DV		

Commissioners					ADM
BZ	DS	JB	BD	DV	

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: _____
Date: _____

12039-05

Section 1 - Bureau of Records Completes

Docket No. 040916-II Date Docketed: 08/23/2004 Title: Compliance investigation of Norstar Communications, Inc. d/b/a Business Savings Plan Inc. for apparent violation of Sections 364.336 and 364.02, Florida Statutes.

Company: Norstar Communications, Inc. d/b/a B

Official Filing Date: _____ Expiration: _____

Last Day to Suspend: _____

Referred to:

(*O) indicates OPR

CCA	(CMP)	ECR	FLL	GCL	MMS	PIF	RCA	SCR
X	X			X				

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

Program Module A18(a); A10

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FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770

Staff Assignments

OPR Staff

P Isler

Current CASR revision level

Due Dates
Previous Current

Staff Counsel

D Rockette-Gray

OCRs

Recommended assignments for hearing and/or deciding this case:

Full Commission Commission Panel
Hearing Staff

Date filed with CCA: 09/01/2004

Initials OPR _____

Staff Counsel _____

1.	Staff Recommendation	NONE	11/18/2004
2.	Agenda	NONE	11/30/2004
3.	PAA Order - Compliance Investigation	NONE	12/20/2004
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Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	BZ	DS	JB	BD	DV		
X							

Prehearing Officer

Commissioners					ADM
BZ	DS	JB	BD	DV	
	X				

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: BB/Aw

Date: 09/01/2004

Kay Flynn

040916

From: Paula Isler
Sent: Tuesday, January 04, 2005 8:42 AM
To: Kay Flynn
Subject: RE: Green cards and envelopes

Yes, that would work. Thanks.

-----Original Message-----

From: Kay Flynn
Sent: Tuesday, January 04, 2005 8:35 AM
To: Paula Isler
Subject: RE: Green cards and envelopes

We can't delete an entry, but my plan was to go back and correct the entry AND the scanned copy (which is what I'm going to do on 040916 today)..It sounds like we need to send you an e-mail when such a situation comes up? Will that work?

-----Original Message-----

From: Paula Isler
Sent: Tuesday, January 04, 2005 8:24 AM
To: Kay Flynn
Subject: RE: Green cards and envelopes

Question, are you deleting the entry saying the order was delivered when it actually was not? The only problem I've run into is when I get a call and I tell a company that the order was delivered and they say it wasn't. I've noticed on two or three that there were two entries. It would help if you could delete the incorrect entry in CMS when you run across it.

-----Original Message-----

From: Kay Flynn
Sent: Tuesday, January 04, 2005 7:39 AM
To: Paula Isler
Cc: Timolyn Henry; Matilda Sanders; Dorothy Menasco
Subject: Green cards and envelopes

Paula, in all the multitude of orders we've sent out certified, I'm finding that in some instances we get the green card back (unsigned and undated) and within a day or so, or maybe the same day, we get envelope containing the undelivered order, and the envelope is stamped "return to sender" etc. Because we don't always make the connection, we may enter the green card as DELIVERED and later enter the order as UNDELIVERED....two different documents. I am trying to watch out for these, and by cc: I'm asking staff to be real aware as well.

How much problem does it create for you when we "inadvertently" make this mistake in handling the documents?

Kay

