



REGISTRAR OF VOTERS

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

PROCEDURE DOCUMENT – Version 2.0

Linda Lincan  
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# 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.

**BACK**

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

## DIMS.net

### Logging into DIMS.net

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

The screenshot shows the login interface 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 centered at the top, with the version number "v 2021.01.28.30227" below it. The main area has a blue background. A dropdown menu labeled "Login Using:" is set to "My Windows Account" and is circled in red. Below it are text boxes for "User Name:" and "Password:". A "Login" button is also circled in red. At the bottom left, there is a "Login To:" dropdown set to "Prod EMS" and a "Close" button 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

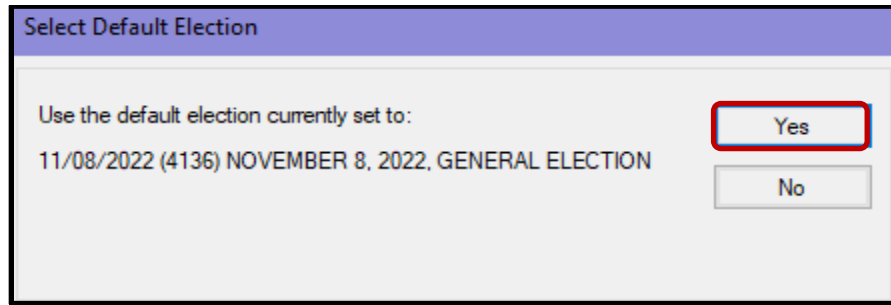
1. In the first window of DIMS.net Click the **Enter Absent Voter Ballot** icon.



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

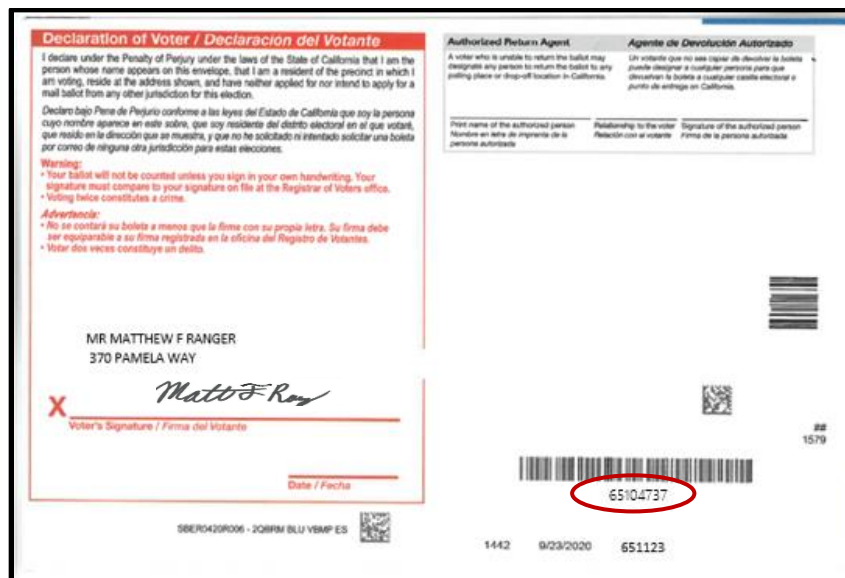
The screenshot shows the "Find Voter" window. At the top, there are tabs for "All", "A", "I", "C", "P", and "F". Below these are search method tabs: "By Name", "By Address", "By Name/Address", and "By ID". The "By ID" tab is circled in red. A dropdown menu is open, showing options: "AV ID", "Voter ID", "Affidavit", "Drvr's. Lic.", "SSN", "State ID", "Email", "Fax/Phone 2", "Stub Number", and "AV ID". The "AV ID" option at the bottom of the list is highlighted in blue, and a red arrow points to it. A "Locate" button is visible to the right of the search criteria input field.

