REGISTRAR OF VOTERS

Reviewing and Overturning Non-Matching Signatures (NMS 1-3) Challenges

PROCEDURE DOCUMENT – Version 2.0

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Reviewing & Overturning Non-Matching Signature Challenges (NMS)

Purpose

The purpose of this procedure is to assist in the process of reviewing a Non-Matching Signature-1, -2, and -3 (NMS-1, -2, and -3) challenged Vote-by-Mail (VBM) envelope to identify instances in which the challenge can be overturned to Valid or another code. The goal of this procedure is to ensure that any VBMs that were challenged as NMS-1, -2, and -3 were done so correctly. If any VBMs were challenged incorrectly, this procedure will assist in overturning and re-challenging of these envelopes.

Scope

This procedure is only to be used in the Ballot Department and is not applicable in 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

- Desk File Organizer
- File Organizer Tags
- Challenge Code Organizer Chart (Green Handout)
- 4x Sign Holder Clips
- 1 Foot Mail Tray
- Mail Tray Tags
- 2x Binder Clips
- Challenge Ballot Labels
- Access to DIMS.net

Getting Started

- Your lead or supervisor will provide you with a tray of NMS (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 the 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.
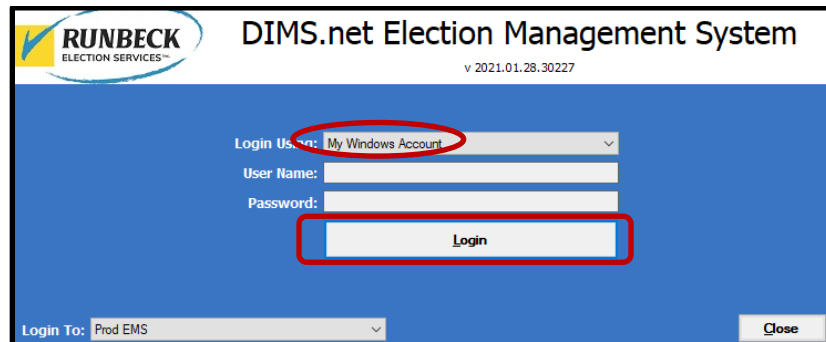

Each color on the label indicates a different check/step in the process. A different person must conduct each check.

BACK

DIMS.net

Logging-In

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

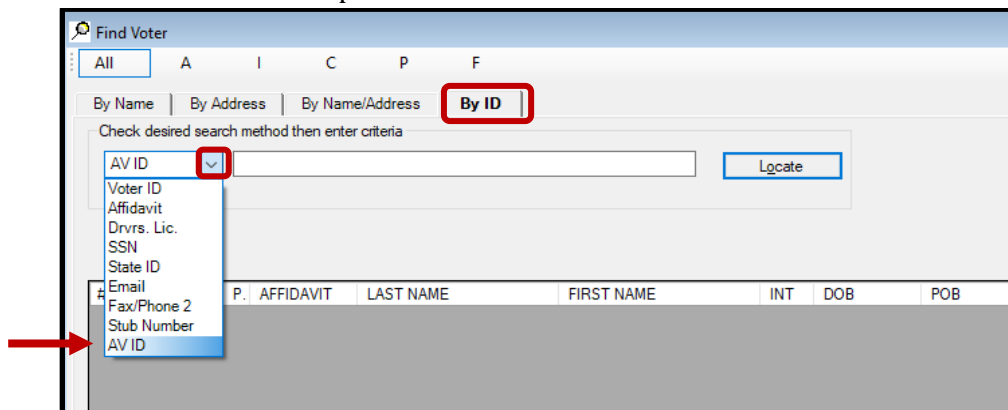2. Click on the **Login** button.

*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. 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.*

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 we have on file (DIMS) matches that of the VBM envelope, double-click the voter's record to open the absentee voter module.

