



REGISTRAR OF VOTERS

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

PROCEDURE DOCUMENT – Version 2.0

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

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

Getting Started

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

No Voter Signature (NVS) Challenges

This challenge code is applied when the voter has returned their VBM envelope without any signatures ANYWHERE on their VBM. While the voter is instructed to sign on the signature line, state regulations allow for the voter to sign anywhere on the envelope. During this process you need to check the entire VBM envelope for any signature, initial or markings. If there is a signature, initial or mark on the envelope, you will conduct the signature verification process as any other VBM envelope returned.

- **NVS-1 (No Voter Signature-1):** When the voter DID NOT sign his/her VBM envelope.
- **NVS (No Voter Signature):** This is the 2nd and final check required. After this check, it's determined and confirmed that the voter did not sign the VBM envelope an Unsigned Identification Envelope Statement will be mailed to the voter. The voter will also be contacted via email and telephone is that information is on file. If this Cure Statement has not been returned by 5 P.M. two days prior to certification the VBM envelope will become Exhausted.

NOTE: It is very important to challenge the VBM envelope using the correct NVS “number” (1). Once a VBM reaches NVS (no # attached) the voter is notified via Secretary of State (SOS) Ballot Tracking system that their ballot has not been counted and requires attention before it can be processed and counted. NVS is the last and final check.

No Voter Signature Example:

Declaration of Voter / Declaración del Votante		Authorized Return Agent / Agente de Devolución Autorizado				
<p>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.</p> <p>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.</p> <p>Warning:</p> <ul style="list-style-type: none">• 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. <p>Advertencia:</p> <ul style="list-style-type: none">• 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.		<p>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.</p> <p>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.</p>				
<p>MR MATTHEW F RANGER 370 PAMELA WAY</p>		<table border="1"><tr><td>Print name of the authorized person Nombre en letra de imprenta de la persona autorizada</td><td>Relationship to the voter Relación con el votante</td><td>Signature of the authorized person Firma de la persona autorizada</td></tr></table>		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
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				
<p>X Voter's Signature / Firma del Votante</p>		<p>Ballots that are mailed MUST be postmarked on or before Election Day and received by the Registrar of Voters office no later than 7 days after Election Day.</p> <p>Las boletas que se envían por correo DEBEN tener matrazillo del Día de la Elección o de antes y se deben recibir en la oficina del Registro de Votantes a más tardar 7 días después del Día de la Elección.</p>				
<p>Date / Fecha</p>		<p>2767</p>				
<p>SBER0222R006 - 2QBRM BLU VBMP ES</p>		<p>1274</p>				

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.

Note: Before placing the challenge label on the envelope, ensure there is no signature where the label is being placed.

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.

Logging into DIMS.net

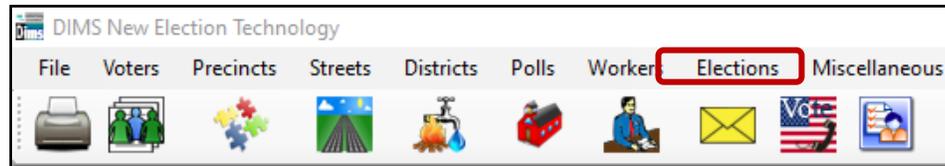
1. Double-click the DIMS.net icon.
2. Click on the **Login** button.

A screenshot of the DIMS.net Election Management System login interface. The title bar reads "DIMs.net Election Management System" with version "v 2021.01.28.30227". The Runbeck Election Services logo is in the top left. The login form includes a "Login Using:" dropdown menu with "My Windows Account" selected (circled in red), "User Name:" and "Password:" text boxes, and a "Login" button (circled in red). At the bottom, there is a "Login To:" dropdown menu set to "Prod EMS" and a "Close" button.

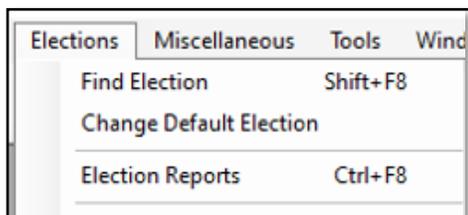
Note: Ensure that the **My Windows Account** option in the **Login Using** field is selected. Your username should auto-populate in the **User Name** field. The **Password** text box should remain blank.

Changing the Default Election

1. Click on **Elections** in the top menu.



2. Click **Change Default Election**.

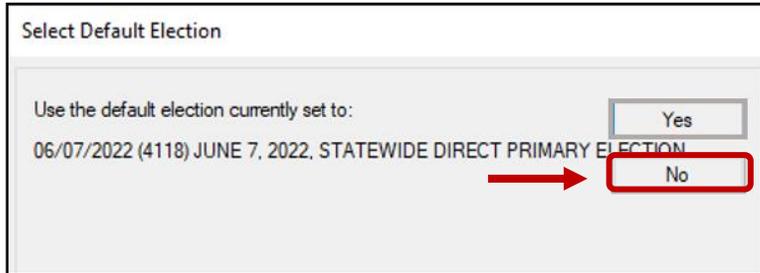


Note: Default Election will be the current Election.

