



ELECTIONS OFFICE OF THE REGISTRAR OF VOTERS

Reviewing and Overturning Canceled –In Review (CNCLD) Challenges

PROCEDURE DOCUMENT – Version 1.5

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9/30/2022

Reviewing and Overturning Canceled-In Review (CNCLD) Challenges

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Purpose

The purpose of this procedure is to assist in the process of reviewing a voter’s Canceled-In Review (CNCLD) challenged Vote-by-Mail (VBM) envelope and identify instances in which it can be overturned to Valid or another code. VBMs fall under the category of “Canceled – In Review” for a variety of reasons; such as, the voter moved within or out of the county, they reregister and the old and new records merged, canceling the old record, or the voter is a felon, etc... No matter the reason, it is imperative to do thorough research.

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.

Supplies Needed

- Challenged Ballot Labels
- Research Labels
- Desk File Organizer
- File Organizer tags
- 1 Foot Mail tray
- Mail Tray label: “CHALLENGE TYPE: CANCELED-IN REVIEW (CNCLD)”
- 2x Binder clips
- Access to DIMS.net v 2021.07.15.12881

Disclaimer

Starting after E-15, the processing of this challenge code should be conducted after IT has synced the ePoll Pads to DIMS (this could take up to 2-weeks after Election Day; speak to your supervisor to determine when this is complete). Researching this challenge code may be conducted prior to ePoll Pad sync.

Vote-By-Mail (VBM) Envelope Labels

Challenge Labels

Challenge Labels are required when processing any challenged envelope. These labels assist with traceability of each envelope so that we always know what step in the process it is on.

X	Overtuned from <u>NMS-1</u> to <u>NMS-2</u>
X	Initial: <u>LC</u> Date: <u>11/3/2020</u>
X	Overtuned from <u>NMS-2</u> to <u>NMS-3</u>
X	Initial: <u>AG</u> Date: <u>11/5/2020</u>
2	Overtuned from <u>NMS-3</u> to <u>Valid</u>
2	Initial: <u>gs</u> Date: <u>11/6/2020</u>
	Overtuned from _____ to _____
	Initial: _____ Date: _____
	Overtuned from _____ to _____
	Initial: _____ Date: _____

Place the first column of the label on the RIGHT-HAND side of the back of the envelope. Wrap the rest of the label around, onto front (left-hand side) of the envelope.

Check	Color Code
First Check	Red ■
Second Check	Green ■
Third Check	Blue ■

Each color on the label indicates a different check/step in the process. A new/different person must conduct each check.

Research Labels

The Canceled-In Review (CNCLD) challenge code will also need a research label. Research labels are used in this capacity to keep track of what research went into this envelope to help the next reviewers avoid doing extra work.

X	Overtuned from <u>CNCLD</u> to <u>Valid</u>
	Initial: <u>LC</u> Date: <u>11/5/2020</u>
	Overtuned from _____ to _____
	Initial: _____ Date: _____
	Overtuned from _____ to _____
	Initial: _____ Date: _____

Overtuned from <u>CNCLD</u> to <u>Valid</u>
Status: <u>Canceled</u>
Reason: <u>X-Merge-Cancel</u>
DL: <u>F123456</u> DOB: <u>11 / 11 / 11</u>
VID: <u>1234567</u>
AV ID: <u>7654321</u>
Initials: <u>LC</u> Date: <u>11 / 5 / 20</u>
Notes: <u>Execution date was after the voter was Canceled. Signature matched. No polls credit/no accepted VBMs.</u>
Overtuned to <u>Valid</u> .

The Research Label will always be placed on the front of the envelope on the RIGHT-HAND side, unless previously indicated by supervisor.

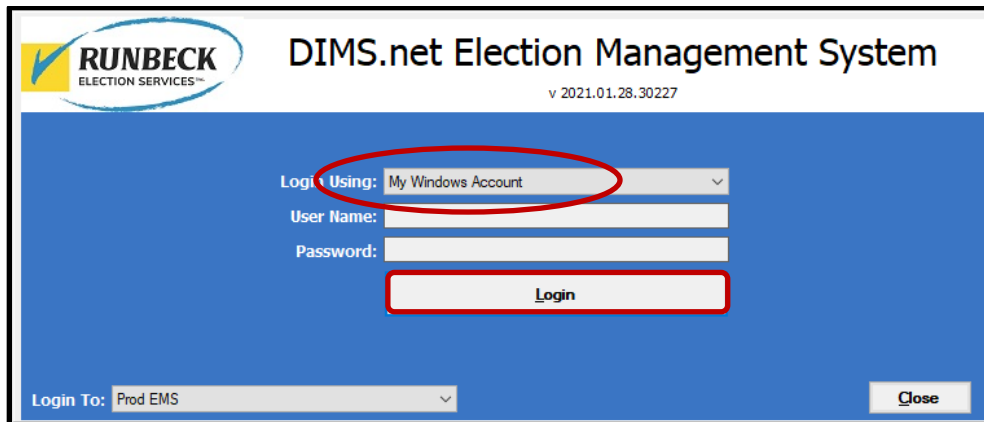
Note: When writing on any label, make sure to write neatly and legibly. Do not write too big or too small for the allotted space. Do not place the label over the signature, barcodes, legal information, or the hole in the center of the envelope. Do not leave any voter information blank on the Research Label. If there is no information to provide, put "N/A".

DIMS.net



Logging-In

1. Double-click the DIMS.net icon.
2. Click on the **L**ogin button.



Note: Make certain that the **My Windows Account** option in the **Login Using** field is selected. Your user name should auto-populate in the **User Name** field. The **Password** text box should remain blank.

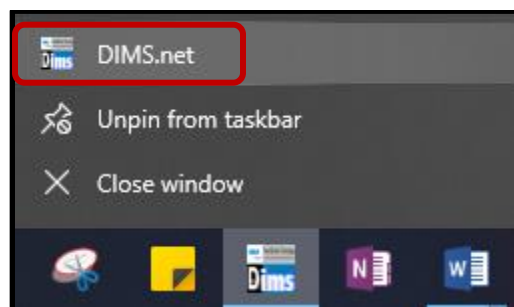
Launching Additional Windows of DIMS.net

When researching Canceled- In Review (CNCLD) challenges, two or more windows of DIMS.net must be open for efficiency.

