REGISTRAR OF VOTERS

Reviewing and Overturning Inactive (INACT) Challenges

PROCEDURE DOCUMENT – Version 2.0

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9/30/2022

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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

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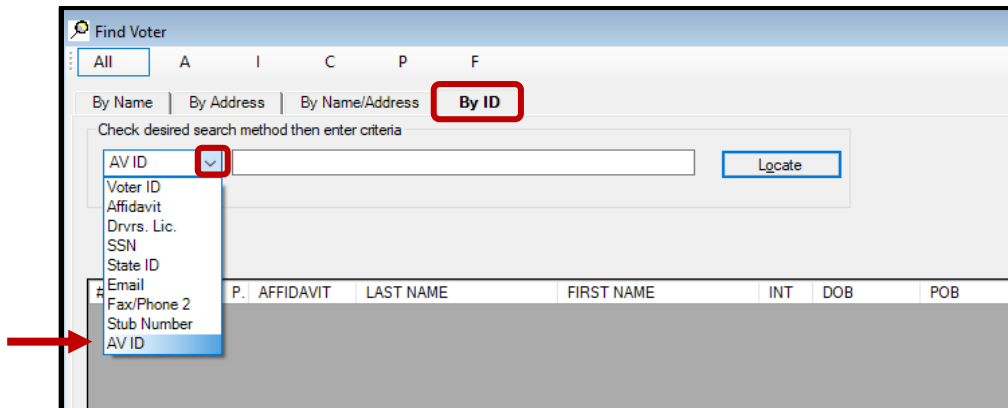
4. A *Select Default Election* window will appear. Verify that the election displayed is correct.

5.   Click **Yes.**

*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.

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.

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

Absentee Voter ✕

Voter is Not Active. Access Voter's Record?

[Yes]   [**No**]
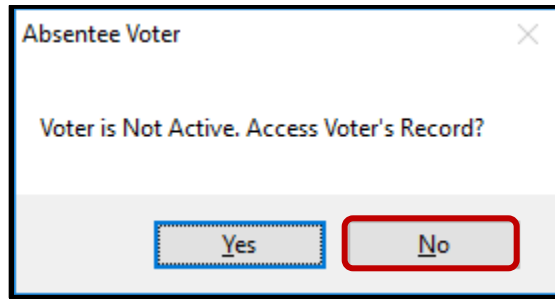
*Note: You may see an AV/VBM Ballot Application Rejected window that states the voter is not active. Click **OK** if this occurs.*

AV/VBM Ballot Application Rejected ✕

⚠ This Voter is not Active.

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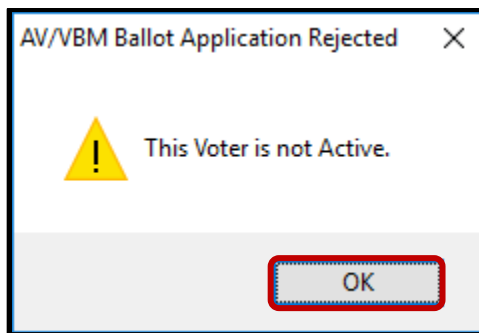
10. An *AV/VBM Ballot Issued* window should appear. Click **OK**.
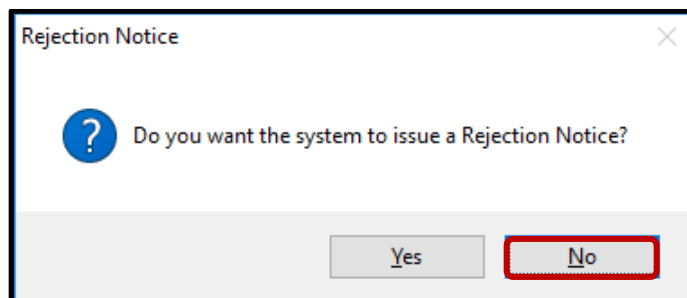
AV/VBM Ballot Issued ✕

