



REGISTRAR OF VOTERS

Preparing and Processing Cure Statements

PROCEDURE DOCUMENT - Version 4.0

Blanca Cazares

04/29/2024

Preparing and Processing Cure Statements

Table of Contents

Purpose.....	2
Scope	2
Supplies for Overturning Challenges.....	2
Return Sources	3
Sorting Return Statements – With Envelopes.....	3
Sorting Return Statements – With No Envelopes	4
Unsolicited.....	5
Statements	5
Locating VID and AV ID for Unsolicited Statements.....	5
Assembling the Statement Batch Packets.....	7
Batching Statements	8
Printing the Envelope Pull List.....	10
Filling out the Batch Control Slip.....	12
Preparing Mail Tray for Pulling Envelopes	13
Processing NMS, NVS and NID using Cure Statement.....	15
Checking for Active Ballots and Voting History	16
Signature Verification and Overturning	19
Adding Comments in MBPD	23
Batch Audit.....	26
Printing Scan Audit Report	26
Performing a Batch Audit	27
Lead Audit Review.....	29
NID Letters - No ID Provided (HAVA ID)	30
Exhausted VBM Envelopes.....	34
Authorization.....	34

Purpose

This procedure covers the process for receiving, sorting, and processing cure statements. Cure Statements are sent to voters when their signature is not matching, missing or the voter must provide ID. There are three types of statements: Signature Verification Statements (SVS), Unsigned Identification Envelope Statements (UIES), and Need ID (NID).

Scope

This procedure is only to be used in the Ballot Department and is not applicable to any other departments. It has been designed for the Challenged Ballot Resolution Team and any other personnel appointed to reviewing and overturning challenged ballots. This procedure does not cover all possible scenarios but will outline the most common occurrences. (Refer to Elections Code 3019)

Supplies for Overturning Challenges

- Challenge Resolution Labels
- Desk File Organizer
- Tray Clips and Labels for Organizer
- Mail Tray (1ft)
- Binder Clips (Medium)
- Letter Opener
- Source and Date Stamps
- Access to DIMS.net
- Access to Mail Ballot Processing Database (MBPD)

Return Sources

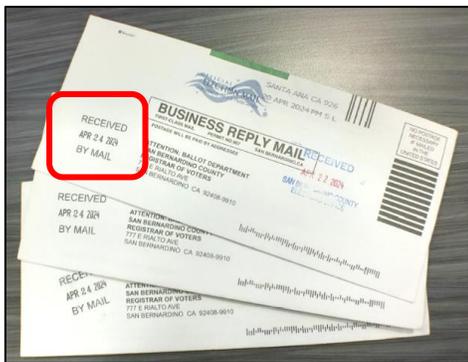
These are the various methods cure statements are returned to our office:

- a. Drop Box
- b. Drop Off Locations
- c. Office
- d. Early Vote
- e. Polls
- f. Mail
- g. Email
- h. Fax
- i. Online

Note: Make sure to monitor these sources of incoming mail throughout the day.

Sorting Return Statements – With Envelopes

1. Sort return envelopes by return source and return date.
2. Stamp each envelope with the return source and return date.



3. Open each envelope using a letter opener.
4. Take out statements from envelopes.
5. Make sure envelopes are empty.
6. Unfold each statement.

7. Stamp each statement with the **return source and date.**

777 East Rialto Avenue, San Bernardino, CA 92415 | Phone: 909 387 8300 Fax: 909 387 2022
 www.SBCounty.gov
 Stephanie Shea
 Registrar of Voters

Registrar of Voters

RECEIVED
 APR 19 2024
 BY MAIL

-Vote-
 -MailingInfo-
 -MailingInfo-

+ev_election_id-
 -Voter_ID-

ev_election_id
 QR Code

Signature Verification Statement
 Read these instructions carefully before completing this statement.
 Failure to follow these instructions may cause your Mail Ballot not to count.

Our office received your voted Mail Ballot for the November 5, 2024, General Election. We have determined that the signature you provided on your Mail Ballot does not compare with the signature(s) on file in your voter record. In order to ensure that your Mail Ballot will be counted, the Signature Verification Statement must be completed, signed and returned as soon as possible.

I am a registered voter of San Bernardino County, State of California. I declare under penalty of perjury that I received and returned a Mail Ballot. I am a resident of the precinct in which I have voted, and I am the person whose name appears on the Mail Ballot envelope. I understand that if I commit or attempt any fraud in connection with voting, or if I aid or abet fraud or attempt to aid or abet fraud in connection with voting, I may be convicted of a felony punishable by imprisonment for 18 months or two or three years. I understand that my failure to sign this statement means that my Mail Ballot will be invalidated.

If you registered to vote online or at the California Department of Motor Vehicles, your signature on file is likely the one on your driver's license or State ID.

Voter's Signature _____ Date: _____
 (USE BLACK INK ONLY)

Full Name: _____
 Residential Address: _____
 Mailing Address: _____

Return this statement no later than 5 p.m. two days prior to certification of the election by:

- Visiting Elections.SBCounty.gov/BallotCure to submit electronically.
- Emailing your scanned or a picture of your signed Statement to SigVer@rov.sbcounty.gov.
- Faxing your signed Statement to (909) 387-3330.
- Mailing or delivering your signed Statement in the enclosed postage-paid envelope to our office.
 - o Registrar of Voters Office, 777 E. Rialto Avenue, San Bernardino CA 92415
- Dropping off your signed Statement in the enclosed postage-paid envelope in any drop-off boxes in the County by 8 p.m. on Tuesday, November 5, 2024
 - o Elections.SBCounty.gov/Voting/MailBallotDropOff

For additional information or questions, please visit Elections.SBCounty.gov or contact the Registrar of Voters office by phone at (909) 387-8300 or (800) 881-8683, or by email at SigVer@rov.sbcounty.gov.

777 East Rialto Avenue, San Bernardino, CA 92415 | Phone: 909 387 8300 Fax: 909 387 2022
 www.SBCounty.gov
 Stephanie Shea
 Registrar of Voters

Registrar of Voters

RECEIVED
 APR 29 2024
 BY OFFICE

-Vote-
 -MailingInfo-
 -MailingInfo-

+ev_election_id-
 -Voter_ID-

ev_election_id
 QR Code

Unsigned Identification Envelope Statement
 Read these instructions carefully before completing this statement.
 Failure to follow these instructions may cause your Mail Ballot not to count.

Our office received your voted Mail Ballot for the November 5, 2024, General Election. However, we are unable to process it at this time because the return envelope was not signed. In order to ensure that your Mail Ballot will be counted, the Unsigned Identification Envelope Statement must be completed, signed and returned as soon as possible.

I am a registered voter of San Bernardino County, State of California. I declare under penalty of perjury that I received and returned a Mail Ballot and that I have not and will not vote more than one ballot in this election. I am a resident of the precinct in which I have voted, and I am the person whose name appears on the Mail Ballot envelope. I understand that if I commit or attempt any fraud in connection with voting, or if I aid or abet fraud or attempt to aid or abet fraud in connection with voting, I may be convicted of a felony punishable by imprisonment for 18 months or two or three years. I understand that my failure to sign this statement means that my Mail Ballot will be invalidated.

If you registered to vote online or at the California Department of Motor Vehicles, your signature on file is likely the one on your driver's license or State ID.

Voter's Signature _____ Date: _____
 (USE BLACK INK ONLY)

Full Name: _____
 Residential Address: _____
 Mailing Address: _____

Return this statement no later than 5 p.m. two days prior to certification of the election by:

- Visiting Elections.SBCounty.gov/BallotCure to submit electronically.
- Emailing your scanned or a picture of your signed Statement to SigVer@rov.sbcounty.gov.
- Faxing your signed Statement to (909) 387-3330.
- Mailing or delivering your signed Statement in the enclosed postage-paid envelope to our office.
 - o Registrar of Voters Office, 777 E. Rialto Avenue, San Bernardino CA 92415
- Dropping off your signed Statement in the enclosed postage-paid envelope in any drop-off boxes in the County by 8 p.m. on Tuesday, November 5, 2024
 - o Elections.SBCounty.gov/Voting/MailBallotDropOff

For additional information or questions, please visit Elections.SBCounty.gov or contact the Registrar of Voters office by phone at (909) 387-3300 or (800) 881-8683, or by email at SigVer@rov.sbcounty.gov.

8. Sort by statement type: UIES, SVS or NID.

Signature Verification Statement
 Read these instructions carefully before completing this statement.
 Failure to follow these instructions may cause your Mail Ballot not to count.

Our office received your voted Mail Ballot for the November 5, 2024, General Election. We have determined that the signature you provided on your Mail Ballot does not compare with the signature(s) on file in your voter record. In order to ensure that your Mail Ballot will be counted, the Signature Verification Statement must be completed, signed and returned as soon as possible.

Unsigned Identification Envelope Statement
 Read these instructions carefully before completing this statement.
 Failure to follow these instructions may cause your Mail Ballot not to count.

