



REGISTRAR OF VOTERS

Reviewing and Overturning Inactive (INACT) Challenges

PROCEDURE DOCUMENT - Version 2.0

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Purpose

The purpose of this procedure is to assist in the process of reviewing a voter's Inactive record (INACT) challenged Vote-by-Mail (VBM) envelope to identify instances in which the challenged can be changed to Valid or another code. The goal of this procedure is to ensure that any VBMs that are challenged as Inactive (INACT) were done correctly and appropriately. If VBMs were challenged incorrectly, this procedure will assist with overturning and re-challenging these INACT envelopes.

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 review and overturn challenged VBM envelopes. This procedure does not cover all possible scenarios but will outline the most common occurrences.

Supplies

- Challenged Ballot Labels
- Desk File Organizer
- File Organizer Tags
- 1 Foot Mail Tray
- Mail Tray Label: "CHALLENGE TYPE: Inactive (INACT)"
- 2x Binder Clips
- Access to DIMS.net

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Vote-By-Mail (VBM) Envelope Labels

Challenge Labels

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

FRONT

CHALLENGE LABEL

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

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

BACK

DIMS.net

Logging-In

1. Double-click the DIMS.net icon on your desktop.



2. Click on the **L**ogin button.



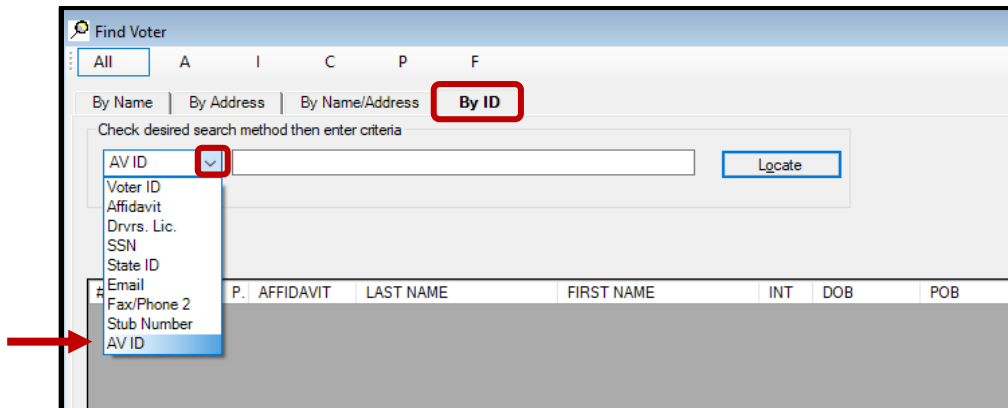
Note: Make certain that the **My Windows Account** option in the **Login Using** field is selected. Your username should auto-populate in the **User Name** field. The **Password** text box should remain blank.

Locating Voter Record

1. In the first window of DIMS.net Click the **Enter Absent Voter Ballot** icon.



2. On the Find Voter Window click the **By ID** tab.
3. Click the **Voter ID** drop down arrow and select **AV ID**.



4. A **Select Default Election** window will appear. Verify that the election displayed is correct.

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5. Click **Yes**.

Select Default Election

Use the default election currently set to:
08/31/2021 (4119) 2021 CONSOLIDATED MAIL BALLOT

Yes

No

*Note: If the election option is incorrect, click **No** and go to the [Incorrect Default Election](#) section at the end of this procedure.*

6. Locate the voters AVID on the VBM envelope.

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, that I am a resident of the precinct in which I am voting, inside 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 votaré, 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.

Warning:

- 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.

Advertencia:

- No se contará su boleta a menos que la firme con su propia letra. Su firma debe ser equiparable a su firma registrada en la oficina del Registro de Votantes.
- Votar dos veces constituye un delito.

MR MATTHEW F RANGER
370 PAMELA WAY

Matt F Ronger

Voter's Signature / Firma del Votante

Date / Fecha

Authorized Person Agent / Agente de Devolución Autorizado

A voter who is unable to return the ballot may designate any person to return the ballot to any polling place or drop-off location in California.

Un votante que no sea capaz de devolver la boleta puede designar a cualquier persona para que devuelva la boleta a cualquier casilla electoral o punto de entrega en California.