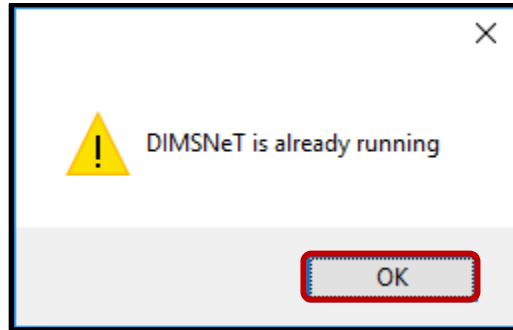
1. Right-click on the DIMS.net icon on the taskbar



2. Click on the DIMS.net icon



3. A pop-up window will appear, indicating that DIMS.net is already running. Click **OK**.

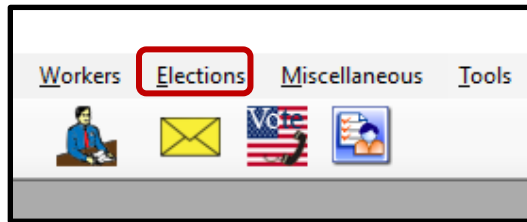


4. Follow the steps for [Logging into DIMS.net](#) and [Setting the Default Election](#).
5. Click the maximize icon in the right-hand corner of the dims window.

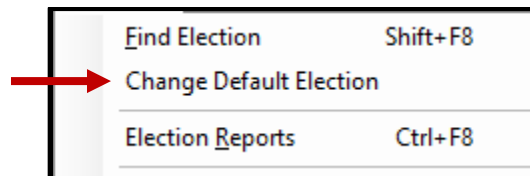


Setting the Default Election

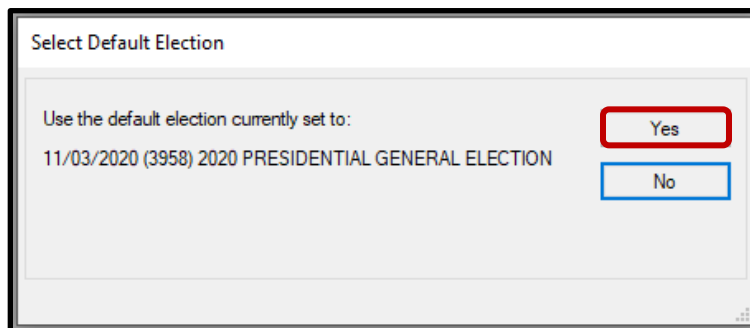
1. Click on the Elections menu.



2. Click Change Default Election.

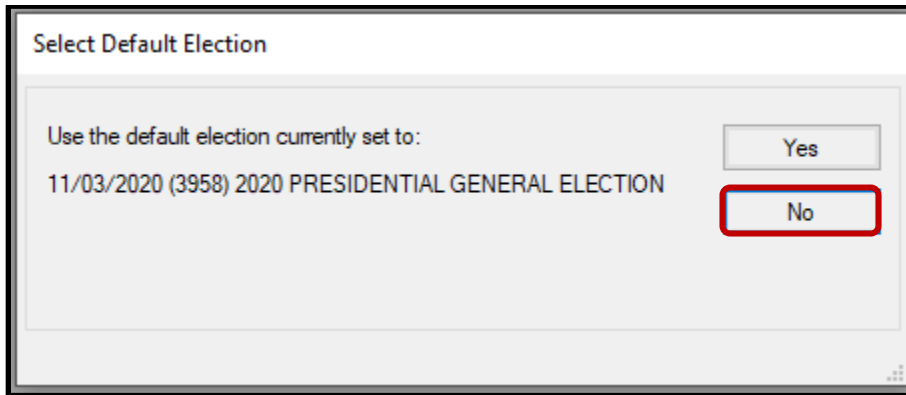


3. A *Select Default Election* window will appear. If the election displayed is correct, click **Yes**.

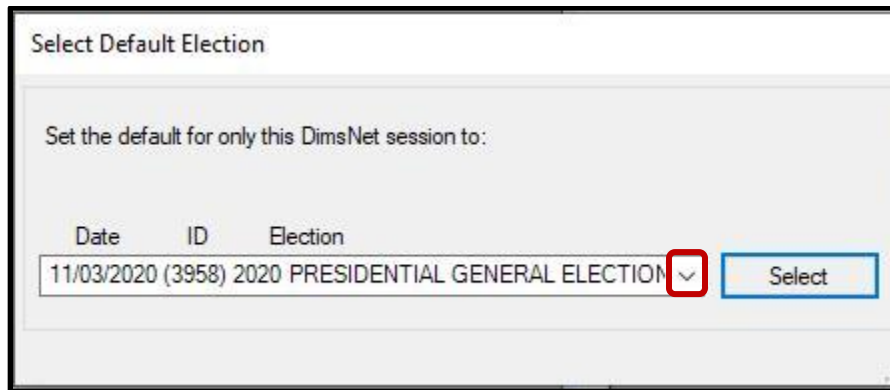


Incorrect Default Election

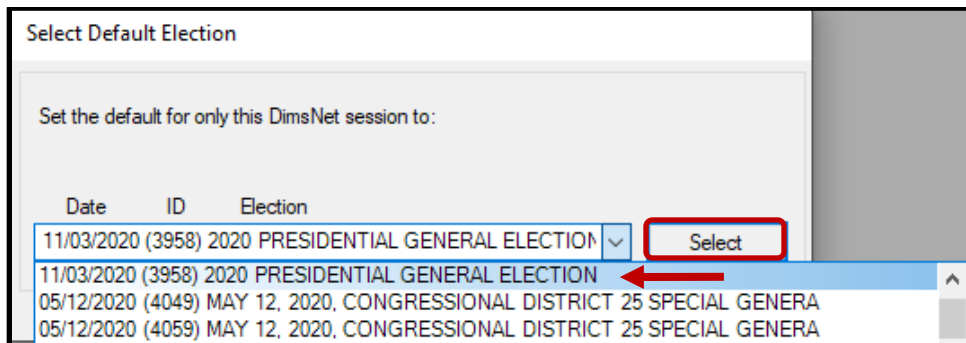
1. If the displayed election in the *Select Default Election* window is incorrect, click **No**.



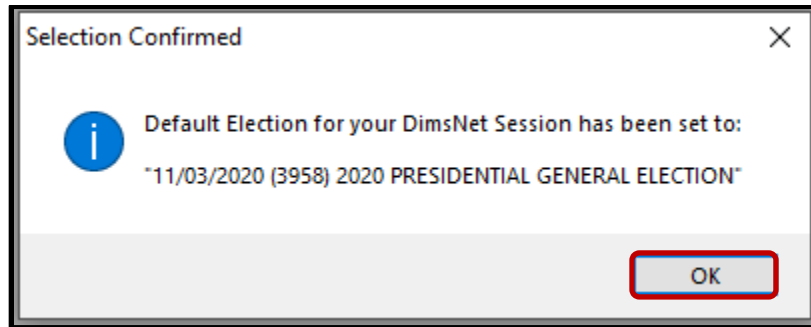
2. The *Select Default Election* window will change to display a drop-down list.



