



REGISTRAR OF VOTERS

# Reviewing and Overturning Inactive (INACT) Challenges

PROCEDURE DOCUMENT – Version 2.0

Alexandria Gomez  
06/24/2024

# Reviewing and Overturning Inactive (INACT) Challenges

## Contents

Purpose.....	2
Scope .....	2
Reviewing Dates.....	2
VBM Undeliverable Reason for an Inactive Status .....	2
Processing INACT Challenged VBM's .....	2
Supplies.....	2
Vote-By-Mail (VBM) Envelope Labels .....	3
Challenge Labels.....	3
Research Labels.....	3
DIMS.net .....	4
Logging-In .....	4
Locating Voter Record .....	4
Voter Research .....	8
Checking Active Ballots .....	8
Voter Already Voted (VAV) .....	9
Voter Deceased (VDD) .....	11
Checking Voter Participation History.....	15
Inactive (INACT) Challenged VBM Envelopes .....	16
Researching .....	16
Filling Out Research Label.....	21
Overturning to Valid .....	22
<b>Non-Matching Signature – 1 (NMS-1)</b> .....	23
Authorization .....	26

## 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 VBM envelopes that are challenged as Inactive (INACT) were done correctly and appropriately. If VBM envelopes were challenged incorrectly, this procedure will assist with overturning and re-challenging these INACT envelopes.

**Note:** This procedure is intended for Supervisors and Lead Staff

## 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.

## 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 that the voter had received the VBM envelope and executed the envelope. Therefore the record may be reactivated, and the envelope overturned.

## 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 envelope 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 postmark date from the USPS as guideline.

## Supplies

- Challenge label
- Research label
- Desk file organizer
- File organizer tags
- 1 Foot mail tray
- Mail tray label: "CHALLENGE TYPE: Inactive (INACT)"
- 2x Binder clips
- DIMS.net

## Vote-By-Mail (VBM) Envelope Labels

### Challenge Labels

A Challenge Label is required when processing any challenged envelope. It tracks the challenge status it is currently at.

**Note:** Before placing the label on the VBM envelope make sure there is no writing on the other side.

The image shows a VBM envelope with a challenge label. The label is a grid with colored squares (red, green, blue) and text indicating the challenge status. A red circle highlights the number 12554237 on the envelope.

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.

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

A Research Label is used to keep track of the research that goes for this envelope, so reviewers will avoid doing duplicate work.

The image shows a VBM envelope with a research label. The label is a grid with colored squares (red, green, blue) and text indicating the research status. A red circle highlights the label.

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, voter information, or the hole.

## DIMS.net

### Logging-In

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



2. Click on the **Login** button.

The login screen for the DIMS.net Election Management System. At the top left is the 'RUNBECK ELECTION SERVICES' logo. The title 'DIMS.net Election Management System' is at the top right, with version 'v 2021.01.28.30227' below it. The login area has a blue background. It includes a 'Login Using' dropdown menu with 'My Windows Account' selected and circled in red. Below this are 'User Name:' and 'Password:' text boxes. A 'Login' button is circled in red. At the bottom left is a 'Login To:' dropdown menu with 'Prod EMS' selected. A 'Close' button is at the bottom right.

**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 Ballots** icon.



San Bernardino County Registrar of Voters  
Reviewing and Overturning Inactive (INACT) Challenges

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

- The Select Default Election window will appear. Verify that the election displayed is correct.
- Click **Yes**.

**Note:** If the election option is incorrect, click **No** and select the current election.

- Locate the voters AVID on the VBM envelope.

AVID  
Number on  
VBM  
envelope

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.

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

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

Absentee Voter

Voter is Not Active. Access Voter's Record?

Yes No

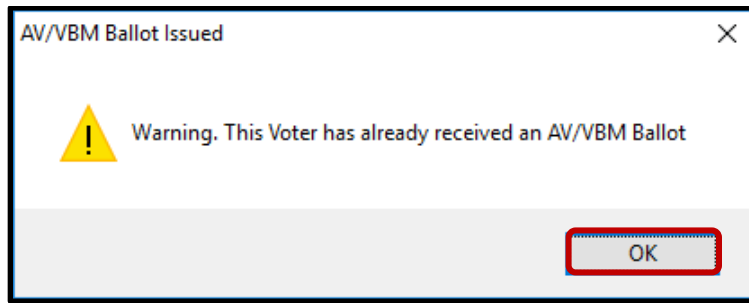
**Note:** You may see an AV/VBM Ballot Application Rejected window that states the voter is not active. Click **OK** if this occurs.

AV/VBM Ballot Application Rejected

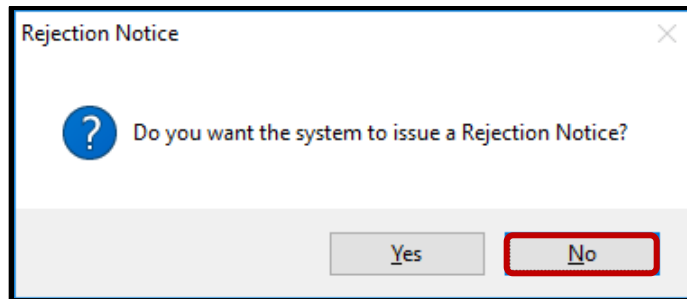
! This Voter is not Active.