Print name of the authorized person / Nombre en letra de imprenta de la persona autorizada

Relationship to the voter / Relación con el votante

Signature of the authorized person / Firma de la persona autorizada

65104737

1442 9/23/2020 651123

7. Enter the voters AVID # into the search bar and click **LOCATE**.
8. If the voter's name matches that of the ballot, double-click the voter's record to open the absentee voter module.

Find Voter

All A I C P F

By Name | By Address | By Name/Address | **By ID**

Check desired search method then enter criteria

AV ID: 65104737

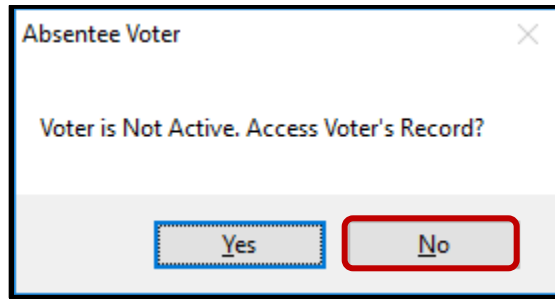
Locate

Incl. Confidentials Needs Evaluation

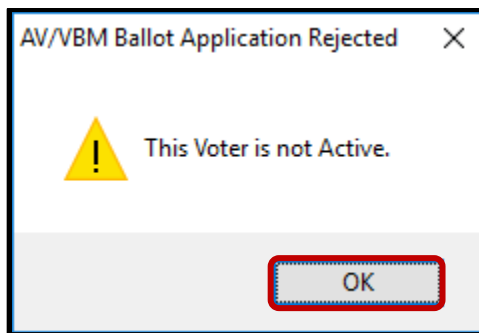
#	STATUS	P.	AFFIDAVIT	LAST NAME	FIRST NAME	INT	DOB	POB
1	I	Y	81F48564	RANGER	MATTHEW	F	02/29/1976	TX

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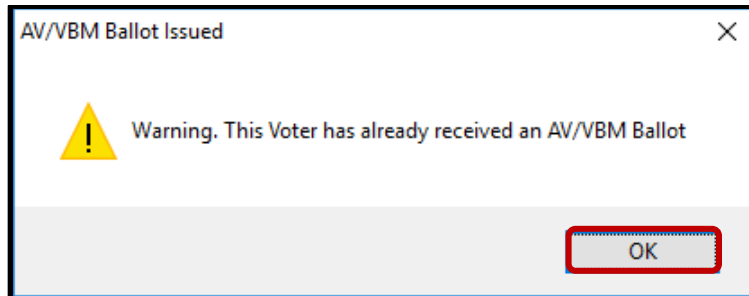
9. An *Absentee Voter* window should appear. Click **No**.



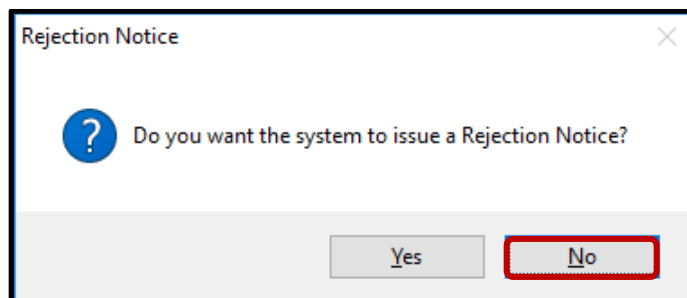
Note: You may see an *AV/VBM Ballot Application Rejected* window that states the voter is not active. Click **OK** if this occurs.



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



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



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

Inactive (INACT) Challenged VBM Envelopes

There are many reasons why a voter's record could have become inactive. Often, it's due to address errors or changes, voter has moved or unconfirmed deceased. Regardless of the reason, research must be done as well as the signature verification process.

Researching

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

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.

VOTER'S
INFORMATION
IN DIMS

Current Ballot Information
Name: MR MATTHEW F RANGER
Address: 370 PAMELA WAY
BARSTOW, CA 92311
Mailed To: 370 PAMELA WAY
BARSTOW, CA 92311