3. Click the arrow of the drop-down list to expand it. Click on the correct election and then click **Select**.

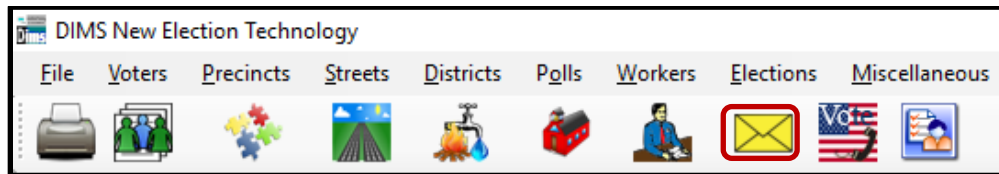


4. A *Selection Confirmed* window will appear. Click **OK**.

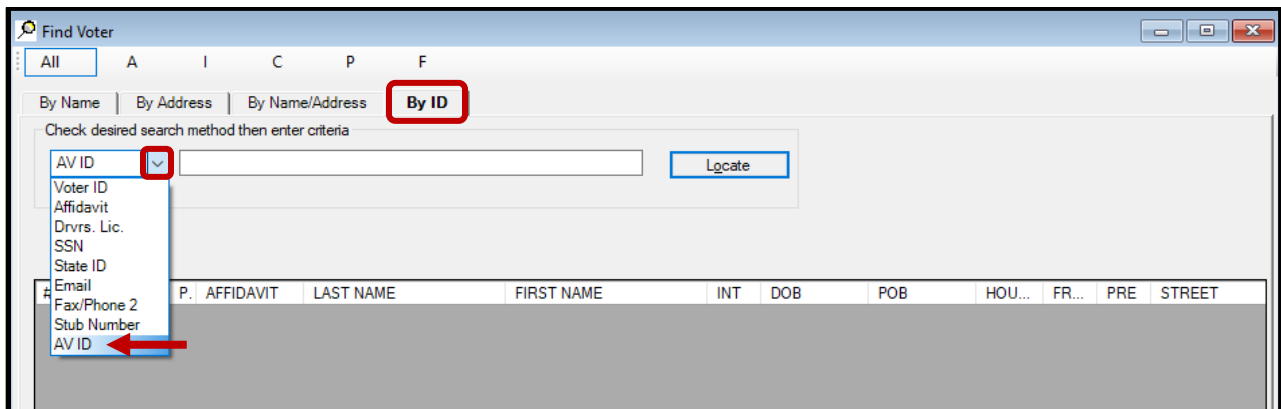


Locating Voter Record

1. In the 1st window of DIMS.net, click on the *Enter Absent Voter Ballots* icon.

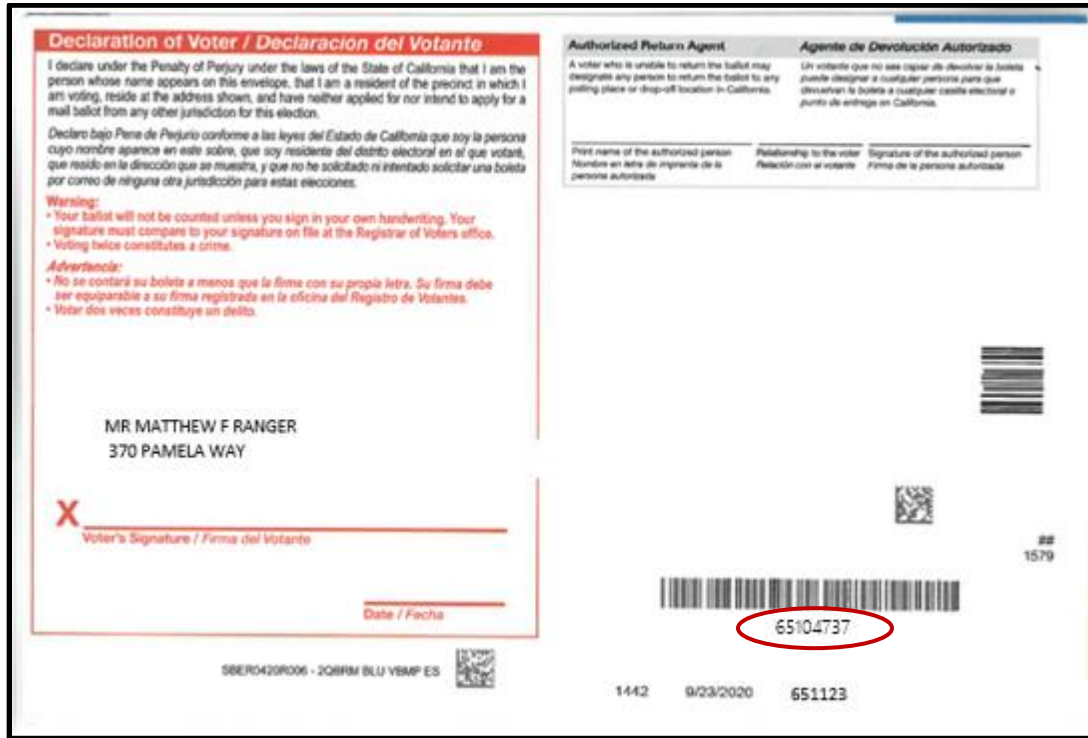


2. A *Find Voter* window will appear. Click on the **By ID** tab.
3. Click the arrow of the drop-down list and then select **AV ID** (Absentee Voter [Ballot] ID).