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

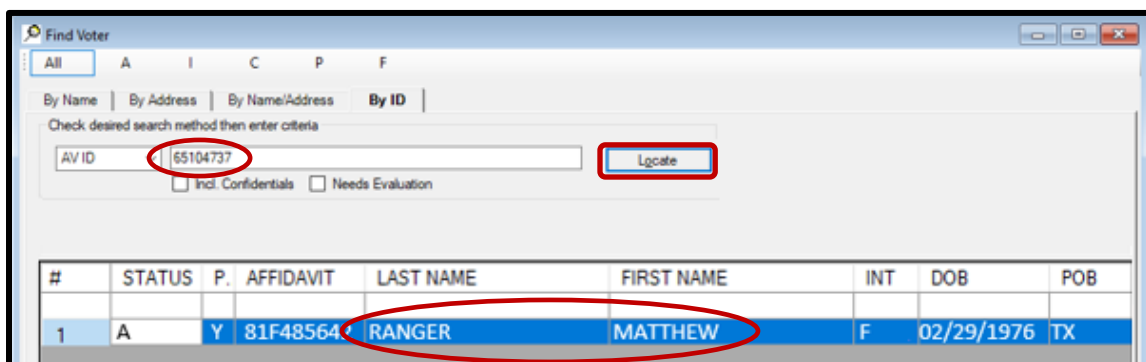


*Note: If the election option is incorrect, click **No** and go to the [Incorrect Default Election](#) section at the end of this procedure. (Page 17 of this packet)*

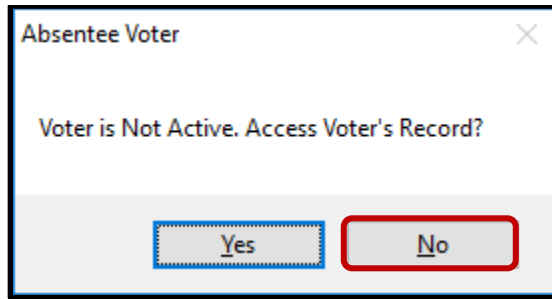
5. Locate the voters AVID on the VBM envelope.



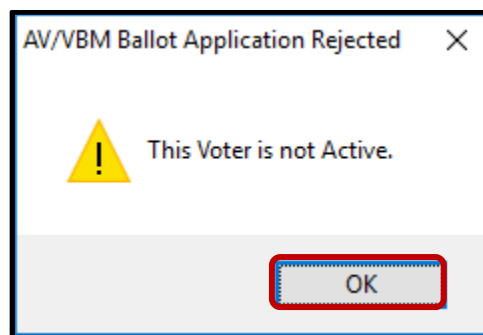
6. Enter the voters AVID # into the search bar and click **LOCATE**.
7. If the voter's name matches that of the ballot, double-click the voter's record to open the absentee voter module.



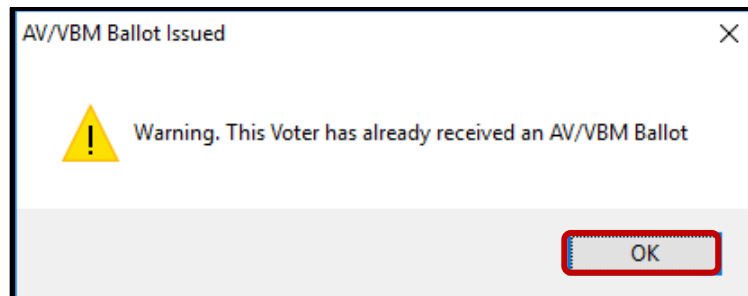
8. An *Absentee Voter* window should appear. Click **No**.



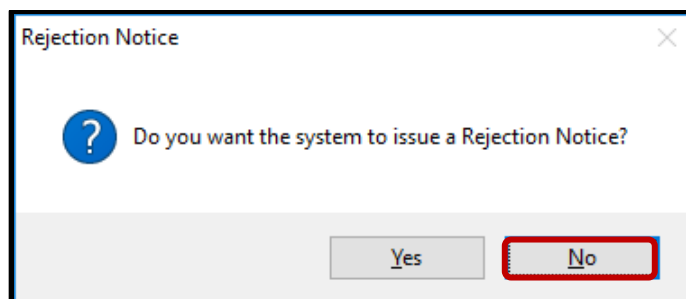
**Note:** You may see an *AV/VBM Ballot Application Rejected* window that states the voter is not active. Click **OK** if this occurs.



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 2<sup>nd</sup> 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 3<sup>rd</sup> 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 4<sup>th</sup> 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:

**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.

*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 intentado 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

