



SAN BERNARDINO COUNTY REGISTRAR OF VOTERS

BlueCrest Vantage Mail Sorter: Completing a Daily Challenge Audit

PROCEDURE DOCUMENT – Version 3.2

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01/29/2024

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BlueCrest Vantage Mail Sorter: Completing a Daily Challenge Audit

Scope

Ballots challenged during the Signature Verification Process and verified during Batch Audits are moved to the “Challenges” rack. All the challenged ballots remain on this rack in their proper tray until they are worked and overturned to valid or remain challenged. This procedure is to ensure that all challenged ballots for the current election, are accounted for and in their proper location.

Supplies and Programs Needed

- Daily Challenge Audit Report
- Challenge Audit Rack
- Yellow Highlighter
- Pen
- DIMS.net (DIMS) access
- Mail Ballot Processing Database (MBPD) access

Audit Guidelines

- 1. Supervisor/Lead will provide a Daily Challenge Audit report from MBPD.**
- 2. Ballots on the “Challenges” rack are to be reviewed at the beginning or end of each day to make sure all challenged ballots are accounted for and properly placed.**
- 3. Teams of two (2) conduct the audit.**
- 4. Work on one challenge type at a time to prevent misplacing any ballots.**
- 5. No one should be working on the same challenge types during the audit**

Creating and Printing a Daily Challenge Audit Report

After determining the challenges and AV ID number ranges, the Challenged Ballot Audits Team Lead will need access to the **Mail Ballot Processing Database (MBPD)** to create and print out a Daily Challenge Audit Report.

1. From the Challenges racks, write the first and last AVID card numbers from each tray of the challenge type being worked.

Tray# 1 [1490 & 1498]



First AVID card

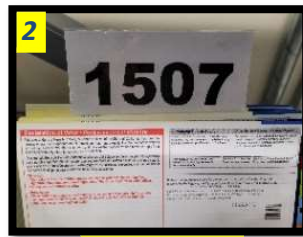


Last AVID card

Tray #2 [1499 & 1507]



First AVID card

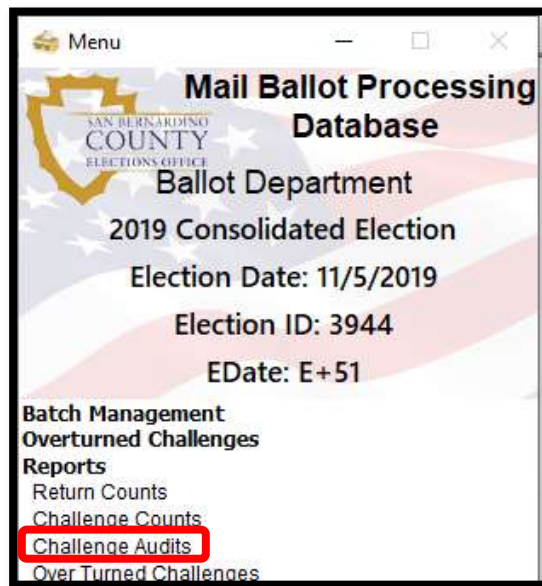


Last AVID card

2. Back at your computer, on the desktop, double-click the **Mail Ballot Processing Database** icon.



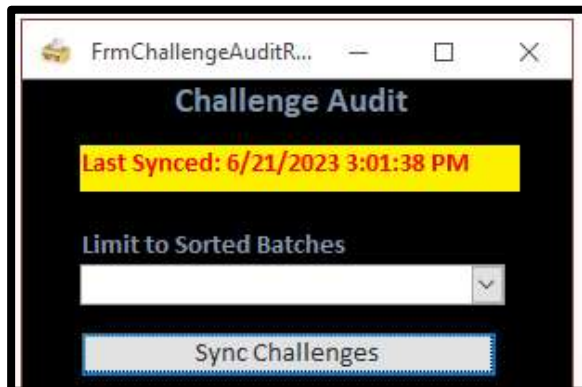
3. Click **Reports**.
4. Click **Challenge Audits**



Note: Initially the challenges will be out of sync



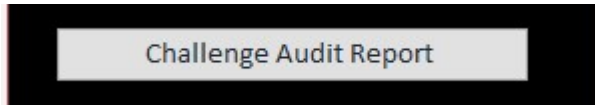
5. Click on **Sync Challenges** and wait a few seconds. The date and time of the last synced label should be updated to the current date and time.



- Select the **Challenges** you wish to print.

NID	48
NMS	2349
NOT	2794

- Click on **Challenge Audit Report** located at the bottom of the window.