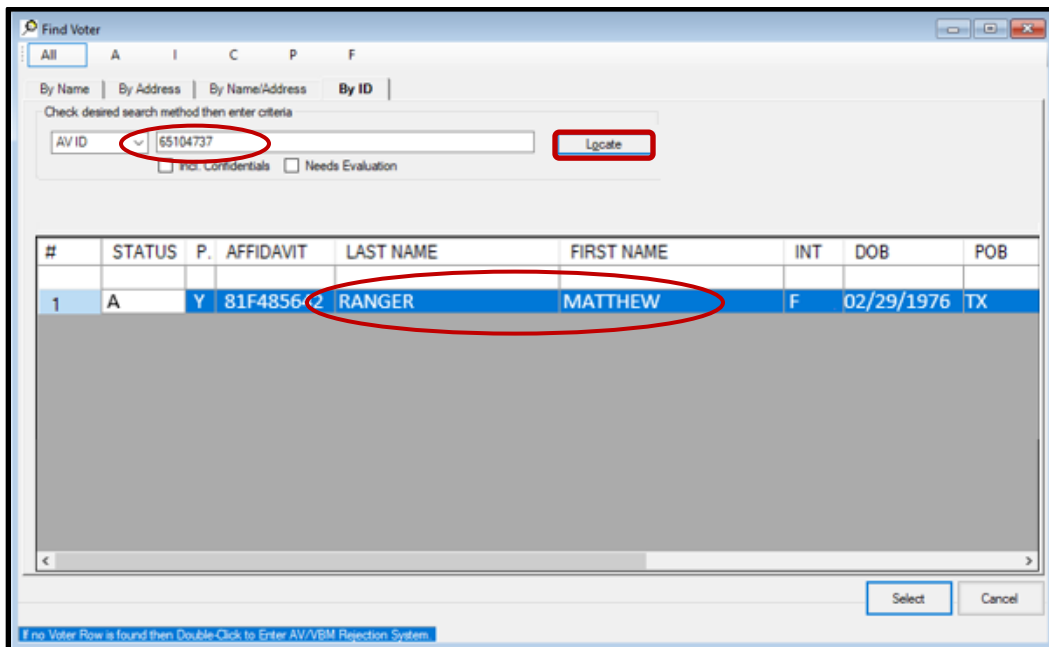


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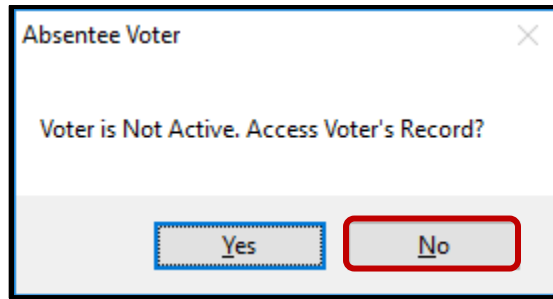
4. Type in the **AV ID** number found at the bottom right of the ballot, then **Locate** button.



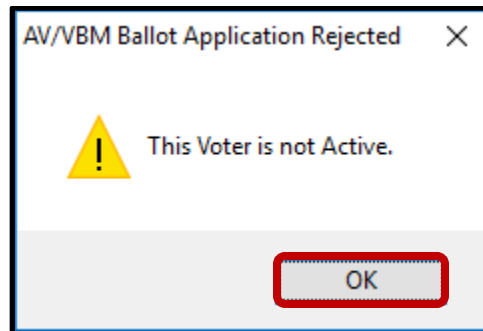
5. If the voter's name matches that of the ballot, double-click the voter's record to open the absentee voter module.



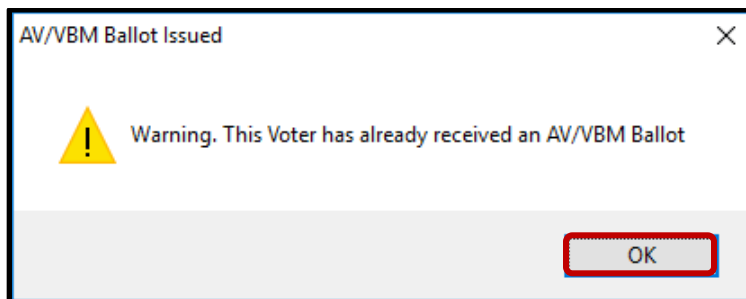
6. An *Absentee Voter* window should appear. Click **No**.



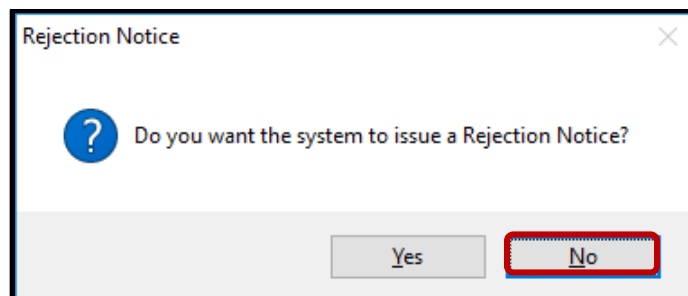
Note: You may see an AV/VBM Ballot Application Rejected window. Simply click **OK** if this occurs.



7. An *AV/VBM Ballot Issued* window should appear. Click **OK**.



8. A *Rejection Notice* window should appear. **Always**, click **No**.



Note: We never issue rejection notices to voters. This requires a higher authority.

Canceled – In Review (CNCLD) Challenges

A Vote-By-Mail (VBM) envelope can be challenged as Canceled-In Review (CNCLD) for various reasons; the voter moved out of county, the voter's new record and old record merged canceling the old record, the voter reregistered to vote after 14-Day Close*, the voter is a felon, etc... Most CNCLD challenged envelopes will be overturning to Valid, the following steps do not cover all possible scenarios but do outline the most common occurrences.

**14-Day Close: Eligible citizens have within 14 days of an election to register or re-register to vote.*

Researching CNCLDs

Before conducting any research on a VBM, we must verify the voter's information.

1. Using the VBM to compare, verify the Name, Address, Signature, and AVID on the VBM and in the *New AV/VBM's by Voter ID Number* window.

New AV/VBM's by Voter ID Number

Voter	Election	District	Flags
Voters Name / Address on File:			
Current Ballot Information			
Name:	MR MATTHEW F RANGER	Name:	MR MATTHEW F RANGER
Address:	370 PAMELA WAY BARSTOW, CA 92311	Address:	370 PAMELA WAY BARSTOW, CA 92311
Mailed To:	370 PAMELA WAY BARSTOW, CA 92311	Mailed To:	370 PAMELA WAY BARSTOW, CA 92311
Ballot Type:	3174	Ballot Type:	3174
Party:	DEM	Party:	DEM
Active Ballots			

Election: 03/03/2020 (3957) 2020 PRESIDENTIAL
VoterID: 987456 ID: 65104737
Issued: 1 last: (02/03/2020 00:00:00)
Category: PERMANENT ABSENTEE
Source: MAIL
Sub:
Type App:
How Recd:
Voting Form:
Appl. Date:

Downloaded: //
Voter Sent: //
Return Source: MAIL
Return Date: 10/28/2020
Needs Evaluation:
Verified?:
Challenge Code: UNVERIFIED VBM

Mailing Add Attachments
Comments Reject Last Trans View Batch Ok Cancel

Declaration of Voter / Declaración del Votante

I declare under the Penalty of Perjury under the laws of the State of California that I am the person whose name appears on this envelope. I am a resident of the precinct in which I am voting, reside at the address shown, and have neither applied for nor intend to apply for a mail ballot from any other jurisdiction for this election.

Declaro bajo Pena de Perjurio conforme a las leyes del Estado de California que soy la persona cuyo nombre aparece en este sobre, que soy residente del distrito electoral en el que votare, que resido en la dirección que se muestra, y que no he solicitado ni intendo solicitar una boleta por correo de ninguna otra jurisdicción para estas elecciones.

Warnings:
• Your ballot will not be counted unless you sign in your own handwriting. Your signature must compare to your signature on file at the Registrar of Voters office.
• Voting twice constitutes a crime.

Advertencias:
• No se contará su boleta a menos que la firme con su propia letra. Su firma debe ser comparable a su firma registrada en la oficina del Registrador de Votantes.
• Votar dos veces constituye un delito.

Authorized Person / Agente Autorizado
I declare under the Penalty of Perjury under the laws of the State of California that I am the person whose name appears on this envelope. I am a resident of the precinct in which I am voting, reside at the address shown, and have neither applied for nor intend to apply for a mail ballot from any other jurisdiction for this election.