**X**  
Voter's Signature / Firma del Votante

Date / Fecha

**Authorized Return 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

1579

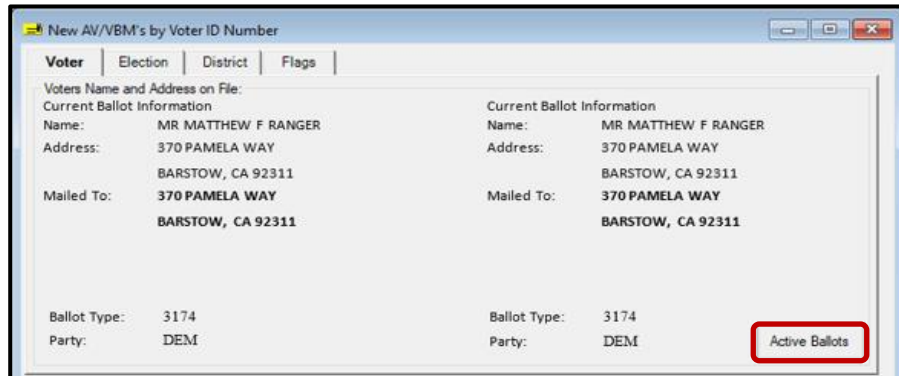
SBER0420R006 - 2Q8RM BLU VBMP ES

1442 9/23/2020 651123

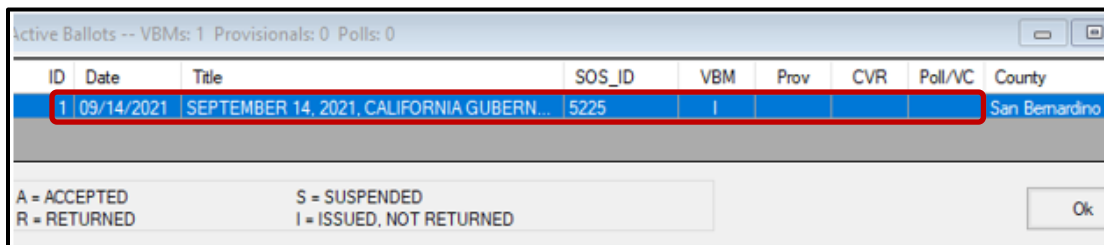


## Checking for Active Ballots and Voting History

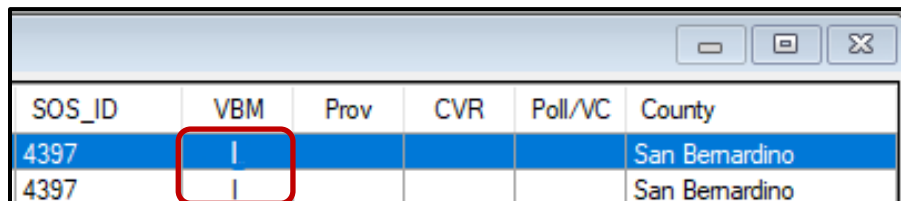
1. In the *AV/Module* or *AV/Table* window, click on **Active Ballots**.



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

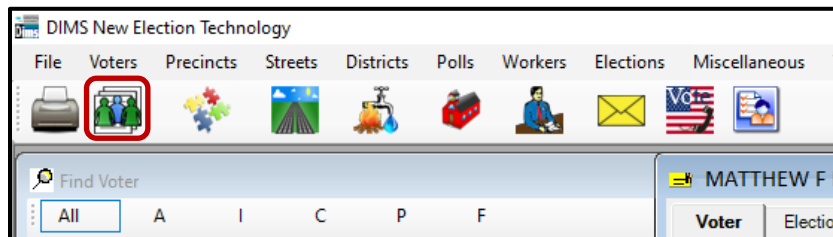


3. If there is more than one Active Ballot, make sure that the *VBM*, *Prov*, *CVR*, and *Poll/VC* columns are either blank or only have an "I" for *issued*.

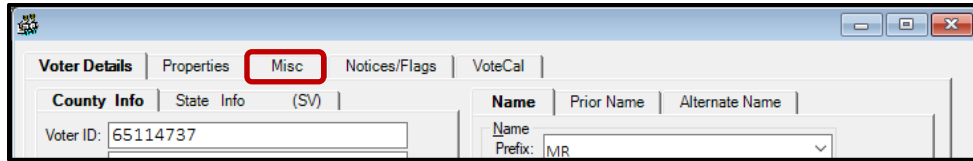


*Note: If any of the VBM, Prov, CVR, and Poll/VC columns have an "A" for Accepted or "Yes" that means that this voter has already voted. Continue processing the VBM to step 17, then skip to [Voter Already Voted \(VAV\)](#) section of this procedure.*

