REGISTRAR OF VOTERS

Reviewing and Overturning No Voter Signature (NVS-1 through NVS-3)

PROCEDURE DOCUMENT – Version 2.0

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8/23/2023

The Process of Reviewing and Overturning No Voter Signature Challenges (NVS-1 through NVS-3)

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Purpose

During Signature Verification, if VBM Envelope does not contain the voter's signature, a No Voter Signature (NVS) challenge is applied. Every envelope must be reviewed in an attempt to overturn the challenge.

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 for Overturning Challenges

- Challenge Resolution Labels
- Challenge File Desk Organizer
- Desk Organizer Tray Clips
- File Organizer label tags – Depending on which challenge code you are working. "Overturned to NVS 2", "Overturned to NVS 3", "Overturned to NVS", "Overturned"
- Mail tray for challenged envelopes with No Voter Signature-1, 2, or 3 (NVS 1-3) ballots
- Challenge: No Voter Signature-1, -2, or -3 (NVS 1-3) tray tag
- Binder clips
- Access to DIMS.net

Getting Started

- Your lead or supervisor will provide you with a tray of NVS (1 – 3) envelopes.
- Check each ballot individually to ensure you **HAVE NOT** previously challenged that ballot.
- Complete the verification process and place the VBM on the appropriate shelf of the Desk File Organizer.
- Your lead will collect all the overturned and newly challenged VBMs from your Desk File Organizer.

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.

FRONT

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 into DIMS.net

1. Double-click the DIMS.net icon.

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.*
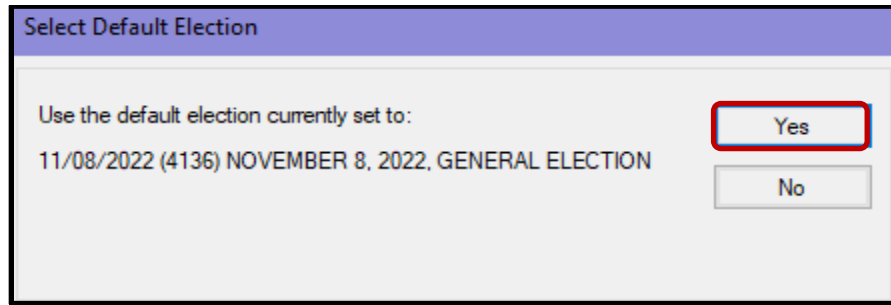
Locating Voter Record