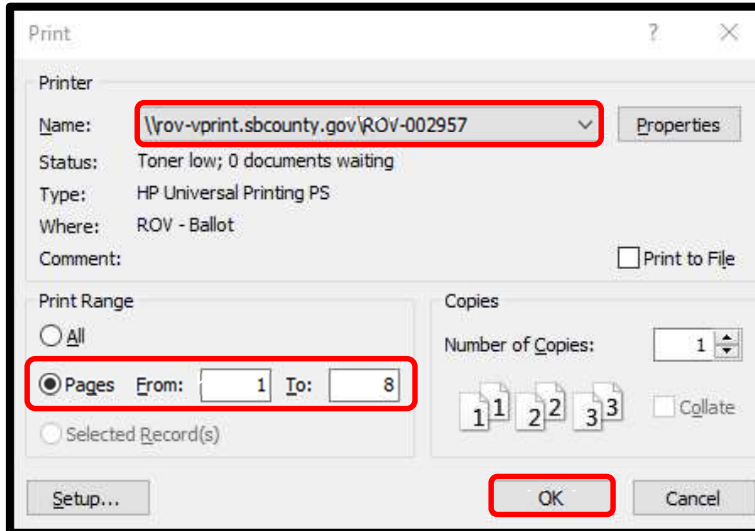
- The report will pop-up before you print.

General Election Challenge Audit					
Election ID 4136					
Challenge Type NMS					
AV ID	Voter	Date Returned	Sig Verified	voter_id	
1490					
45451111	MR NO BODY	11/5/2020	Y	464565	
45451122	MRS HOME V BOYTON	11/2/2020	Y	5456212	
45451222	MR DON J DONUTTINBERG	10/22/2020	Y	34022	
45451233	MR POKE BARRING	11/1/2020	Y	47940	
45451344	MRS GIA DIANE GINATONG	10/18/2020	Y	91347	
45451454	MR DAVID TAKANAKA	10/31/2020	Y	864317	
45452626	MRS GRAPE R TUCKER	10/25/2020	Y	31314	
1491					
45463112	MS WENDY CHITATONE	11/4/2020	Y	564566	
45464124	MR DONALD JOHN BUGGER	11/1/2020	Y	6456213	
45464224	MISS TRISH O RICHARDSON	10/12/2020	Y	44023	
45465236	MR MICK TIGERSON	11/3/2020	Y	37941	
45467348	MRS JANE DURANG	10/28/2020	Y	81348	
45467450	MR JACK A DURANG	10/8/2020	Y	964318	
45468623	MRS ARANMA MADALONA VITIKA	10/19/2020	Y	21313	
45468889	MR VILIAN T TERRON	11/01/2020	Y	6456213	
45469100	MISS NIVERA GIVINTON	10/19/2020	Y	86471	
1492					
45471114	MS DENNY MINDER	11/3/2020	Y	164561	
45472128	MR FINAL GOLLY CATHER	11/2/2020	Y	3456216	
45472426	MISS JANICE NICERTON	10/30/2020	Y	94020	
45473239	MR JONDA R WALTERS	11/6/2020	Y	67947	
45474344	MRS LOFFA TONDU	10/21/2020	Y	41342	
45474990	MR POKER POPPIMPLE	10/8/2020	Y	564315	
45475656	MR QUINCEY T VITIKA	10/19/2020	Y	91312	
45476584	MRS DONNA RICHARDSON	10/31/2020	Y	1212	
45479998	MISS NIVERA GIVINTON	10/26/2020	Y	3456218	

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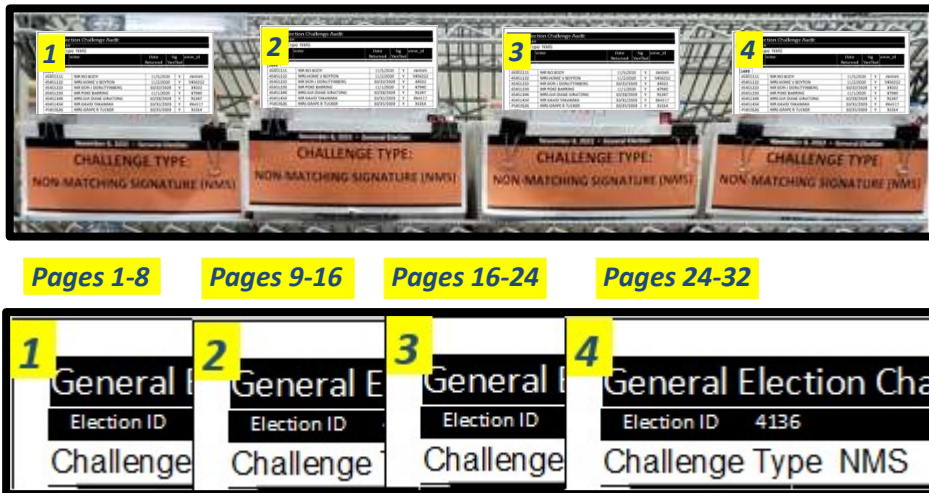
Page: 1 Filtered

