

REGISTRAR OF VOTERS

Preparing Cure Statements for Processing

PROCEDURE DOCUMENT - Version 3.0

Blanca Cazares 10/30/2023

Preparing Cure Statements for Processing

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Purpose

This procedure encompasses the processing for incoming cure statementes for Unsigned Identification Envelope Statements (UIES) . Signature Verification Statements (SVS) file in DIMS, and ID Verification Proof for voters who must provide valid ID.

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.

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Supplies for Overturning Challenges

- Challenge Resolution Labels
- Challenge File Desk Organizer
- Desk Organizer Tray Clips
- File Organizer Label Tags
- Mail tray
- Challenge:
- Binder Clips
- 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:

- 1. Incoming Mail Ballot Pre-Sort Tables
- 2. Incoming Mail Tray
- 3. Front Office Tray
- 4. Signature Verification Email and Fax Inbox
- 5. Incoming Mail from Central Mail

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

Sorting Return Statements - With Envelopes

- 1. Sort return envelopes into the following categories by return date.
 - a. Drop Box
 - b. Drop Off Location
 - c. Office
 - d. Early Vote
 - e. Polls
 - f. Mail
- 2. Stamp each envelope according to return source and return date.
- 3. Work on one stack at a time.
- 4. Open each envelope using a mail opener.
- 5. Take out statements from envelopes.
- 6. Unfold each statement.
- 7. Stamp each <u>statement</u> according to return source and return date.
- 8. Sort the statements by type, UIES, SVS or NID.

Sorting Return Statements - With No Envelopes

- 1. Sort into the following return source categories by return date.
 - a. Drop Box
 - b. Drop Off Location
 - c. Office
 - d. Early Vote
 - e. Polls
 - f. Fax
 - g. Email
- 2. Stamp each <u>statement</u> according to return source and return date.

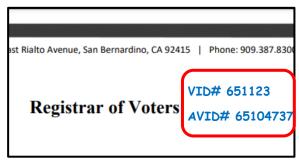
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3. Sort the statements by type, UIES, SVS or NID.

Sorting Return Statements - Unsolicited

An unsolicited statement is a statement that was not requested by ROV, but still needs to be recorded and processed. This statement will not have the voter's information, you will need to write the voters VID and AVID on the statement before processing.

- 1. Sort <u>statements</u> into the following return source categories and by return date.
 - a. Drop Box
 - b. Drop Off Location
 - c. Office
 - d. Early Vote
 - e. Polls
 - f. Fax
 - g. Email
- 2. Stamp each statement according to return source and return date.
- 3. Sort the statements by type
 - a. UIES
 - b. SVS
 - c. NID
- 4. Write the voters VID and AVID information on each statement, following the steps below:

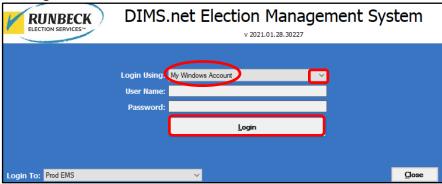


Logging into DIMS.net

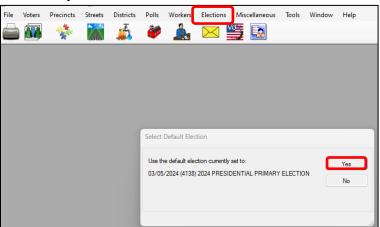
1. Double-click the DIMS.net icon.



- 2. In the **Login Using** field click the drop-down arrow and select My Windows Account **Note:** Your username should auto-populate in the Username field. The Password text box will remain blank.
- 3. Click Login



4. Make sure you have the correct Election

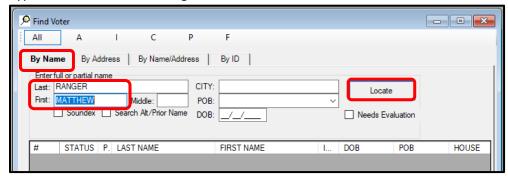


Locating Voter Record for Unsolicited Statements

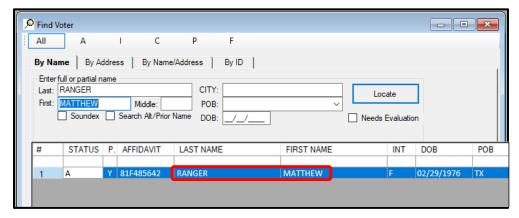
1. In the DIMS menu, click on the Yellow Envelope.