Declaro bajo Pena de Perjurio conforme a las leyes del Estado de California que soy la persona cuyo nombre aparece en este sobre, que soy residente del distrito electoral en el que votare, que resido en la dirección que se muestra, y que no he solicitado ni intendo solicitar una boleta por correo de ninguna otra jurisdicción para estas elecciones.

Signature of the authorized person / Firma de la persona autorizada

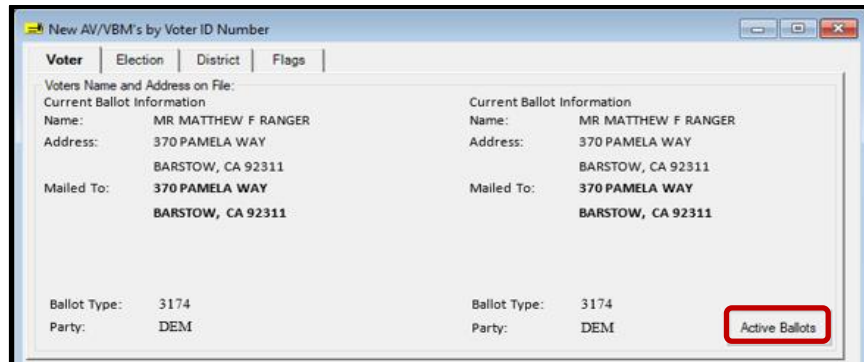
MR MATTHEW F RANGER
370 PAMELA WAY
Matt F Roy
Voter's Signature / Firma del Votante

65104737

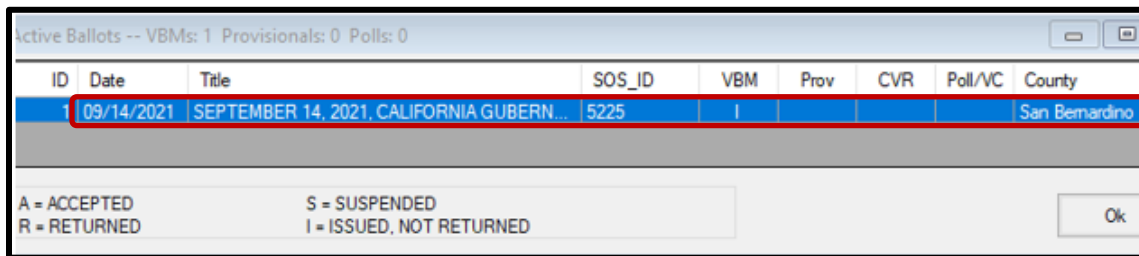
Note: if the signature on the on-hand VBM does not match the signatures on file, bring this to the attention of your direct supervisor, but continue to process the VBM. After Step 23, skip to the [Non-Matching Signature](#) section of this procedure.

Overturn to Valid

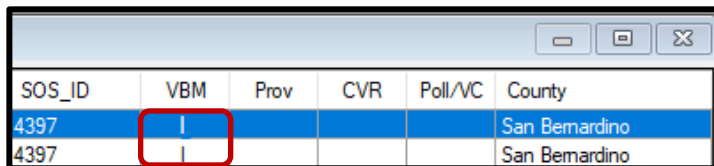
1. In the *New AV/VBM's by Voter ID Number* window, click **Active Ballots**.



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

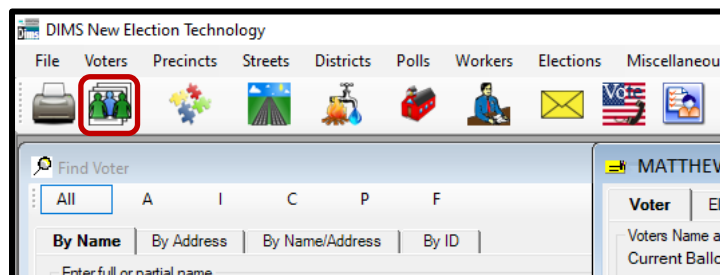


3. If there is more than one Active Ballot, make sure that the *VBM, Prov, CVR, and Poll/VC* columns are either blank or only have an "I" for *issued*.



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. After Step 23, skip to [Voter Already Voted](#) 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** icon.



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

The screenshot shows the 'Voter Details' window with the 'Misc' tab selected. The 'County Info' section includes Voter ID (65114737), Status (CANCELED), Reason (VC-Online Moved Out of County), Affidavit (81F485642), Sig (594213), Auto Sig (unchecked), DMV Lic (A123456), and SSN (1234). The 'Name' section includes Prefix (MR), First (MATTHEW), Middle (F), Last (RANGER), and Birth Date (02/29/1976). The 'Residence' section includes Type, House# (123), Street (MAPLEBERRY), City (SAN BERNARDINO), and Zip (92415). The 'Mailing' section includes Cntry, CareOf, Str/Bx, City, St, and Zip. The 'Misc' tab is highlighted with a red box. Buttons for Print, Ok, and Cancel are visible at the bottom.

*Note: While in the **Voter Details** tab, make sure to fill out the Research Label with the Status, Reason, DL, DOB, VID, and AVID.*

7. Click on **Voting History**.

The screenshot shows the 'Voter Details' window with the 'Misc' tab selected. The 'PVBM Voting' section includes Category (PERMANENT ABSENTEE), Type App, How Received, Delivery 1 (MAIL), and Applied (07/17/2006). The 'Connected Records' section includes buttons for List Household, Comments, Last Transaction, Attachments (highlighted with a red box), Referral, Disabilities, and Pend Codes. The 'Microfilm References' section includes Cassette (0) and Frame (0). The 'Confidential Voter' section includes Conf Type and Applied. The 'GEN FIELD' dropdown is set to VOTED IN FEDERAL. Buttons for Print, Ok, and Cancel are visible at the bottom.

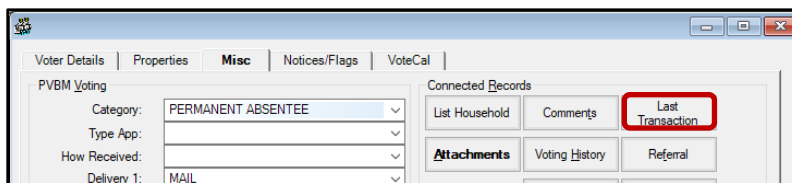
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8. Within the *Voting History* window, verify that the current election is listed. If the current election is present, make sure that the *Voted* and *Poll Voter* columns have an “N”.

Date	Title	Eliq	Voted	Party	Poll Voter	AV Requested	AV Returned	Category	Source
09/14/2021	SEPTEMBER 14, 2021 CALIFORNIA GUBER...	Y	N		N	Y	N	P	MAIL
11/03/2020	2020 PRESIDENTIAL GENERAL ELECTION	Y	Y		N	Y	Y	P	MAIL
03/03/2020	2020 PRESIDENTIAL PRIMARY ELECTION	Y	N	DEM	N	Y	N	P	MAIL

Note: If either the Voted or the Poll Voter columns have a “Y”, that means that the voter has participated in the current election. Continue processing the VBM. After Step 23, skip to [Voter Already Voted](#) section of this procedure.