Ballot Type: 3174
Party: DEM

Voter ID: 61875
ID: 65104737

Return Date: 10/28/2020

Signature: Matt F Ranger

VOTER'S
SIGNATURE
IN DIMS

VOTER
INFORMATION
AND SIGNATURE
ON VBM

MR MATTHEW F RANGER
370 PAMELA WAY

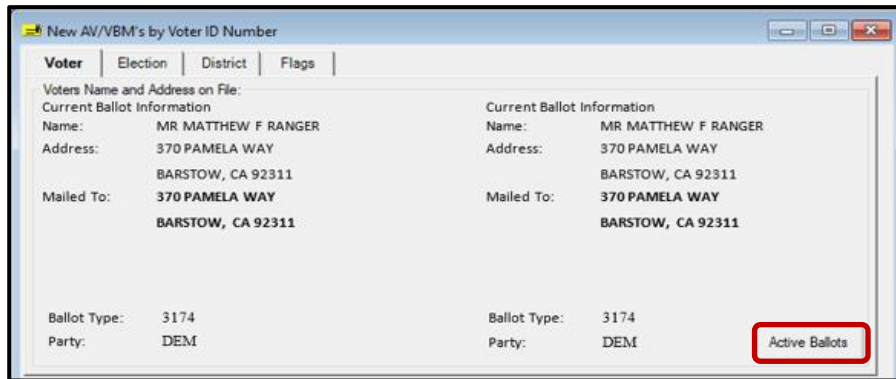
Signature: Matt F Ranger

ID: 65104737

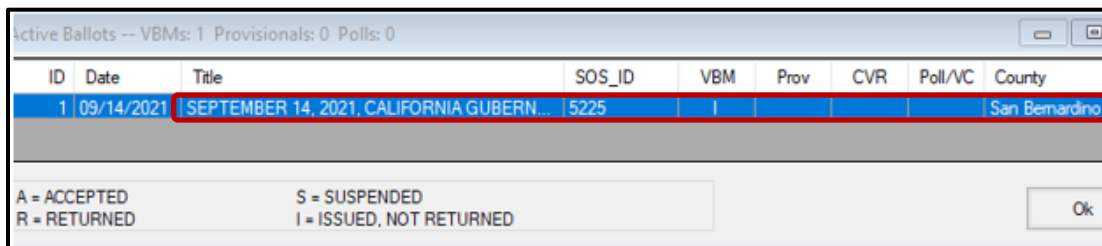
Note: If the signature on the on-hand VBM does not match the signatures on file, bring this to the attention of your direct supervisor, but continue to process the VBM. After Step 17, skip to the [Non-Matching Signature - 1 \(NMS-1\)](#) section of this procedure.

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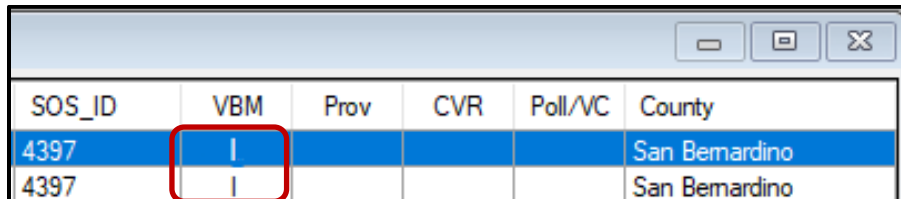
- In the *New AV/VBM's by Voter ID Number* window, click on **Active Ballots**.



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

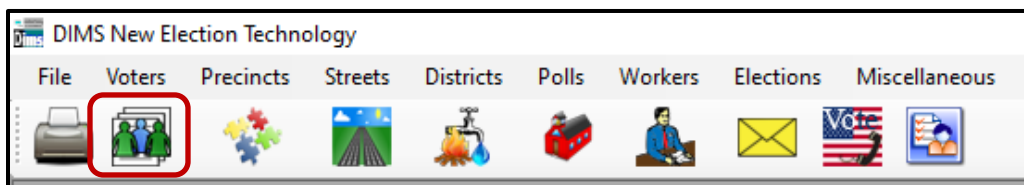


- If there is more than one Active Ballot, make sure that the *VBM*, *Prov*, *CVR*, and *Poll/VC* columns are either blank or only have an "I" for *issued*.



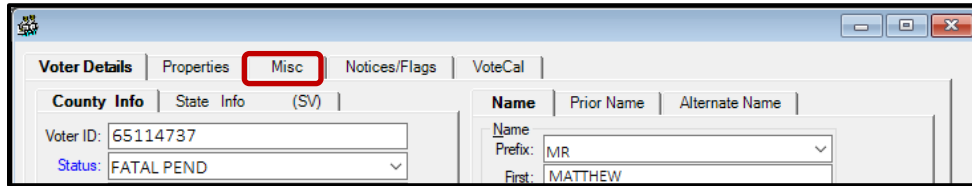
Note: If any of the VBM, Prov, CVR, and Poll/VC columns have an "A" for Accepted or "Yes" that means that this voter has already voted. Continue processing the VBM to step 17, then skip to [Voter Already Voted \(VAV\)](#) section of this procedure.