OK

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.

12. The AV module will open.

A screenshot of a software window titled "New AV/VBM's by Voter ID Number". The window has tabs for "Voter", "Election", "District", and "Flags". The "Voter" tab is active, showing "Current Ballot Information" for MR MATTHEW F RANGER at 370 PAMELA WAY, BARSTOW, CA 92311. Below this, it shows "Ballot Type: 3174" and "Party: DEM". There is an "Active Ballots" button. The bottom section contains various fields: "Election" (03/03/2020 (3957) 2020 PRESIDENTIAL), "VoterID" (61875), "ID" (65104737), "Return Date" (10/28/2020), "Challenge Code" (INACTIVE), and a signature field with a handwritten signature "Matt F Roy".



## Voter Research

### Checking Active Ballots

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

The screenshot shows a window titled "New AV/VBM's by Voter ID Number". It has tabs for "Voter", "Election", "District", and "Flags". The "Voter" tab is selected. It displays "Voters Name and Address on File:" and "Current Ballot Information". The voter's name is MR MATTHEW F RANGER, address is 370 PAMELA WAY, BARSTOW, CA 92311, and the ballot type is 3174. The "Active Ballots" button is highlighted with a red box.

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

The screenshot shows a window titled "Active Ballots -- VBM's: 1 Provisionals: 0 Polls: 0". It contains a table with the following data:

ID	Date	Title	SOS_ID	VBM	Prov	CVR	Poll/VC	County
1	09/14/2021	SEPTEMBER 14, 2021, CALIFORNIA GUBERN...	5225	I				San Bernardino

Below the table, there are legends: A = ACCEPTED, R = RETURNED, S = SUSPENDED, and I = ISSUED, NOT RETURNED. An "Ok" button is at the bottom right.

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.

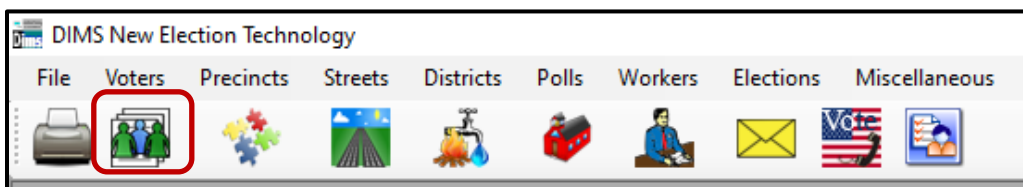
The screenshot shows a table with the following data:

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

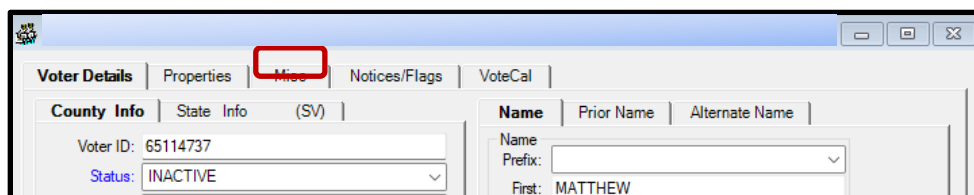
**Note:** If any of the VBM, Prov, CVR, and Poll/VC columns have an "A" for Accepted or "Yes" that means that this voter has already voted. Skip directly to **Voter Already Voted (VAV)** section of this procedure to continue processing.

4. If the column only has an "I", click **OK** on the Active Ballots window.

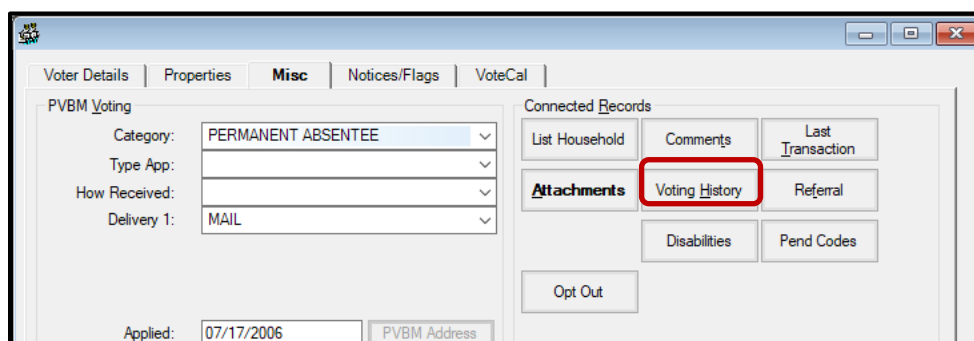
- In the top left corner of DIMS.net, click the **Find Voter Records** icon.



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



- Click on **Voting History**.



- In the Voting History window, verify that the current election is listed, and that Voted and Poll Voter columns have an "N".
- Click **OK** to close the Voting History window.

#	Elec ID	Date	Title	Elig	Voted	PAR...	Party	Poll Voter	A...
1	4138	03/05/2024	MARCH 5, 2024, PRESIDENTIAL PRIMARY ...	Y	N	VBM	NPP	N	Y

**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 we will challenge this 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.