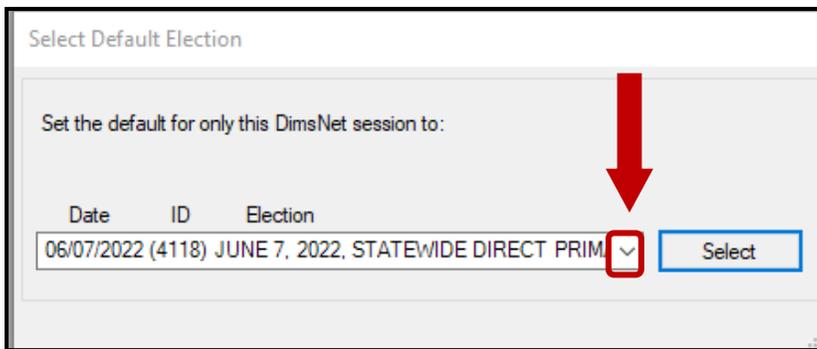
Incorrect Default Election

If the election is incorrect. Otherwise, skip this step.

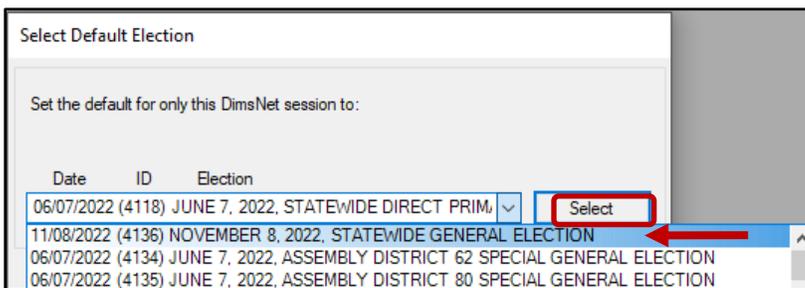
1. If the displayed election in the Select Default Election window is **Incorrect**, click **No**.



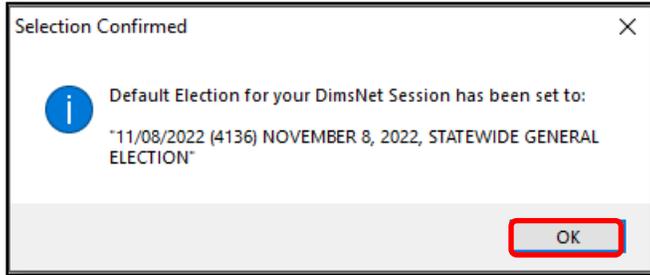
2. The Select Default Election window will change to display a drop-down list. Click the arrow of the drop-down list to expand it.



3. Click on the correct election and then click the **Select** button.



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



Working the Envelope

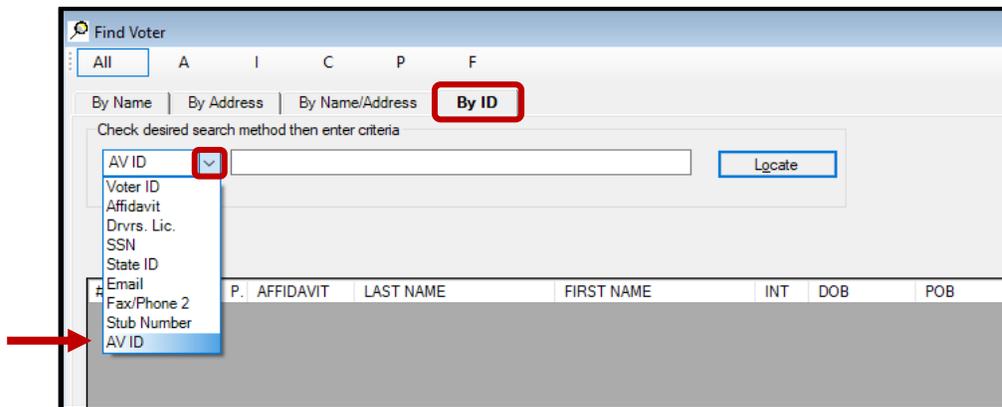
When you have the envelope with you, locate the voter's record in DIMS.net to work the challenge.

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**.



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4. Locate the voters AVID on the VBM envelope.

Declaration of Voter / Declaración del Votante

I declare under the Penalty of Perjury under the laws of the State of California that I am the person whose name appears on this envelope, that I am a resident of the precinct in which I am voting, 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 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

SBER0222R005 - 20BRM BLU VBMP ES 1274

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.

First name of the authorized person / Nombre en lista de registros de la persona autorizada
Relationship to the voter / Relación con el votante
Signature of the authorized person / Firma de la persona autorizada

Ballots that are mailed MUST be postmarked on or before Election Day and received by the Registrar of Voters office no later than 7 days after Election Day.

Las boletas que se envían por correo DEBEN tener matasellos del Día de la Elección o de antes y se deben recibir en la oficina del Registro de Votantes a más tardar 7 días después del Día de la Elección.

2767

654737

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

Find Voter

All A I C P F

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

Check desired search method then enter criteria

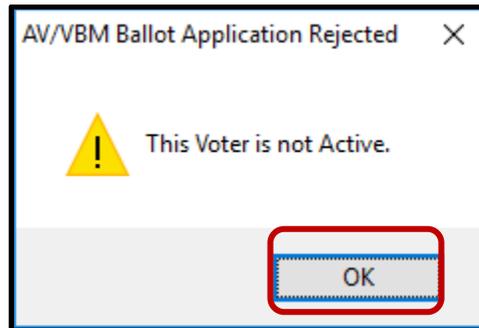
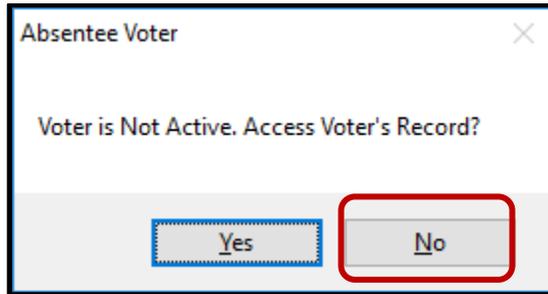
AV ID 65104737 **Locate**