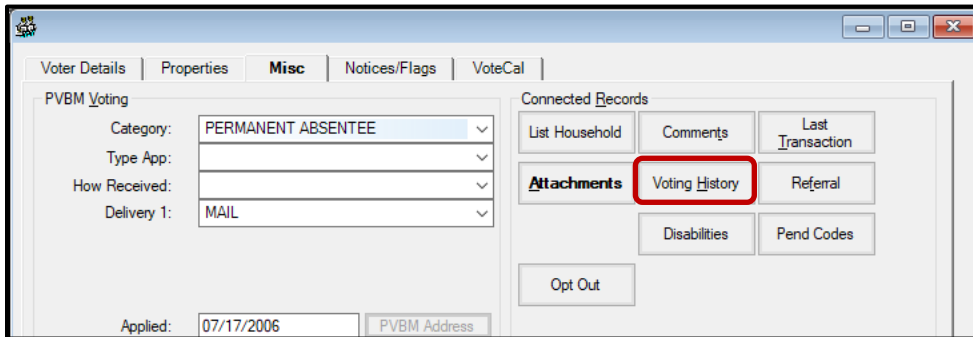
4. Click **OK** on the *Active Ballots* window.
5. In the top left corner of DIMS.net, click the **Find Voter Records** icon.



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



- Click on **Voting History**.



- 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".
- Click **OK** to close the *Voting History* window.

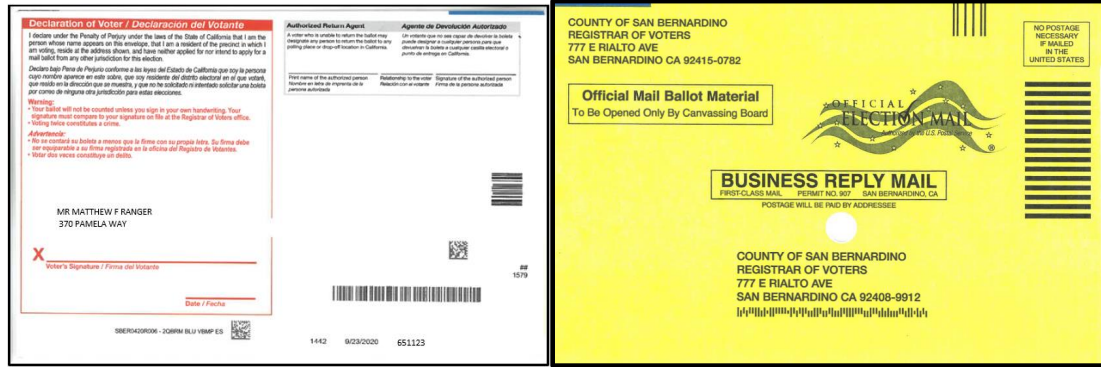
Date	Title	Eliq	Voted	Party	Poll Voter	AV Requested	AV Returned
09/14/2021	SEPTEMBER 14, 2021, CALIFORNIA GUBER...	Y	N		N	Y	N
11/03/2020	2020 PRESIDENTIAL GENERAL ELECTION	Y	Y		N	Y	Y
03/03/2020	2020 PRESIDENTIAL PRIMARY ELECTION	Y	N	DEM	N	Y	N

*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).



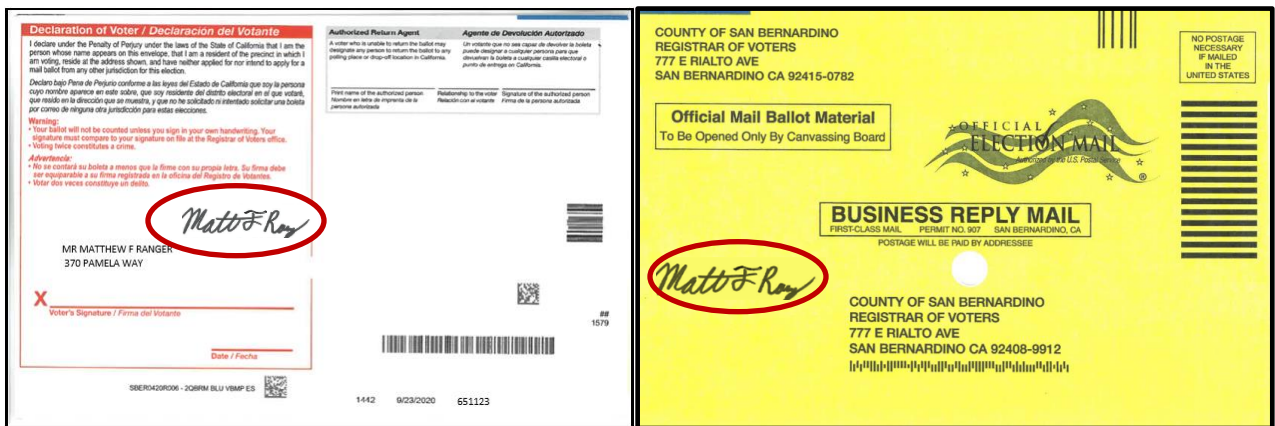
**NOTE:** You may receive the VBM envelope that is already NVS challenged. Always make sure to challenge to the next challenge stage.