## 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.

The screenshot shows a software window titled 'New AV/VBM's by Voter ID Number'. It contains several input fields and dropdown menus. The 'Challenge Code' dropdown is highlighted with a red box and a red arrow. The window also displays a signature of 'Matt F. Roy' and various buttons at the bottom like 'Mailing Add', 'Comments', 'Reject', 'Last Trans', 'View Batch', 'Ok', and 'Cancel'.

2. Select **Voter Already Voted**.

The screenshot shows a dropdown menu for 'Challenge Code'. The options listed are: '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', and 'WRONG/SWITCHED ENVELOPE - PAIRED'.

3. Click the **Verified** check box.

The screenshot shows a section of the form with 'Return Source: MAIL', 'Return Date: 10/28/2020', and a 'Verified?' checkbox. The checkbox is checked and highlighted with a red box.

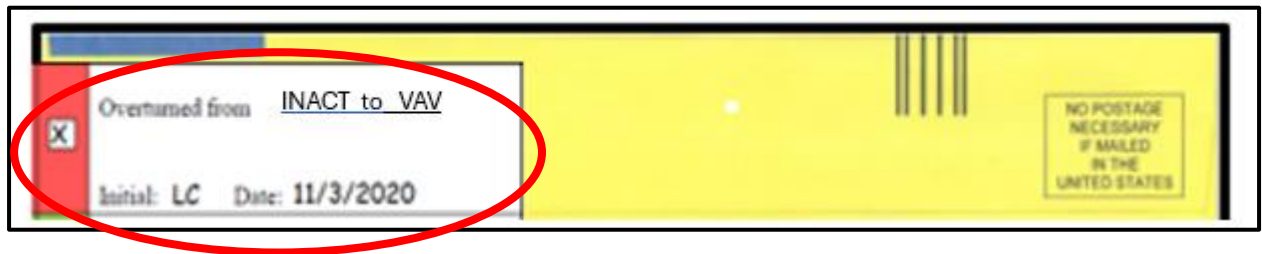
4. Click **Ok**.

The screenshot shows the bottom of the window with buttons for 'Prior Ballots', 'Resend', 'Attachments', 'Last Trans', 'View Batch', 'Ok' (highlighted with a red box), and 'Cancel'.

**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.

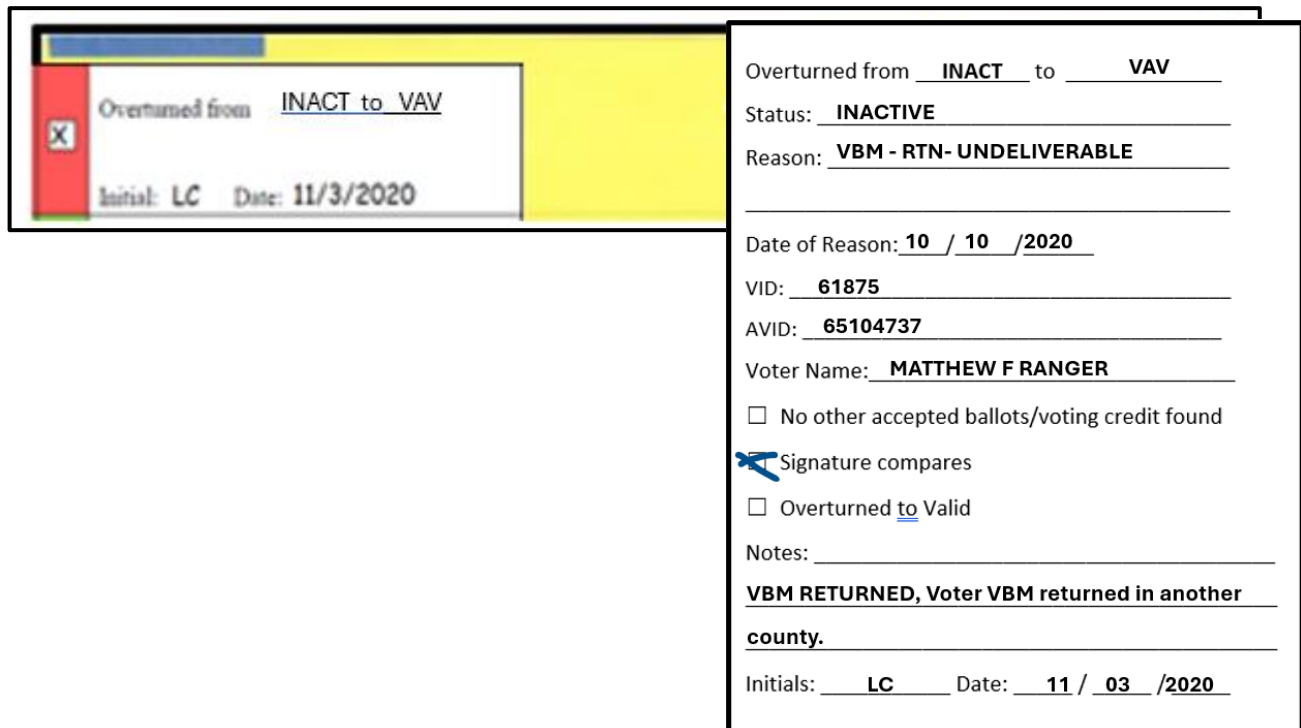
5. Write the following on the Challenge Label:
  - Overturned from: **INACT to VAV**

- Initial and date



6. Write the following on the Research Label:

- Overturned from **INACT to VAV**
- Status - in voter record
- Reason - in voter record
- Date of Reason - located in the Transaction Log
- VID, AVID and Voter Name - in AV module
- Signature - if signature on VBM matches or not (mark the applicable boxes)
- Check applicable boxes
- Notes (If applicable)
- Initial and date



## Voter Deceased (VDD)

A voter's VBM Envelope will get kicked out or challenged if we receive notification of the death prior to receiving the returned ballot. For deceased voters, in order to accept the VBM, the execution date must be BEFORE we receive the death notification.