Incl. Confidentials Needs Evaluation

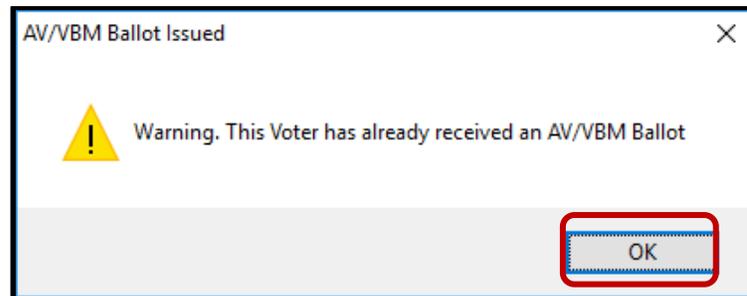
#	STATUS	P.	AFFIDAVIT	LAST NAME	FIRST NAME	INT	DOB	POB
1	A	Y	81F485642	RANGER	MATTHEW	F	02/29/1976	TX

7. An absentee module will appear.

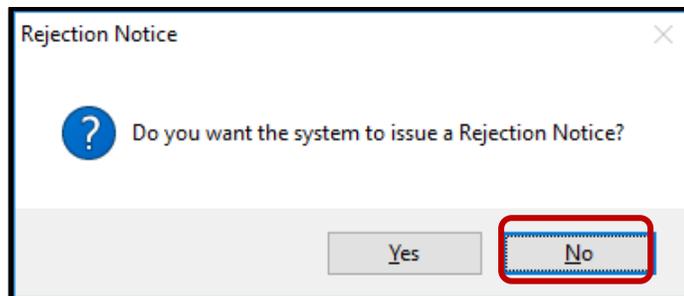
8. If you see this AV/VBM Ballot Application Rejected window that states the voter is not active, click **NO** → then click **OK**.



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



10. A Rejection Notice window should appear. **ALWAYS** click **No**.



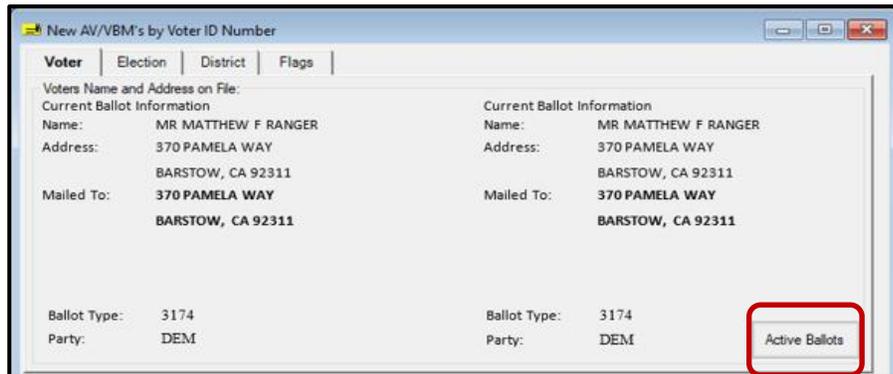
Note: We never issue rejection notices to voters. This requires higher authority.

11. The AV Module will now open.

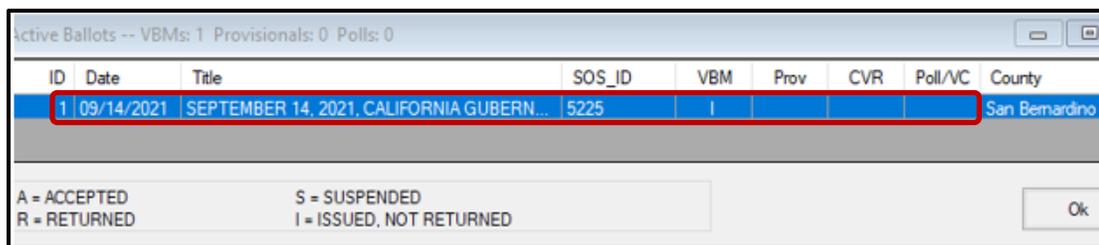
Checking for Active Ballots and Voting History

We start reviewing and checking for Active Ballots from E-15 through Certification to ensure voters are not voting multiple times. This is ONLY under Supervisors' instruction. Supervisors will let staff know when this step is necessary.

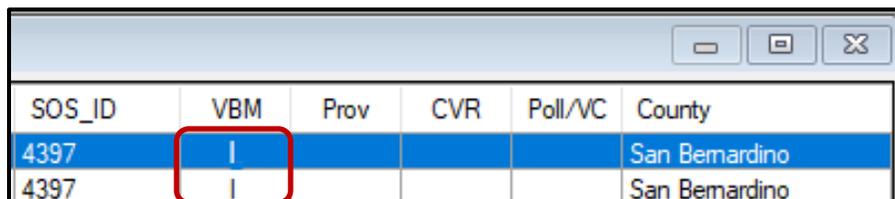
1. In the AV Module, click **Active Ballots**.