11. Select printer ROV-002957 as on the image below.
 - c. Locate *Print Range*, **Select Pages from 1 to 8 or whichever range you need to print.**
 - d. Click **OK** to Print



12. Collect and staple the reports in the order that they are printed.
13. Place the reports in the trays according to the challenge and AVID card numbers.

NOTE: Stapling and numbering the reports will make it easier to place the report in the appropriate trays. Keeping the reports in order will make it easier when placing them in the trays.



14. Repeat steps 4 - 12 until all the Challenge Audit reports have been printed for that challenge code.
15. Repeat as needed for all other challenge codes.

Note: If there are other AVID numbers on the report that are not needed for the tray that is being worked, you will need cross them off with a sharpie to eliminate confusion.

General Election Challenge Audit				
Challenge Type: NMS				
AVID	Vote	Date Returned	lg Verified	vote_M
1489				
45451111	MR NO BODY	11/5/2020	Y	484545
45451122	MRS HOWE V BOYTON	11/2/2020	Y	545411
45451222	MR DON I DONI/TIMBERG	10/22/2020	Y	34022
45451233	MR POKE BARRING	11/1/2020	Y	47940
45451344	MRS GIA DIANE GRANTORS	10/18/2020	Y	91447
45451454	MR DAVID TAKANAKA	10/31/2020	Y	864337
45451526	MRS GRAPE R TUCKER	10/25/2020	Y	11314
1491				
45461112	MS WENDY CHITATORE	11/4/2020	Y	564545
45461124	MR DONALD JOHN BIGGER	11/1/2020	Y	545411
45461233	MRS TRISH D RICHARDSON	10/12/2020	Y	44023
45461233	MR NICK TIGERSON	11/1/2020	Y	37941
45467548	MS JANE DURANG	10/25/2020	Y	81448
45467458	MR JANE A DURANG	10/25/2020	Y	964318
45468623	MRS ROSALBA MADALONA VITKA	10/10/2020	Y	21113
45468889	MR VILMA T RICHSON	11/01/2020	Y	8456213
45469100	MRS NIVERA GIVINTON	10/10/2020	Y	96471
1492				
45471118	MS DENNY MINGOS	11/3/2020	Y	164561
45472128	MR FIMAL SORR LATHER	11/2/2020	Y	3454218
45472426	MRS JANE RICHERTON	10/30/2020	Y	94020
45473239	MR ANDREA R WALTERS	11/1/2020	Y	67947
45474344	MS LOFFA TONDAI	10/21/2020	Y	41342
45474990	MR POKER POPPAMPLE	10/6/2020	Y	564315
45475112	MR QUINCY T VITKA	10/10/2020	Y	21112
45475324	MRS DONNA RICHARDSON	10/31/2020	Y	8456213
45479988	MRS NIVERA GIVINTON	10/26/2020	Y	8456213

Conducting a Challenge Audit

Once the Challenge Audit Report is printed out, teams of two must check the ballots within each challenge code tray against the AV ID numbers on the Challenge Audit Report.

1. Remove the challenge tray from the “Sorted Challenges” rack that corresponds to the challenge type of the Challenge Audit Report.

Note: Only work on one challenge tray at a time to avoid misplacing a ballot.

2. Take the tray and Challenge Audit Report to the Challenge Audit Audits Area.

Note: If you are unsure of where the audits area is located, ask your lead/supervisor.



3. In teams of two (2), begin to audit the selected challenge type.

Person 1: Reads the AV ID numbers from the envelopes in the tray, calling all the digits. i.e., 13 72 55 96 thirteen, seventy-two, fifty-five, ninety-six.

Person 2: confirms the AV ID number by highlighting it on the Challenge Audit Report

Note: Do not highlight anything before the whole number has been called out to avoid mistakes. Anything not called out should be flagged as seen below. Check with your lead if you need flags.

- Once finished with a challenge type, return the tray to the "Sorted Challenges" rack and continue onto the next challenge type until the report is completed.

Note: After completing the audit, each team member will initial and date the report.