Our office received your voted Mail Ballot for the November 5, 2024, General Election. However, we are unable to process it at this time because the return envelope was not signed. In order to ensure that your Mail Ballot will be counted, the Unsigned Identification Envelope Statement must be completed, signed and returned as soon as possible.

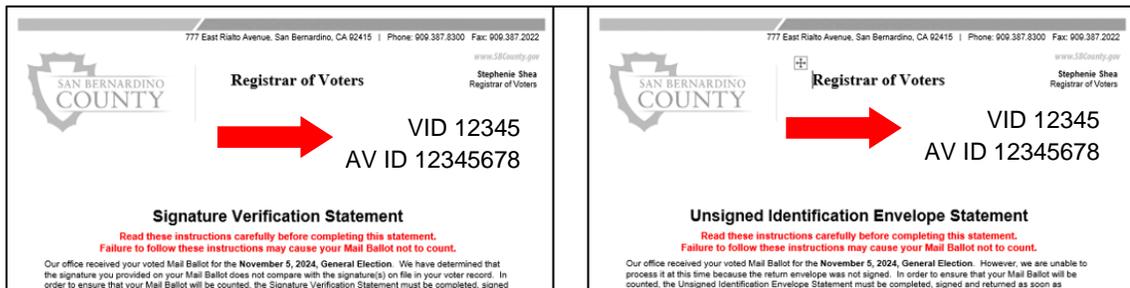
Sorting Return Statements – With No Envelopes

1. Sort statements by return source and return date.
2. Stamp each statement with the return source and return date.
3. Sort by statement type: UIES, SVS or NID.

Unsolicited Statements

An unsolicited statement is a statement that was not requested by the ballot department, but still needs to be recorded and processed. This statement will not have the voter name, VID, AV ID or QR Code. You will need to research voter in Dims.net and write the voters VID and AV ID on the statement before processing.

1. Sort statements by return source and return date.
2. Stamp each statement with the return source and return date.
3. Sort by statement type: UIES, SVS or NID.
4. Write the voters VID and AV ID numbers on each statement, following the steps below:

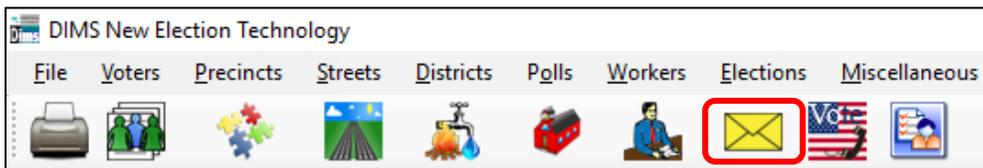


Locating VID and AV ID for Unsolicited Statements

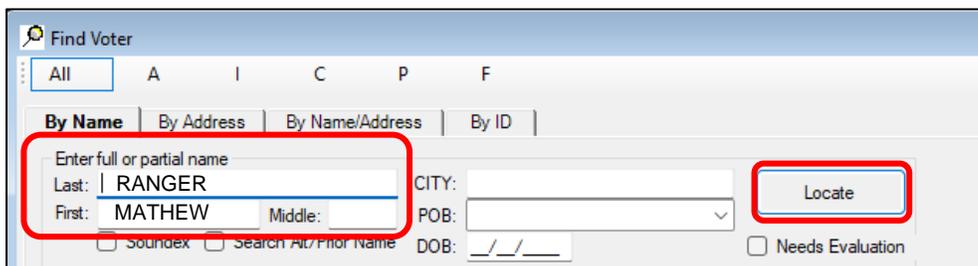
1. Log in to DIMS.net.



2. Click on Yellow Envelope.



3. Enter the last name and first name of the voter from the unsolicited statement.
4. Click **Locate**.



5. Verify that it is the correct voter.
6. Double-click on the voter's name.

#	STATUS	P.	AFFIDAVIT	LAST NAME	FIRST NAME	INT	DOB	POB
1	A	Y	81F485642	RANGER	MATTHEW	F	02/29/1976	TX

7. Click **OK**.

8. Always, click **NO**. We do not want to send out a rejection notice.

9. Locate the voter **VID** and **AV ID** numbers.

Election: 03/05/2024 (4138) MARCH 5, 2024, PR

VoterID: 651123 ID: 6510437

Issued: 1 lssd: 02/05/2024 00:00:00

Category: PERMANENT ABSENTEE

Source: MAIL

Stub:

10. Write the **VID** first and **AV ID** number under, on the top right corner of the cure statement.

777 East Rialto Avenue, San Bernardino, CA 92415 | Phone: 909.387.8300 Fax: 909.387.2022
 www.SBCounty.gov
Registrar of Voters
 Stephenie Shea
 Registrar of Voters

VID 651123
AV ID 65104737

Signature Verification Statement
 Read these instructions carefully before completing this statement.
 Failure to follow these instructions may cause your Mail Ballot not to count.

Our office received your voted Mail Ballot for the November 5, 2024, General Election. We have determined that the signature you provided on your Mail Ballot does not compare with the signature(s) on file in your voter record. In order to ensure that your Mail Ballot will be counted, the Signature Verification Statement must be completed, signed

11. Place the statement in the appropriate statement stack, SVS, UIES or NID.

Assembling the Statement Batch Packets

After you have organized each statement by type and return date, you can now begin to assemble your batches.

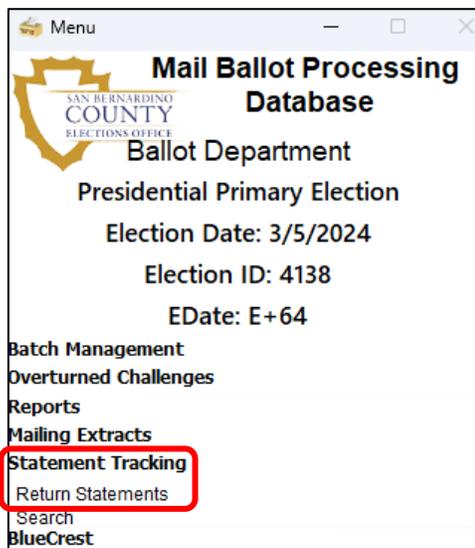
1. Separate statements into piles of **29 or less**.
2. Place a batch control slip on the top of each batch and binder clip together.
 - a. Signature Verification Statement (**SVS**) - Green
 - b. Unsigned Identification Envelope Statement (**UIES**) - Yellow

Voter Correspondence		Signature Verification Statement (SVS) - Batch # _____	
RETURN SOURCE			
MAIL		Election:	
OFFICE		Return Date:	
POLLS		Count:	
DROPOBOX		Duplicate(s):	
FAX		UVS:	
EMAIL		Scanned Total:	
EARLY VOTE			
TOTAL			
WORKFLOW			
1	BATCHED BY: _____	Date:	_____
2	AUDITED BY: _____ & _____	Date:	_____
3	SCANNED BY: _____	Date:	_____
4	ATTACHED BY: _____	Date:	_____
5	QC'D BY: _____	Date:	_____
<small>means that my mail ballot will be invalidated.</small> <small>If you registered to vote online or at the California Department of Motor Vehicles, your signature on file is likely the one on your driver's license or State ID.</small>			
Voter's Signature _____		Date: _____	
<small>(USE BLACK INK ONLY)</small>			
Full Name: _____			
Residential Address _____			
Mailing Address _____			
<small>Return this statement no later than 8 p.m. two days prior to certification of the election by:</small> <ul style="list-style-type: none"> • Voting Elections, SBCounty.gov/BallotCure to submit electronically. • Emailing your scanned or a picture of your signed Statement to SigVer@rov.sbcounty.gov. • Faxing your signed Statement to (909) 387-3330. • Mailing or delivering your signed Statement in the enclosed postage-paid envelope to our office. <ul style="list-style-type: none"> o Registrar of Voters Office, 777 E. Rialto Avenue, San Bernardino CA 92415 • Dropping off your signed Statement in the enclosed postage-paid envelope in any drop-off boxes in the County by 8 p.m. on Tuesday, November 5, 2024. <ul style="list-style-type: none"> o Elections, SBCounty.gov/Voting/MailBallotDropOff 			
<small>For additional information or questions, please visit Elections, SBCounty.gov or contact the Registrar of Voters office by phone at (909) 387-3300 or (800) 881-8663, or by email at SigVer@rov.sbcounty.gov.</small>			