9. Click **OK** to close the *Voting History* window.
 10. Click **Last Transaction**.



11. Under the *Trans Date* column, look for the most recent transaction, but more specifically look at the most recently changed item. Under the *Field* column look for key words, such as “Reason” or “Status”, these mean that the record’s status and reason code have changed. If there is only “Reason”, that means that there was only an update made to the record but their status was not changed.

Note: No matter what changes were made to a record, the same amount of research is required.

If a voter has an old record and new record, the records merge. DIMS cancels the old record (X-Merge-Cancel) and the new record becomes Active (X-Merge-Active). The record shown is the canceled record.

#	TRANSACTION	FIELD	BEFORE	AFTER	TRANS DATE
1	88765432	LAST TRANS DATE	2018-12-13 14:23:44	2020-11-03 09:33:48	11-3-2020 9:33:48
2	88765432	REASON	VC-VOTECAL-UPDATE	X-MERGE-CANCEL	11-3-2020 9:33:48
3	88765432	STATUS	A	C	11-3-2020 9:33:48
4	88765432	IMAGE ID NUMBER	5851221	0	11-3-2020 9:33:48
5	88765432	VNC GENERATED	GENERATED	YES	12-13-2018 2:23:44
6	88765432	SOS ID ID = 1346798	30502556	0	12-13-2018 2:23:44
7	88765432	UNLISTED ID= 1346798	N	Y	12-13-2018 2:23:44

This record was updated after the close of registration.

#	TRANSACTION	FIELD	BEFORE	AFTER	TRANS DATE
1	88765432	LAST TRANS DATE	2018-12-13 14:23:44	2020-11-03 09:33:48	11-3-2020 9:33:48
2	88765432	BIRTH PLACE	OTH	IRL	11-3-2020 9:33:48
3	88765432	MAIL STREET	777 RIALTO AVE	777 E RIALTO AVE	11-3-2020 9:33:48
4	88765432	REASON	VC-VOTECAL-UPDATE	99-OFFICE UPDATE	11-3-2020 9:33:48
5	88765432	VNC GENERATED	GENERATED	YES	12-13-2018 2:23:44
6	88765432	SOS ID ID = 1346798	30502556	0	12-13-2018 2:23:44
7	88765432	UNLISTED ID= 1346798	N	Y	12-13-2018 2:23:44

This record was canceled because the voter moved out of the county. *Note: when a record is canceled because of an out of county move, you must do a statewide search.*

#	TRANSACTION	FIELD	BEFORE	AFTER	TRANS DATE
1	88765432	LAST TRANS DATE	2018-12-13 14:23:44	2020-11-03 09:33:48	11-3-2020 9:33:48
2	88765432	ONLINE APPLIED	MoveOut	VOTECAL	11-3-2020 9:33:48
3	88765432	REASON	VC-NEW REGISTRATION	VC-ONLINE MOVED OUT COU...	11-3-2020 9:33:48
4	88765432	STATUS	A	C	11-3-2020 9:33:48
5	88765432	EMAIL ADDRESS		PRINCESSNFROG@GMAIL.COM	12-13-2018 2:23:44
6	88765432	AFFIDAVIT NUM...	56AA022813	85B921655	12-13-2018 2:23:44
7	88765432	TYPE	AVE	ST	12-13-2018 2:23:44

12. Compare the date that the voter's *Last Trans Date* to the execution date of their VBM envelope (the date the voter signed their mail ballot envelope). If the execution date is before the *Last Trans Date*, continue to step 13. If the execution date is after the *Last Trans Date*, make a note of it, saying "the voter's record was canceled prior to execution date" on the Research Label and continue to step 13.

#	TRANSACTION	FIELD	BEFORE	AFTER	TRANS DATE
1	88765432	LAST TRANS DATE	2018-12-13 14:23:44	2020-11-03 09:33:48	11-3-2020 9:33:48
2	88765432	ONLINE APPLIED	MoveOut	VOTFCAL	11-3-2020 9:33:48
3	88765432	REASON	VC-NEW REGISTRATION	VC-ONLINE MOVED OUT COU...	11-3-2020 9:33:48
4	88765432	STATUS	A	C	11-3-2020 9:33:48
5	88765432	EMAIL ADDRESS		PRINCESSNFROG@GMAIL.COM	12-13-2018 2:23:44
6	88765432	AFFIDAVIT NUM...	56AA022813	85BY921655	12-13-2018 2:23:44
7	88765432	TYPE	AVE	ST	12-13-2018 2:23:44

13. Click **OK** on *Last Transaction* window.

14. In the second DIMS.net window; click the **Find Voter Records** icon.



15. A *Voter Search* window will appear. Click on the **Statewide/County** radio button.

16. Click the arrow to the left of the *SSN, DL, IDs and Mailing Address* section.

17. Enter the voter’s state ID into the *State VID* field. Press the **Enter** key.

SSN, DL, IDs and Mailing Address

Search Options

Driver License: SSN4:

HAVA ID: Include Historical HAVA ID

Affidavit: Include Aff Historical Values

State VID:

Note: You may also attempt this search with a driver’s license; however, the voter may not have added their driver’s license to their new record. Searching by name (using the % wildcard) and birthday are also viable options.

18. Double-click on the voter’s out of county record or their Active record, if applicable.

ST	P	LAST NAME	FIRST NAME	INT	COUNTY	DOB
A		RANGER	MATTHEW		RIVERSIDE	1/1/1985
C		RANGER	MATTHEW		SAN BERNARD...	1/1/1985

Note: If the only record available is the voter’s San Bernardino record that is already open in the first instance of DIMS.net, no need to open the record.

19. Click on the **Sig** button.

Affidavit:

Sig: Auto Sig:

DMV Lic: SSN:

20. Compare the signature(s) available to the signatures on the VBM and the canceled record. If they match, it is time to overturn this challenge code to Valid.