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

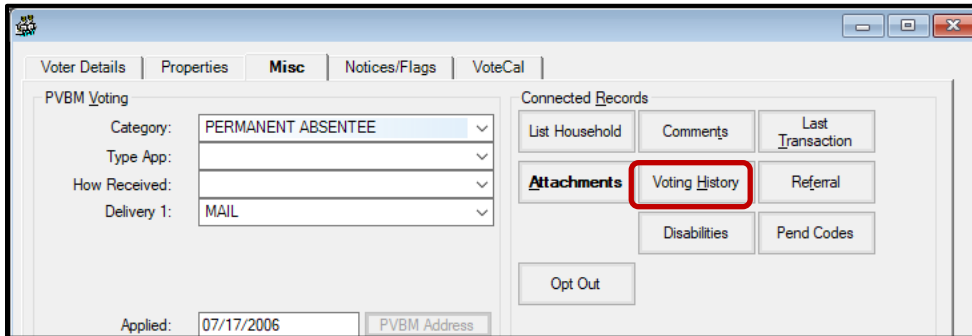


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7. The voter's record window will appear. Click the *Misc* tab.



8. Click on **Voting History**.



9. 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".

10. Click **OK** to close the *Voting History* window.

Date	Title	Elig	V...	Party	P...	A...	A...	C...	S...
09/14/2021	SEPTEMBER 14, 2021, CALIFORNIA GUBER...	Y	N		N	Y	N	P	M...
11/03/2020	2020 PRESIDENTIAL GENERAL ELECTION	Y	Y		N	Y	Y	P	M...
03/03/2020	2020 PRESIDENTIAL PRIMARY ELECTION	Y	N	DEM	N	Y	N	P	M...

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 challenges 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.

Processing INACT Challenged VBM's

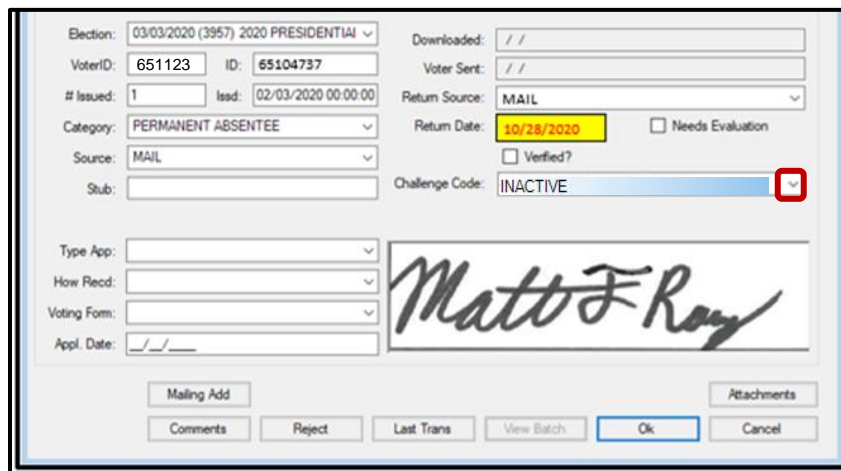
Most all VBM envelopes challenged as Inactive (INACT) will be overturned to Valid. The Execution date (the date the VBM was signed) is vital. This section will show you which are not valid and how to research and determine if a different challenge code should be used.

NOTE: If the voter did not date the VBM envelope you will use the postage stamp from the Post Office as a date guideline.

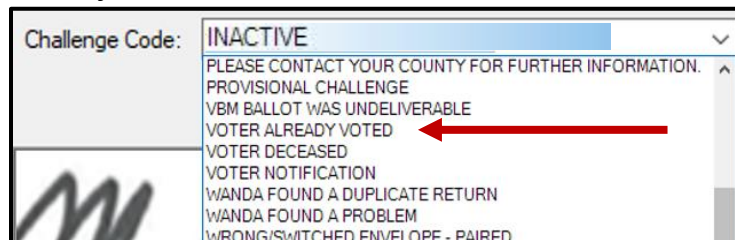
Voter Already Voted (VAV)

If within the *Voting History* window or the *Active Ballot* window there is evidence that the voter has already voted, the challenge code must be changed from INACT to VAV (Voter Already Voted).