8. An *Absentee Voter* window should appear. Click **No**.
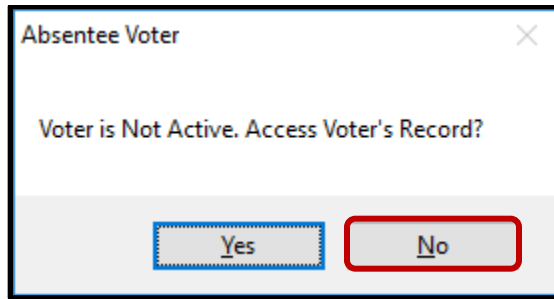
*Note: You may see an AV/VBM Ballot Application Rejected window that states that the voter is not active. Click **OK** if this occurs.*
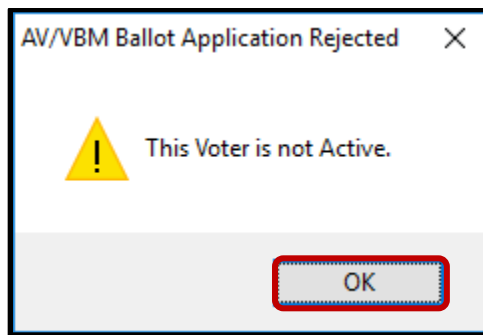
9. An *AV/VBM Ballot Issued* window should appear. Click **OK**.

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

Note: We never issue rejection notices to voters. This requires a higher authority.
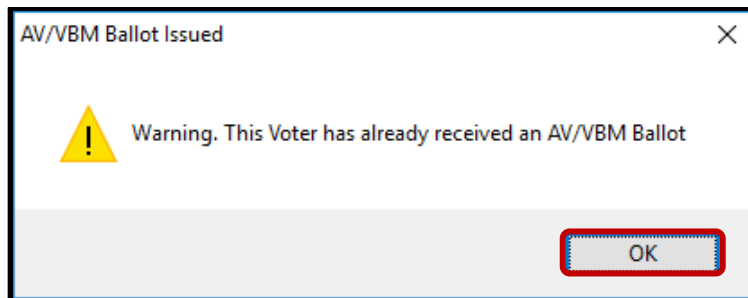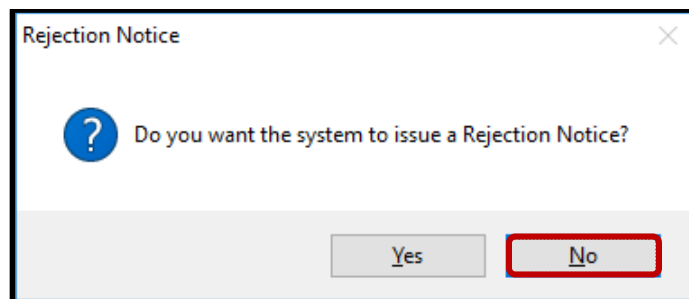
Non-Matching Signature Challenges

This challenge code is applied when the voter has returned his/her VBM envelope without a comparing signature on his/her voter record. During this process you will be searching the voter's record to see if you can find a signature on file that compares to the signature on the VBM envelope. We are required to conduct a minimum of 4 checks before the VBM can be considered not counted. Below are the 4 checks:

NMS-1 (Non-Matching Signature-1)

When the voter's name on the VBM envelope matches the name in voter record BUT signature DOES NOT match the signature we have on file (DIMS). This challenge code is normally applied during batch mode but may occur from another challenge code.

NMS-2 (Non-Matching Signature-2)