⚠ Warning. This Voter has already received an AV/VBM Ballot

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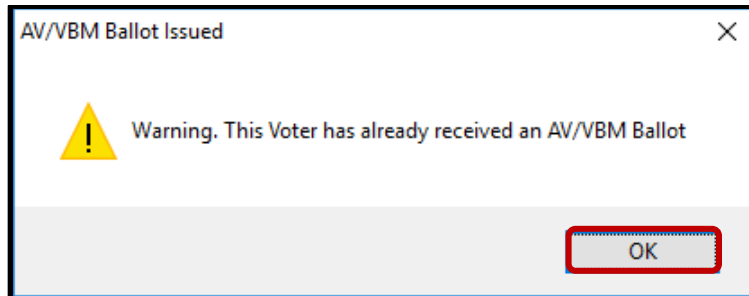
11. A *Rejection Notice* window should appear. **Always**, click **No**.

Rejection Notice ✕

❓ Do you want the system to issue a Rejection Notice?

[Yes]   [**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**

VOTER'S SIGNATURE IN DIMS

**VOTER INFORMATION AND SIGNATURE ON VBM**

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 Siganture - 1 (NMS-1) section of this procedure.
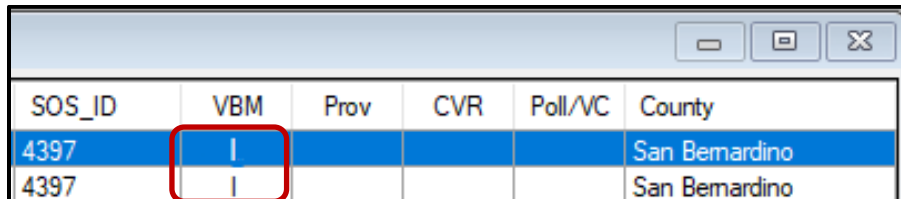
2.   In the *New AV/VBM's by Voter ID Number* window, click on **Active Ballots**.
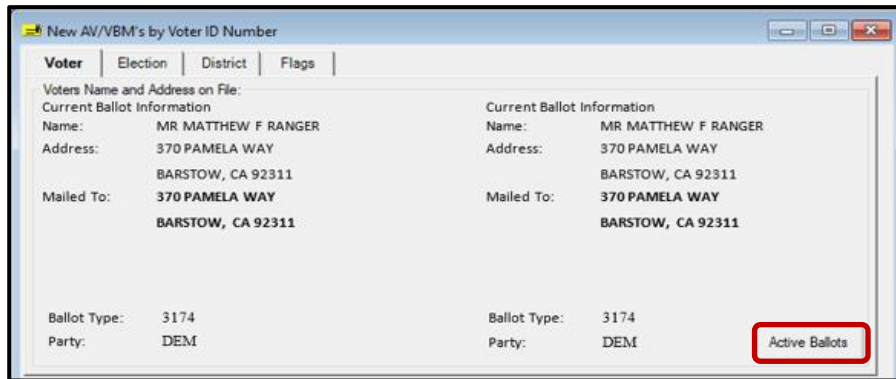
3.   Verify that the voter has only one issued VBM in the *Active Ballots* window.
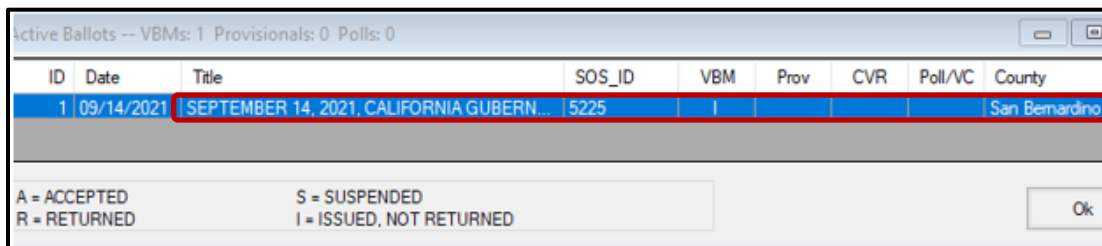
4.   If there is more than one Active Ballot, make sure that the *VBM, Prov, CVR,* and *Poll/VC* columns are either blank or only have an "I" for *issued.*


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.