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



1. Select **Voter Already Voted**.



2. 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.

3. Write the following on the Challenge Resolution Label:
 - "Overturned from INACT to VAV"
 - The date and your initials.

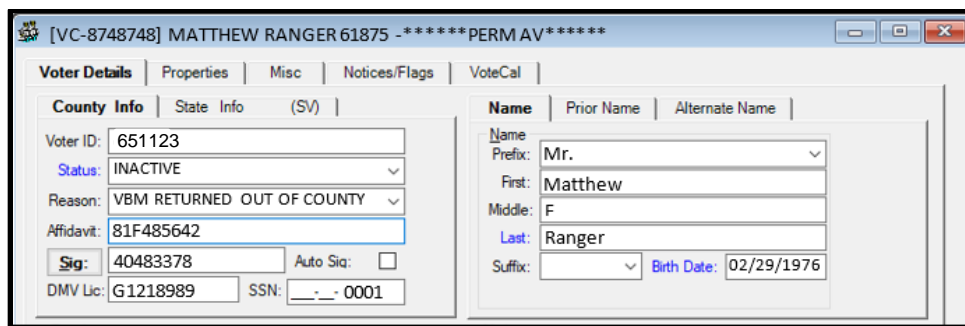
Voter Deceased (VDD)

For deceased voters, the execution date must be BEFORE the county received the death notification in order to accept the VBM. Follow these steps to determine if the voter's VBM will be overturned to Valid or challenged as Voter Deceased (VDD).

1. With the AV module still open, click the **Find Voters Record** icon.



2. The voter record will open. The voters Status will be Inactive, Note the reason down.



[VC-8748748] MATTHEW RANGER 61875 -*****PERM AV*****

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

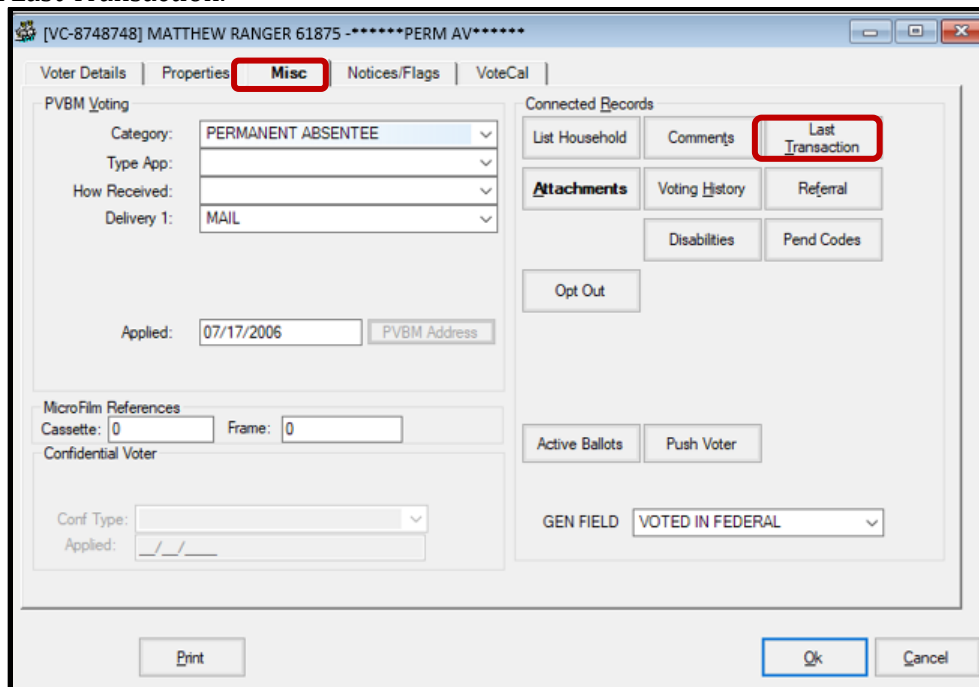
County Info | State Info (SV)

Voter ID: 651123
Status: INACTIVE
Reason: VBM RETURNED OUT OF COUNTY
Affidavit: 81F485642
Sig: 40483378 Auto Sig:
DMV Lic: G1218989 SSN: ___-__-0001