This is 2nd check. After a Signature Verification team member has already determined the voter's name on the VBM envelope matches the name in voter record BUT signature DOES NOT match the signature we have on file (DIMS).
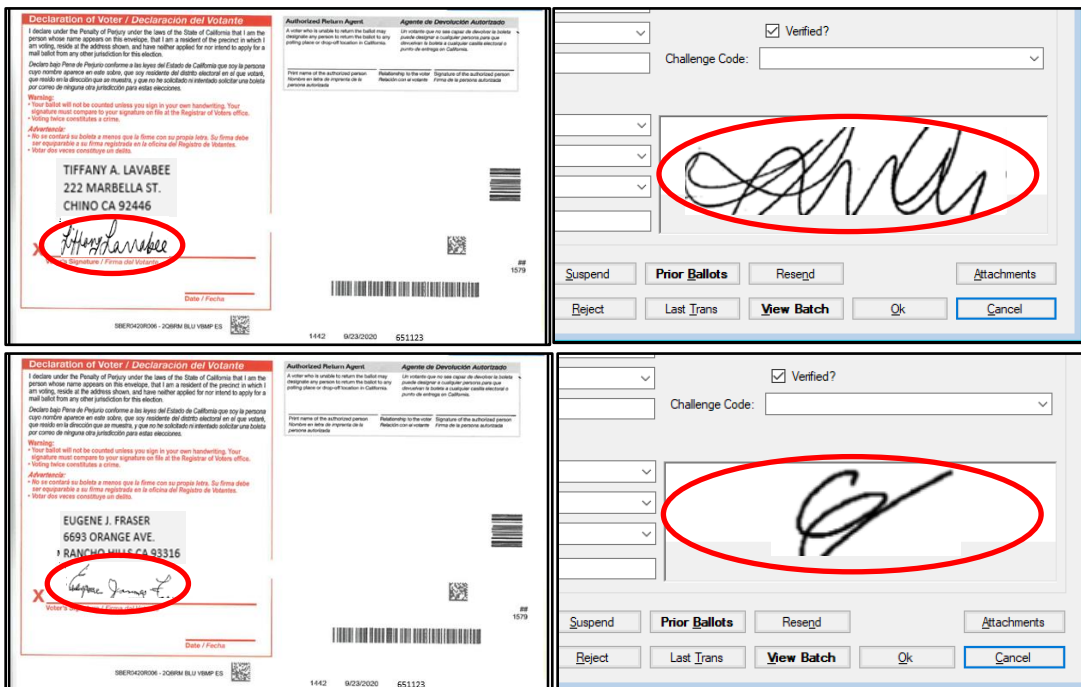
NMS-3 (Non-Matching Signature-3)

This is 3rd check. After a second Signature Verification team member has determined the voter's name on the VBM envelope matches the name in voter record BUT signature DOES NOT match the signature we have on file (DIMS). At this stage a Signature Verification Statement (SVS) is mailed out to the voter to give them an opportunity to submit a signature that compares and have that VBM counted.

NMS (Non-Matching Signature)

This is the 4th and final check required. After this check is determined there are no signatures in the voter's record that compares to the VBM envelope and/or statement, or the statement is not returned, no further action or contact with the voter will be made and this VBM envelope now has become EXHAUSTED.

Non-Matching Signature Examples:

Non-Matching Signature (NMS-1 through NMS-3) Process

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 challenge code, and overturn to VALID.

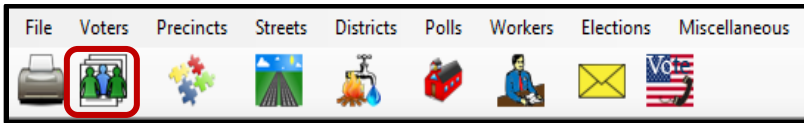1. In the AV/VBM window, double click on the visible signature.

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

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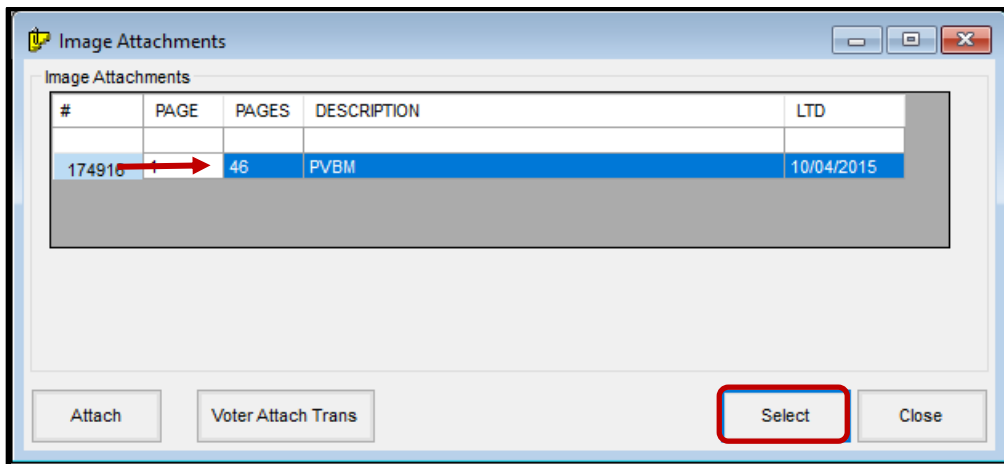

5. Click on the **Misc.** tab.

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

7. A window with one or more attachments will appear.
8. Double click on the attachment or click **Select** to open the images attachment window and compare the signature.