2019 Consolidated Election Challenge Audit					
Election ID 9844					
Challenge Type NMS					
AV ID	Voter	Date Returned	Sig Verified	voter_id	
4545					
45451111	MR NO BODY	11/5/2020	Y	464565	
45451122	MRS HOME V BOYTON	11/2/2020	Y	5458212	
45451222	MR DON J DONUTTINGBERG	10/22/2020	Y	34072	
45451233	MR POKE BARRING	11/1/2020	Y	47940	
45451344	MRS GIA DIANE GINATONG	10/18/2020	Y	91347	
45451454	MR DAVID TAKANAKA	10/31/2020	Y	864317	
45452626	MRS GRAPE R TUCKER	10/25/2020	Y	31314	
4546					
45462112	MS WENDY CHITATONE	11/4/2020	Y	564566	
45464124	MR DONALD JOHN BUGGER	11/1/2020	Y	6456213	
45464224	MISS TRISH O RICHARDSON	10/12/2020	Y	44028	
45465236	MR MICK TIGERSON	11/3/2020	Y	37941	
45467348	MRS IANE DURANG	10/28/2020	Y	81348	
45467450	MR JACK A DURANG	10/8/2020	Y	964318	
45468623	MRS ARANMA MADALONA VITKA	10/19/2020	Y	21312	
45468889	MR VILIAN T TERRON	11/07/2020	Y	6456213	
45469100	MISS NIVERA GIVINTON	10/19/2020	Y	86471	
4547					
45471114	MS DENNY MINDER	11/3/2020	Y	164561	
45472128	MR KINAL GOLLY CATHER	11/2/2020	Y	3456216	
45472426	MRS JANICE NICERTON	10/30/2020	Y	94020	
45473239	MR JONDA R WALTERS	11/6/2020	Y	67947	
45474344	MRS LOFFA TONDU	10/21/2020	Y	41342	
45474990	MR POKER POPPIMPLE	10/8/2020	Y	564315	
45475656	MR QUINCEY T VITKA	10/19/2020	Y	91312	
45475584	MRS DONNA RICHARDSON	10/31/2020	Y	1212	
45479998	MISS NIVERA GIVINTON	10/26/2020	Y	3456218	

When Challenge Audit Report and the Challenged Ballots Do Not Match

When you finish highlighting the AV ID numbers for a challenge type during the Challenge Audit process, you may come across an extra ballot in the challenge tray that is not on the Challenge Audit Report. When this occurs, it is best to:

- Stand the ballot up in the tray and let the Team Lead know that there is a discrepancy.
- Note that there is a discrepancy in the report.
- Continue the Challenge Audit in case the ballot envelope was placed in the wrong challenge tray.

If that ballot does not appear anywhere on the Challenge Audit Report, notify your Lead, and have them research the problem. In order to identify the issue, the Lead must:

1. Open **DIMS.net** (DIMS) from the desktop.

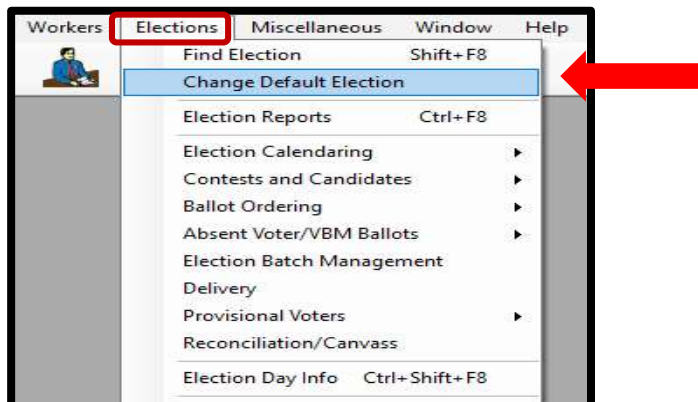


Note: If the “Login Using” section is showing a different option when you open DIMS, click the drop-down arrow to select “My Windows Account” before proceeding.