21. In the first instance of DIMS, navigate to the *Voter Details* tab within the voter’s record.

Voter Details | Properties | Misc | Notices/Flags | VoteCal

County Info | State Info (SV)

Voter ID:

Status:

Reason:

Affidavit:

Sig: Auto Sig:

DMV Lic: SSN:

Name | Prior Name | Alternate Name

Name:

First:

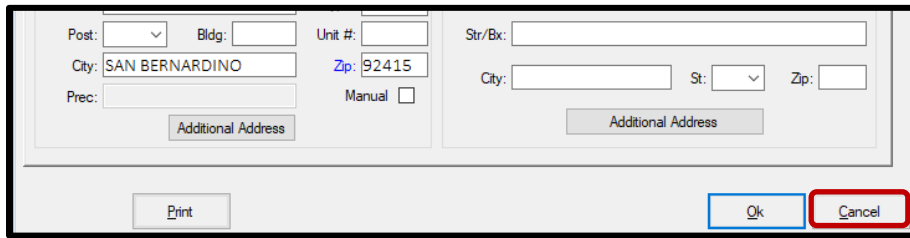
Middle:

Last:

Suffix: Birth Date:

22. Double-check the information on the Research Label with the voter’s record.

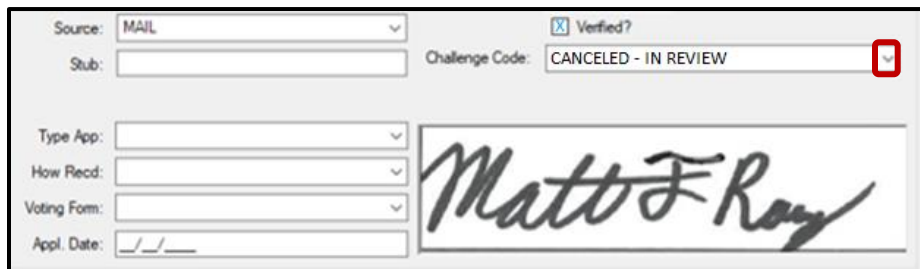
23. Click **Cancel**.



A screenshot of a registration form. The form contains fields for Post, Bldg, Unit #, Str/Bx, City, Zip, Prec, and Manual. The City field is populated with 'SAN BERNARDINO' and the Zip field with '92415'. There are two 'Additional Address' buttons. At the bottom, there are 'Print', 'Ok', and 'Cancel' buttons. The 'Cancel' button is highlighted with a red rectangle.

24. Within the *New AV/VBM's by Voter ID Number* window click twice on the arrow for the Challenge Code drop down list

Note: The drop down menu will extend with the first click and retract with the second click, highlighting the current challenge code.



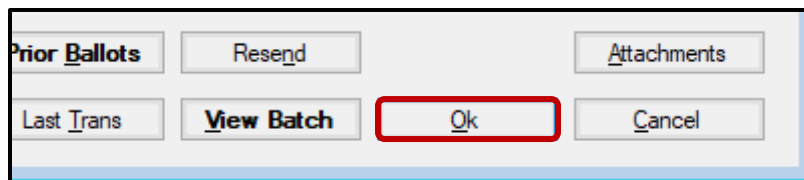
A screenshot of a challenge form. The 'Source' is 'MAIL' and 'Verified?' is checked. The 'Challenge Code' dropdown is set to 'CANCELED - IN REVIEW' and is highlighted with a red rectangle. To the right is a signature of 'Matt F Roy'. Other fields include 'Stub', 'Type App', 'How Recd', 'Voting Form', and 'Appl. Date'.

25. Press **Backspace** key.



A screenshot of the 'Challenge Code' dropdown menu. The dropdown is open, showing a list of options. The current selection is highlighted in blue. The dropdown is outlined with a red rectangle.

26. Click **OK**.



A screenshot of a dialog box with several buttons: 'Prior Ballots', 'Resend', 'Attachments', 'Last Trans', 'View Batch', 'Ok', and 'Cancel'. The 'Ok' button is highlighted with a red rectangle.

27. A *Green Light Scenario* window should appear. Click **OK**.



A screenshot of a 'Green Light Scenario' dialog box. It features a green sphere icon and the text 'No ballots exist as accepted for this voter for this election.' The 'Ok' button is highlighted with a red rectangle.

28. Re-enter the voter's *AV module* to verify that the Challenge Code field is blank.

29. Close out of the *AV Module* by clicking the red X.



30. Write the following on the Challenge Resolution Label:

- “Overturned from CNCLD to Valid”
- The date and your initials.

31. Make sure that the Research Label is completely filled out, if no information is provided write “N/A”. Use the Research Label Comment section of this procedure for verbiage.

Non-Matching Signature (NMS)

If the signatures in the voter’s record do not match their corresponding VBM but it has otherwise been confirmed that this is the correct voter (address, name, AVID are a match), the CNCLD challenge must be changed to Non-Matching Signature-1 (if this VBM has been NMS-1 in the past, it must be challenged as NMS-2 now).

1. Within the *New AV/VBM’s by Voter ID Number* window click the arrow for the Challenge Code drop down list.

A screenshot of a web-based challenge resolution form. The form contains several fields: '# Issued: 1', 'Issd: 02/03/2020 00:00:00', 'Return Source: MAIL', 'Category: PERMANENT ABSENTEE', 'Return Date: 10/28/2020', 'Source: MAIL', 'Stub: [empty]', 'Challenge Code: CANCELED - IN REVIEW', 'Type App: [empty]', 'How Recd: [empty]', 'Voting Form: [empty]', 'Appl. Date: [empty]', and a signature field containing a handwritten signature 'Matt F Roy'. At the bottom, there are buttons for 'Mailing Add', 'Attachments', 'Comments', 'Reject', 'Last Trans', 'View Batch', 'Ok', and 'Cancel'. A red box highlights the small downward arrow on the right side of the 'Challenge Code' dropdown menu.

2. Select **Non-Matching Signature-1**.

A screenshot of a dropdown menu for the 'Challenge Code' field. The menu is open, showing a list of options: 'CANCELED - IN REVIEW', 'NO SIG/BAD SIG ON FILE', 'NO VOTER SIGNATURE', 'NON-MATCHING SIGNATURE', 'NON-MATCHING SIGNATURE-1', 'NON-MATCHING SIGNATURE-2', and 'NON-MATCHING SIGNATURE-3'. The option 'NON-MATCHING SIGNATURE-1' is highlighted in blue, and a red arrow points to it from the right.

3. Click **Ok**.

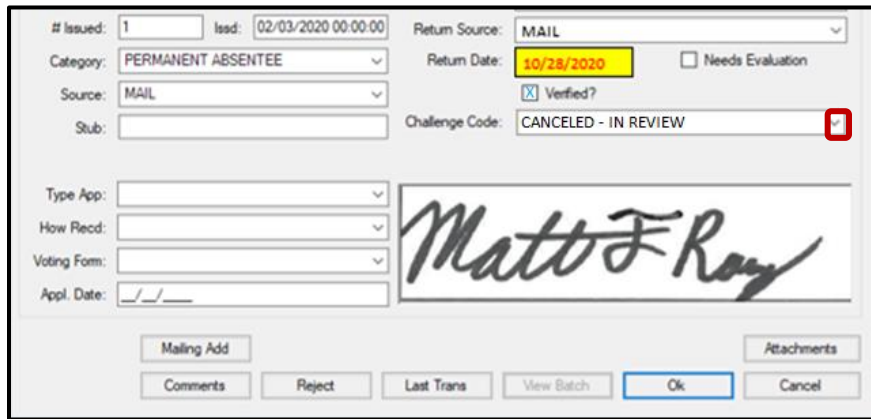
Note: You may see a Yellow Light Scenario window indicating that the voter’s record has a status other than active. Click **Continue** if this happens.