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. 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. (Page 17 of this packet)*
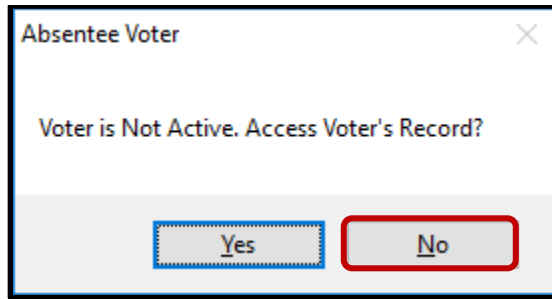
5. Locate the voters AVID on the VBM envelope.
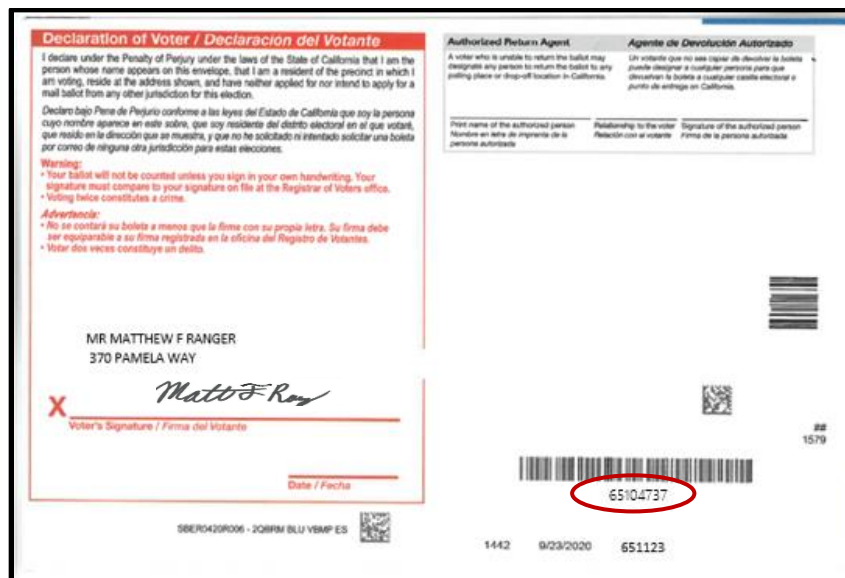
6. Enter the voters AVID # into the search bar and click **LOCATE**.
7. If the voter's name matches that of the ballot, double-click the voter's record to open the absentee voter module.
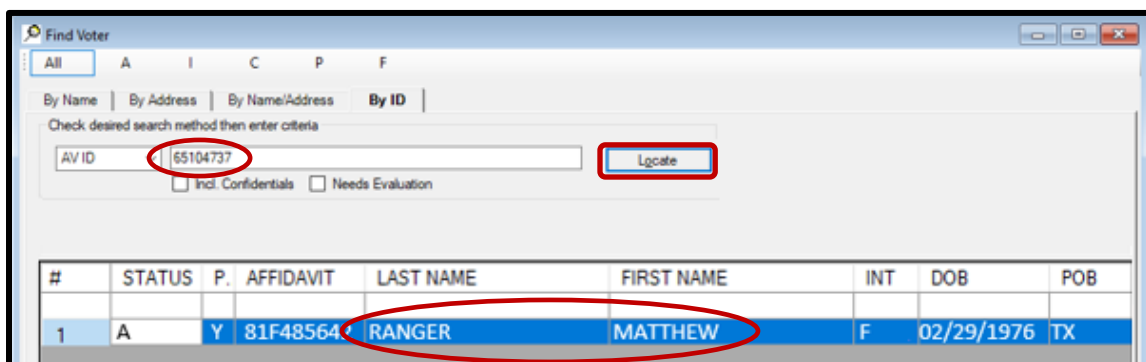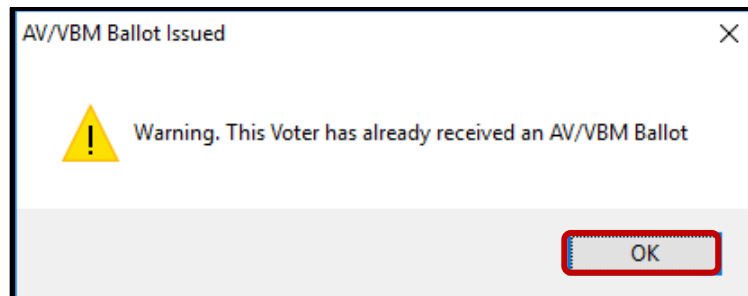
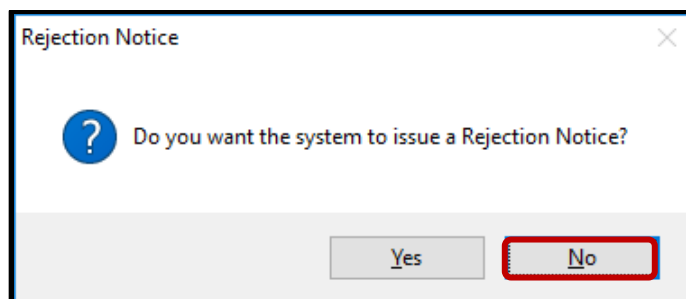8. An *Absentee Voter* window should appear. Click **No**.

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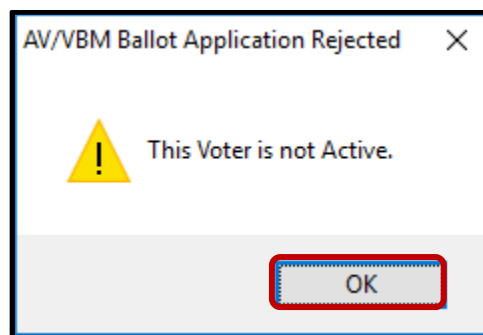
9. An *AV/VBM Ballot Issued* window should appear. Click **OK**.