**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.

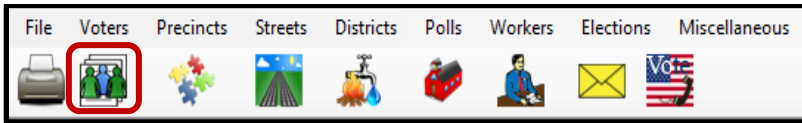
The screenshot shows a software window titled "New AV/VBM's by Voter ID Number". It contains two columns of voter information: "Current Ballot Information" and "Current Ballot Information". Both columns list the same details: Name: MR MATTHEW F RANGER, Address: 370 PAMELA WAY, BARSTOW, CA 92311, Mailed To: 370 PAMELA WAY, BARSTOW, CA 92311, Ballot Type: 3174, and Party: DEM. Below this is a form with various fields: 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), Sub, Downloaded, Voter Sent, Return Source (MAIL), Return Date (10/28/2020), Needs Evaluation (checkbox), Verified? (checkbox), Challenge Code (No Voter Signature-1), Type App, How Recd, Voting Form, and Appl. Date. A signature "Matt F Roy" is visible in a red oval. At the bottom are buttons for Mailing Add, Attachments, Comments, Reject, Last Trans, View Batch, Ok, and Cancel.

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.

The screenshot shows a window titled "Signature - PRIOR - 3338925". It has a "Details" section with fields: Image, Batch, Page (14), Endorser (0), Vol: CDRIVE, Side (1), Cassette (0), and Frame (0). Below the details is a large area displaying a signature "Matt F Roy". At the bottom are buttons for Flip, Larger, Smaller, Reset, Edit, Save, Delete, and a navigation control with arrows and "2 Of 3", which is circled in red. A Close button is also present.

San Bernardino County Registrar of Voters  
Reviewing and Overturning No Voter Signature (NVS-1 through NVS-3)

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



- Click on the **Misc.** tab.

A screenshot of a voter information window titled "[VC-8748748] MATTHEW RANGER 61875 -\*\*\*\*\*PERM AV\*\*\*\*\*". The window has several tabs: Voter Details, Properties, Misc (highlighted with a red box), Notices/Flags, and VoteCal. The 'Misc' tab is active, showing fields for County Info, Name, Residence, and Mailing. The Name field shows: Name Prefix: Mr., First: Matthew, Middle: F, Last: Ranger, Birth Date: 02/29/1976. The Residence field shows: Type: Standard, House#: 370, Street: PAMELA, City: BARSTOW, Prec: 1111.00. The Mailing field shows: Cntry: UNITED STATES OF AMERICA. At the bottom are buttons for Print, Ok, and Cancel.

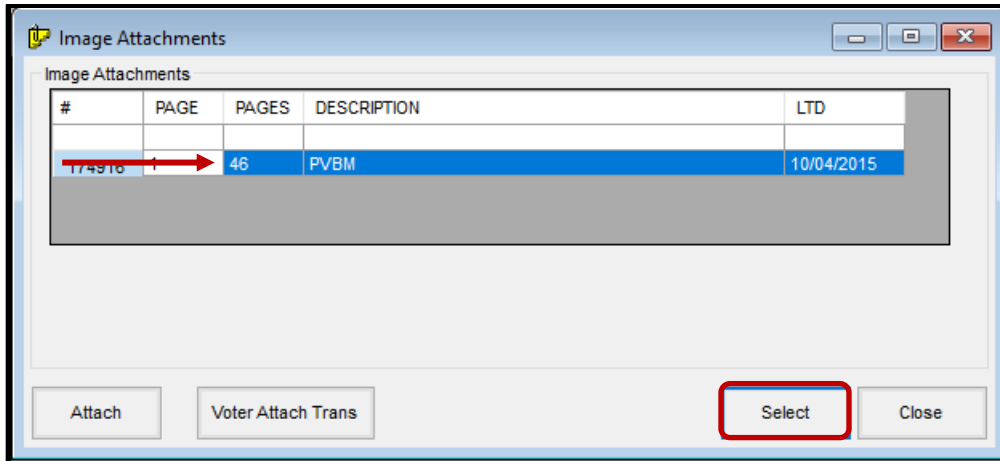
- If the **Attachments** button is **bold** click on it to open the attachment.