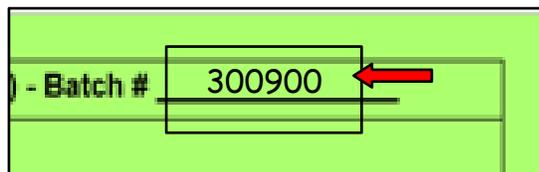
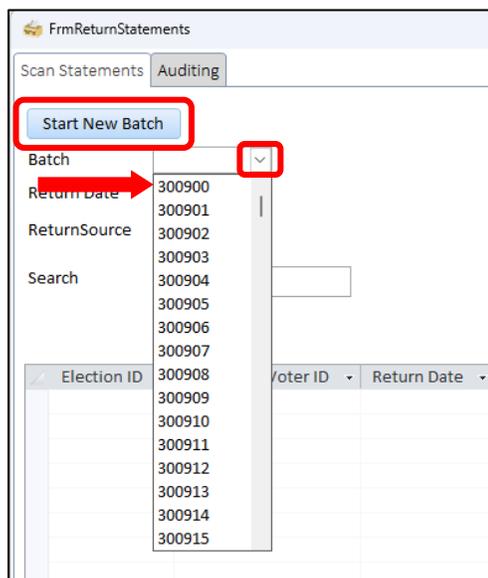
Voter Correspondence		Unsigned Identification Envelope Statement (UIES) - Batch # _____	
RETURN SOURCE			
MAIL		Election:	
OFFICE		Return Date:	
POLLS		Count:	
DROPOBOX		Duplicate(s):	
FAX		SVS:	
EMAIL		Scanned Total:	
EARLY VOTE			
TOTAL			
WORKFLOW			
1	BATCHED BY: _____	Date:	_____
2	AUDITED BY: _____ & _____	Date:	_____
3	SCANNED BY: _____	Date:	_____
4	ATTACHED BY: _____	Date:	_____
5	QC'D BY: _____	Date:	_____
<small>or three years. I understand that my failure to sign this statement means that my Mail Ballot will be invalidated.</small> <small>If you registered to vote online or at the California Department of Motor Vehicles, your signature on file is likely the one on your driver's license or State ID.</small>			
Voter's Signature _____		Date: _____	
<small>(USE BLACK INK ONLY)</small>			
Full Name: _____			
Residential Address _____			
Mailing Address _____			
<small>Return this statement no later than 8 p.m. two days prior to certification of the election by:</small> <ul style="list-style-type: none"> • Voting Elections, SBCounty.gov/BallotCure to submit electronically. • Emailing your scanned or a picture of your signed Statement to SigVer@rov.sbcounty.gov. • Faxing your signed Statement to (909) 387-3330. • Mailing or delivering your signed Statement in the enclosed postage-paid envelope to our office. <ul style="list-style-type: none"> o Registrar of Voters Office, 777 E. Rialto Avenue, San Bernardino CA 92415 • Dropping off your signed Statement in the enclosed postage-paid envelope in any drop-off boxes in the County by 8 p.m. on Tuesday, November 5, 2024. <ul style="list-style-type: none"> o Elections, SBCounty.gov/Voting/MailBallotDropOff 			
<small>For additional information or questions, please visit Elections, SBCounty.gov or contact the Registrar of Voters office by phone at (909) 387-3300 or (800) 881-8663, or by email at SigVer@rov.sbcounty.gov.</small>			

Batching Statements

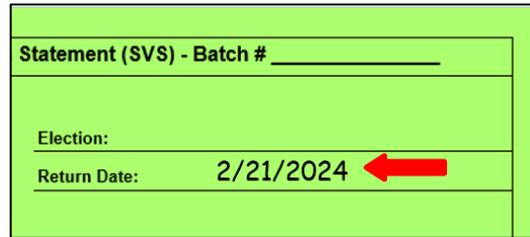
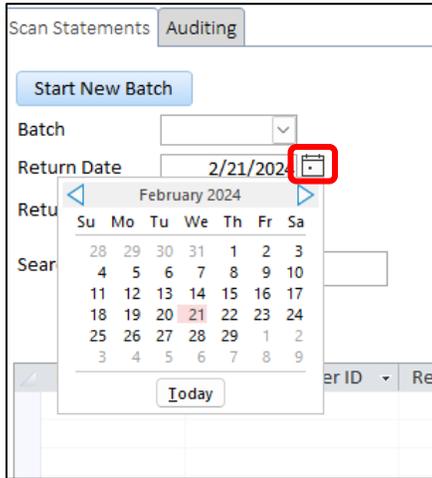
1. Open Mail Ballot Processing Database (MBPD).
2. Select **Statement Tracking**.
3. Select **Return Statements**.



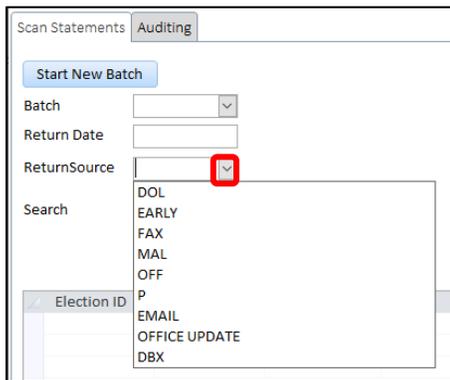
4. Select one of your binder clipped batches.
5. Click on **Start New Batch**.
6. Click the drop-down arrow and select the batch number from the batch slip you are using for this batch.



- Click the **Calendar** and set the **Return Date** to the return date of the current batch.



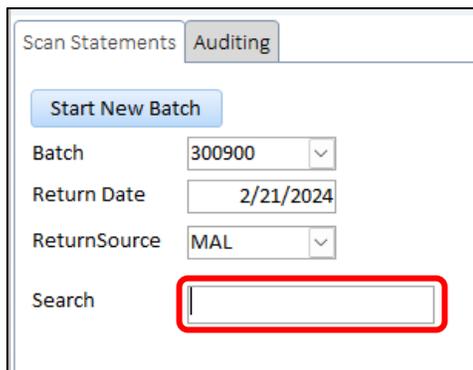
- Click the drop-down arrow and select the appropriate return source.



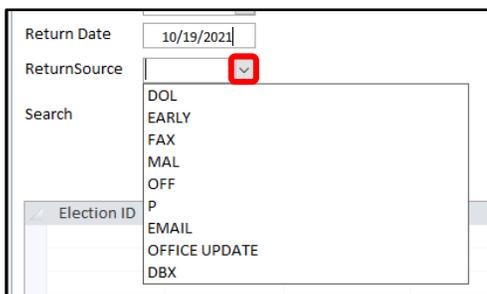
DOL	Drop off Location
EARLY	Early Vote
FAX	Fax
MAL	Mail
OFF	Office
P	Polls
EMAIL	Email
OFFICE UPDATE	Office Update
DBX	Drop Box

Note: The return source may change from one statement to another. Return date will stay the same for the entire batch.

- Click in the **Search** bar.

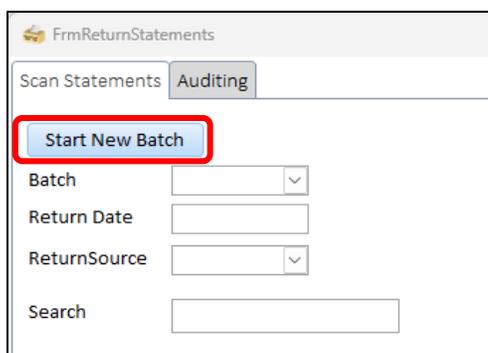


10. Using the barcode scanner, scan the QR code on each statement.
 - a. If a statement does not have a QR code it is an unsolicited statement and you will instead type the AV ID number in the **Search** bar and press enter.
11. Repeat these steps for each statement in the batch.
12. If you need to change the return source, click on the drop-down arrow and change before scanning or entering the next AV ID.



A screenshot of a web application interface. At the top, there is a 'Return Date' field with the value '10/19/2021'. Below it is a 'ReturnSource' dropdown menu with a red square highlighting the downward arrow. A search bar is positioned below the dropdown, containing a list of return sources: DOL, EARLY, FAX, MAL, OFF, P, EMAIL, OFFICE UPDATE, and DBX. To the left of the search bar is an 'Election ID' field.

13. After all statements have been entered for this batch, click **Start New Batch**.
 - a. This will update the database to include the batch you just created.

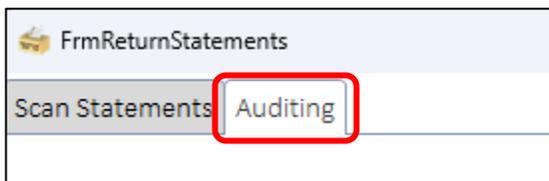


A screenshot of the 'FrmReturnStatements' application. The 'Auditing' tab is selected. A red rectangle highlights the 'Start New Batch' button. Below the button are fields for 'Batch', 'Return Date', 'ReturnSource', and 'Search'.

Printing the Envelope Pull List

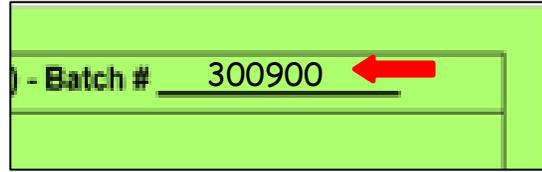
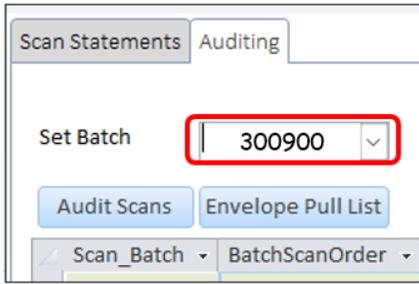
The Envelope Pull List is required for the Audit Team to gather the VBM envelope for each statement in the batch. Print Envelope pull list before sending the batch to the Audit team.