9. 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.
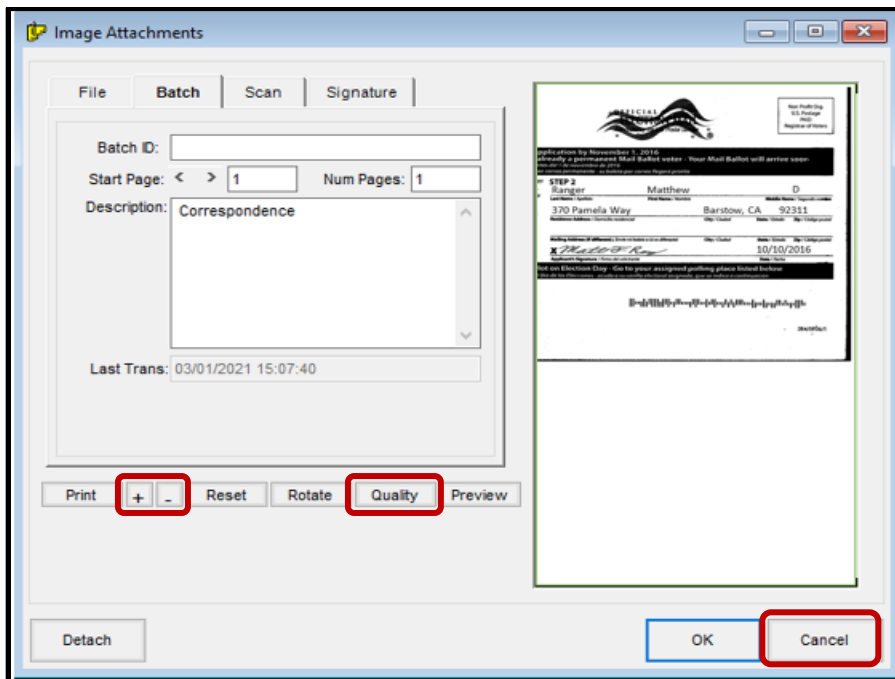
10. Once all the attachments have been compared click Cancel and then Close to exit the Image attachment window.
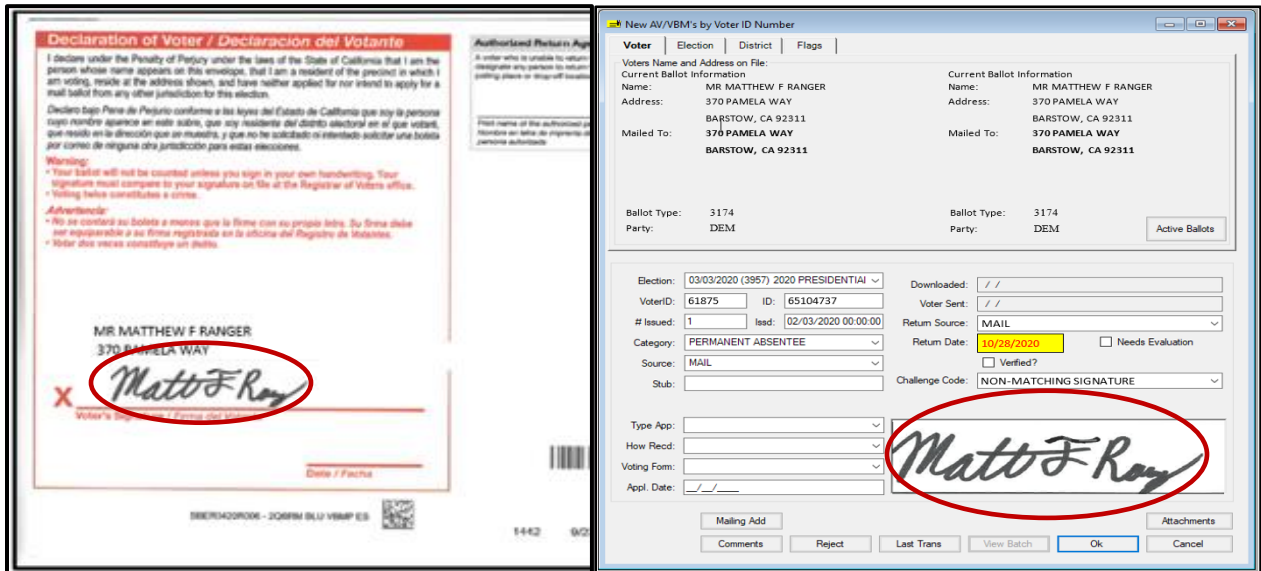
Non-Matching Signature Overturned to Valid