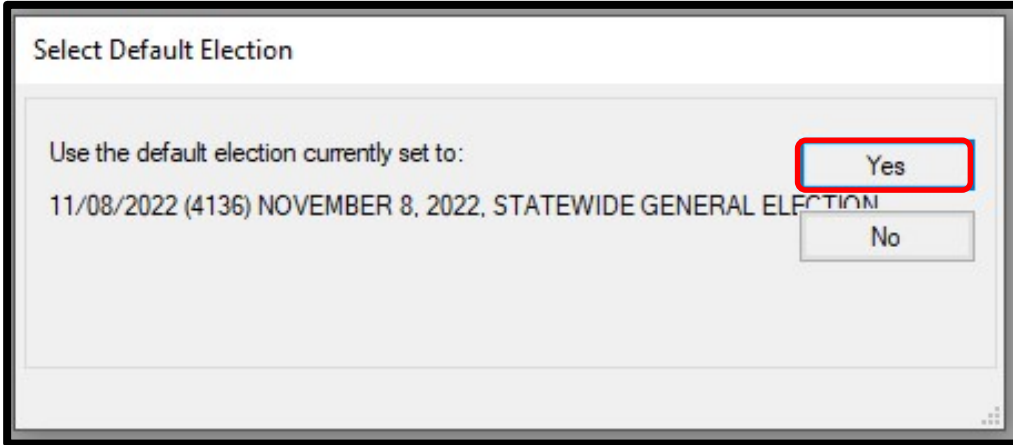
2. Click the **Login** button.



3. Click on the “**Elections**” menu.
4. Click on “**Change Default Election**”.



5. A *Select Default Election* window will appear. If the election displayed is correct, click **Yes**.



6. If the election displayed is incorrect, click No.

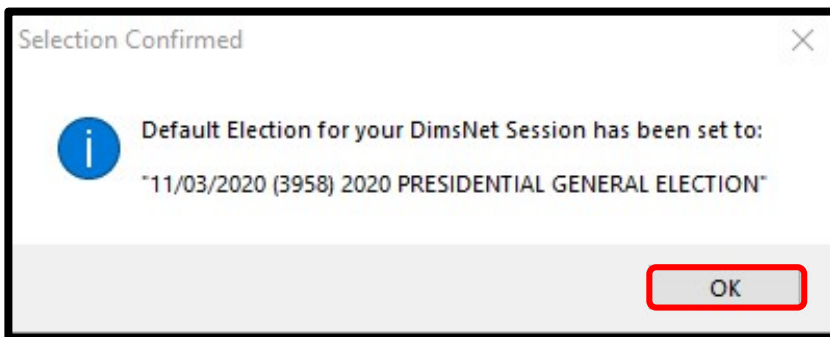
The *Select Default Election* window will change to display a drop-down list and a **Select** button.

7. Click the arrow of the drop-down list to expand it.

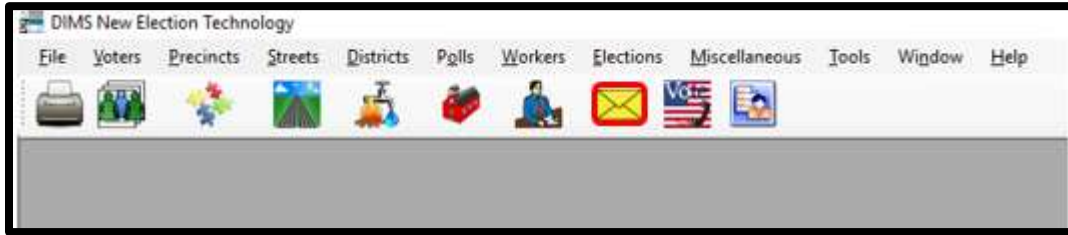
8. Click on the correct election and then click the **Select** button.



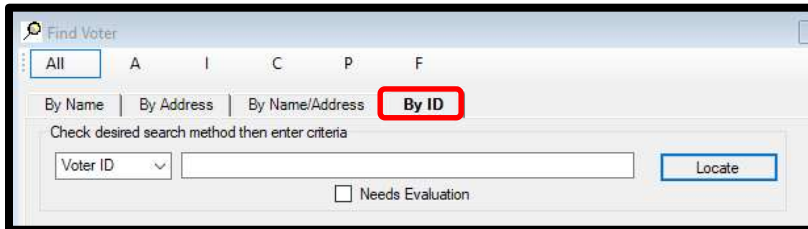
9. A *Selection Confirmed* window will appear. Click **OK**.



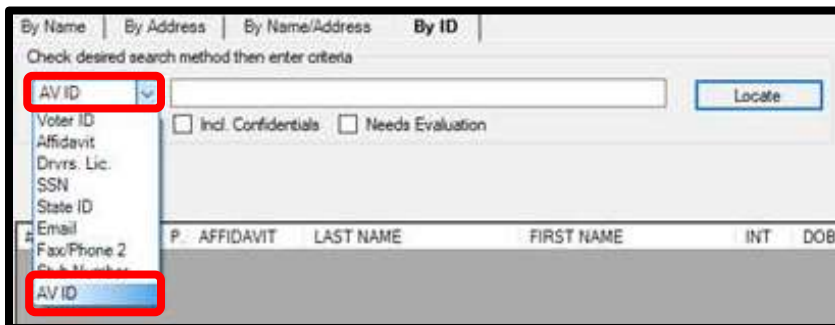
10. Double click the *“Enter Absent Voter Ballot”* icon (**Yellow Envelope**).