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

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

No Voter Signature Challenges

This challenge code is applied when the voter has returned their VBM envelope without any signatures ANYWHERE on their VBM. The voter is not required to only sign on the signature line in order for the ballot to be counted. During this process you need to check the entire VBM envelope for any signature, initials or markings. If there is a signature, initial or mark present you will conduct the signature verification process as any other VBM envelope returned. We are required to conduct a minimum of 4 checks before the VBM can be considered not counted. Below are the 4 checks:

NVS-1 (No Voter Signature-1): When the voter DID NOT sign his/her VBM envelope.

NVS-2 (No Voter Signature-2): This is 2nd check. After a Signature Verification team member has already determined the voter DID NOT sign his/her VBM envelope.

NVS-3 (No Voter Signature-3): This is 3rd check. After a second Signature Verification team member has again determined the voter DID NOT sign his/her VBM envelope. At this stage an Unsigned Ballot Statement (UBS) is mailed out to the voter to give them an opportunity to submit a signature and have that VBM counted.

NVS (No Voter Signature): This is the 4th and final check required. After this check is determined there is no signature and the statement has not been returned no further action or contact with the voter will be made and this VBM envelope now has become EXHAUSTED.

NOTE: It is very important to challenge the VBM envelope using the correct NVS "number" (1,2,3). Once a VBM reaches NVS (no # attached) the voter is notified via Ballot Trax and/or Secretary of State (SOS) that their ballot has not been counted and requires attention before it can be processed and counted.

No Voter Signature Examples:
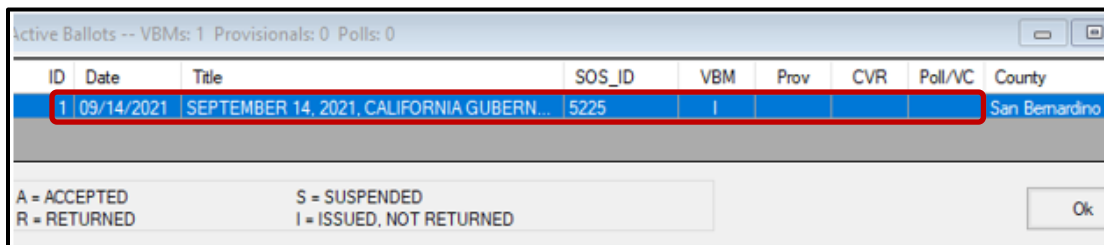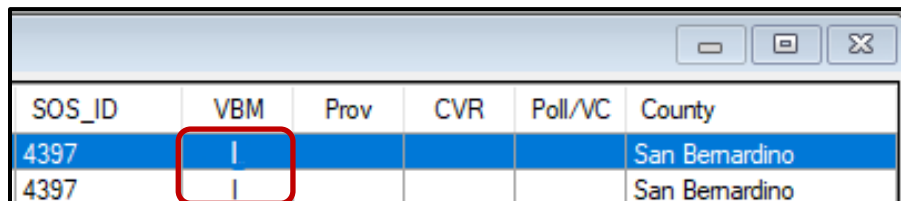
Checking for Active Ballots and Voting History

1. In the *AV/Module or AV/Table* window, click on **Active Ballots**.
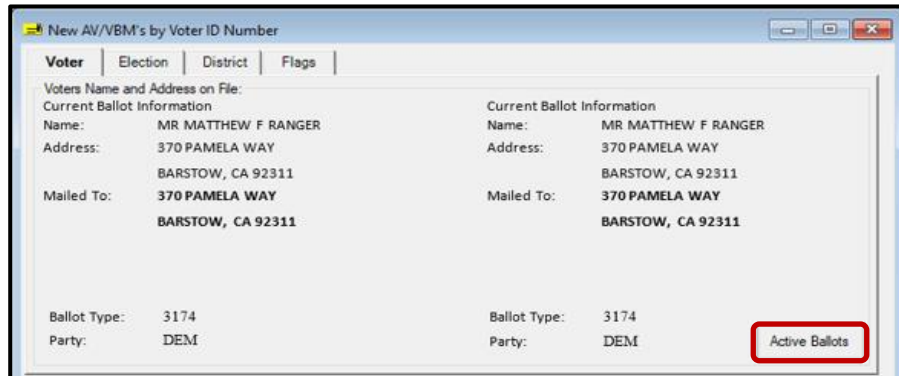
2. Verify that the voter has only one issued VBM in the *Active Ballots* window.