Name | Prior Name | Alternate Name

Name Prefix: Mr.
First: Matthew
Middle: F
Last: Ranger
Suffix: Birth Date: 02/29/1976

3. Click the **Misc** tab.
4. Click Last Transaction.



[VC-8748748] MATTHEW RANGER 61875 -*****PERM AV*****

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

PVBM Voting

Category: PERMANENT ABSENTEE
Type App:
How Received:
Delivery 1: MAIL
Applied: 07/17/2006 PVBM Address

MicroFilm References
Cassette: 0 Frame: 0
Confidential Voter
Conf Type:
Applied: / /

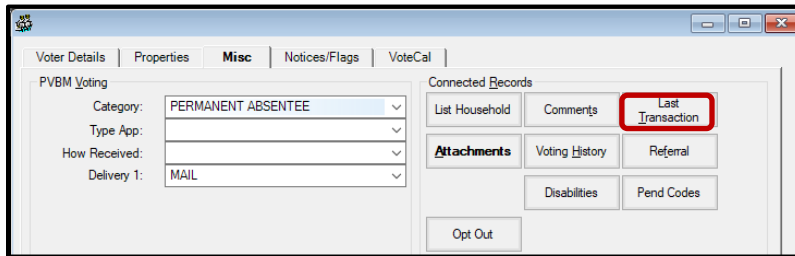
Connected Records

List Household | Comments | **Last Transaction**
Attachments | Voting History | Referral
Disabilities | Pend Codes
Opt Out
Active Ballots | Push Voter
GEN FIELD VOTED IN FEDERAL

Print Ok Cancel

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5. Click **Last Transaction**.



6. Under the *Field* column, look for “Status” and “Reason”. These lines will indicate when the voter’s status was changed to “Inactive” and why.
7. Compare the date that the voter’s status became Inactive to the execution date of their VBM envelope (the date the voter signed their mail ballot envelope).
8. If the execution date is **AFTER** the Transaction Date, change the INACT challenge code to VDD.

NOTE: If the execution date is **BEFORE** the Transaction date, you can overturn to **VALID**. Skip to the [Overturn to Valid](#) section in this procedure.

#	TRANSACTION	FIELD	BEFORE	AFTER	TRANS DATE
1	88765432	STATUS	A	I	11/3/2020 9:28
2	88765432	REASON	99-OFFICE UPDATE	UNCONFIRMED DECEASE	11/3/2020 9:28
3	88765432	HOUSE NUMBER	777	7777	11/3/2020 9:28
4	88765432	EMAIL ADDRESS		PRINCESSNFROG@GMA...	11/3/2020 9:28
5	88765432	AFFIDAVIT NUMBER	56AA022813	85BY921655	11/3/2020 9:28

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.



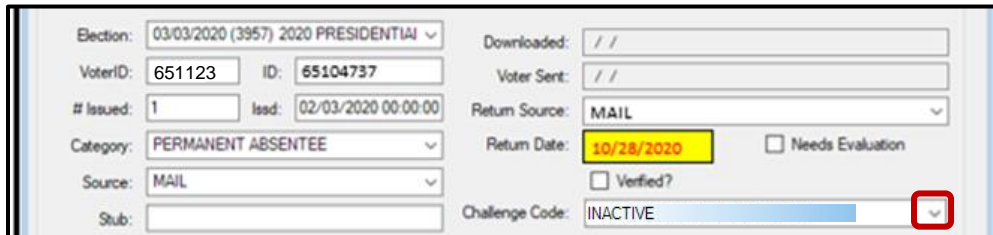
4. Write the following on the Challenge Resolution Label:

- “Overturned from INACT to VDD”
- The date and your initials.

Overturing to Valid

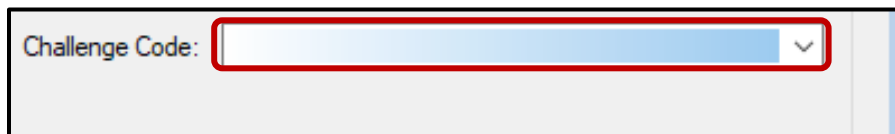
1. Within the *New AV/VBM's by Voter ID Number* window click twice on the arrow for the Challenge Code drop down list