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



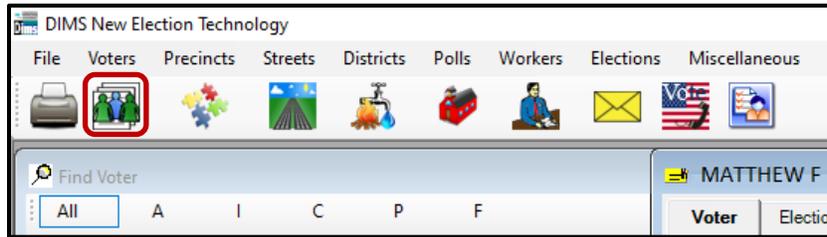
3. If there is more than one Active Ballot, make sure that the VBM, Prov, CVR, and Poll/VC columns are either blank or only have an "I" for issued.



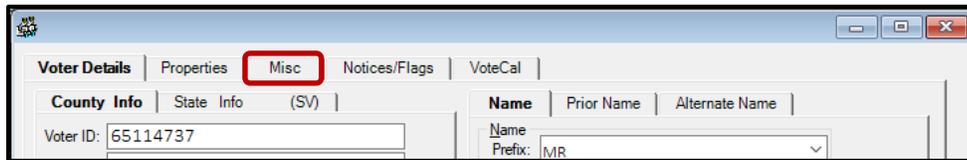
Note: If any of the VBM, Prov, CVR, and Poll/VC columns have an "A" for Accepted or "Yes" that means that this voter has already voted. Continue processing the VBM, then skip to Voter Already Voted (VAV) section of this procedure (Page 18).

4. Click **OK** on the *Active Ballots* window.

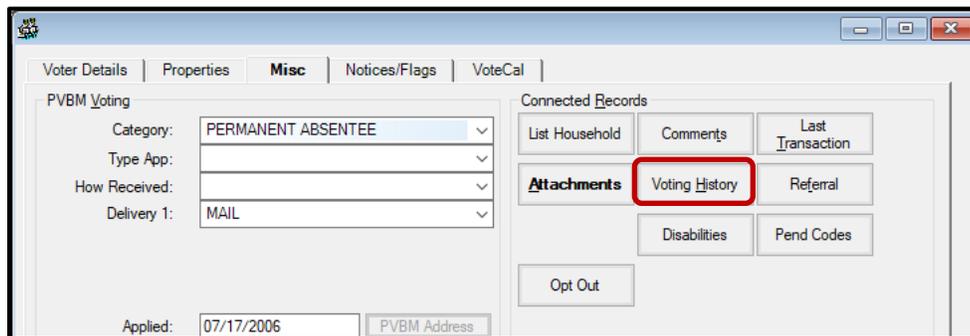
- In the top left corner of DIMS.net, click the **Find Voter Records** icon.



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



- Click on **Voting History**.



- 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	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 as it will be challenged as Voter Already Voted (VAV). Go straight to the Voter Already Voted (VAV) section of this procedure(Page 18) .

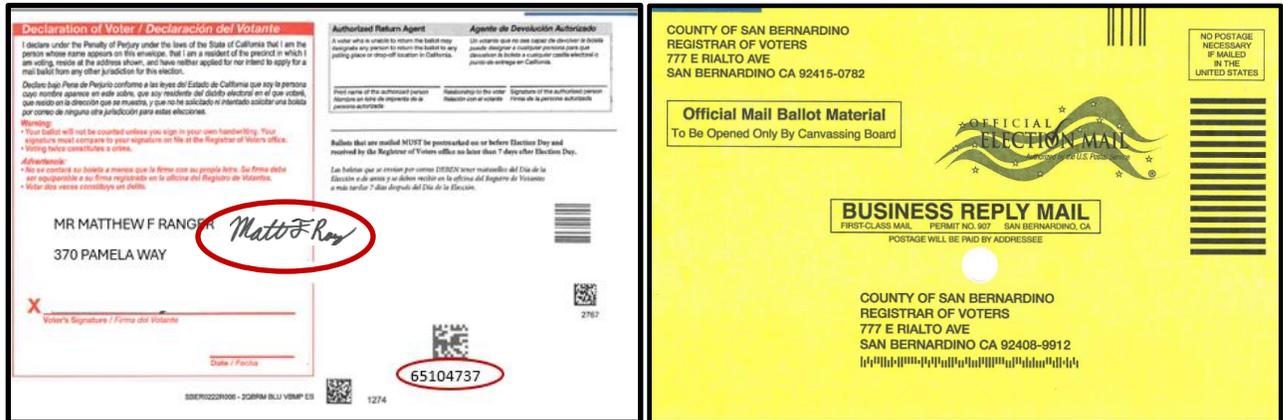
Once you have completed your research, you can now begin the signature verification and overturning processes.

Processing a VBM Envelope - if a signature is present

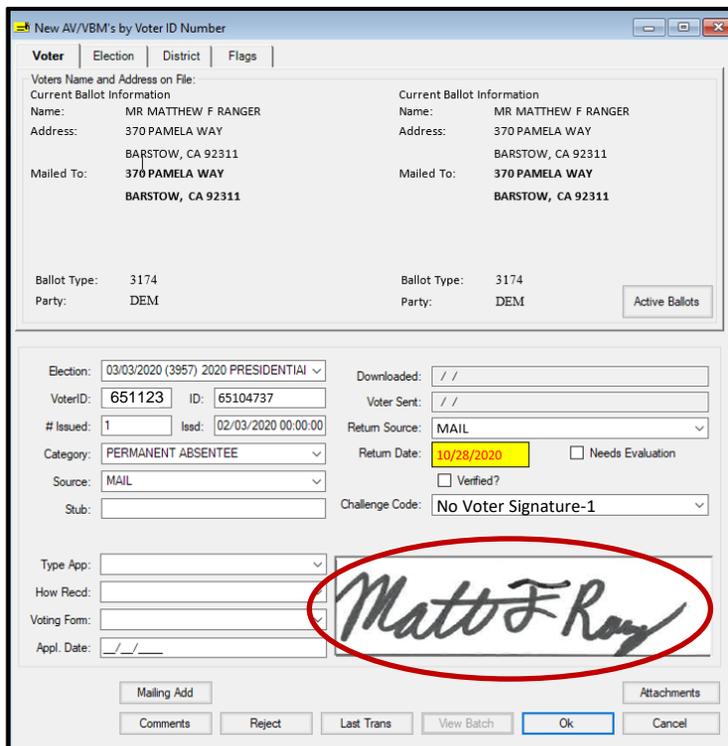
If there IS a signature on the VBM envelope you will then need to proceed with the signature verification process to determine if the signature on the VBM envelope compares with the voter's signature(s) on file.