11. Click **"By ID"**



12. "Click **"Voter ID"**. Drop down arrow and select **AV ID**.



13. Enter the AV ID Number in the textbox next to **AV ID**.

14. Click **Locate** or press **Enter**.

15. After confirming that the voter that appears is the correct one, **double click** on the highlighted voter's name.

#	STATUS	P.	AFFIDAVIT	LAST NAME	FIRST NAME	INT	DOB	POB
1	A	Y	36R745911	HART	LINUS	C	09/07/1986	NC

16. "AV/VBM Ballot Issued" screen will pop-up, click "OK".

Warning. This Voter has already received an AV/VBM Ballot

17. "Rejection Notice" screen will pop-up, click "No".

Note: ALWAYS select NO on this screen.

Do you want the system to issue a Rejection Notice?

18. From the AV ID Module, check if there is a challenge code associated with this ballot.
19. If the ballot **IS NOT** challenged in DIMS.net, then the ballot was overturned to Valid but not moved to the “Valid Overturns” rack. Before moving the ballot to the “Valid Overturns” rack, the lead must research if the overturn was intentional and justified.

NOTE: If the AV ID number **IS** challenged, then there was a Printout mistake that did not show this ballot on the report and a new Challenge Audit Report must be printed from the **Challenge Audits** section located in the “Reports” dropdown from the MBPD.

The screenshot displays the BlueCrest Vantage Mail Sorter software interface. At the top, there are tabs for 'Voter', 'Election', 'District', and 'Flags'. Below these, the 'Voters Name and Address on File' and 'Current Ballot Information' are shown, both listing LINUS CHANTAL HART at 2470 BLAIN KIT COURT, FONTANA, CA 92336. The ballot type is 1263 and the party is REP. A red circle highlights the 'Challenge Code' dropdown menu, which is set to 'NON-MATCHING SIGNATURE'. Below this, there is a signature image of Linus Hart. The interface includes various input fields for election details, voter ID, and return source, along with buttons for 'Mailing Add', 'Suspend', 'Prior Ballots', 'Resend', 'Attachments', 'Delete', 'Comments', 'Reject', 'Last Trans', 'View Batch', 'Ok', and 'Cancel'.

Researching Challenge Code Overturned through DIMS

When there is a ballot in the “Challenges” rack that is shown as Valid in DIMS, further research must be done to ensure it is truly a valid ballot.

The screenshot shows the VIMS interface with the following details:

- Voter Name and Address on File:** LINUS CHANTAL HART, 2470 BLAIN KIT COURT, FONTANA, CA 92336
- Current Ballot Information:** Name: LINUS CHANTAL HART, Address: 2470 BLAIN KIT COURT, Mailed To: 2470 BLAIN KIT COURT, FONTANA, CA 92336
- Ballot Type:** 1263, **Party:** REP
- Election:** 11/03/2020 (3958) 2020 PRESIDENTIAL
- VoterID:** 259431, **ID:** 56016482
- Category:** PERMANENT ABSENTEE, **Return Date:** 11/02/2020
- Challenge Code:** (Field circled in red)
- Signature:** Linus Hart
- Buttons:** Mailing Add, Suspend, Prior Ballots, Resend, Attachments, Delete, Comments, Reject, Last Trans, View Batch, **Cancel** (button circled in red)

1. From the AV Module, click “Last Trans”.

#	BEFORE	AFTER	TRANS DATE	LOGIN
1	NVS		11/4/2019 2:31:29 PM	SBCOUNTY\Mar...
2	0		11/4/2019 2:31:29 PM	SBCOUNTY\Mar...
3	N	Y	11/4/2019 11:26:39 AM	SBCOUNTY\Mar...
4		NVS	11/4/2019 11:15:25 AM	SBCOUNTY\Mar...
5	0	10083	11/4/2019 11:02:34 AM	SBCOUNTY\Ale...
6		10083	11/4/2019 11:02:34 AM	SBCOUNTY\Ale...
7		Nov 4 2019 12:00AM	11/4/2019 11:02:34 AM	SBCOUNTY\Ale...
8	0	49	11/4/2019 11:02:34 AM	SBCOUNTY\Ale...
9	ENT	49	11/4/2019 11:02:34 AM	SBCOUNTY\Ale...
10		MAL	11/4/2019 11:02:34 AM	SBCOUNTY\Ale...
11			9/20/2019 5:31:15 AM	SBCOUNTY\d81...