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


Note: If any of the VBM, Prov, CVR, and Poll/VC columns have an "A" for Accepted or "Yes" that means that this voter has already voted. Continue processing the VBM to step 17, then skip to [Voter Already Voted (VAV)](#) *section of this procedure.*
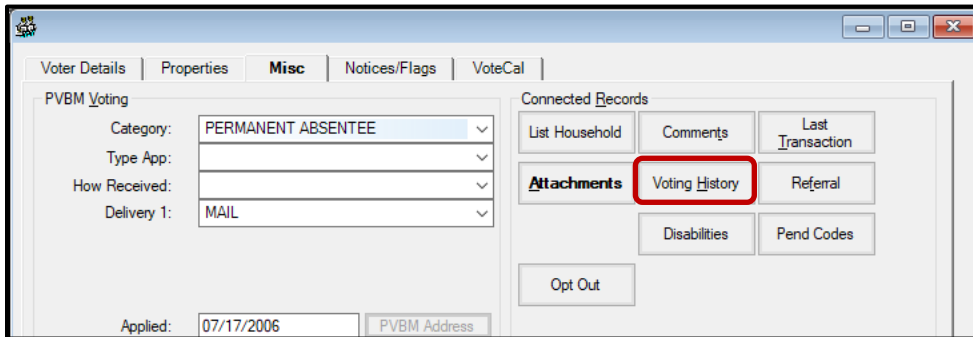
4. Click **OK** on the *Active Ballots* window.
5. In the top left corner of DIMS.net, click the **Find Voter Records** icon.
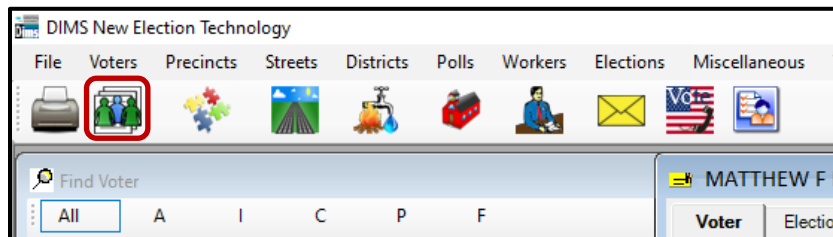
6. The voter's record window will appear. Click the *Misc* tab.
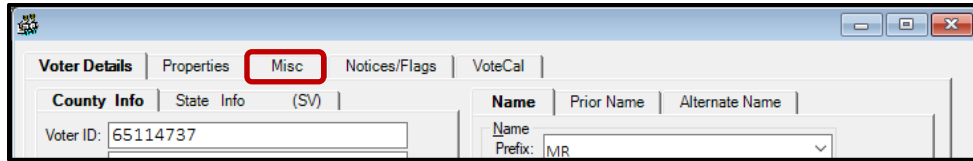
7. Click on **Voting History**.

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

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

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

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

No Voter Signature (NVS-1 through NVS-3) Process

1. Review the ENTIRE VBM envelope (front and back).
2. Confirm there is no signature, initials, or markings of any kind anywhere on the VBM envelope.
3. Once you have verified there is no signature or markings you will challenge this VBM envelope with the accurate NVS challenge code (NVS-1, NVS-2 or NVS-3).
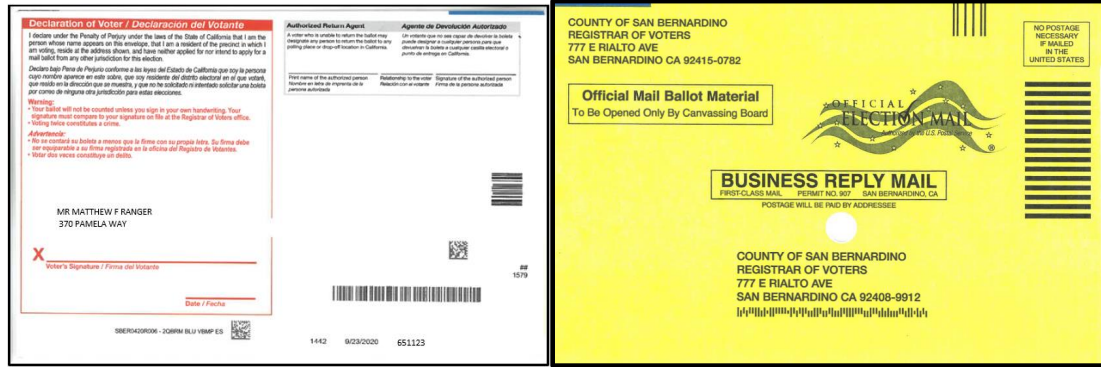

NOTE: You may receive the VBM envelope that is already NVS challenged. Always make sure to challenge to the next challenge stage.