**Note:** If not bold there are no additional signature to review

A screenshot of the same voter information window, but now showing the 'Attachments' section. The 'Misc' tab is still selected. The 'Attachments' button is highlighted with a red box. Other buttons in the 'Connected Records' section include List Household, Comments, Last Transaction, Voting History, Referral, Disabilities, and Pend Codes. The 'Opt Out' button is also visible. At the bottom are buttons for Print, Ok, and Cancel.

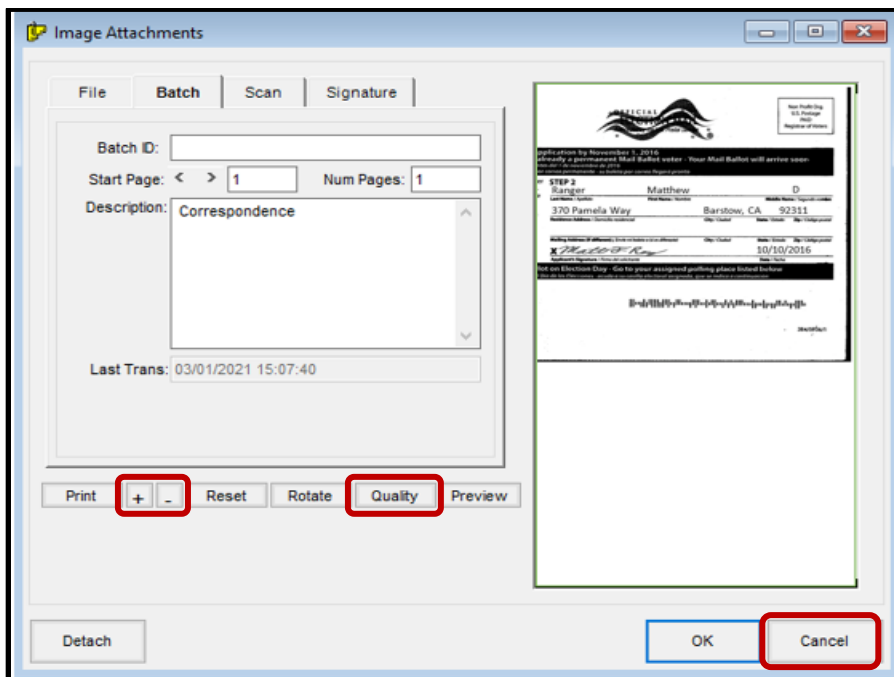
- A window with one or more attachments will appear.

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



- 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.



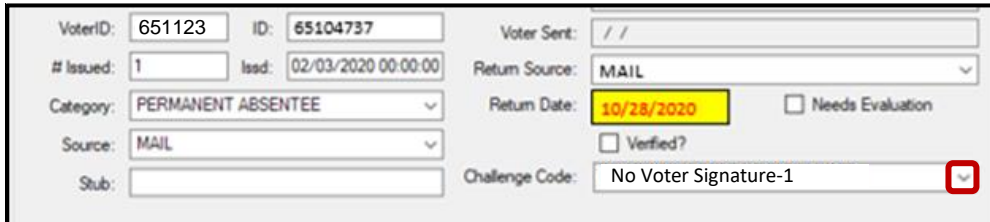
- Once all the attachments have been compared click Cancel and then Close to exit the Image attachment window.

### 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.*



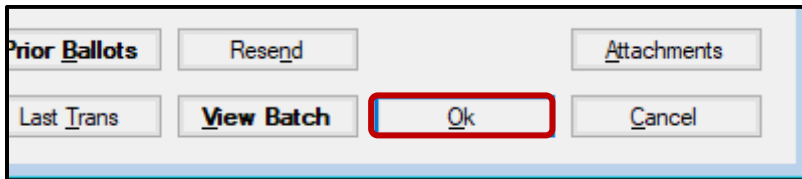
A screenshot of a web form for voter records. Fields include VoterID (651123), ID (65104737), Voter Sent (//), # Issued (1), Issd (02/03/2020 00:00:00), Return Source (MAIL), Category (PERMANENT ABSENTEE), Return Date (10/28/2020), Source (MAIL), Stub, and Challenge Code (No Voter Signature-1). The Challenge Code dropdown is highlighted with a red box.