2. Type the voters name starting with Last name, then First name, then click LOCATE.



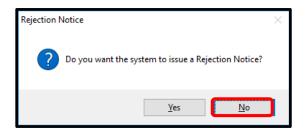
- 3. Verify you have the correct voter.
- 4. Double click on voter name.



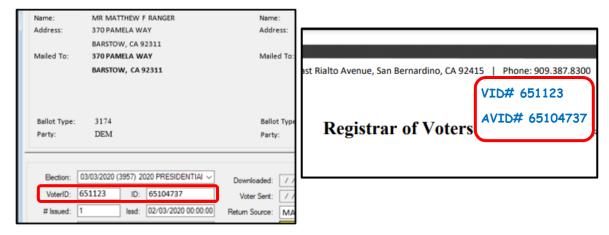
5. Click OK.



6. Always, click NO.



7. Locate the voter VID and AVID #'s and write both #'s on the top right corner of the statement.



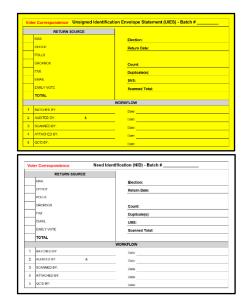
- 8. Place that statement in the appropriate statement type (SVS, UIES or NID) stack.
- 9. Repeat steps 3-8 until all unsolicited statements have the voters VID and AVID #s.

Assembling the Statement Batch Packets

Before you can begin to assemble the statement batches, you will need to first organize each statement stacks by RETURN DATE. Once you are done sorting all the statements by statement type (SVS, UIES or NID) and RETURN DATE you can now begin to assemble your batches.

- 1. Starting with the SVS stack, organize the statements into RETURN DATE order.
- 2. Binder clip EACH DATE into separate batches of 29 or less.
- 3. Clip a batch control slip to the top of **EACH** batch.
 - a. SVS Statement GREEN
 - b. UIES Statements YELLOW
 - c. NID Statement WHITE 651123





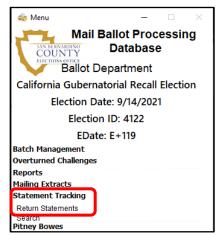
Filling out the Batch Control Slip

- 1. Next to Election: write date of Election and Election name.
- 2. Next to Return Date: write the date the statements were returned.
- 3. In the **RETURN SOURCE** section:
 - a. Write the # of statements for each source.
 - b. Next to TOTAL: write the total amount of statements in this batch.
- 4. In the WORKFLOW section:
 - a. Next to Batched by: Write your name
 - b. Next to Date: write the date



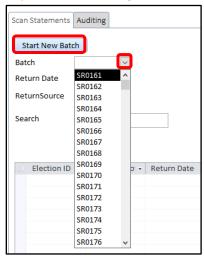
Processing SVS and UIES Statements

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



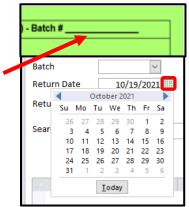
- 4. Click on Start New Batch
- 5. In the Drop down select the first available batch

NOTE: Announce batch # you will be using to the other team members in your row. Very Important not to forget this.

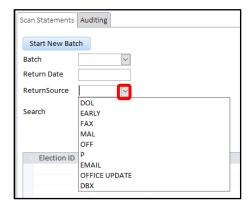


- 6. Select one of your binder clipped batches.
- 7. Write the batch # on the control slip.

8. Click the Calendar icon and set the Return Date to the date on the current batch.



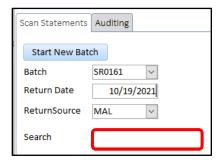
9. In the Drop down select the appropriate return source



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

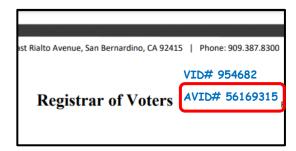
NOTE: The return source may change from one statement to another. Return date will not change.

10. Click in the Search bar

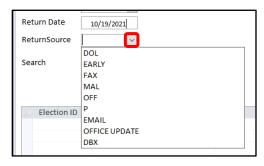


- 11. Using the scanner, scan the QR code (top left or bottom right) on each statement.
 - a. If a statement doesn't have a QR code (unsolicited statement) you will instead type the AVID # in the **Search** bar and press enter.