Example: You have received a VBM envelope that shows it has already been challenged as NVS-1 during batch mode (Wanda Report). You confirm there are no signatures, initials, or markings ANYWHERE on the VBM envelope. You will now challenge this VBM envelope NVS-2.

Processing a VBM Envelope if there IS a signature present

If there IS a signature on the VBM envelope you will then need to proceed with the signature verification process to determine if the signature on the VBM envelope compares with the voter's signature(s) on file.

1. Verify there is a signature anywhere on the VBM envelope (front or back)
2. Compare the signature on the envelope to the signature(s) in the voter's record.
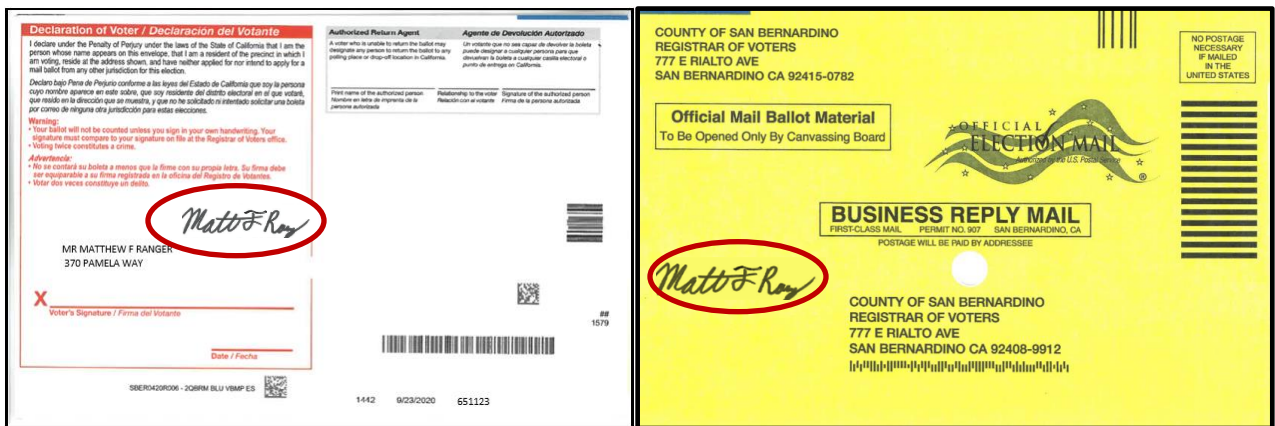
Checking Available Signatures in the Voter's Record

Once the voter's record has been opened in DIMS, there are multiple places to check for a signature within the voter's records. Check and compare all signatures before determining a challenge code.

NOTE: The moment you find a signature that compares, do not continue to look for more signatures. Remove the challenge code, and overturn to VALID.
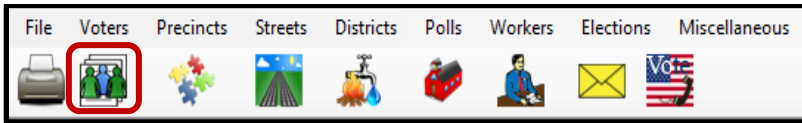
1. DIMS.Net AV/VBM window.

2. Double click on the visible signature.
3. A signature window will open.
4. If there is more than one signature on file, click the arrows on the bottom of the signature window and view all signatures available.