2. Press the **Backspace** key.



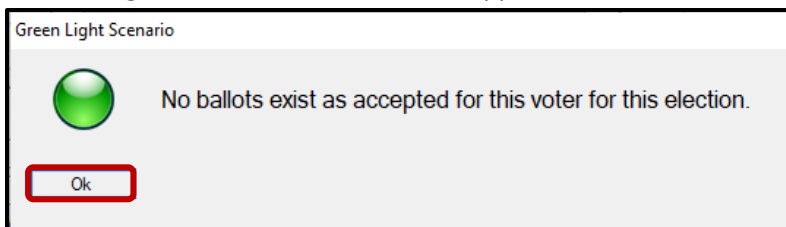
A screenshot of the Challenge Code dropdown menu, which is now empty and highlighted with a red box.

3. Click **OK**.



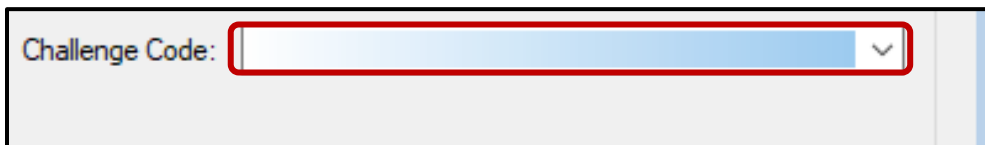
A screenshot of a ballot review window with buttons for Prior Ballots, Resend, Attachments, Last Trans, View Batch, Ok, and Cancel. The Ok button is highlighted with a red box.

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



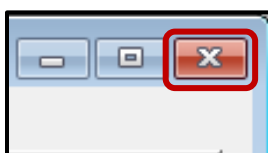
A screenshot of a dialog box titled "Green Light Scenario" with a green circle icon and the text "No ballots exist as accepted for this voter for this election." The Ok button is highlighted with a red box.

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



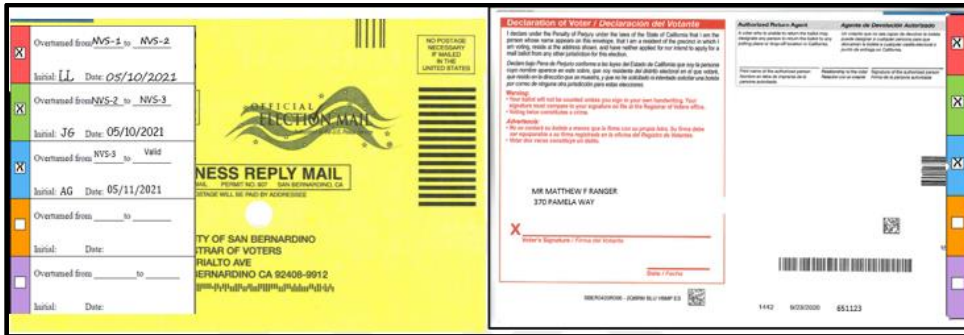
A screenshot of the Challenge Code dropdown menu, which is now empty and highlighted with a red box.

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





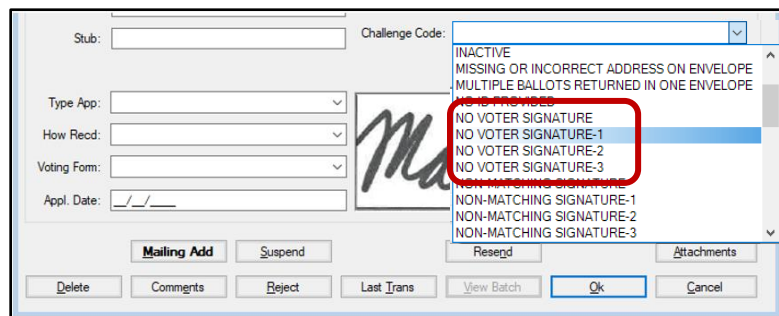
- On the Challenge Resolution Label under Overturned from write “NVS-“ (NVS-1, NVS-2 or NVS-3) to “Valid”, date and initial.