There are multiple places to check for a signature. Check and compare all signatures before determining a challenge code. However, 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. Verify there is a signature anywhere on the VBM envelope (front or back).



2. Look at the voter's signature in DIMS.net.

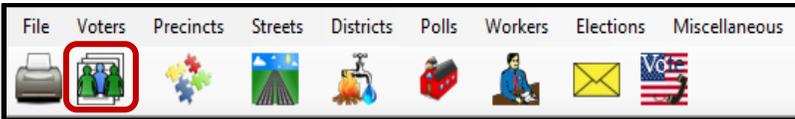


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3. Double click on the visible signature.
4. A signature window will open.
5. If there is more than one signature on file, click the arrows on the bottom of the signature window and view all signatures available.

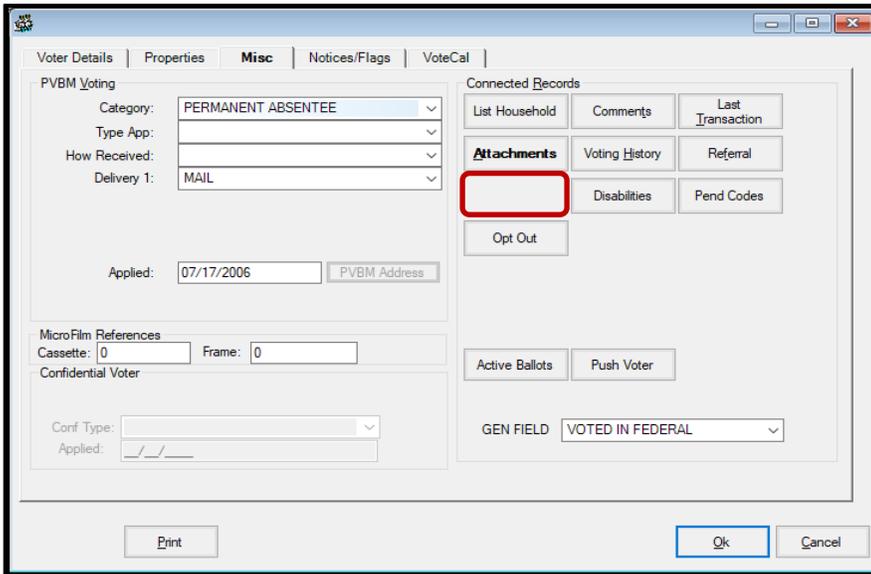


6. Click on the **Find Voters Record** Icon. Another window with the Voter's information will appear.



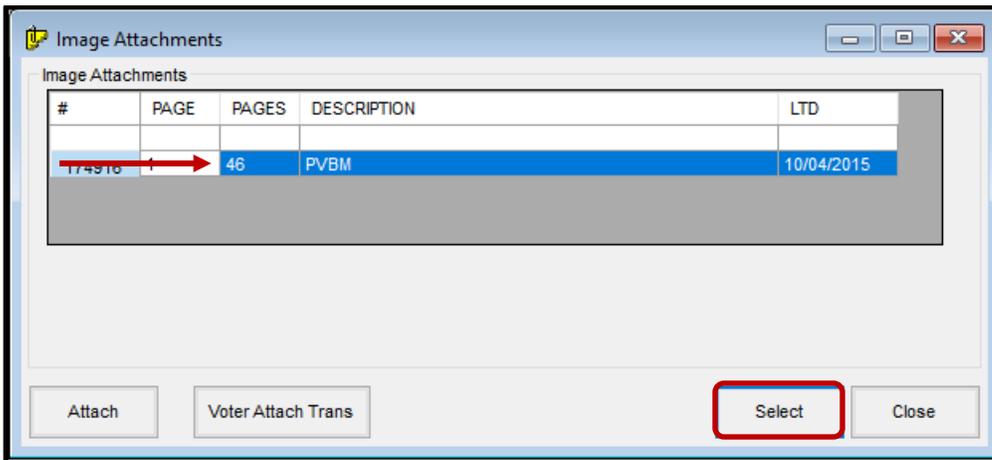
7. Click on the **Misc.** tab.