5.   Click **OK** on the *Active Ballots* window.
6.   In the top left corner of DIMS.net, click the **Find Voter Records** icon.
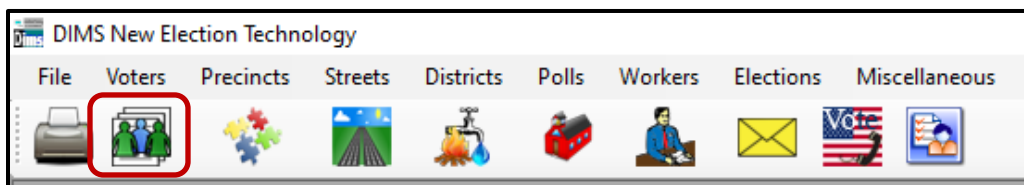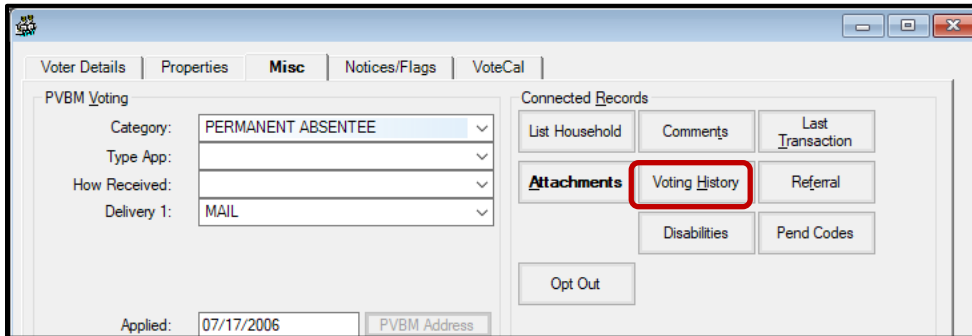
7. The voter's record window will appear. Click the *Misc* tab.
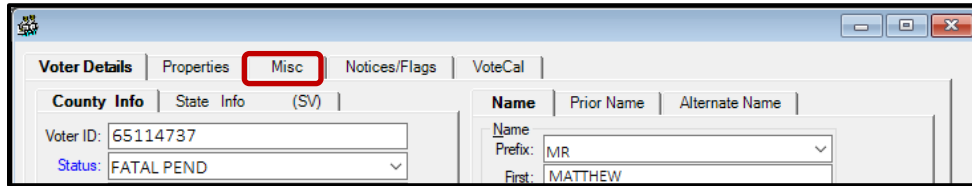
8. Click on **Voting History**.

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.

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.
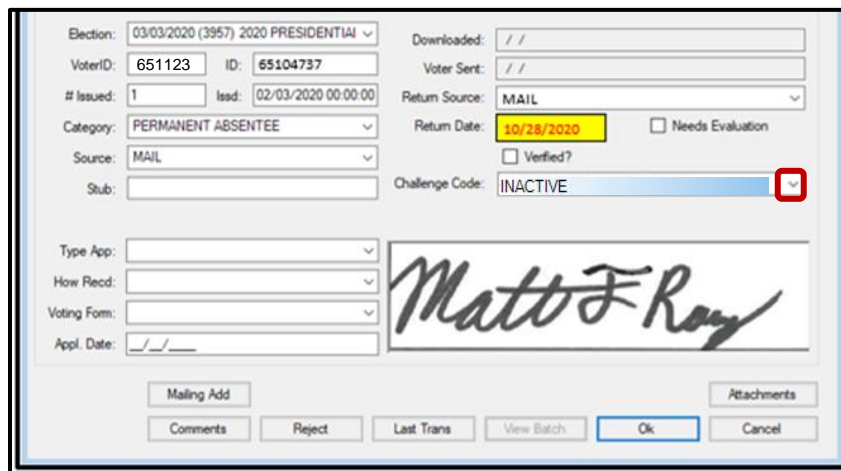
Processing INACT Challenged VBM's