5. Click on the **Find Voters Record** Icon. Another window with the Voter's information will appear.

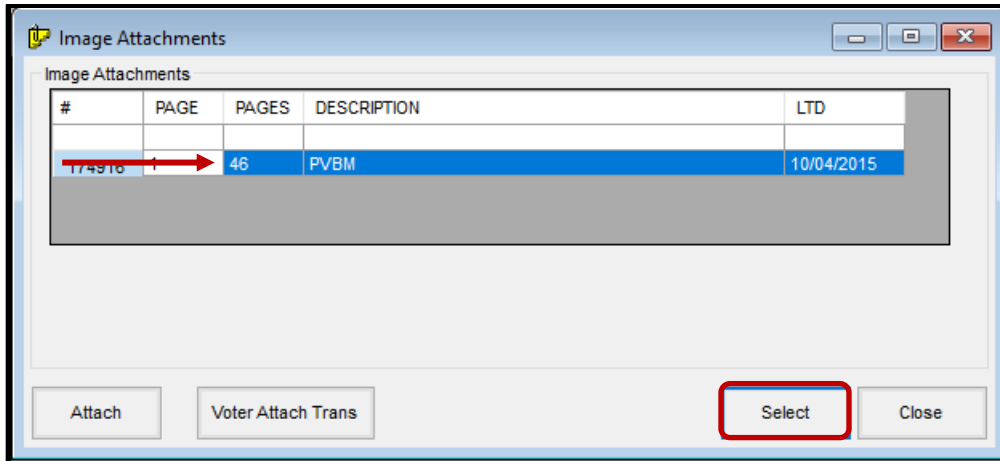6. Click on the **Misc.** tab.

7. If the **Attachments** button is **bold** click on it to open the attachment.
    Note: If not bold there are no additional signature to review


8. A window with one or more attachments will appear.

9. Double click on the attachment or click **Select** to open the images attachment window and compare the signature.

10. Review and compare the signature.

NOTE: You can zoom in and out by clicking the **+** or **–** symbol and improve the quality by clicking **Quality.**
If the signature does not match, click CANCEL and continue with the next attachment if any.
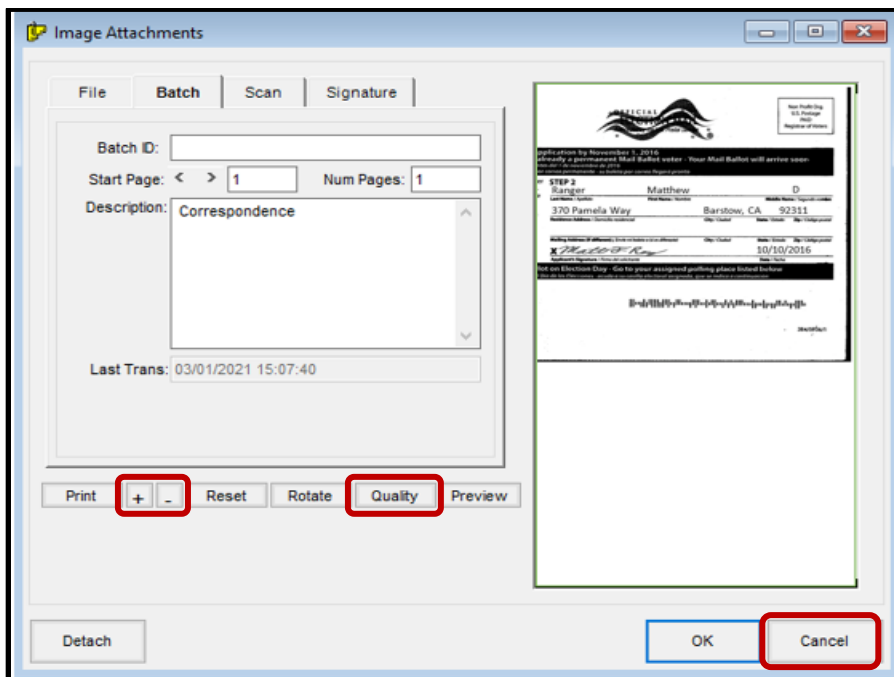
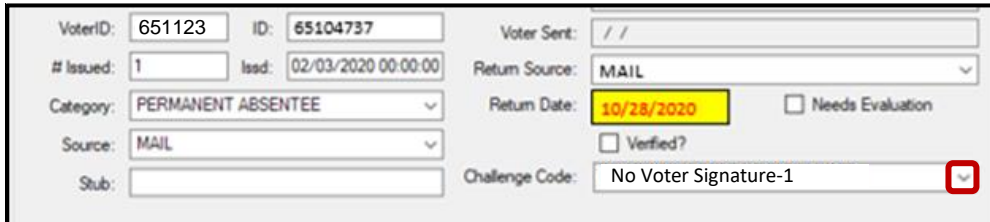11. Once all the attachments have been compared click Cancel and then Close to exit the Image attachment window.