1. Click on the **Auditing** tab.

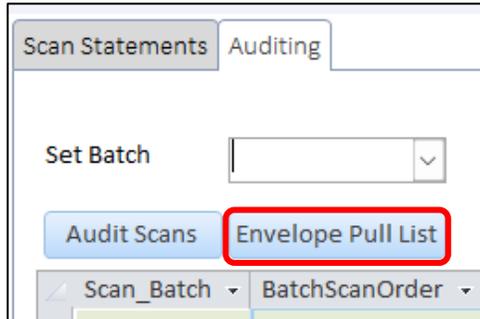


A screenshot of the 'FrmReturnStatements' application. The 'Auditing' tab is selected and highlighted with a red rectangle. The 'Scan Statements' tab is also visible.

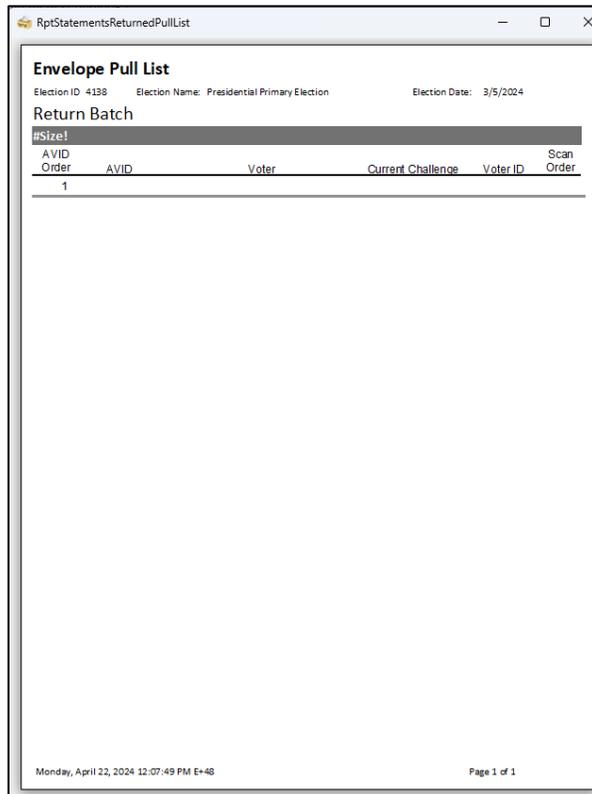
2. Enter the batch number from the batch slip.



3. Click **Envelope Pull List**.



4. Enter **Ctrl-P** on the keyboard.
 - a. Make sure printer settings are set to one sided printing.



Printer Properties

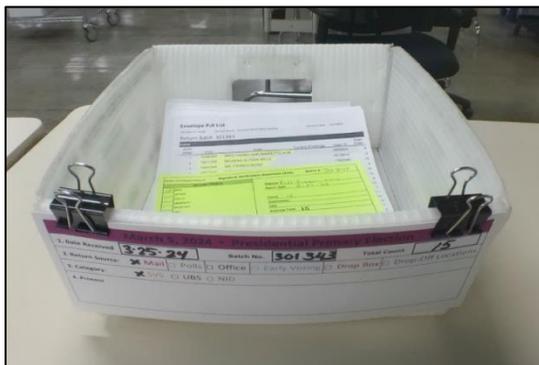


Preparing Mail Tray for Pulling Envelopes

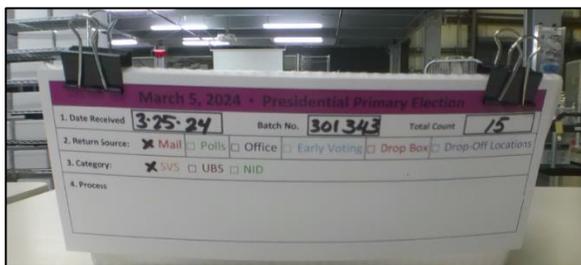
1. Using a black dry erase marker completely fill out a tray tag with the following:
 - a. Date Received
 - b. Batch Number
 - c. Total Count
 - d. Source(s)
 - e. Category

March 5, 2024 • Presidential Primary Election						
1. Date Received	2/21/24	Batch No.	300900	Total Count	29	
2. Return Source:	<input checked="" type="checkbox"/> Mail	<input type="checkbox"/> Polls	<input type="checkbox"/> Office	<input type="checkbox"/> Early Voting	<input type="checkbox"/> Drop Box	<input type="checkbox"/> Drop-Off Locations
3. Category:	<input checked="" type="checkbox"/> SVS	<input type="checkbox"/> UBS	<input type="checkbox"/> NID			
4. Process						

2. In a 1-foot tray, place the statements, completed batch slip and envelope pull list.

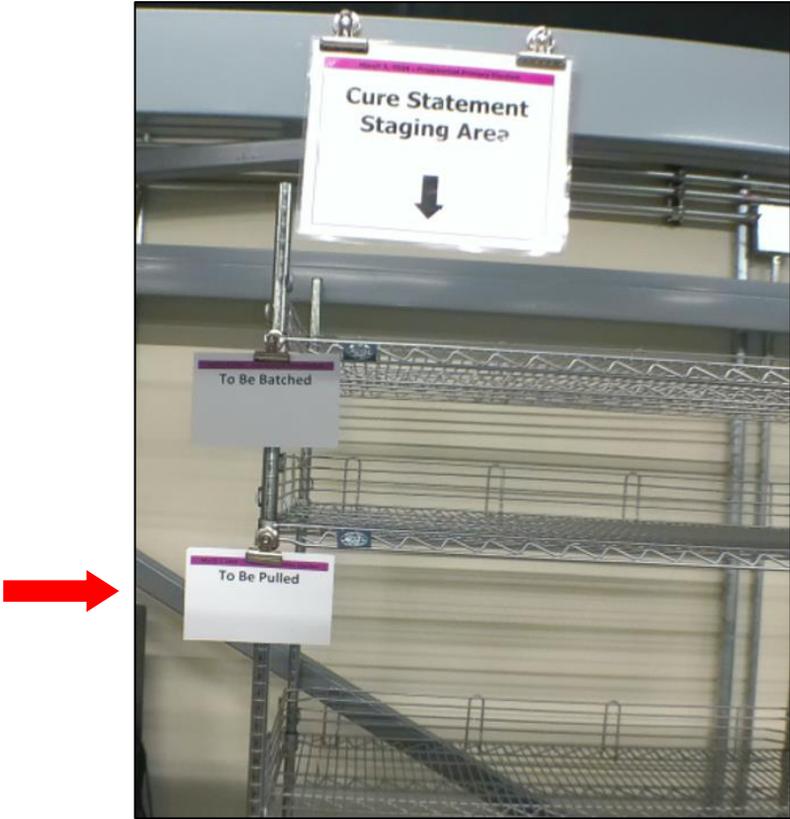


3. Clip the tray tag to the front of the tray with two medium binder clips, one on each side.



4. Do not mix multiple batches in one tray, keep only 1 batch per tray.

- 5. Place the tray in the Cure Statement Staging Area behind the audit team in the section labeled **To Be Pulled**.
- 6. The trays are now ready for the audit team to pull the VBM envelopes.



Processing NMS, NVS and NID using Cure Statement

Begin by pulling trays from the Cure Statement Staging Area labeled **To Be Processed**. These trays now have the VBM envelope for each statement and are ready for the signature verification process. Go to the next page for the processing steps.

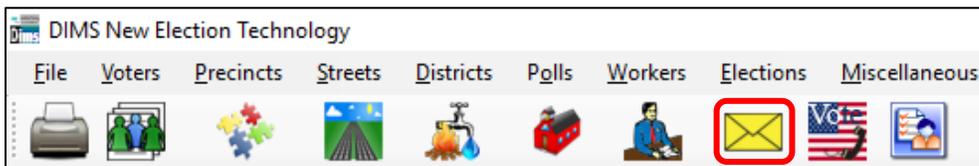


Note: Do not compare the VBM envelope signature to the cure statement signature we must always compare to the signatures on file.

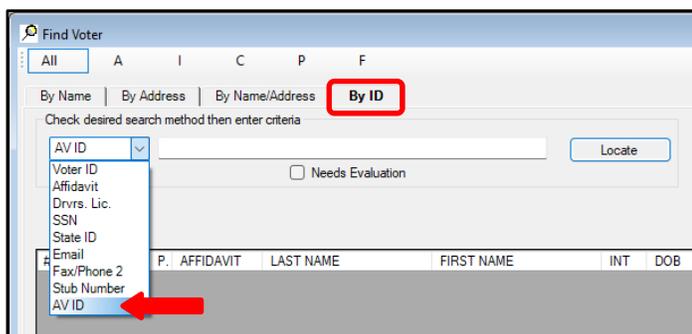
Checking for Active Ballots and Voting History

Before a voter's signature can be validated you must ensure there are no other accepted ballots and that the voter has not already voted.