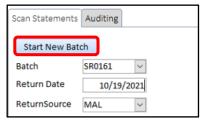




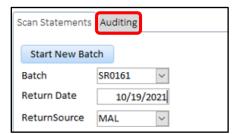
- 12. Repeat for each statement.
- 13. If you need to change the return source, click on Drop Down and change Before scanning/entering the next AVID.



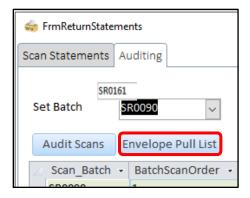
14. After all statements have been entered for this batch, click **Start New Batch**. This will update the database to include the batch you just created.



15. Click on the Auditing tab.



16. Click **Envelope Pull List**



17. Right click on the Pull List and then click on **Print.** Make sure printer settings are set to one sided printing.



- 18. Ask lead for a 1-foot tray, statement tray tag and manila folder.
- 19. On the tray tag write the batch #, statement type and date.
- 20. Using 2 binder clips, attach this tray tag to the front of the tray.
- 21. Only 1 batch per tray. Trays can be stacked.
- 22. Using a Sharpie marker write the batch # on the manila folder tab.

 On the corner near the manila folder tab, write the statement type (SVS, UIES, or NID) using a Sharpie marker.

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- 23. Using the Pull List sort the statements according to the Avid order
- 24. Place the manila folder and statements into the tray and place the pull list on top.

Processing VBMs

During these processes you will be comparing the voter's signature on file to the statement signature. If the signature on file compares to the signature on the statement, you will overturn the VBM envelope to Valid.

Note: Do not compare the VBM envelope signature to the statement signature.

- SVS If the signature on statement DOES NOT compare with the signatures on file, then the VBM envelope will remain challenged as NMS and become EXHAUSTED.
- UIES If the signature on the statement DOES NOT compare to the signatures on file the VBM envelope will remain challenged as NVS and become EXHAUSTED.

You will also need to verify the voter has no active ballots or Poll acceptance for this election. Instructions below in the "Checking for Active Ballots and Voting History" section of this procedure.

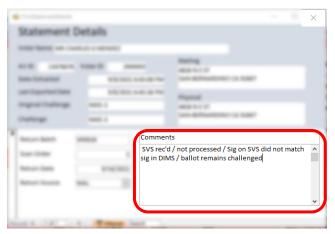
- 1. Open DIMS and look up each mail ballot return envelope and statement record.
- 2. Compare the signature on the return statement to the signature(s) on file for the voter, also check for active ballots and voting history.
- 3. If the signature compares:
 - Remove the challenge from DIMS to validate.
 - Complete the challenge label on the VBM envelope indicating the valid status.
 - Write the statement type on the challenge label.
- 4. If the signatures do not compare:
 - Do not remove the challenge code in DIMS. Leave the challenge code as is.
 - Complete the challenge label on the VBM envelope indicating it is still challenged.
 - Write the statement type and exhausted on the challenge label.

Note: Refer to the Exhausted VBM Envelopes portion of this procedure

- 5. For each VBM envelope remaining challenged, add a comment in the $\,$ MBPD .
 - Note: The VBMs that remain challenged will be in red.
- 6. Double click on each voter in red one by one.

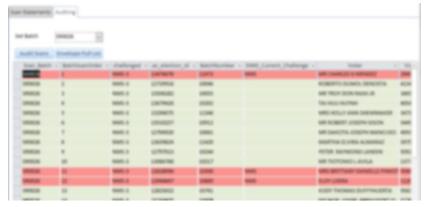


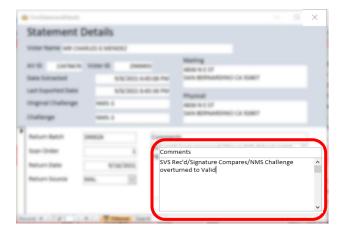
7. In the **Comment** section you will add the reason why the VBM envelope remained challenged, then click the **X**.



- 8. Repeat this for each voter in RED per batch.
- 9. For all others, in GREEN, you will also need to add a comment in the MBPD as to the reason why it has been overturned to valid.