Overturning a Challenged VBM Envelope to Valid

If you find a signature in the voter's file that compares, proceed with overturning the challenged ballot.

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.
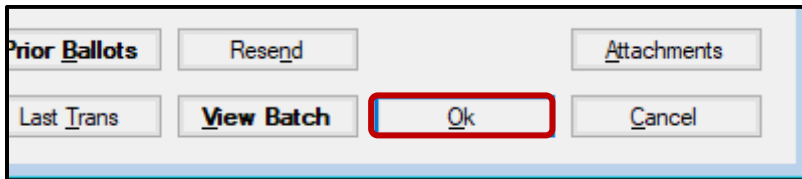

2. Press the **Backspace** key.

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 Challenge Code field is blank.

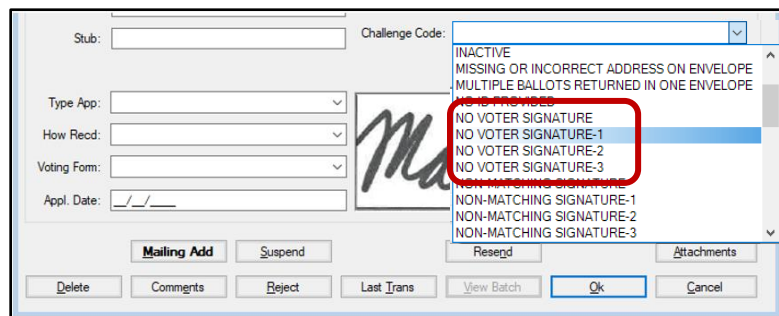6. Close out of the *AV Module* by clicking the red X.
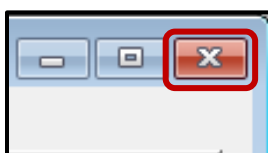
7. On the Challenge Resolution Label under Overturned from write "NVS-" (NVS-1, NVS-2 or NVS-3) to "Valid", date and initial.
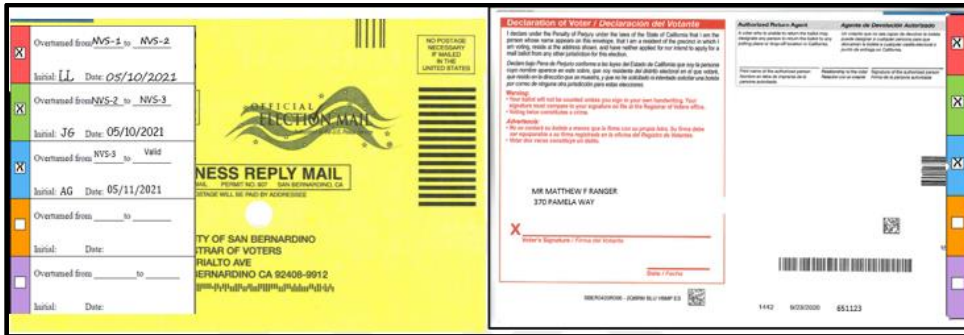

Processing a VBM Envelope with No signature Present

After verifying there is **NO signature**, initials, or marks **anywhere** on the VBM envelope you can proceed to challenge the VBM envelope to its appropriate NVS challenge number (NVS-1, NVS-2 or NVS-3). There is no need to conduct the signature verification process because there is no signature on VBM envelope to compare.

2. Open the voter's record in DIMS.
3. Change the challenge code in DIMS.net by highlighting the challenge code and scrolling to the correct NVS challenge code. NVS-1, NVS-2 or NVS-3.
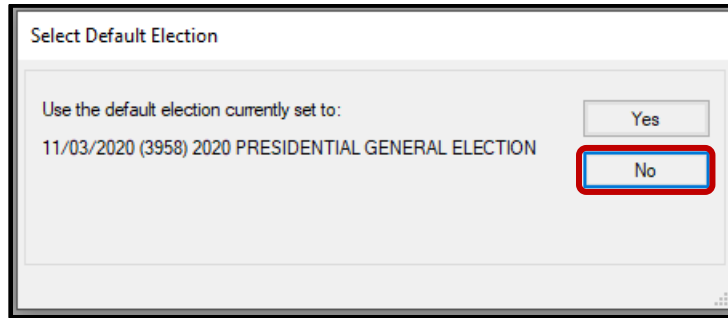