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



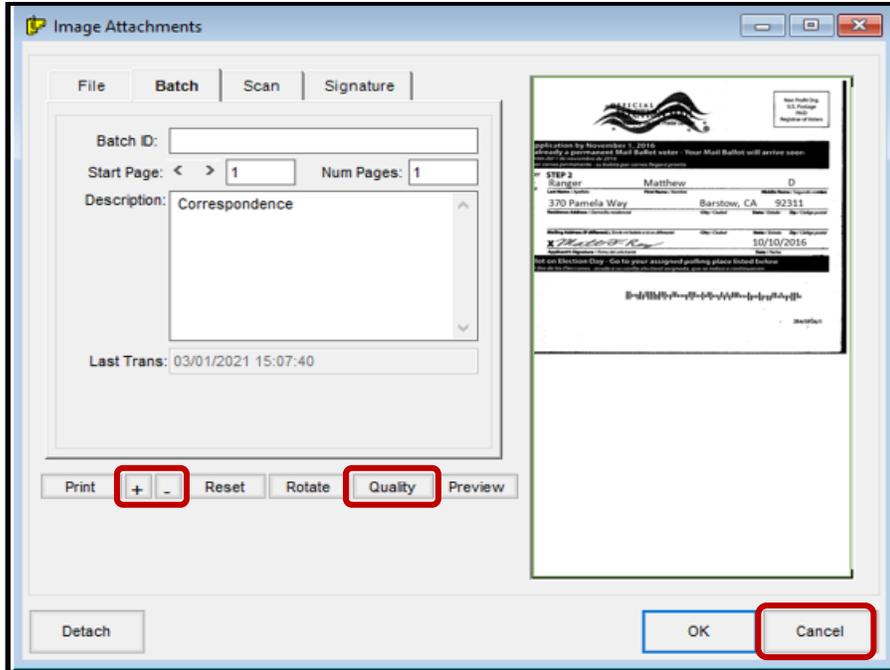
9. A window with one or more attachments will appear.

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



11. 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.



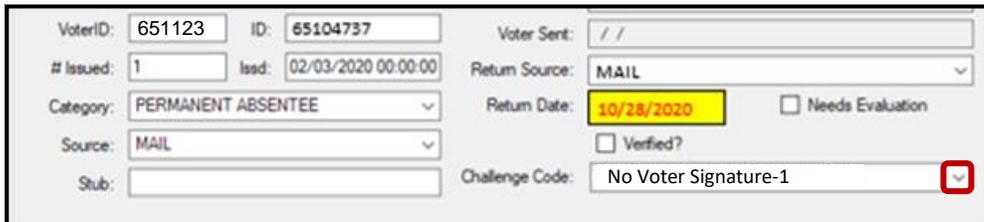
12. Once all the attachments have been compared click Cancel and then Close to exit the Image attachment window.

Overturing 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. In the AV Module, click the arrow for the Challenge Code drop down list twice.

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



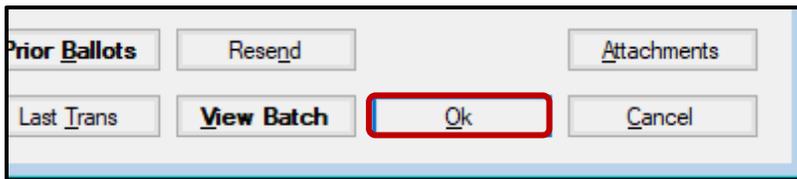
VoterID: 651123 ID: 65104737 Voter Sent: / /
Issued: 1 Issd: 02/03/2020 00:00:00 Return Source: MAIL
Category: PERMANENT ABSENTEE Return Date: 10/28/2020 Needs Evaluation
Source: MAIL Verified?
Stub: Challenge Code: No Voter Signature-1

2. Press the **Backspace** key.



Challenge Code: [Empty dropdown menu]

3. Click **OK**.



Prior Ballots Resend Attachments
Last Trans View Batch Ok Cancel

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



Green Light Scenario
 No ballots exist as accepted for this voter for this election.
Ok

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



Challenge Code: [Empty dropdown menu]

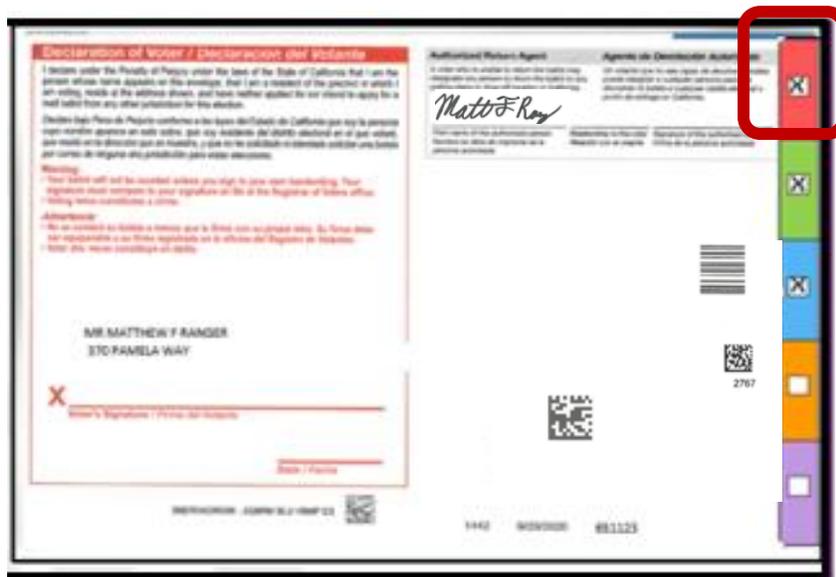
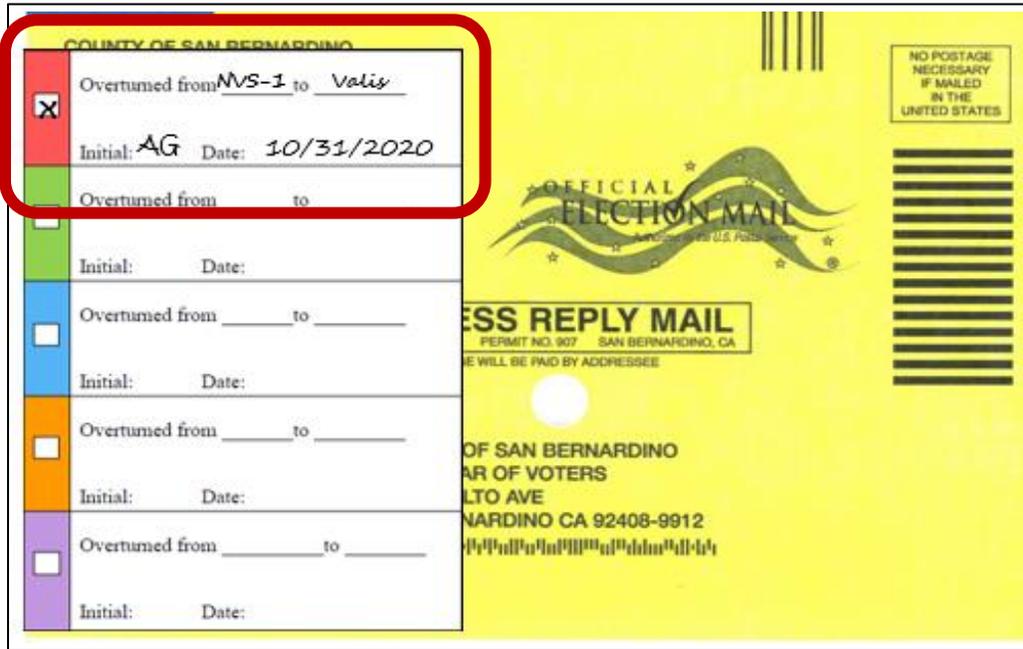
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6. Close out of the AV Module by clicking the red X.