You have found a signature on file that compares to VBM envelope signature.

1. After locating a comparable signature on file, the envelope can now be overturned to **VALID**.

2. 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.
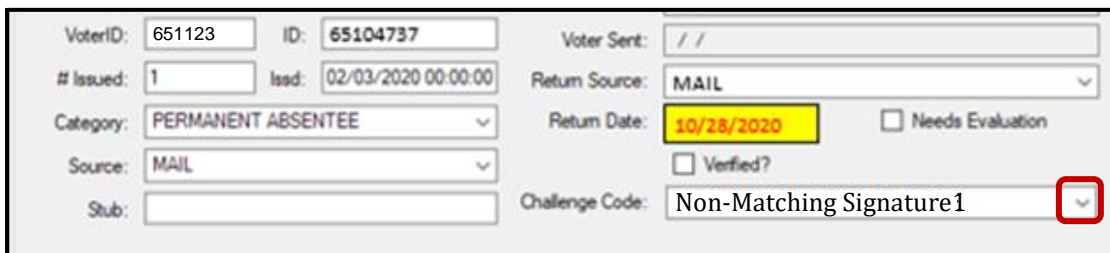
3. Press the **Backspace** key.

4. Click **OK**.

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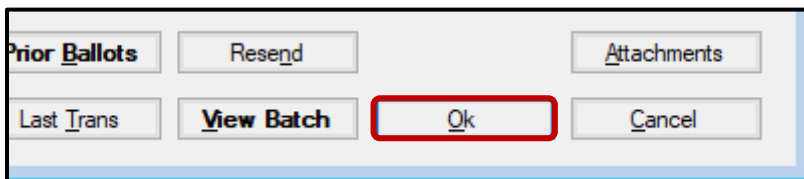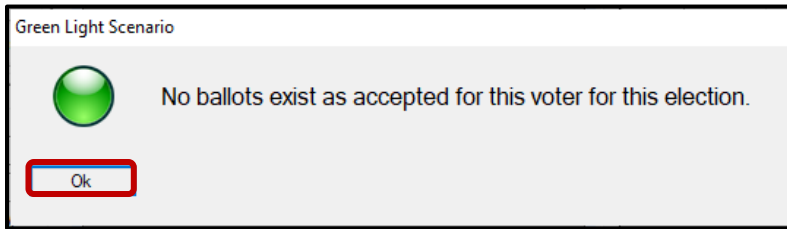

6. Re-enter the voter's *AV module* to verify that the Challenge Code field is blank.
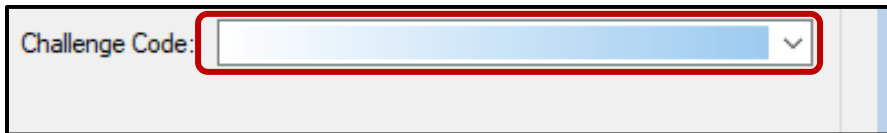
7. Close out of the *AV Module* by clicking the red X.

8. On the Challenge Resolution Label under Overturned from write "NMS-#" (NMS-1, NMS-2 or NMS-3) "to Valid", date and initial.