- Write the following on the Challenge Resolution Label:
 - “Overturned from CNCLD to NMS-1”
 - The date and your initials.
- Make sure that the Research Label is completely filled out. Use the Research Label Comment section of this procedure for verbiage.

Voter Already Voted (VAV)

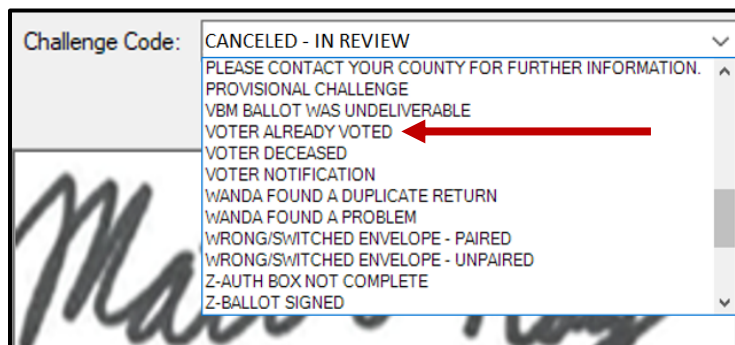
If within the *Voting History* window or the *Active Ballot* window there is evidence that the voter has already voted, or a *Red Light Scenario* window appears when overturning the challenge code, this VBM must be challenged as Voter Already Voted (VAV).

- Within the *New AV/VBM's by Voter ID Number* window click the arrow for the Challenge Code drop down list.



The screenshot shows a challenge resolution form for a voter named Matt F Roy. The form includes fields for # Issued (1), Issd (02/03/2020 00:00:00), Return Source (MAIL), Category (PERMANENT ABSENTEE), Return Date (10/28/2020), Source (MAIL), Stub, Challenge Code (CANCELED - IN REVIEW), Type App, How Recd, Voting Form, and Appl. Date. A red box highlights the Challenge Code dropdown menu. The voter's signature is visible in the center of the form.

- Select **Voter Already Voted**.



The screenshot shows the Challenge Code dropdown menu with the following options: CANCELED - IN REVIEW, PLEASE CONTACT YOUR COUNTY FOR FURTHER INFORMATION, PROVISIONAL CHALLENGE, VBM BALLOT WAS UNDELIVERABLE, VOTER ALREADY VOTED (highlighted with a red arrow), VOTER DECEASED, VOTER NOTIFICATION, WANDA FOUND A DUPLICATE RETURN, WANDA FOUND A PROBLEM, WRONG/SWITCHED ENVELOPE - PAIRED, WRONG/SWITCHED ENVELOPE - UNPAIRED, Z-AUTH BOX NOT COMPLETE, and Z-BALLOT SIGNED. The voter's signature is visible in the background.

- Click **Ok**.

Note: You may see a *Yellow Light Scenario* window indicating that the voter's record has a status other than active. Click **Continue** if this happens. You may also see a *Red Light Scenario* window stating that the voter has already voted. Click **Continue** if this happens.

4. Write the following on the Challenge Resolution Label:
 - “Overturned from CNCLD to VAV”
 - The date and your initials.
5. Make sure that the Research Label is completely filled out. Use the Research Label Comment section of this procedure for verbiage.

Exhausted (EXH)

Exhausted (EXH) is an unofficial challenge code that simply means that a VBM can no longer be processed and must be placed on an indefinite hold. It is rare that a Canceled – In Review VBM will need to be exhausted but the following are a couple of the most common scenarios.

Note: Supervisors may give direction to Exhaust a VBM that does not fall under the following scenarios.

X-Felon-Ineligible

- The Last Trans states that the voter became a felon prior to execution date.

X-Underage Voter

- The voter did not become of legal voting age before or on Election Day.

Note: If that execution date was prior to the voter becoming of legal age, but they are legal voting age by Election Day, then continue to process this VBM.

1. When Exhausting a VBM, the challenge code within the *New AV/VBM's by Voter ID Number* window will remain same (Canceled – In Review).
2. Fill out both the Challenge Label and the Research Label to reflect that this VBM is Exhausted.
 - a. Overturned from **CNCLD** to **EXH**. Initial and date.

<input checked="" type="checkbox"/>	Overturned from <u>CNCLD</u> to <u>EXH</u> Initial: <u>LC</u> Date: <u>11/5/2020</u>
<input type="checkbox"/>	Overturned from _____ to _____ Initial: _____ Date: _____

Overturned from <u>CNCLD</u> to <u>EXH</u>
Status: <u>Canceled</u>
Reason: <u>VC-UNDERAGE</u>
DL: <u>F123456</u> DOB: <u>11</u> / <u>11</u> / <u>11</u>
VID: <u>1234567</u>
AV ID: <u>7654321</u>
Initials: <u>LC</u> Date: <u>11</u> / <u>5</u> / <u>20</u>
Notes: <u>VOTER WAS NOT OF LEGAL VOTING AGE ON, NOR BEFORE ELECTION DAY.</u>

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- Using black sharpie; in large, all capital letters, write “Exhausted” in the empty space on the Challenge Label.

The image shows a challenge label form with a yellow background. On the left side, there is a vertical column of colored boxes (red, green, blue, orange, purple) with checkboxes. The top checkbox is checked and contains an 'X'. The form contains the following text: 'Overturned from CNCLD to EXH', 'Initial: Date: 11/5/2020', 'Overturned from to', 'Initial: Date:', 'Overturned from to', 'Initial: Date:', 'Overturned from to', 'Initial: Date:', 'Overturned from to', 'Initial: Date:'. On the right side, there is a section with the following text: 'Overturned from CNCLD to EXH', 'Status: Canceled', 'Reason: VC-UNDERAGE', 'DL: F123456 DOB: 11 / 11 / 11', 'VID: 1234567', 'AV ID: 7654321', 'Initials: LC Date: 11 / 5 / 20', 'Notes: VOTER WAS NOT OF LEGAL VOTING AGE ON, NOR BEFORE ELECTION DAY.' A large, diagonal 'EXHAUSTED' stamp is written across the center of the form.

- Black out the color-coded checks section of the challenge label, on both sides (only black out up to the check that the VBM is currently on).

This image is identical to the previous one, but the top-left corner of the form, including the red, green, and blue boxes and their corresponding text, is blacked out with a thick marker. The 'EXHAUSTED' stamp remains.

- Make a thick, 1 inch, line on the top right-hand corner of the VBM envelope.

This image is identical to the previous one, but a thick black horizontal line is drawn across the top right corner of the form, extending from the right edge towards the center. The 'EXHAUSTED' stamp remains.

Authorization

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Version Written By: Lydia Charles	