4. On the Challenge Resolution Label under Overturned from write "NVS-"(NVS-1, NVS-2 or NVS-3) to "Valid", date and initial.
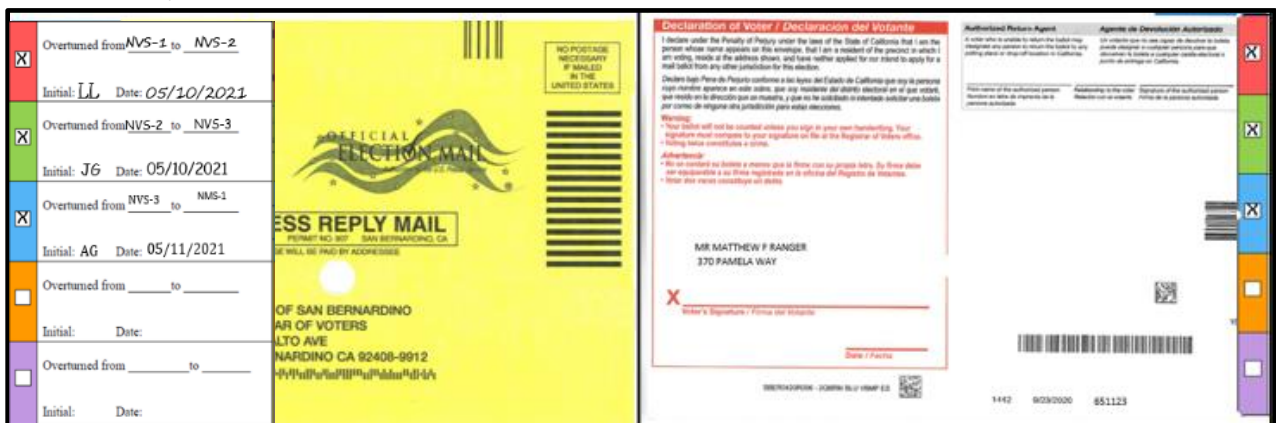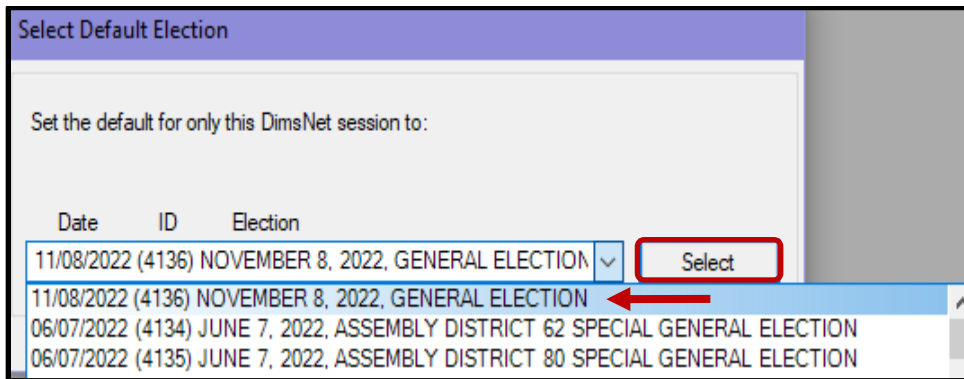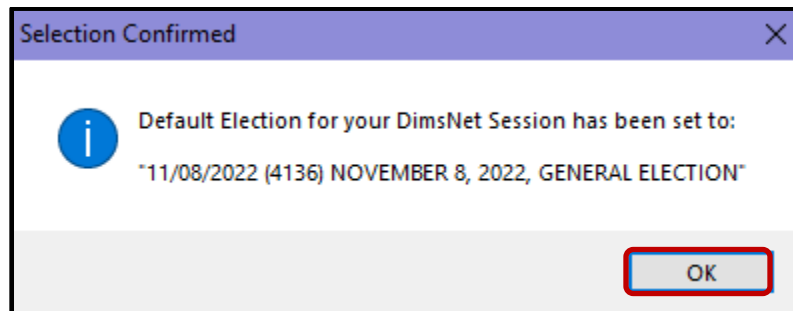
Incorrect Default Election

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

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

Authorization

Document Owner: Ballot Department	Initiation Date: 08/13/2021
Version Number: 2.0 Document	Date: 09/22/2022
Version Written By: Yvette Conley	