2. View who the last person to change the challenge code and visit their lead to see if they intended to overturn the ballot to valid.
3. If the overturn was verified and correct, take the ballot back and place the envelope in the appropriate mail tray in the “Valid Overturned” rack area.
4. If the overturned to valid was either Unintentional or Unjustified, have the person who made the change on DIMS.net update the challenge code and place the envelope in the appropriate tray on the “Challenges” rack.

If you have an AV ID Number on the Challenge Audit Report but not the ballot:

When you run through the AV ID numbers of a challenge type and realize some numbers are not highlighted, it is best to continue the Challenge Audit in case the envelope was misplaced in a different challenge tray. Once you finish all the ballots on hand for the Challenge Audit and still have AV ID numbers unidentified, approach your Lead/Supervisor with the issue.

1. If the ballot is not found in the valid overturned tray, log onto DIMS and verify that the ballot is still challenged or if it has been overturned too valid.
2. Ask if anyone has the ballot on his or her desk.
3. Check the “Valid Overturns” rack/trays to see if the ballot was misplaced OR overturned to valid without being updated in DIMS.
4. If the ballot is not challenged in DIMS, the change was not reflected on the Challenge Audit Report and a new report must be printed without that AV ID number.

Voter | Election | District | Flags |

Voters Name and Address on File:
Current Ballot Information
Name: LINUS CHANTAL HART
Address: 2470 BLAIN KIT COURT
FONTANA, CA 92336
Mailed To: 2470 BLAIN KIT COURT
FONTANA, CA 92336

Current Ballot Information
Name: LINUS CHANTAL HART
Address: 2470 BLAIN KIT COURT
FONTANA, CA 92336
Mailed To: 2470 BLAIN KIT COURT
FONTANA, CA 92336

Ballot Type: 1263
Party: REP

Active Ballots

Election: 11/03/2020 (3958) 2020 PRESIDENTIAL
Downloaded: //
VoterID: 259431 ID: 56016482
Voter Sent: //
Issued: / / Issd: / /
Return Source: MAIL Is RAVBM?
Category: PERMANENT ABSENTEE
Return Date: 11/02/2020 Needs Evaluation
Source: MAIL
Sub: / /
Type App: / /
How Recd: / /
Voting Form: / /
Appl. Date: / /

Challenge Code: NON-MATCHING SIGNATURE

Signature: Linus Hart

Mailing Add Suspend Prior Ballots Resend Attachments
Delete Comments Reject Last Trans View Batch Ok Cancel

If the ballot is challenged

Check the AV ID history through MBPD to check if it has been sent to extraction.

1. Open the Mail Ballot Processing Database

Menu

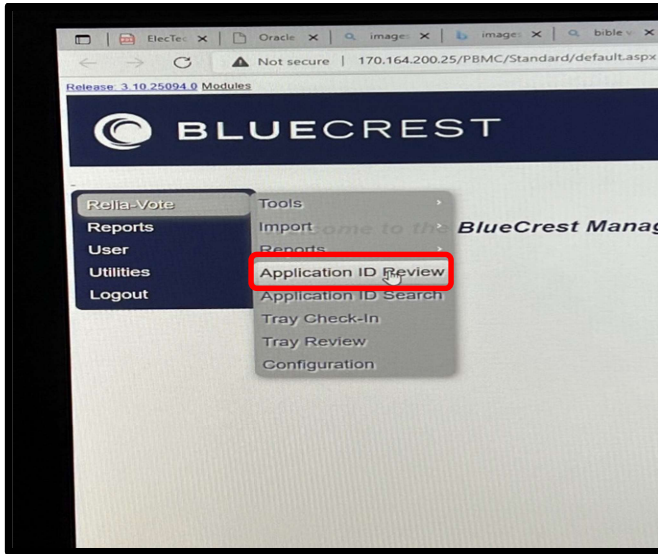
Mail Ballot Processing Database

SAN BERNARDINO COUNTY ELECTIONS OFFICE
Ballot Department
Statewide General Election
Election Date: 11/8/2022
Election ID: 4136
EDate: E-74

Batch Management
Overturned Challenges
Reports
Mailing Extracts
Statement Tracking
BlueCrest
BlueCrest Batch Processing Tool
BlueCrest Management Console
PB Out To DIMS
Wanda Dump Location