The following outline the steps to check the date of the death notification and 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's Status will be Inactive. Make note of the Reason.

A software window titled "[VC-8748748] MATTHEW RANGER 61875 -\*\*\*\*\*PERM AV\*\*\*\*\*". It has tabs for "Voter Details", "Properties", "Misc", "Notices/Flags", and "VoteCal". The "Voter Details" tab is active, showing fields for "County Info", "State Info", and "(SV)". The "Voter ID" is 651123. The "Status" is "INACTIVE" and the "Reason" is "VBM RETURNED OUT OF COUNTY", both highlighted with a red box. Other fields include "Affidavit: 81F485642", "Sig: 40483378", "Auto Sig: [checkbox]", "DMV Lic: G1218989", "SSN: [redacted]", "Name: Mr. Matthew F. Ranger", and "Birth Date: 02/29/1976".

3. Click the **Misc** tab.

The same software window as before, but the "Misc" tab is now selected and highlighted with a red box. The other tabs are "Voter Details", "Properties", "Notices/Flags", and "VoteCal".

4. Click **Last Transaction**.

The same software window with the "Misc" tab active. Under the "PVBV Voting" section, there is a "Category:" dropdown. To the right, under "Connected Records", there are three buttons: "List Household", "Comments", and "Last Transaction" (highlighted with a red box).

5. Under the Field column, look for “**Status**” and “**Reason**”. These lines will indicate when the voter’s status was changed to “Inactive” and why.

#	TRANSACTION	FIELD	BEFORE	AFTER	TRANS DATE
1	88765432	STATUS	A	F	11/3/2020 9:28
2	88765432	REASON	99-OFFICE UPDATE	ADDRESSING ERROR	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

6. Compare the date that the voter’s status became Inactive to the execution date of their VBM envelope (the date the voter signed their VBM envelope).

#	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

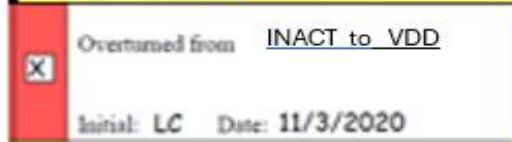
- If the execution date is **AFTER** the Transaction Date, change the INACT challenge code to VDD.
- If the execution date is **BEFORE** the Transaction date, you can overturn to VALID. Skip to the **Overturn to Valid** section in this procedure.

**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.

7. Write the following on the Challenge Label:
- Overturned from: **INACT to VDD**
  - Initial and date

8. Write on the Research Label:

- Overturned from **INACT to VDD**
- Status - from voter record
- Reason Code - from voter record
- Date of Reason Code - from the Transaction Log
- VID, AVID and Voter Name - in AV module
- Signature - if signature on VBM matches or not (mark the applicable boxes)
- Check applicable boxes
- Notes (If applicable)
- Initial and date

 <p>Overturned from <u>INACT to VDD</u> Initial: <u>LC</u> Date: <u>11/3/2020</u></p>	<p>Overturned from <u>INACT</u> to <u>VDD</u> Status: <u>INACTIVE</u> Reason: <u>99 - OFFICE UPDATE</u>  Date of Reason: <u>11 / 3 / 2020</u> VID: <u>61875</u> AVID: <u>65104737</u> Voter Name: <u>MATTHEW F RANGER</u>  <input type="checkbox"/> No other accepted ballots/voting credit found <input type="checkbox"/> Signature compares <input type="checkbox"/> Overturned <u>to</u> Valid Notes: _____ <b>VBM RETURNED WITH NOTIFICATION, VOTER IS DECEASED. Send info to Voter Records.</b> Initials: <u>LC</u> Date: <u>11 / 03 / 2020</u></p>
--	--

## Checking Voter Participation History

We check voting participation history to ensure that voter is not voting multiple times.

1. Click **Voter Participation History** (VPH),

**New AV/VBM's by Voter ID Number**

**Voter** | Election | District | Flags

Voters Name and Address on File:  
Current Ballot Information

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

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

Ballot Type: 3174  
Party: DEM

**Voter Participation History** Active Ballots

**Note:** If icon is **Bold**. Voter Participation History has been applied. That means that the voter has participated in the current election. Continue processing the VBM, skip to Voter Already Voted (VAV) section of this procedure.