7. On the Challenge Label:

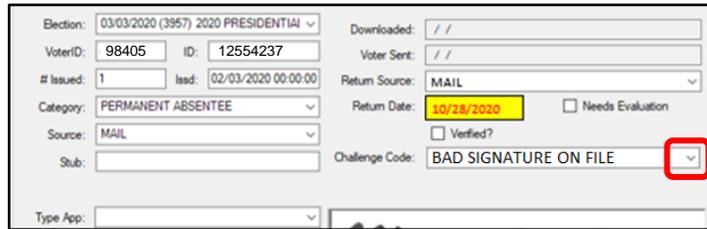
- a. Under Overturned, write “NVS-1” to “Valid”, date and initial.
- b. Put a check mark on the same checkbox on the other side of the envelope.



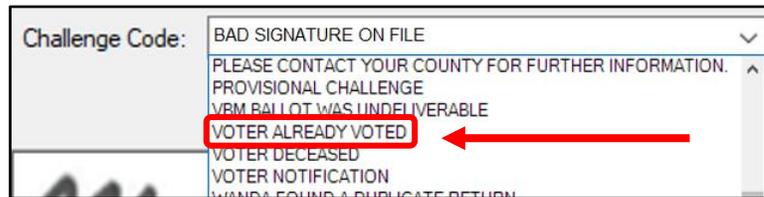
Voter Already Voted (VAV)

If within the Voting History window or the Active Ballot window there is evidence that the voter has previously voted, or a Red Light Scenario window appears when overturning the challenge code, this VBM must be challenged as Voter Already Voted (VAV).

1. Within the AV Module, click the arrow for the Challenge Code drop down list twice.
2. Select **Voter Already Voted**.

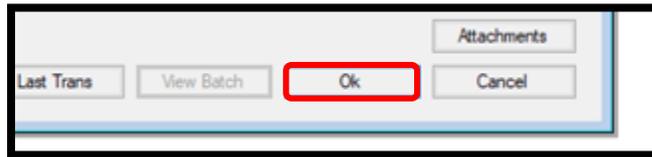


A screenshot of a web form for the AV Module. The form contains several fields: Election (03/03/2020 (3957) 2020 PRESIDENTIAL), VoterID (98405), ID (12554237), Voter Sent (//), # Issued (1), Issd (02/03/2020 00:00:00), Return Source (MAIL), Category (PERMANENT ABSENTEE), Return Date (10/28/2020), Source (MAIL), Stub, and Challenge Code (BAD SIGNATURE ON FILE). A red box highlights the dropdown arrow for the Challenge Code field.



A screenshot of the Challenge Code dropdown menu. The menu is open, showing a list of options: BAD SIGNATURE ON FILE, PLEASE CONTACT YOUR COUNTY FOR FURTHER INFORMATION, PROVISIONAL CHALLENGE, VBM BALLOT WAS UNDELIVERABLE, VOTER ALREADY VOTED, VOTER DECEASED, VOTER NOTIFICATION, and WANDA FOUND A DUPLICATE RETURN. A red box highlights the 'VOTER ALREADY VOTED' option, and a red arrow points to it from the right.