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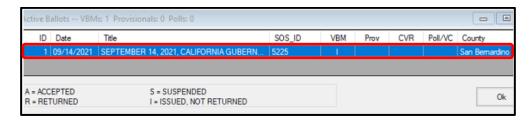


Checking for Active Ballots and Voting History

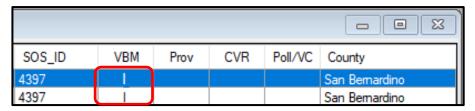
1. In the New AV/VBM's by Voter ID Number window, click on Active Ballots.



2. Verify that the voter has only one issued VBM in the Active Ballots window.

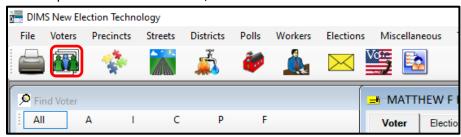


3. If there is more than one Active Ballot, make sure that the *VBM*, *Prov*, *CVR*, and *Poll/VC* columns are either blank or only have an "I" for *issued*.



Note: If any of the VBM, Prov, CVR, and Poll/VC columns have an "A" for Accepted or "Yes" that means that this voter has already voted. Continue processing the VBM to step 17, then skip to <u>Voter Already Voted (VAV)</u> section of this procedure.

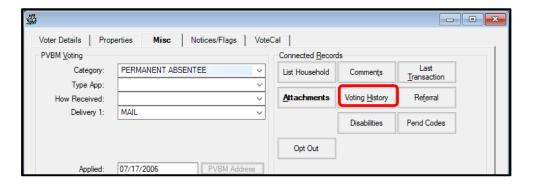
- 4. Click **OK** on the *Active Ballots* window.
- 5. In the top left corner of DIMS.net, click the **Find Voter Records** icon



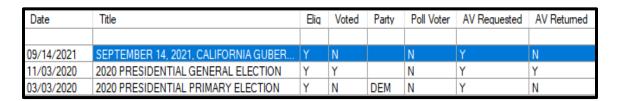
6. The voter's record window will appear. Click the *Misc* tab.



7. Click on **Voting History**.



- 8. Within the *Voting History* window, verify that the current election is listed. If the current election is present, make sure that the *Voted* and *Poll Voter* columns have an "N".
- 9. Click **OK** to close the *Voting History* window.



Note: If either the Voted or the Poll Voter columns have a "Y", that means that this voter has already participated in this current election and already voted. We cannot accept this VBM envelope and becomes challenged as Voter Already Voted (VAV). Go straight to the VAV section of this procedure.

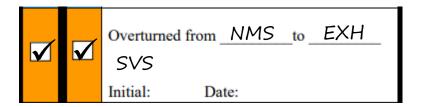
Once you have completed your research you can now begin the signature verification and overturning processes.

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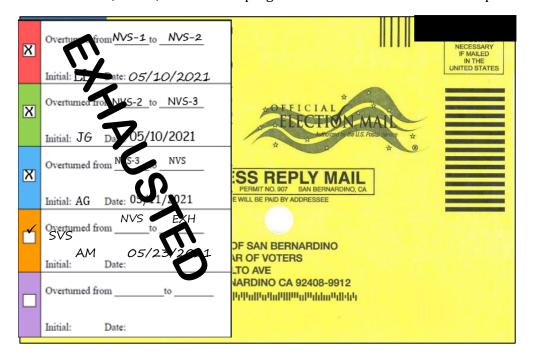
Exhausted VBM Envelopes

When a signature on a SVS or UIES statement does not match the signature on file, the VBM becomes exhausted.

1. On the challenge label, write Overturned from current challenge code (typically NMS or NVS) to EXH. Also notate what type of cure statement was received.



- 2. Using black Sharpie, in all capital letters write "EXAUSTED" on the Challenge Label.
- 3. Make a thick, 1 inch, line on the top right-hand corner of the VBM envelope.



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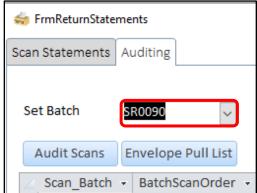
Batch Audit

Printing Batch Audit List

After all changes and updates have been made, a Batch Audit must be performed to ensure all was done accurately.