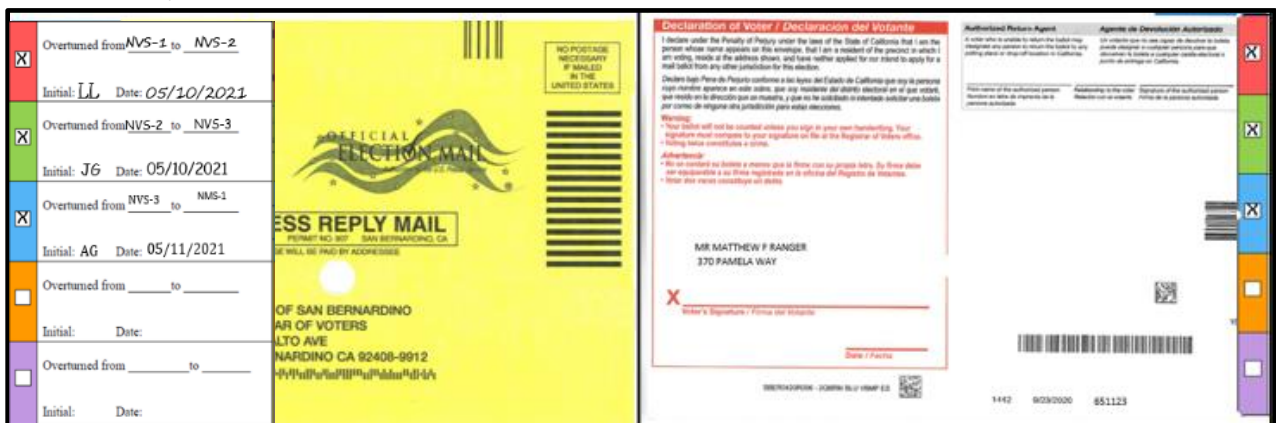
### Processing a VBM Envelope with No signature Present

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.

- Open the voter’s record in DIMS.
- 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.



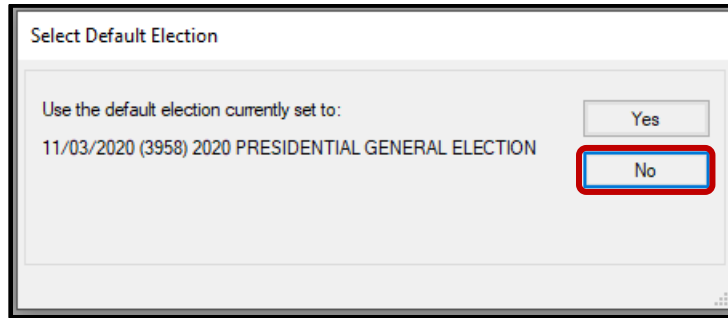
- On the Challenge Resolution Label under Overturned from write “NVS-“ (NVS-1, NVS-2 or NVS-3) to “Valid”, date and initial.



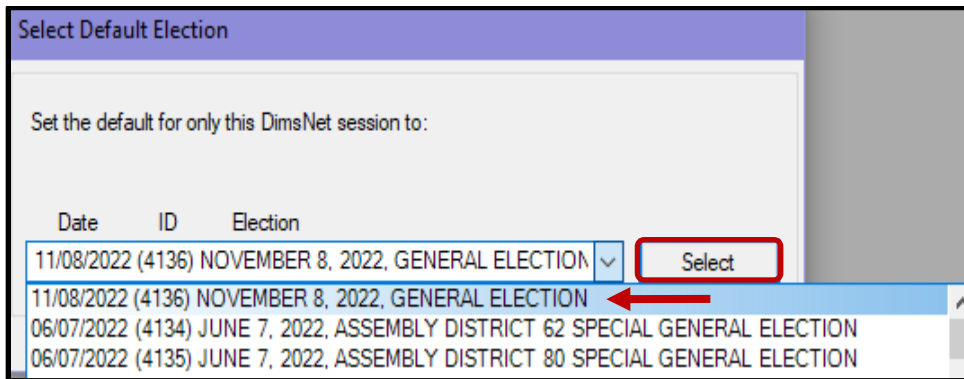


### Incorrect Default Election

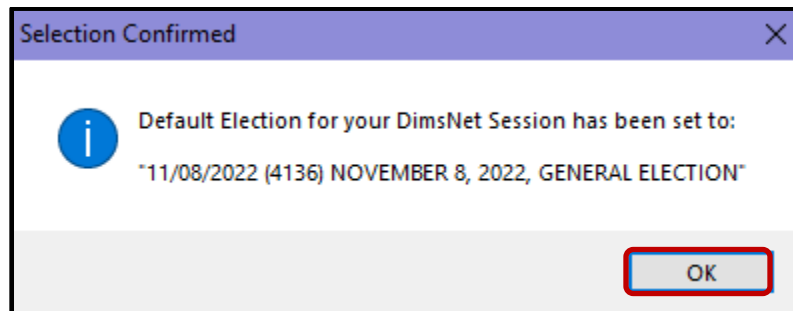
1. If the displayed election in the *Select Default Election* window is incorrect, click **No**.



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	