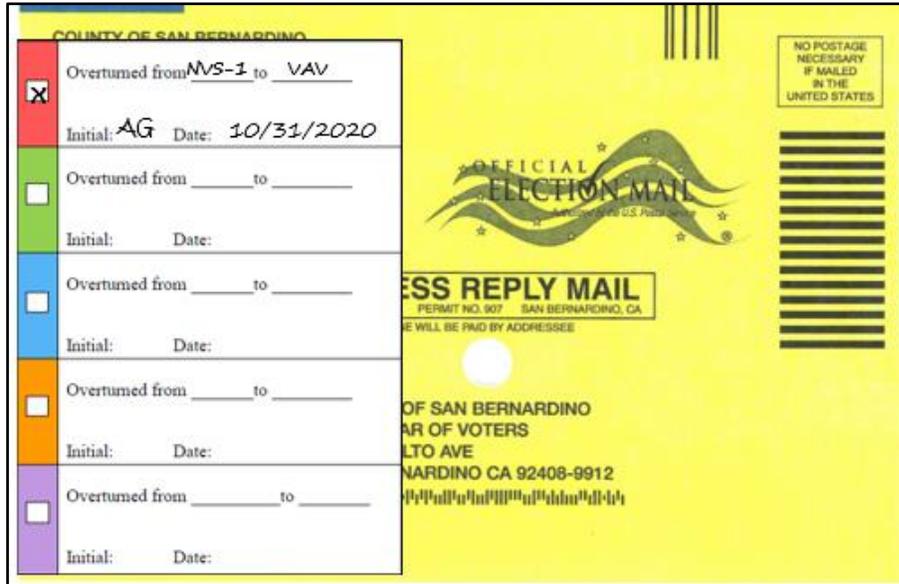
3. Click **Ok**.



A screenshot of the AV Module buttons. The buttons are: Last Trans, View Batch, Ok, Attachments, and Cancel. A red box highlights the 'Ok' button.

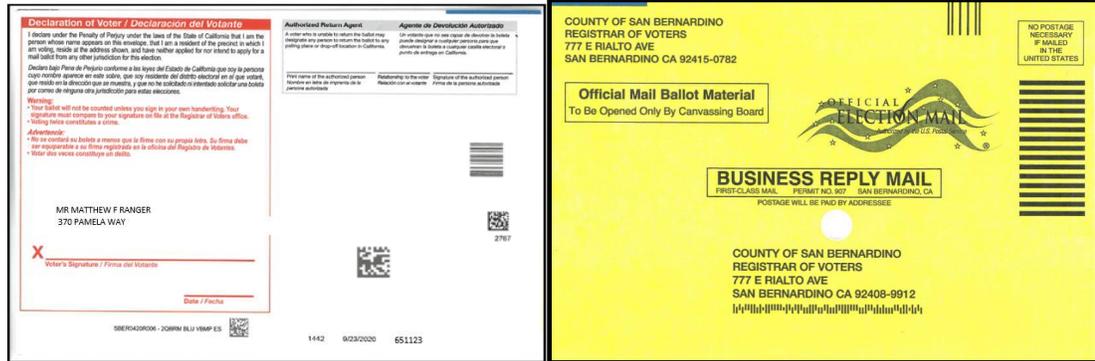
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4. On the Challenge Label:
 - a. Under Overturned, write "NVS-1" to "VAV", date and initial.
 - b. Put a check mark on the same checkbox on the other side of the envelope.

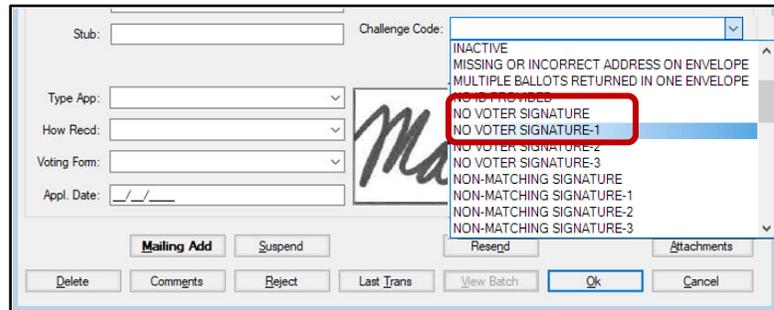


Processing No Voter Signature (NVS-1) - if no signature is present

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 can change the challenge code to NVS.

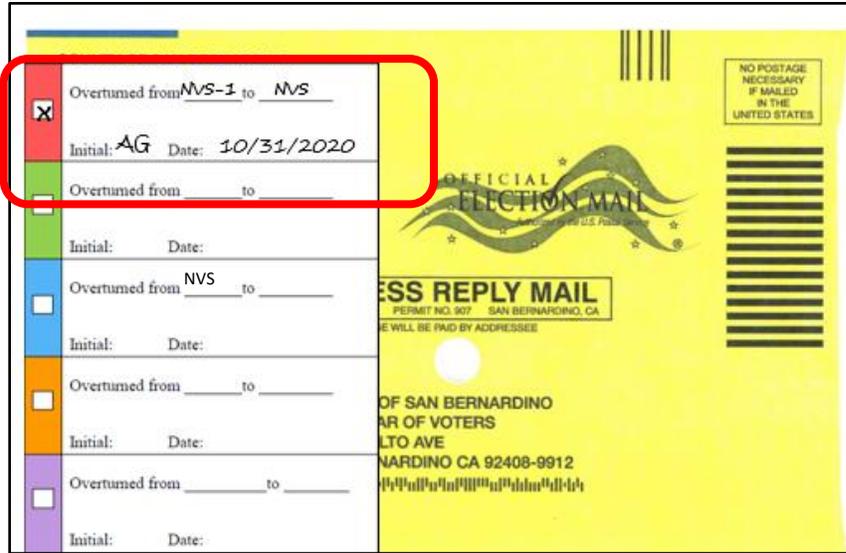


4. Change the challenge code by highlighting the challenge code and scrolling to the correct NVS challenge code from NVS-1 or NVS.
5. Click OK.



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

6. On the Challenge Label:
 - a. Under Overturned, write "NVS-1" to "NVS", date and initial.
 - b. Put a check mark on the same checkbox on the other side of the envelope.



Authorization

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Updated: Kamelyta Noor	Date: 06/4/2024