1. Once all mail ballot envelopes and statements have been worked for a batch, run the batch Audit in MBPD

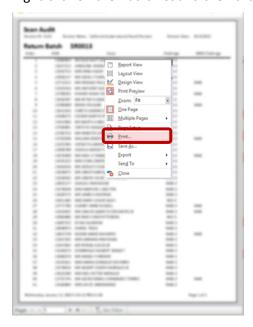




NOTE: Verify that the valid VBM envelopes have their challenges removed (in green) and the challenged mail ballots are still challenged (in red)

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2. Right-click on the Audit List and then click on PRINT.



Performing a Batch Audit

A batch audit will require 2 Resolution team members. One to call out the names, AVID # and challenge/valid and another one to confirm.

NOTE: This process will go smoother if the statements and VBM envelopes are in the same order as the printed Batch Audit list. Take a moment to sort accordingly.

- 1. Pair up with an available team member to assist in this audit.
- 2. Decide who will call out voter information and who will confirm.
- 3. Using the printed Batch Audit list call out the voter's name, AVID # and if challenged or valid. Using the VBM envelope and statement, the other team members will verify the information. (To determine if challenged or valid, look under the *DIMS Challenge* column. No challenge code indicates Valid.)
- 4. Once confirmed highlight that voter using a yellow highlighter if valid and highlight that voter using an orange highlighter if the ballot remains challenged.

NOTE: If the information is not correct, STOP and correct the discrepancies. Once the errors have been corrected you can continue with the audit process.

- 5. Once the audit is completed, BOTH team member will initial and date the printed Batch Audit list.
- 6. Place the statements and Batch Audit list in the manila folder, set aside for filing.
- 7. Place the VBM envelopes in their appropriate Desk Organizer slot.
- 8. Repeat the process until all trays with statements have been audited.
- 9. Once all audits are complete, give all the manila folders to your lead for approval.

LEAD: Review all audits performed by the clerks, one folder at a time.

1. Check for the following:

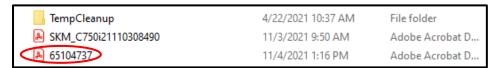
All statements and comments have been entered into the database (MBPD) Make sure the comments in database match the VBMs status.

- Example: If the comment states "signature compares" the VBM should be overturned to Valid. If the VBM is still challenged, return to the clerks for corrections.
- Make sure the batch control slip and audit list have been properly filled out and initialed.
- 2. Once you have reviewed and approved, initial the batch control slip and file in the Statement cabinet.
- 3. Collect all the VBM envelopes in the clerk's desk organizer trays and place them in the designated/labeled 2 ft trays.

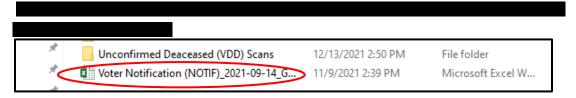
Need ID (NID)

When a voter is required to provide some form of identification before their VBM envelope can be processed. This occurs when a 1st time voter registers online or when a record does not contain their ID and/or their social security number.

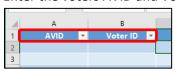
- Verify that the voter sent a valid form of identification per HAVA ID law.
 Note: You may verify the available forms of identification on the returned statement
- 2. Conduct the signature verification process, active ballot and voting history check.
 - If the signature compares, remove the No ID Provided (NID) challenge code in DIMS and continue with remaining steps below.
 - If the signature DOES NOT compare, change the challenge code from NID to NMS-1. Place the VBM in the NMS slot in your desk organizer, keep statement with the others.
- 3. Using Copier 4, scan the Id into the Ballot folder
- 4. Within *File Explorer*, rename the scanned file by the voter's **AV ID** number found at the bottom right of the Vote-by-Mail envelope under the large barcode.



5. Cut (Ctrl + X) and paste (Ctrl + V) the scan into the *NID Scans* folder for the correct election in File Explorer



- 6. Open the Voter Notification (NOTIF) spreadsheet located within the current election.
- 7. At the bottom of the spreadsheet click on the NID tab
- 8. Enter the voters AVID and Voter ID



- 9. Fold the scanned copy of the identification in half and place in a BLUE BIN.
- 10. Complete the challenge label on the VBM envelope indicating the valid status.
- 11. Place envelope into the overturned to valid pile.

Authorization

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Version Written By: Angel Mendez	

NOTIF NID

VDD

San Bernardino County Registrar of Voters Processing SVS, UIES, and NID Statements

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