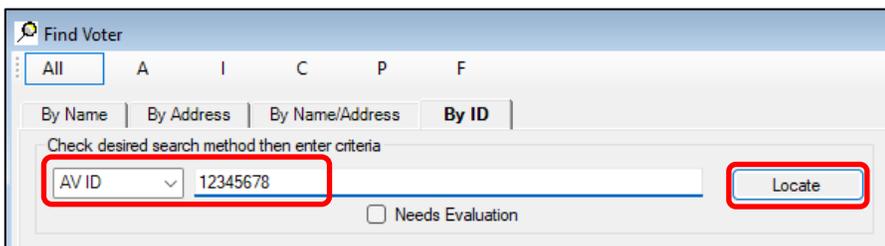
1. In DIMS, click on the **Yellow Envelope**.



2. Go to the **By ID** tab.
3. Click the drop-down arrow and select **AV ID**.



4. Enter the voter's AV ID number and click Locate.



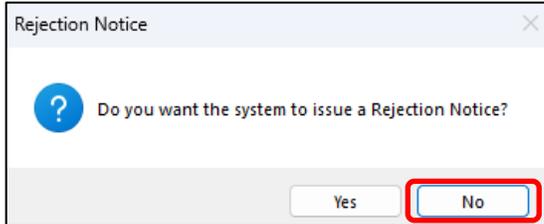
5. Verify it is the correct voter.
6. Click Select.



7. Click **OK**.



8. Click **No**.

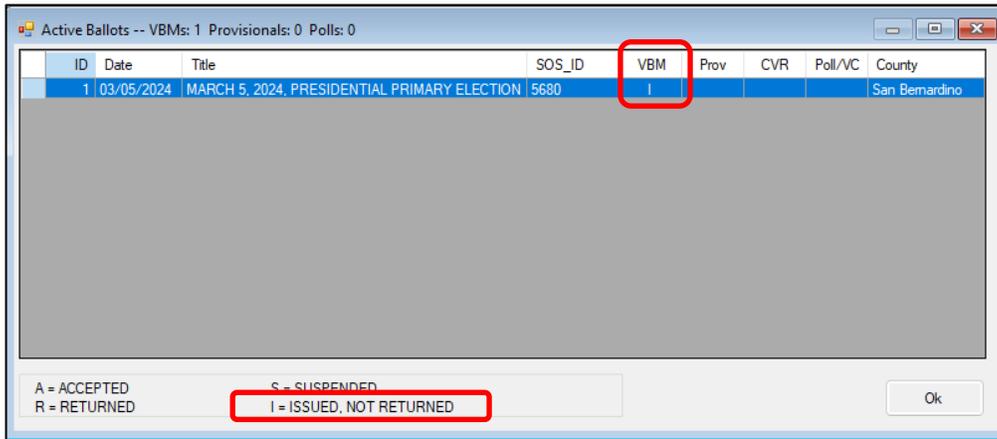


9. Click on **Active Ballots**.



10. Verify that the voter has only one issued VBM, or "I's" in any of the columns.

11. Verify there are no other accepted ballots, or "A's" in any of the columns.



12. If there is more than one Issued Ballot, make sure all the columns are either blank or only have an "I" for issued.

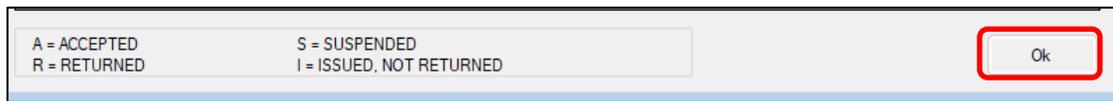
SOS_ID	VBM	Prov	CVR	Poll/VC	County
4397	I				San Bernardino
4397	I				San Bernardino

13. If there is an “A” or “Y” that means a ballot has already been accepted and the voter has already voted.

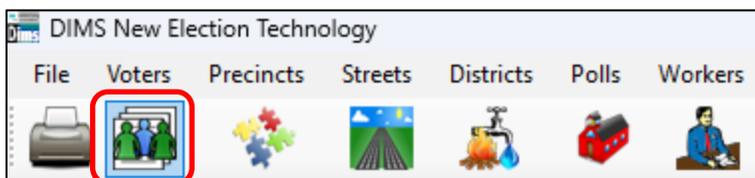
Note: If this voter has already voted do not continue processing the VBM. We cannot accept this VBM envelope, and it must be challenged as Voter Already Voted (VAV).

Date	Title	Elig	Voted	PARTICIPATION METHOD	Party	Poll ...
03/05/2024	MARCH 5, 2024, PRESIDENTIAL PRIMARY ...	Y	Y	POLL	DEM	Y

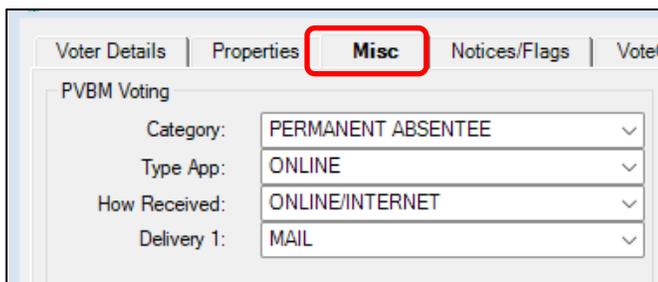
14. Click **OK** to close the window.



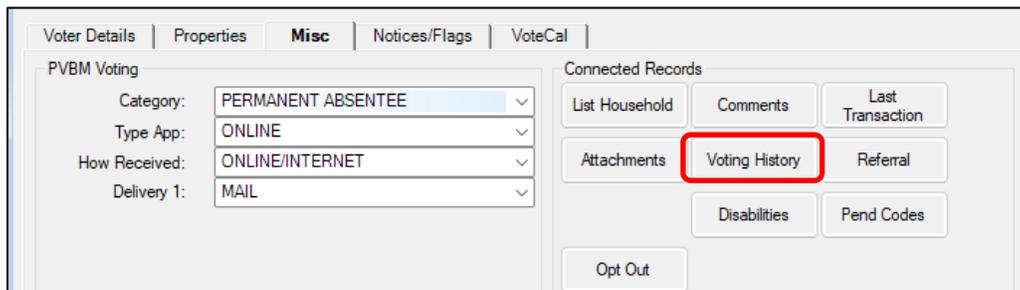
15. Click the **Find Voter Records** icon.



16. Click the **Misc** tab.



17. Click on **Voting History**.



18. Verify that the current Election is listed.
19. Make sure that the **Voted** and **Poll Voter** columns have an “N”.

Voter History for Eligible Elections Only -

#	Elec ID	Date	Title	Elig	Voted	PARTICIPATION METHOD	Party	Poll Voter
2	4136	03/05/2024	MARCH 5, 2024, PRESIDENTIAL PRIMARY ...	Y	N	VBM	DEM	N
3	4118	06/07/2022	JUNE 7, 2022, STATEWIDE DIRECT PRIMA...	Y	N	VBM		N
4	4122	09/14/2021	SEPTEMBER 14, 2021, CALIFORNIA GUBER...	Y	N	VBM		N
5	3958	11/03/2020	2020 PRESIDENTIAL GENERAL ELECTION	Y	Y	VBM		N

20. Click **OK** to close the window.



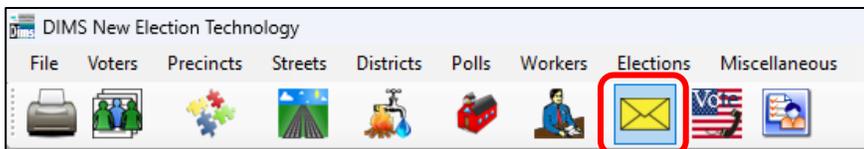
Signature Verification and Overturning

Once you have completed the active ballots and voter participation history research you can now begin the signature verification and overturning process. Use the signature on the cure statement the voter returned; to compare to the signatures the voter has on file.

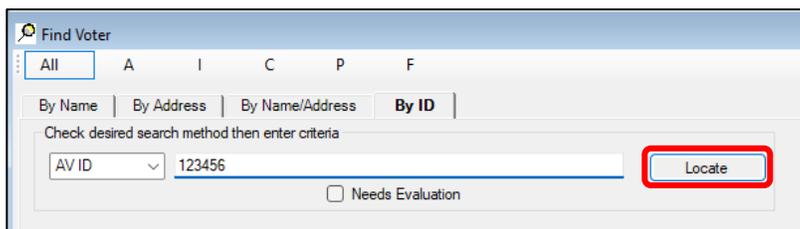
1. Open **DIMS.net**.



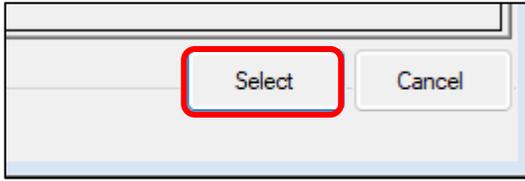
2. Double-click the **Yellow Envelope** on the menu.