2. Look at **Participation Method**.

**Voter Participation History for 3/5/2024 MARCH 5, 2024, PRESIDENTIAL PRIMARY ELECTION (4138)**

#	DIMS VPH ID	Date Added	VoteCal VPH ID	Date Deleted	Participation Mth	Party	Home Precinct	Consolidation/Voting Precinct	Voting Location
1	11081181	3/8/2024 4:42:44 PM	324523217		<b>VBM</b>	REP	4892 - C23S23A41E1B1S1J...	C23S23A41E1B1S1JUN0501	

Transaction Log

#	TRANS ID	FIELD	TYPE	BEFORE	AFTER	TRANS DATE	LOGIN	ACTION
1	314022458	SOS VOTER PARTICIPATIO...	I	0	324523217	3/8/2024 4:42:44 PM	DXI	UPD
2	314022458	UPDATE DATETIME	D	2024-03-08 16:41:54:967	2024-03-08 16:4...	3/8/2024 4:42:44 PM	DXI	UPD
3	314022458	VOTE CAL VALIDATION DATE	D		2024-03-08 16:4...	3/8/2024 4:42:44 PM	DXI	UPD
4	314020946	SOS ELECTION ID	I		5680	3/8/2024 4:41:54 PM	DXI	UPD
5	314020946	SOS HOME PRECINCT ID	I		25061	3/8/2024 4:41:54 PM	DXI	UPD
6	314020946	SOS PARTICIPATION METH...	I		2	3/8/2024 4:41:54 PM	DXI	UPD
7	314020946	SOS POLITICAL PARTY ID	I		7	3/8/2024 4:41:54 PM	DXI	UPD
8	314020946	SOS VOTE CENTER LOCATI...	I		6	3/8/2024 4:41:54 PM	DXI	UPD

OK

3. 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.



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



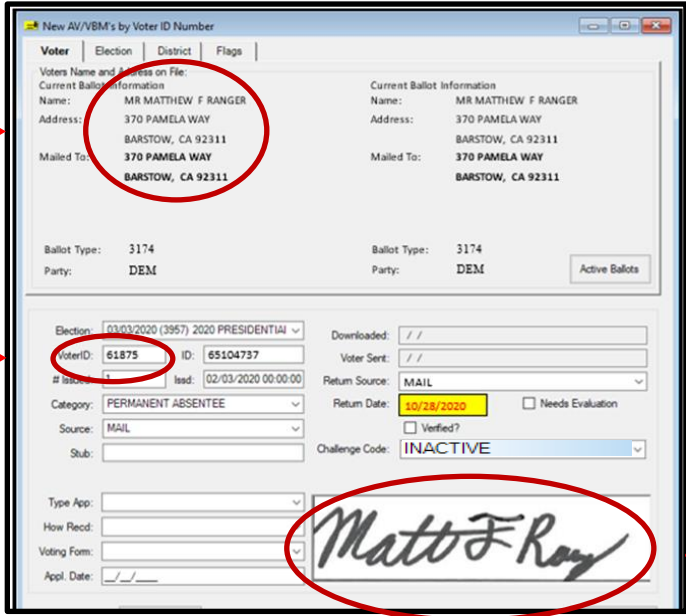
## Inactive (INACT) Challenged VBM Envelopes

There are many reasons why a voter's record could have become inactive. Often, it's due to address errors/changes, voter has moved or unconfirmed deceased. Research must be completed along with the signature verification process.

## Researching

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

1. Use the VBM envelope to compare:
  - a. The voters name, address, signature, and AVID.



**Voter's name and address in DIMS.net**

**Voter ID Number in DIMS.net**

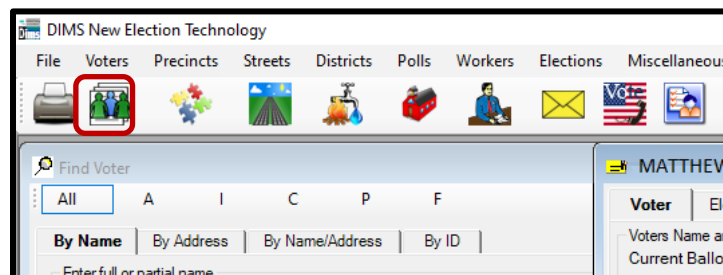
**Voter's Signature DIMS.net**

Voter	Election	District	Flags
<b>Voters Name and Address on File:</b>			
Current Ballot Information			
Name:	MR MATTHEW F RANGER	Current Ballot Information	
Address:	370 PAMELA WAY	Name: MR MATTHEW F RANGER	
	BARSTOW, CA 92311	Address: 370 PAMELA WAY	
Mailed To:	370 PAMELA WAY	BARSTOW, CA 92311	
	BARSTOW, CA 92311	Mailed To: 370 PAMELA WAY	
		BARSTOW, CA 92311	
Ballot Type: 3174			
Party: DEM			
Active Ballots			
<b>Election:</b> 03/03/2020 (3957) 2020 PRESIDENTIAL			
<b>VoterID:</b> 61875 <b>ID:</b> 65104737			
# Issues: 1 <b>Issd:</b> 02/03/2020 00:00:00			
<b>Category:</b> PERMANENT ABSENTEE			
<b>Source:</b> MAIL			
<b>Stub:</b>			
<b>Type App:</b>			
<b>How Recd:</b>			
<b>Voting Form:</b>			
<b>Appl. Date:</b>			
<b>Downloaded:</b> / /			
<b>Voter Sent:</b> / /			
<b>Return Source:</b> MAIL			
<b>Return Date:</b> 10/28/2020 <input type="checkbox"/> Needs Evaluation			
<input type="checkbox"/> Verified?			
<b>Challenge Code:</b> INACTIVE			
<b>Signature:</b> Matt F Roy			

San Bernardino County Registrar of Voters  
Reviewing and Overturning Inactive (INACT) Challenges



- In the top left corner of DIMS.net, click the **Find Voter** icon.