9. Place the overturned ballot on the appropriately marked *Challenge Tray Organizer* shelf.

Non-Matching Signature Overturned to Another Challenge Code

Non-Matching Signature-1 (NMS-1) to Non Matching Signature- 2 or 3 (NMS-2 or NMS-3)
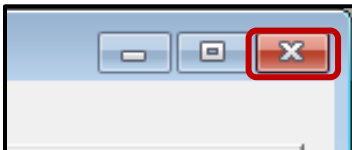After reviewing and verifying the signature on the VBM envelope does not compare to any signature the voter has on file, you can proceed to challenge the VBM envelope to its appropriate NMS challenge number (NMS-2 or NMS-3).

1. Once determined there is no comparing signature you can now change the challenge code in DIMS.net by clicking the drop-down arrow and then scrolling to the correct NMS challenge code in the list (NMS-2 or NMS-3).
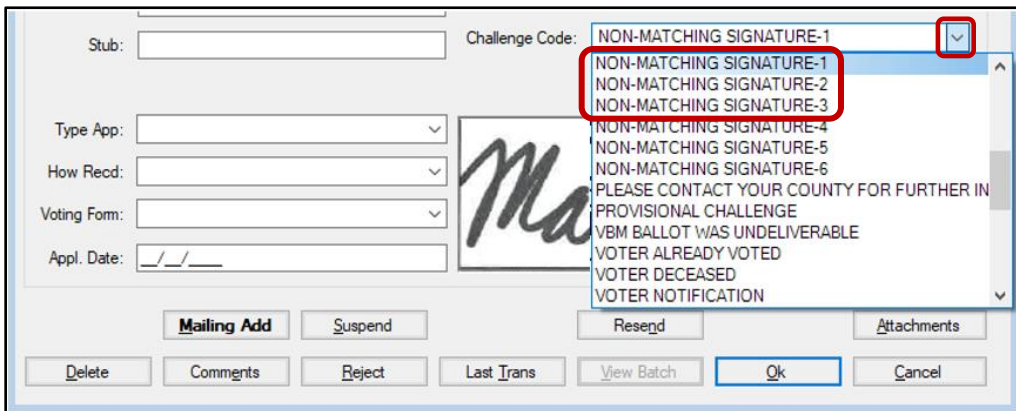
2. On the Challenge Resolution Label under Overturned from write "NMS-#" (NMS-1 or NMS-2) to "NMS-#" (NMS-2 or NMS-3), date and initial.

NOTE: If you determine NMS is not the correct challenge code, you can change the challenge code to the correct challenge code by using the step below in the next section.

Non-Matching Signature to a New Challenge Code

After reviewing the VBM envelope you have determined that NMS is not the correct challenge code. You need to now apply the correct challenge code. Here are some examples below.
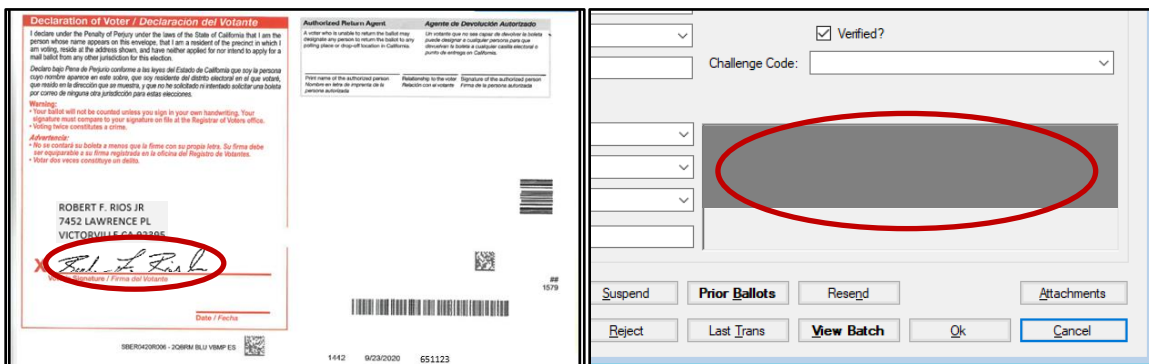
NVS-1 (No Voter Signature-1)