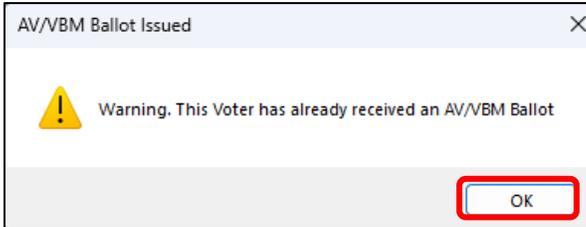
3. Enter the voter’s AV ID number from the statement.
4. Click Locate.



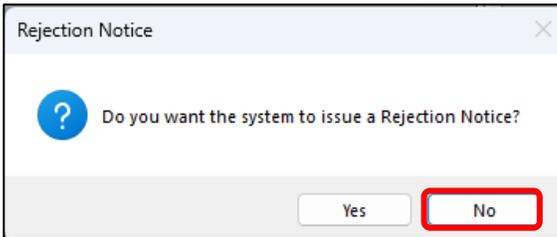
- 5. Verify it is the correct voter.
- 6. Click **Select**.



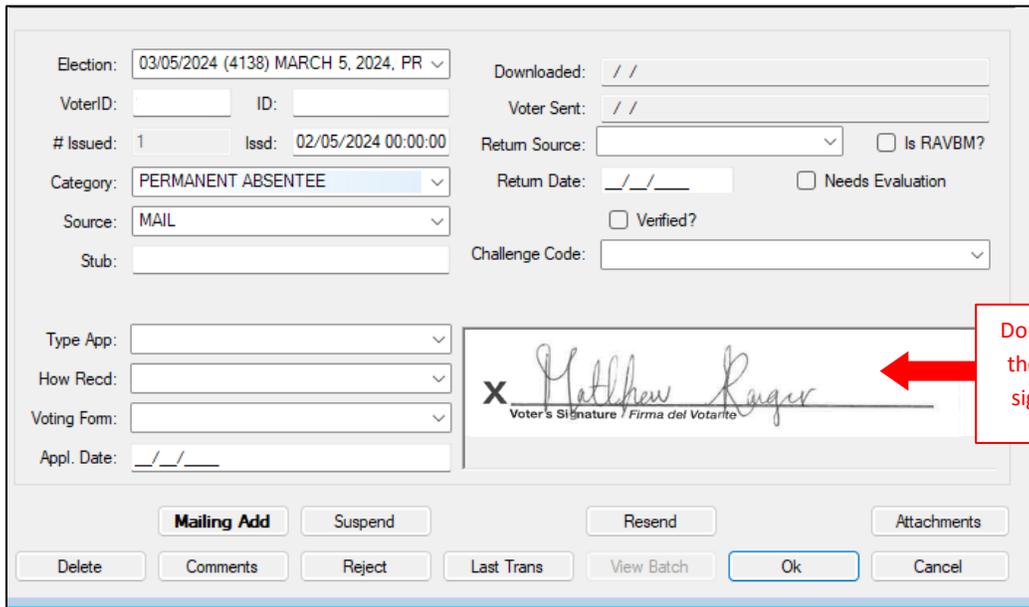
- 7. Click **OK**.



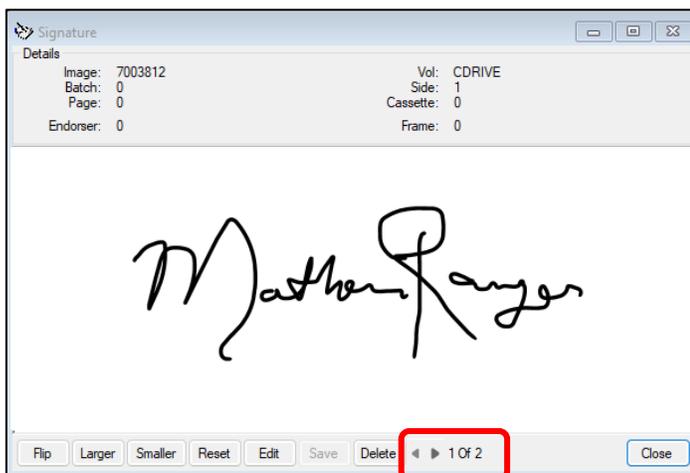
- 8. Click **No**.



- 9. A window will appear with the voter's signature, double-click the signature.

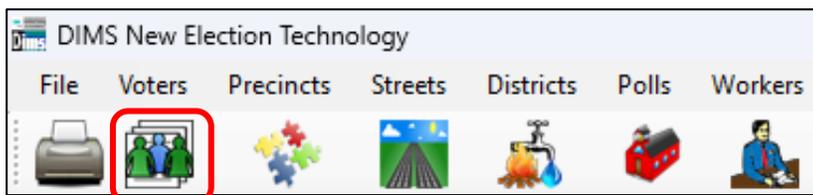


10. Check for additional signatures, by clicking the arrows.



11. If none of the signatures match, look for additional signatures in the voter's attachments.

12. Click on the **Find Voter Records** icon.



13. Click on the **Misc** tab.

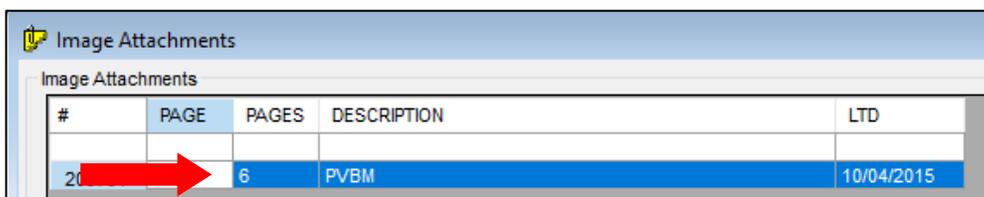


14. Click on Attachments.



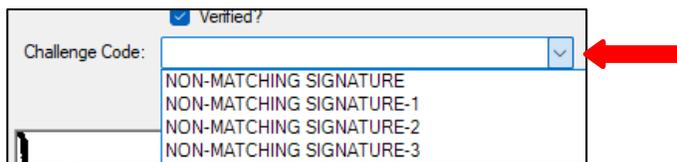
Note: If **Attachments** is in bold there are additional signatures to compare, if Attachments is not in bold there are no additional signatures.

15. Double-click each attachment to view documents with voter's signature.

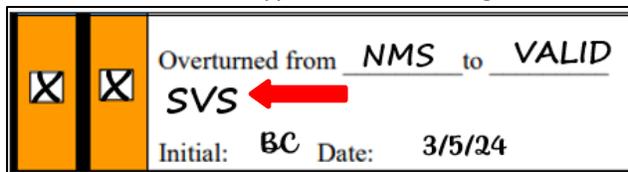


16. If the signature(s) compare:

- a. Remove the challenge from DIMS to validate.



- b. Complete the challenge label on the VBM envelope indicating the valid status.
- c. Write the statement type on the challenge label.

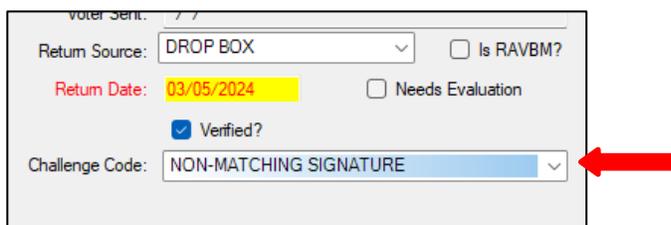


- d. Place it in the **VALID** section of the desk organizer.

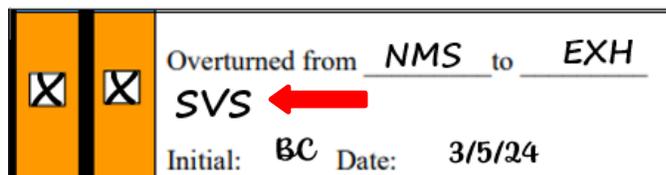


17. If the signature(s) DO NOT compare:

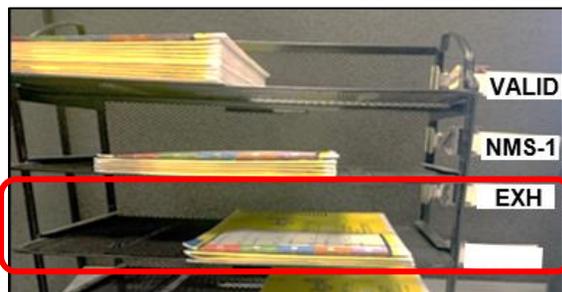
- a. Do not remove the challenge code in DIMS.
- b. Leave the challenge code as is (NMS/NVS).



- c. Complete the challenge label on the VBM envelope indicating it has been Exhausted.
- d. Write the statement type and exhausted on the challenge label.



- e. Place it in the **EXH** section of the desk organizer.



Note: Refer to the **Exhausted VBM Envelopes** section of this procedure.