2. Click BlueCrest, then BlueCrest Management Console.

3. Under **Relia-Vote**, Click **Application in review**.



4. Type in the AV-ID # and click **Lookup**



5. The voter information will appear, click on **History**.

Application ID Review
 Application ID

General Information **History**

Voter Name: MR NO BODY **Tray Number:** SB_4118_3968 Out Sort
Customer: SB **Tray Seq No:** 24 Invalidated
Election: 4118 **VBM Type:**
Precinct: 1061 **User Defined 2:**
Ballot: 602 **User Defined 3:**
Routing Barcode: N/A **User Defined 4:**
Tracking Barcode: N/A **User Defined 5:**
Receipt Date: 05/25/2022 **Return Method:** MAIL
Challenge Code: Good
Orphaned? No

6. In the history file you will be able to see the location of the ballot in question

Application ID Review
 Application ID

General Information **History**

Log Date	Event
08/30/21 12:58:29	Challenge code NMS-1 received in File D:\Pitney Boves\DATA\PBSigVarImport\10890.txt.
05/25/22 07:43:42	Sorted to tray 10890 having status 2 during Incoming Scan
05/25/22 15:49:25	The challenge code for this mail piece was set to NMS-1 by UNKNOWN.
05/25/22 16:33:58	Sorted to tray 20321 having status NMS-1 during Audit
06/24/22 11:56:20	Challenge code GOOD received in File D:\Pitney Boves\DATA\PBSigVarImport\OVRTD097_NON-MATCHINGSIGNATURE_20220624_115317AM.txt.
06/24/22 11:56:20	The challenge code for this mail piece was set to Good by UNKNOWN.
06/24/22 12:18:29	Sorted to tray 40360 having status Non-Queued Tray during Audit
06/24/22 12:26:38	Sorted to tray 3968 having status 2_0602 during Audit
07/05/22 06:53:28	Mail piece was updated as part of file: D:\Pitney Boves\DATA\SIF\20220705_065249.sif

100 rows per page Page 1 of 1

Note: Ask your lead or supervisor for assistance if you do not understand.

Completion of Challenge Audit

The Challenge Audit is complete once all AV ID numbers listed on each page of the Report are matched and highlighted against all the Challenged Ballots.

1. Each team member must initial and date the Challenge Audit reports.
2. Place the tray back on the “Challenges” rack and make sure all the challenge trays are back in their proper location/area.

2019 Consolidated Election Challenge Audit				
Election ID 3944				
Challenge Type NMS				
AV ID	Voter	Date Returned	Sig Verified	voter_id
4545				
45451111	MR NO BODY	11/5/2020	Y	464565
45451122	MRS HOME V BOYTON	11/2/2020	Y	5456212
45451222	MR DON J DONUTTINBERG	10/22/2020	Y	34022
45451233	MR POKE BARRING	11/1/2020	Y	47940
45451344	MRS GIA DIANE GINATONG	10/18/2020	Y	91347
45451454	MR DAVID TAKANAKA	10/31/2020	Y	864317
45452626	MRS GRAPE R TUCKER	10/25/2020	Y	31314
4546				
45463112	MS WENDY CHITATONE	11/4/2020	Y	564566
45464124	MR DONALD JOHN BUGGER	11/1/2020	Y	6456213
45464224	MISS TRISH O RICHARDSON	10/12/2020	Y	44023
45465236	MR MICK TIGERSON	11/3/2020	Y	37941
45467348	MRS JANE DURANG	10/28/2020	Y	81348
45467450	MR JACK A DURANG	10/8/2020	Y	964318
45468623	MRS ARANMA MADALONA VITIKA	10/19/2020	Y	21313
45468889	MR VILIAN T TERRON	11/01/2020	Y	6456213
45469100	MISS NIVERA GIVINTON	10/19/2020	Y	86471
4547				
45471114	MS DENNY MINDER	11/3/2020	Y	164561
45472128	MR FINAL GOLLY CATHER	11/2/2020	Y	3456216
45472426	MISS JANICE NICERTON	10/30/2020	Y	94020
45473239	MR JONDA R WALTERS	11/6/2020	Y	67947
45474344	MRS LOFFA TONDU	10/21/2020	Y	41342
45474990	MR POKER POPPIMPLE	10/8/2020	Y	564315
45475656	MR QUINCEY T VITIKA	10/19/2020	Y	91312
45476584	MRS DONNA RICHARDSON	10/31/2020	Y	1212
45479998	MISS NIVERA GIVINTON	10/26/2020	Y	3456218

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3. Staple the Challenge Audit Report pages together and put them in the “Challenge Audits Completed” bin located on the shelf near other completed reports.
4. Notify your supervisor once the Daily Challenge Audit has been completed.



Document Owner: Ballot Department	Initiation Date: 03/19/2013
Version Number: 3.2	Date: 01/29/2024
Version Written By: Zonia Harrell	