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.
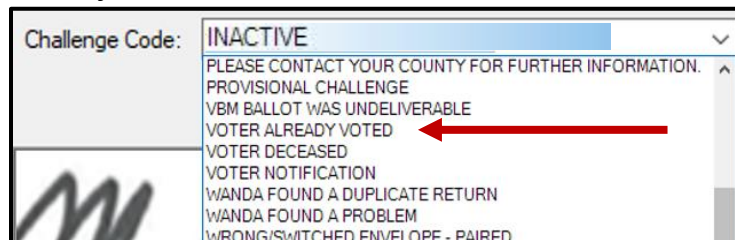
Voter Already Voted (VAV)

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"
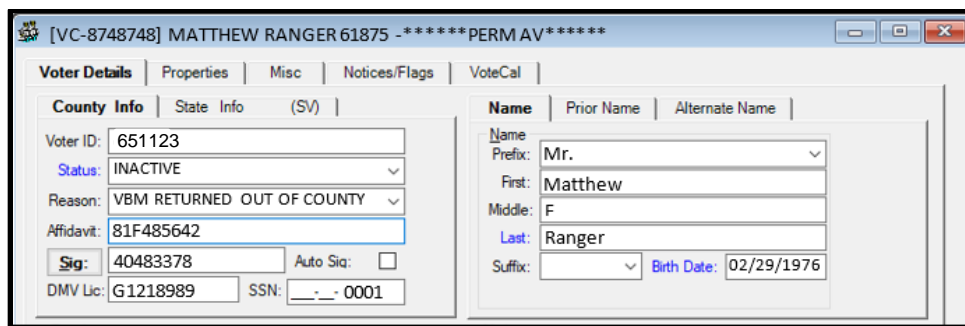   - The date and your initials.

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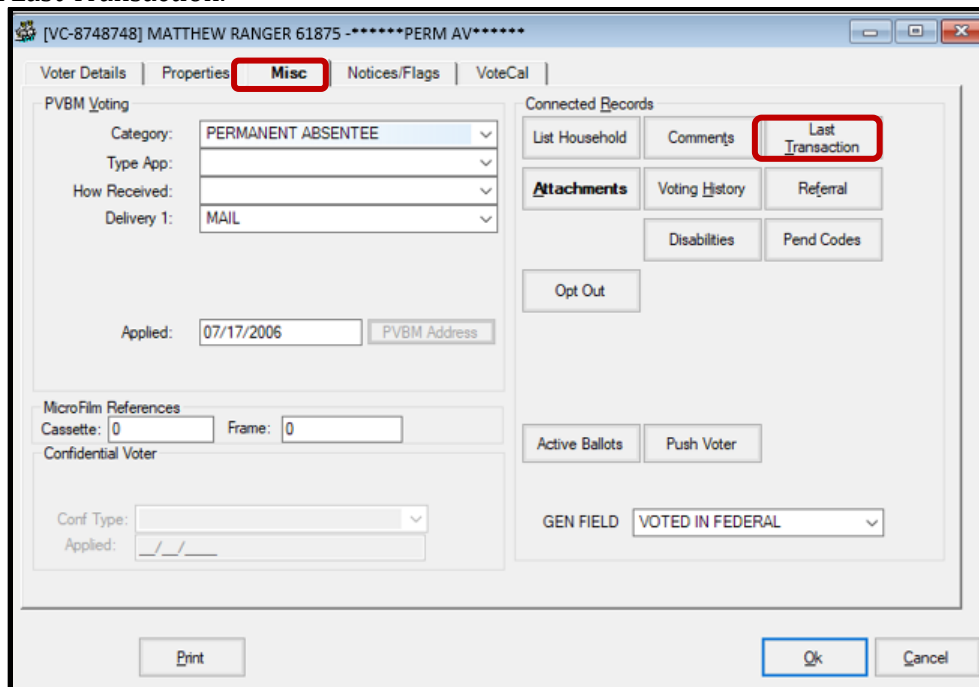
3. Click the **Misc** tab.
4. Click Last Transaction.