Adding Comments in MBPD

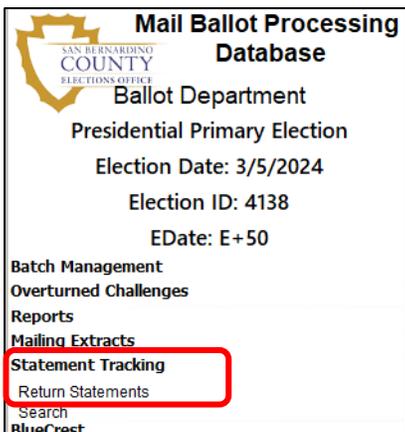
Once you have completed the signature verification process, go back to the Mail Ballot Processing Database and add comments to each voter in the batch. The voters in red remain challenged and the voters in green have been validated.

Add comments using the table below for reference:

Comments – Common Cure Statement Processing Scenarios
SVS received, Signature compares, Overturned to Valid - INITIALS/DATE
SVS received, Signature did not compare, Ballot remains challenged - INITIALS/DATE
SVS received too late, SVS attached to record - INITIALS/DATE
SVS received too late, Signature did not compare - INITIALS/DATE
SVS received, Overturned to Valid before statement was received - INITIALS/DATE
Unsolicited SVS received, Signature compares, SVS attached to record - INITIALS/DATE
Unsolicited SVS received, Signature did not compare - INITIALS/DATE
UIES received, Signature compares, Overturned to Valid - INITIALS/DATE
UIES received, Signature did not compare, Ballot remains challenged - INITIALS/DATE
UIES received, Overturned to Valid before statement was received - INITIALS/DATE
UIES received too late; Signature compares, UIES attached to record - INITIALS/DATE
UIES received too late; Signature did not compare - INITIALS/DATE
Unsolicited UIES received; Signature compares, UIES attached to record - INITIALS/DATE
Unsolicited UIES received; Signature did not compare - INITIALS/DATE

San Bernardino County Registrar of Voters
 Preparing and Processing Cure Statements

1. Open the **MBPD**.
2. Click **Statement Tracking**.
3. Click **Return Statements**.



4. Click on the **Auditing** tab.



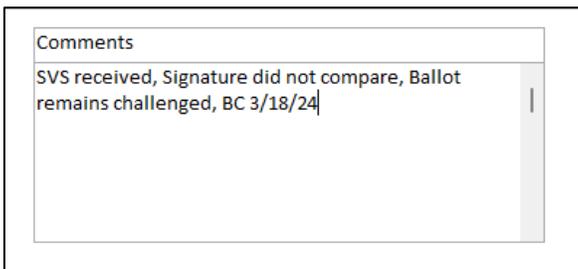
5. Enter the batch number.
6. Press **Enter** on the keyboard.



7. Double-click each voter in RED.

Scan_Batch	Bc	challenged	DIMS_Current_Challenge	Problem	Comments
301262	1	NMS			SVS received, Signature did not compare, Ballot remains challenged, BC 3/18/24
301262	2	NMS			Source is Email, SVS received, Overturned to Valid, BC 3/18/24
301262	3	NMS			Source is Email, SVS received, Overturned to Valid, BC 3/18/24
301262	4	NMS			Source is Email, SVS received, Overturned to Valid, BC 3/18/24
301262	5	NMS			Source is Email, SVS received, Overturned to Valid, BC 3/18/24
301262	6	NMS			SVS received, Overturned to Valid, BC 3/18/24
301262	7	NMS	NMS	Needs Research	SVS received, Signature did not compare, Ballot remains challenged, BC 3/18/24
301262	8	NMS			SVS received, Overturned to Valid, BC 3/18/24
301262	9	NMS			SVS received, Overturned to Valid, BC 3/18/24
301262	10	NMS			SVS received, Overturned to Valid, BC 3/18/24
301262	11	NMS			SVS received, Overturned to Valid, BC 3/18/24
301262	12	NMS			SVS received, Overturned to Valid, BC 3/18/24
301262	13	NMS			SVS received, Overturned to Valid, BC 3/18/24
301262	14	NMS	NMS	Needs Research	SVS received, Signature did not compare, Ballot remains challenged, BC 3/18/24

8. Double-click the **Comments** section and add the reason why the VBM envelope remained challenged, initial and date.



Comments

SVS received, Signature did not compare, Ballot remains challenged, BC 3/18/24

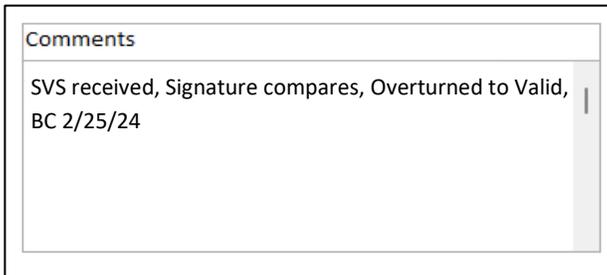
9. Click the **X** to exit the comments window.



10. Double-click each voter in GREEN.

301262	8	NMS				SVS received, Overturned to Valid, BC 3/18/24
301262	9	NMS				SVS received, Overturned to Valid, BC 3/18/24
301262	10	NMS				SVS received, Overturned to Valid, BC 3/18/24
301262	11	NMS				SVS received, Overturned to Valid, BC 3/18/24
301262	12	NMS				SVS received, Overturned to Valid, BC 3/18/24
301262	13	NMS				SVS received, Overturned to Valid, BC 3/18/24

11. Double-click the **Comment** section and add the reason why the VBM envelope has been overturned to Valid, initial and date.



Comments

SVS received, Signature compares, Overturned to Valid, BC 2/25/24

12. Click the **X** to exit the comments window.



Batch Audit

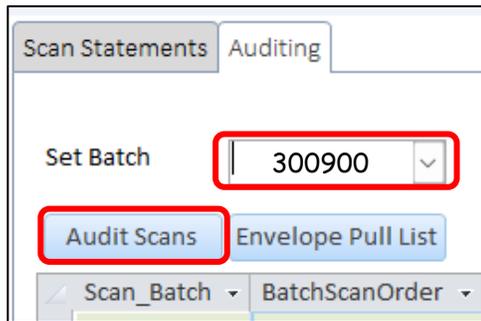
Printing Scan Audit Report

Print the Scan Audit report after you have processed all the envelopes in the batch and added comments in the MBPD. This report is used to ensure that all the letters in the batch are accounted for.

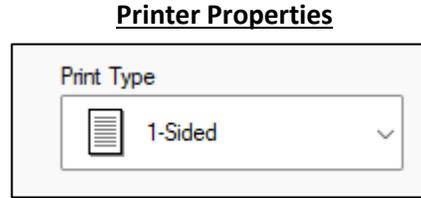
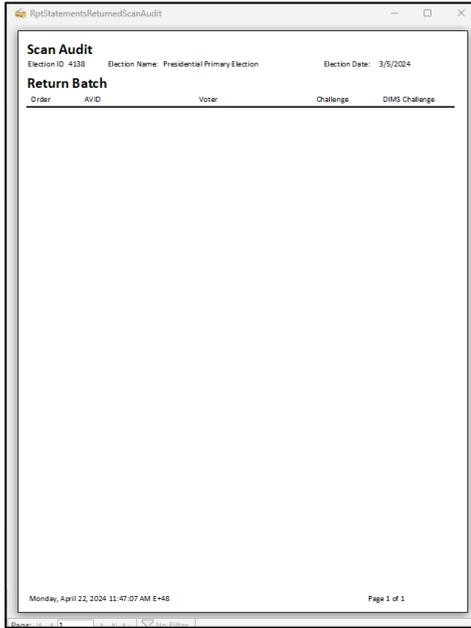
1. Click on the **Auditing** tab.



2. Enter the batch number.
3. Press **Enter** on the keyboard.
4. Click **Audit Scans**.



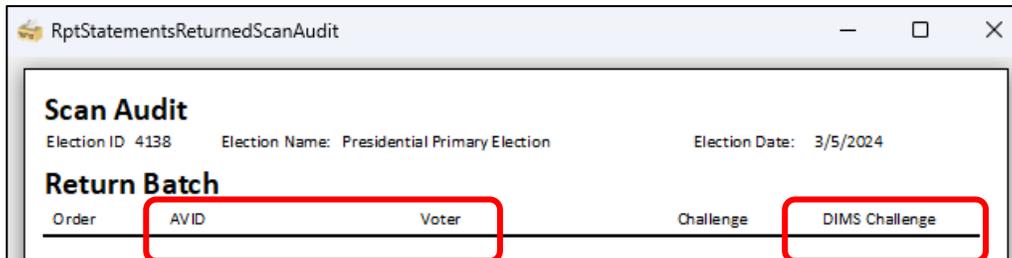
5. Click **Ctrl-P** on the keyboard.
 - a. Make sure printer settings are set to one sided printing.



Performing a Batch Audit

A batch audit requires two team members. One person to call out the AV ID, Voter Name, and DIMS Challenge from the scan audit report and another one to confirm the information matches.

Note: This process will go smoother if the statements are in the same order as the printed Batch Audit list. If there is time, take a moment to sort accordingly.



San Bernardino County Registrar of Voters
 Preparing and Processing Cure Statements

1. Pair up with a team member.
2. Decide who will call out voter information and who will confirm.
3. Read out loud the AV ID, Voter Name, and DIMS Challenge from each statement.
4. The other team member will verify the information is accurate.
 - a. No challenge code indicates a Valid VBM envelope.