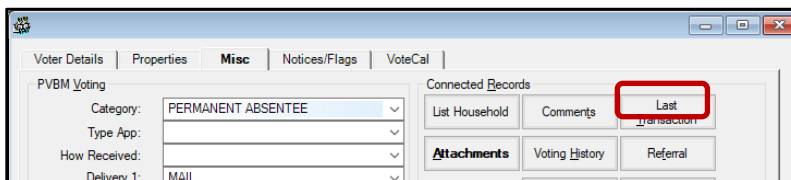
- The voter's record window will appear. Click the **Misc** tab.

The screenshot shows the Voter Details window with the **Misc** tab selected. The window contains the following information:

- County Info**: State Info (SV)
- Voter ID**: 65114737
- Status**: CANCELED
- Reason**: VC-Online Moved Out of County
- Affidavit**: 81F485642
- Sig**: 594213
- Auto Sig**: ☐
- DMV Lic**: A123456
- SSN**: \_\_\_-\_\_-1234
- Name**: MR MATTHEW F RANGER
- Birth Date**: 02/29/1976
- Residence**: Type: [dropdown], House#: 123, Dir: E, Street: MAPLEBERRY, Post: [dropdown], Bldg: [dropdown], City: SAN BERNARDINO, Zip: 92415
- Mailing**: Cntry: [dropdown], CareOf: [dropdown], Str/Bx: [dropdown], City: [dropdown], St: [dropdown], Zip: [dropdown]

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

4. Click **Last Transaction**.



5. 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.net 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	O	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	O	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	O	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 CDU...	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	858Y921655	12-13-2018 2:23:44
7	88765432	TYPE	AVE	ST	12-13-2018 2:23:44

6. Compare 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, overturn to valid
  - If the execution date is after the Last Trans Date, write "the voter's record was canceled prior to execution date" on the Research Label

#	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	85BY921655	12-13-2018 2:23:44
7	88765432	TYPE	AVE	ST	12-13-2018 2:23:44

**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, 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.

**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 boleto a menos que lo firme con su propia letra. Su firma debe ser equiparable a su firma registrada en la oficina del Registrador de Votantes.
- Votar dos veces constituye un delito.

MR MATTHEW F RANGER  
370 PAMELA WAY

*Matt F. Ranger*  
Voter's Signature / Firma del Votante

11/4/2020  
Date / Fecha

65104737

13255/22

1497 3/28/2022 3783691

7. Click **OK** on Last Transaction window.
8. In the second DIMS.net window; click the **Find Voter Records** icon.



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

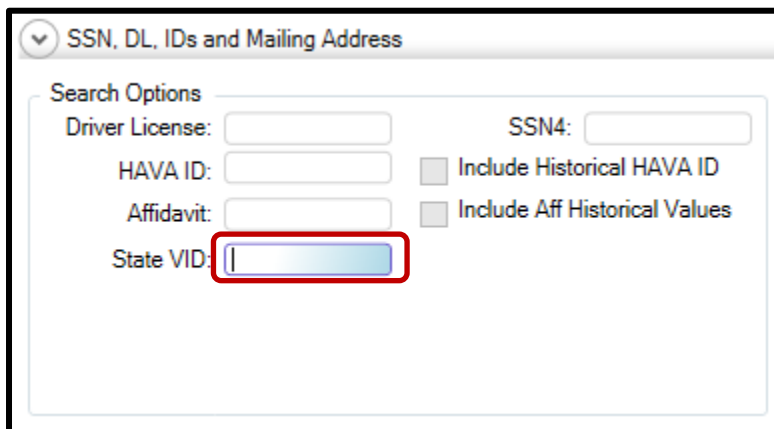
**Criteria Results**

Search Scope

☐ Local ☒ Statewide/County

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

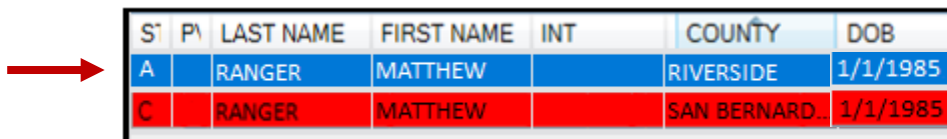
11. Enter the voter's state ID into the State VID field. Press the **Enter** key.



The screenshot shows a web form titled "SSN, DL, IDs and Mailing Address". Under the "Search Options" section, there are input fields for "Driver License:", "SSN4:", "HAVA ID:", "Affidavit:", and "State VID:". The "State VID:" field is highlighted with a red rectangular box. To the right of the "HAVA ID:" and "Affidavit:" fields are checkboxes labeled "Include Historical HAVA ID" and "Include Aff Historical Values" respectively.