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



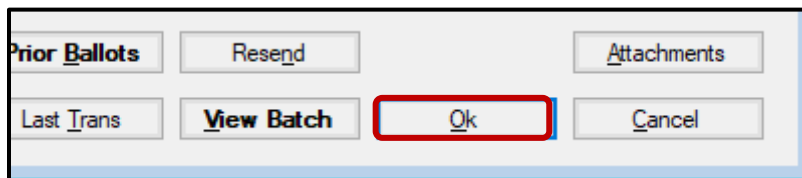
Election: 03/03/2020 (3957) 2020 PRESIDENTIAL
VoterID: 651123 ID: 65104737
Issued: 1 Issd: 02/03/2020 00:00:00
Category: PERMANENT ABSENTEE
Source: MAIL
Stub:
Downloaded: //
Voter Sent: //
Return Source: MAIL
Return Date: 10/28/2020 Needs Evaluation
 Verified?
Challenge Code: INACTIVE

2. Press the **Backspace** key.



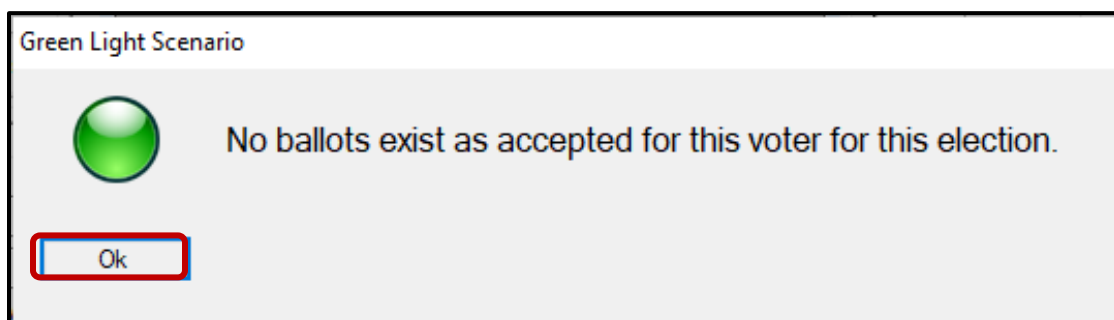
Challenge Code:

3. Click **OK**.




Prior Ballots Resend Attachments
Last Trans View Batch Ok Cancel

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

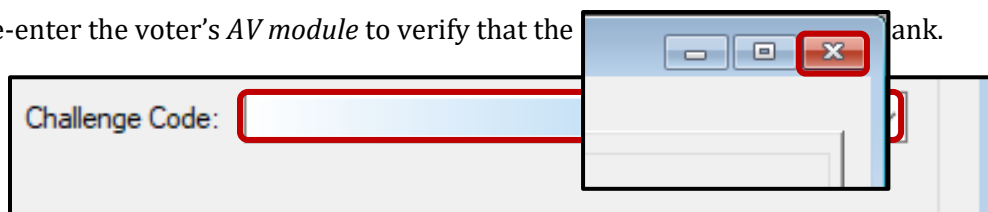


Green Light Scenario

 No ballots exist as accepted for this voter for this election.

Ok

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



Challenge Code:

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

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- Write the following on the Challenge Resolution Label:
 - “Overturned from INACT to Valid”
 - The date and your initials.

Non-Matching Signature - 1 (NMS-1)

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 INACT 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).

- 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 software window with various fields. The 'Challenge Code' dropdown menu is open, and 'INACTIVE' is selected. A red box highlights the dropdown arrow. The window also shows fields for Election, Voter ID, Issued date, Category, Source, Stub, Type App, How Recd, Voting Form, and Appl. Date. A signature 'Matt F Roy' is visible in the center.

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

The close-up shows the 'Challenge Code' dropdown menu with the following options: INACTIVE, 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. A red arrow points to 'NON-MATCHING SIGNATURE-1'.

- 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 INACT to NMS-1”
 - The date and your initials.

Reviewing Dates

When attempting to overturn inactive challenges, dates must be reviewed. For example, when was the record inactivated, when was the envelope executed by the voter, was the voter registered within the 15-day close?

VBM Undeliverable Reason for an Inactive Status

If a voter's record has been inactivated due to VBM Undeliverable, take into consideration the voter received the envelope and executed the envelope, therefore the record may be reactivated, and the envelope overturned.

Document Owner: Ballot	Initiation Date: 01/13/2016
Version Number: 2.0	Date: 09/30/2022
Version Written By: Yvette Conley	