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.*
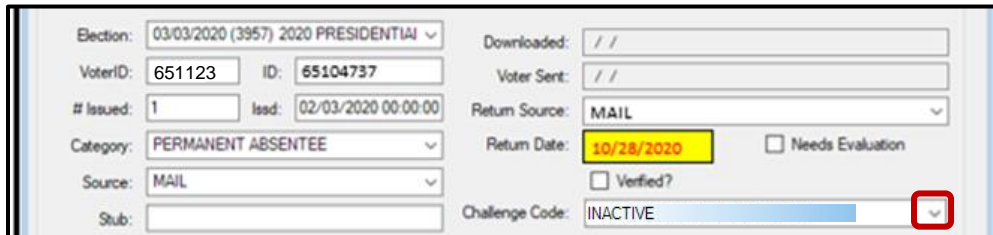

4. Write the following on the Challenge Resolution Label:
   - "Overturned from INACT to VDD"
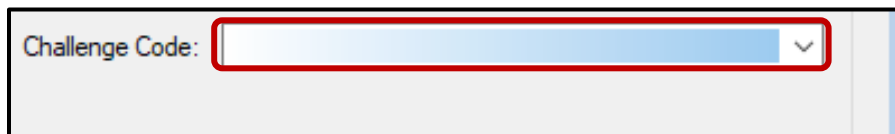   - The date and your initials.

Overturning 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.
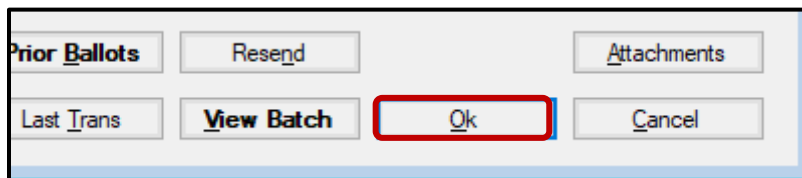
2. Press the **Backspace** key.
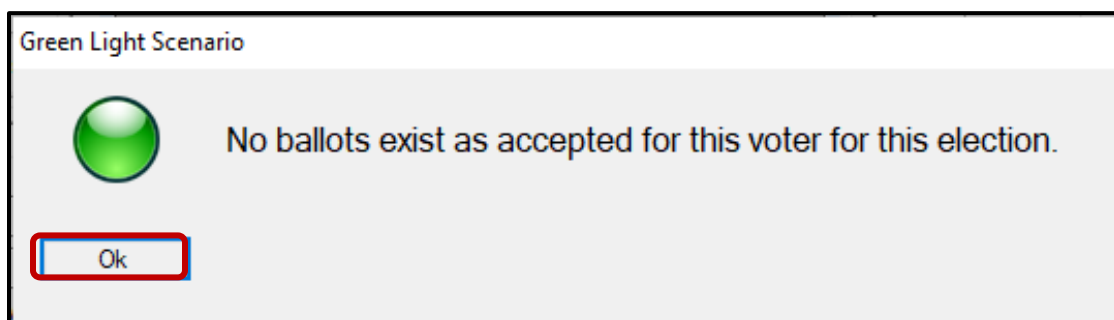
3. Click **OK**.

4. A *Green Light Scenario* window should appear. Click **OK**.
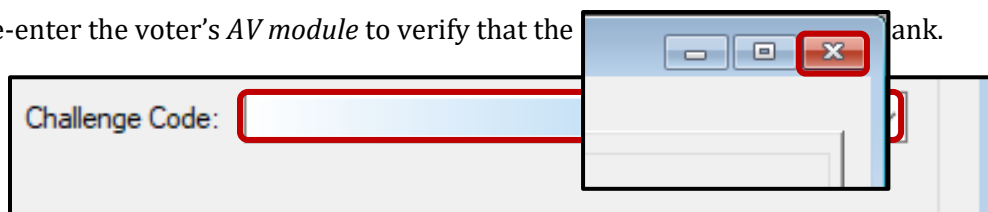
5. Re-enter the voter's *AV module* to verify that the _____ ank.

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

7. 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).

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

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

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.*

4. 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	