**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.

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



The screenshot shows a table with the following columns: S1, P1, LAST NAME, FIRST NAME, INT, COUNTY, and DOB. There are two rows of data. The first row is highlighted in blue and has a red arrow pointing to it from the left. The second row is highlighted in red.

S1	P1	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.

## Filling Out Research Label

1. Write down Status and reason code that is shown in the Voter Record.

Overturned from CNCLD to \_\_\_\_\_

Status: \_\_\_\_\_

Reason: \_\_\_\_\_

Date of Reason: \_\_\_\_/\_\_\_\_/\_\_\_\_

VID: \_\_\_\_\_

AVID: \_\_\_\_\_

Voter Name: \_\_\_\_\_

☐ No other accepted ballots/voting credit found

☐ Signature compares

☐ Overturned to Valid

Notes: \_\_\_\_\_

Initials: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Voter ID: 594213

Status: CANCELED

Reason: VC-Online Moved Out of County

Affidavit: 594213

Signature: 594213 Auto Sig: ☐

DMV Lic: A123456 SSN: 1234

Residence Type: \_\_\_\_\_ Clear

House#: 123 Frac: / Dir: E

Street: MAPLEBERRY Type: LN

Post: \_\_\_\_\_ Bldg: \_\_\_\_\_ Unit #: \_\_\_\_\_

City: SAN BERNARDINO Zip: 92415

Prec: \_\_\_\_\_ Manual ☐

Additional Address

Name Prefix: MR

First: MATTHEW

Middle: F

Last: RANGER

Suffix: \_\_\_\_\_ Birth Date: 02/29/1976

Mailing

City: \_\_\_\_\_ Cr

County: \_\_\_\_\_

City: \_\_\_\_\_ St: \_\_\_\_\_ Zip: \_\_\_\_\_

Additional Address

Print OK Cancel

2. Fill out the VID, AVID, and Voter Name Field on the Research Label.

Overturned from CNCLD to \_\_\_\_\_

Status: \_\_\_\_\_

Reason: \_\_\_\_\_

Date of Reason: \_\_\_\_/\_\_\_\_/\_\_\_\_

VID: \_\_\_\_\_

AVID: \_\_\_\_\_

Voter Name: \_\_\_\_\_

☐ No other accepted ballots/voting credit found

☐ Signature compares

☐ Overturned to Valid

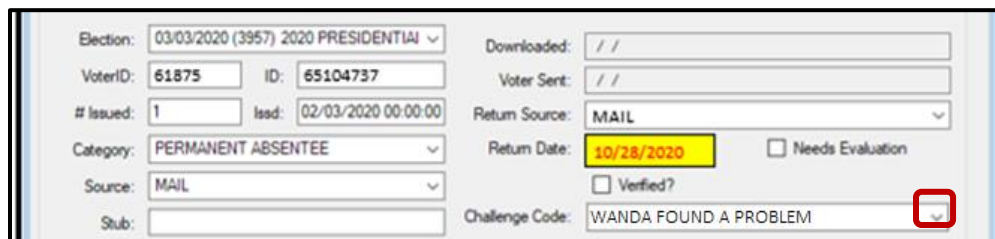
Notes: \_\_\_\_\_

Initials: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## Overturning to Valid

1. Within the AV Module 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.



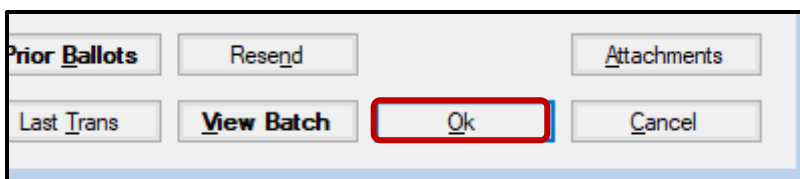
The screenshot shows a form with various fields. The 'Challenge Code' field at the bottom right is highlighted with a red box. It contains the text 'WANDA FOUND A PROBLEM'. Other fields include 'Election: 03/03/2020 (3957) 2020 PRESIDENTIAL', 'VoterID: 61875', 'ID: 65104737', 'Return Date: 10/28/2020', and 'Category: PERMANENT ABSENTEE'.

2. Press the **Backspace** key to clear challenge code.



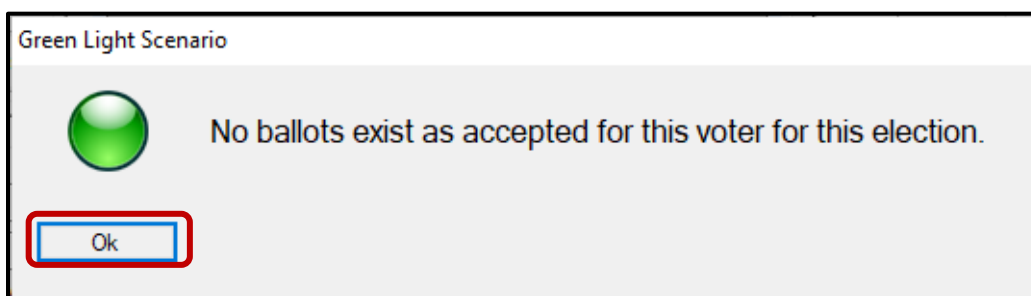
The screenshot shows the 'Challenge Code' field, which is now empty. The field is highlighted with a red box.