DIMS Challenge
NMS <div style="border: 2px solid red; width: 80px; height: 20px; margin: 5px auto;"></div>
NMS

5. Once it is confirmed that the voter is valid highlight using a yellow highlighter.
 - a. If the ballot remains challenged highlight that voter using an orange highlighter.
6. Both team members, initial and date the Scan Audit report.

Scan Audit
 Election ID 4138 Election Name: Presidential Primary Election Election Date: 3/5/2024

Return Batch 300916

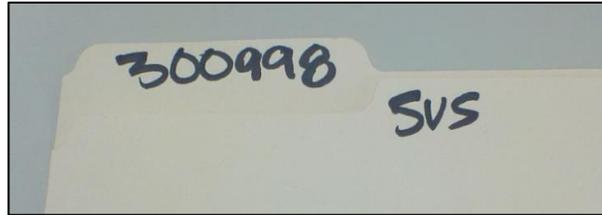
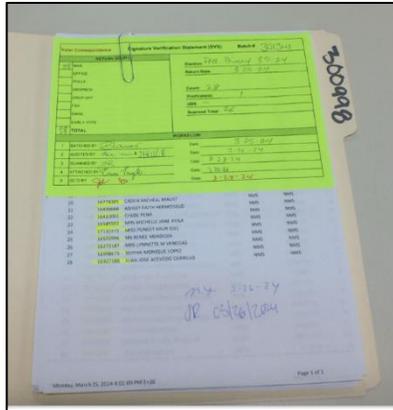
Order	AVID	Voter	Challenge	DIMS Challenge
1	16001234	WILLIAM SMITH	NMS	NMS
2	16001245	JOHN MAYER	NMS	
3	15001200	HALEY VALDEZ	NMS	
4	15001201	JANE GARCIA	NMS	NMS

EC 4/29
JS, 4/29

7. Both team members write name and date on the batch slip.

WORKFLOW	
1	BATCHED BY: <u>John Smith</u> Date: <u>4/27/24</u>
2	AUDITED BY: <u>Blanca & Jary</u> Date: <u>4/29/24</u>
3	SCANNED BY: _____ Date: _____
4	ATTACHED BY: _____ Date: _____
5	QC'D BY: _____ Date: _____

8. Place the statements and Batch Audit list in a manila folder.
 - a. Write the Batch number on the manila folder tab.
 - b. Write the type of statement SVS/UIES under the tab.
 - c. Set aside for filing.



9. Resolution lead will collect the VBM Envelopes.

Lead Audit Review

Lead will review all audits performed by the resolution team members.

1. Check for the following:
 - a. All statements and comments have been entered into the MBPD.
 - b. Make sure the comments in the MBPD match the challenge label on the VBM envelopes.
 - c. If the comment states "signature compares" the challenge label on the VBM envelope should be Overturned to Valid.
 - d. If the VBM envelope says otherwise, return to the clerk for corrections.
 - e. Make sure the batch control slip and audit list have been properly filled out initialed and dated by the two team members that performed the audit.
2. Once you have reviewed and approved, file in the Statements cabinet.
 - a. Cabinet M by the scanning station.
3. Collect all the VBM envelopes in the clerk's desk organizer trays and place them in the designated trays.

NID Letters - No ID Provided (HAVA ID)

NID Letters are mailed to voters when they are required to provide a form of identification before their VBM envelope can be processed. This occurs when a first time voter registers online or the voter record does not contain an ID or social security number.

1. Verify the voter attached a valid form of identification with their returned statement.

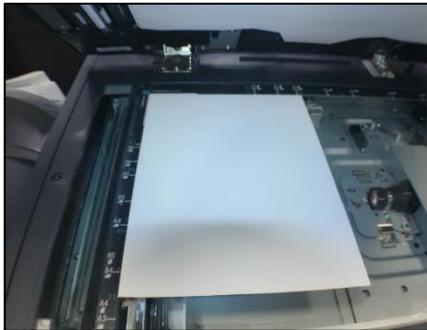
List of acceptable photo identification (these cards or documents must be current, must have a photo of you, and must have your first and last name):

- driver's license or identification card of any state
- passport
- employee identification card
- identification card provided by a commercial establishment
- credit or debit card
- military identification card
- student identification card
- health club identification card
- insurance plan identification card
- public housing identification card

Alternatively, you may send in a copy of any of the documents listed below (they must contain your first and last name and your full residential address):

- utility bill
- bank statement
- government check or paycheck
- any document, card, bill, certificate, or statement issued by a governmental agency (local, state, or federal) that displays first and last name and residential address

2. Conduct the signature verification process, active ballot and voting history check.
 - a. If the signature compares, remove the No ID Provided (NID) challenge code in DIMS and continue processing the VBM.
 - b. If the signature DOES NOT compare, change the challenge code from NID to NMS-1.
 - c. Place the VBM in the NMS-1 section of the desk organizer.
3. Using Copier 04, scan the documents into the Ballot folder.
 - a. Place documents on the top left corner of the glass.



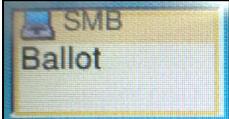
- b. Select **Home**



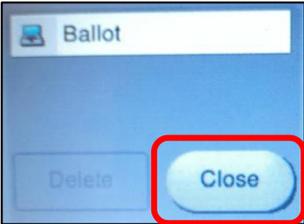
c. Select **Scan/Fax**



d. Select **Ballot**



e. Select **Close**



f. Select **Compact PDF**



g. Select **TIFF**



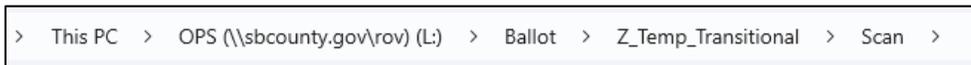
h. Select **OK**



i. Press **Start**



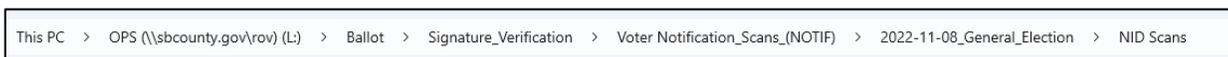
4. Open the scan folder in file explorer.



5. Rename the scanned file with the voter's **AV ID** number.



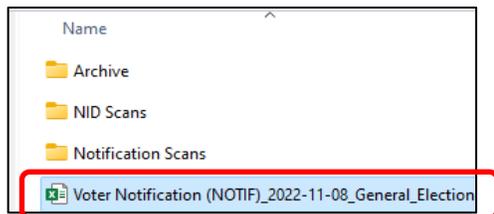
6. Cut (**Ctrl + X**) and paste (**Ctrl + V**) the scan into the **NID Scans** folder for the correct Election.



7. Go to the current Election folder.



8. Open the Voter Notification (NOTIF) Excel spreadsheet.



9. Click on the NID tab.



10. Enter the voter's **AV ID** and **Voter ID**.
11. Add a comment such as "Valid ID Provided".

	A	B	C	D
1	AVID ▼	Voter ID ▼	Comments ▼	Status ▼
2	16001234	651123	Valid ID Provided	
3				
4				
5				

12. Fold the identification documents in half and place in a Blue Recycle Bin for shredding.



13. Write NID to VALID on the VBM envelope challenge label indicating the valid status.

X	Overtuned from <u> NID </u> to VALID
	Initial: BC Date: 4/29/24

14. Place VBM envelope in the valid section of the desk organizer.



Exhausted VBM Envelopes

When a signature on a statement does NOT match the signature on file, the VBM becomes exhausted.

1. On the challenge label, write Overturned from NMS/NVS to EXH. Also notate what type of cure statement was received.
2. Write your Initials and Date.

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Overturned from <u>NMS</u> to <u>EXH</u> SVS Initial: <u>BC</u> Date: <u>4/24/24</u>
-------------------------------------	-------------------------------------	--

3. Using a black Sharpie, in all capital letters write "EXHAUSTED" across the Challenge Label.
4. Make a thick line on the top-right corner of the VBM envelope.

<input checked="" type="checkbox"/>	Overturned from <u>NMS-1</u> to <u>NMS-2</u> Initial: <u>RA</u> Date: <u>3/1/24</u>	
<input checked="" type="checkbox"/>	Overturned from <u>NMS-2</u> to <u>NMS-3</u> Initial: <u>LL</u> Date: <u>3/1/24</u>	
<input checked="" type="checkbox"/>	Overturned from <u>NMS-1</u> to <u>NMS</u> Initial: <u>AG</u> Date: <u>3/4/24</u>	
<input checked="" type="checkbox"/>	Overturned from <u>NMS</u> to <u>EXH</u> Initial: <u>BC</u> Date: <u>3/7/24</u>	
<input type="checkbox"/>	Overturned from _____ to _____ Initial: _____ Date: _____	

Authorization

Document Owner: Ballot Department	Initiation Date: 06/2020
Version Number: 4.0	Date: 04/29/2024
Version Written By: Blanca Cazares	