3. Click **OK**.



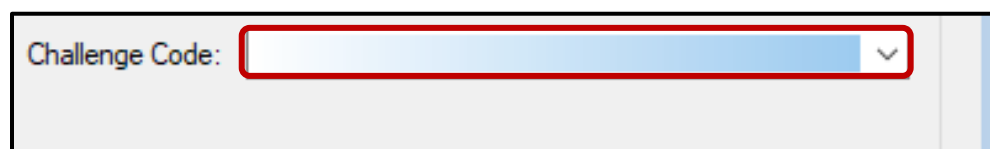
The screenshot shows a dialog box with several buttons. The 'OK' button is highlighted with a red box. Other buttons include 'Prior Ballots', 'Resend', 'Attachments', 'Last Trans', 'View Batch', and 'Cancel'.

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



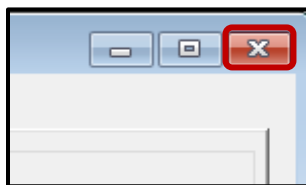
The screenshot shows a 'Green Light Scenario' window. It contains a green circle icon and the text 'No ballots exist as accepted for this voter for this election.' The 'Ok' button at the bottom left is highlighted with a red box.

5. Re-enter the voter's AVID to verify that the Challenge Code field is blank.



The screenshot shows the 'Challenge Code' field, which is now empty. The field is highlighted with a red box.

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



7. Write the following on the Research Challenge Label using the Voter Record Module:

- Overturned from **INACT to VALID**
- Status - Inactive
- Reason Code in DIMS.net
- Date of Reason Code - located in the Transaction Log
- VID, AVID and Voter Name - in AV module
- Signature - if signature on VBM matches or not (mark the applicable boxes)
- Check applicable boxes
- Notes (if applicable)
- Initial and date

**Note:** This is to help indicate we checked all areas before validating the VBM. Ensuring all documentation is there.

A screenshot of a 'Research Challenge Label' form. The form is divided into two main sections. The left section has a vertical color-coded bar (red, green, blue, orange, purple) and contains fields for 'Overturned from', 'Initial', and 'Date'. The right section contains fields for 'Overturned from', 'Status', 'Reason', 'Date of Reason', 'VID', 'AVID', 'Voter Name', and checkboxes for 'No other accepted ballots/voting credit found', 'Signature compares', and 'Overturned to Valid'. There is also a 'Notes' field and a 'VBM RETURNED, No other returns or prior ballots.' section. A red circle is drawn around the right-hand section of the form. The form is filled out with the following information: Overturned from INACT to VALID, Status INACTIVE, Reason VBM - RTN- UNDELIVERABLE, Date of Reason 10 / 10 / 2020, VID 61875, AVID 65104737, Voter Name MATTHEW F RANGER, and Initials LC Date 11 / 03 / 2020.

## Non-Matching Signature – 1 (NMS-1)

If the signatures in the voter's record do not match their corresponding VBM envelope 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 envelope 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.

The screenshot shows a software window for managing voter records. It includes fields for Election (651123), VoterID (61675), ID (65104737), # Issued (1), Issd (02/03/2020 00:00:00), Category (PERMANENT ABSENTEE), Source (MAIL), Stub, Type App, How Recd, Voting Form, and Appl. Date. The 'Challenge Code' dropdown is open, showing 'INACTIVE' as the selected option. A red box highlights the dropdown arrow.

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

The screenshot 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. The 'NON-MATCHING SIGNATURE-1' option is highlighted with a red arrow.

3. Click **Ok**.

The screenshot shows the bottom buttons of the software window: Prior Ballots, Resend, Attachments, Last Trans, View Batch, Ok, and Cancel. The 'Ok' button is highlighted with a red box.

**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 Label using the Voter Record Module:
  - Overturned from **INACT to NMS-1**
  - Initial and date

<input checked="" type="checkbox"/>	Overturned from	INACT to NMS-1
	Initial: LC	Date: 11/3/2020

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

5. Write on the Research Label:

- Overturned from **INACT to NMS-1**
- Status - Inactive
- Reason in DIMS.net
- Date of reason - located in the Transaction Log
- Voter Information (VID, AVID, Voter Name)
- Signature - if signature on VBM matches or not (mark the applicable boxes)
- Check applicable boxes
- Notes (if applicable)
- Initial and date

<input checked="" type="checkbox"/>	Overturned from	INACT to NMS-1
	Initial: LC	Date: 11/3/2020

Overturned from	INACT	to	NMS - 1
Status:	INACTIVE		
Reason:	VBM - RTN- UNDELIVERABLE		
Date of Reason:	10 / 10 / 2020		
VID:	61875		
AVID:	65104737		
Voter Name:	MATTHEW F RANGER		
<input type="checkbox"/>	No other accepted ballots/voting credit found		
<input type="checkbox"/>	Signature compares		
<input checked="" type="checkbox"/>	Overturned to Valid		
Notes:			
Initials:	LC	Date:	11 / 03 / 2020

## Authorization

Document Owner: Ballot	Initiation Date: 01/13/2016
Version Number: 2.0	Date: 06/ 24 /2024
Version Written By: Alexandria Gomez	