There is no signature on the VBM envelope and should have been challenged as NVS-1. Apply the correct challenge code in DIMS. On the Challenge Resolution Label under **Overturned from** write "NMS-1 to NVS-1"
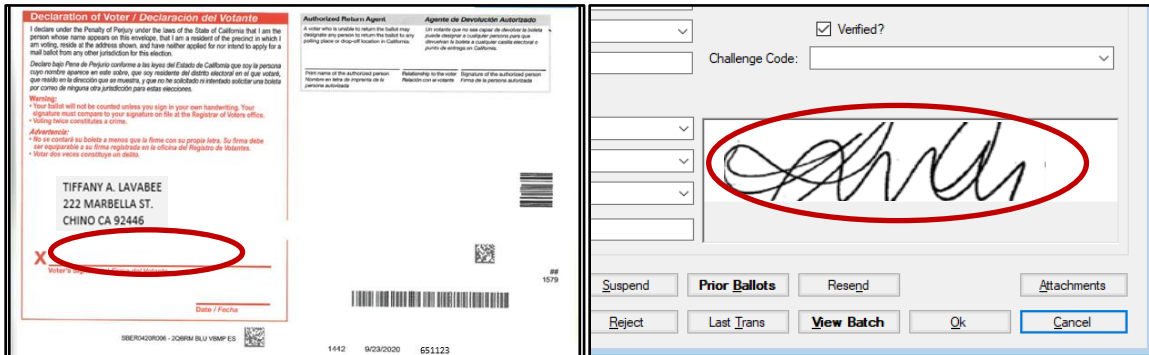

BSF (Bad Signature on File)

When the signature on file, in the voters record (DIMS) is unreadable, too light, cut off or missing completely. Apply the correct challenge code in DIMS. On the Challenge Resolution Label under **Overturned from**, write "NMS-1 to BSF"

UNPRD (Unpaired)

When the voter's name on the VBM envelope is **COMPLETELY DIFFERENT** than who signed.
For example: John Smith signed Jane Smith envelope or John Smith signed Karen Bradly's envelope.
Apply the correct challenge code in DIMS. On the Challenge Resolution Label under **Overturned from** write "NMS-1 to UNPRD"
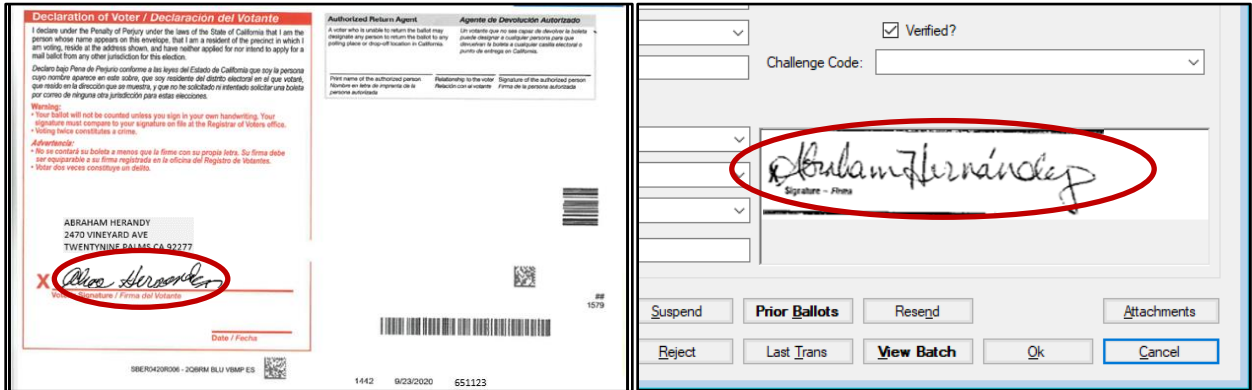
Alice Hernandez signed Abraham Hernandez VBM envelope.

NOTIF (Voter Notification)

When the voter has written a notification for address, name change/correction or canceling registration. Apply the correct challenge code in DIMS. On the Challenge Resolution Label under **Overturned from** write "NMS-1 to NOTIF"
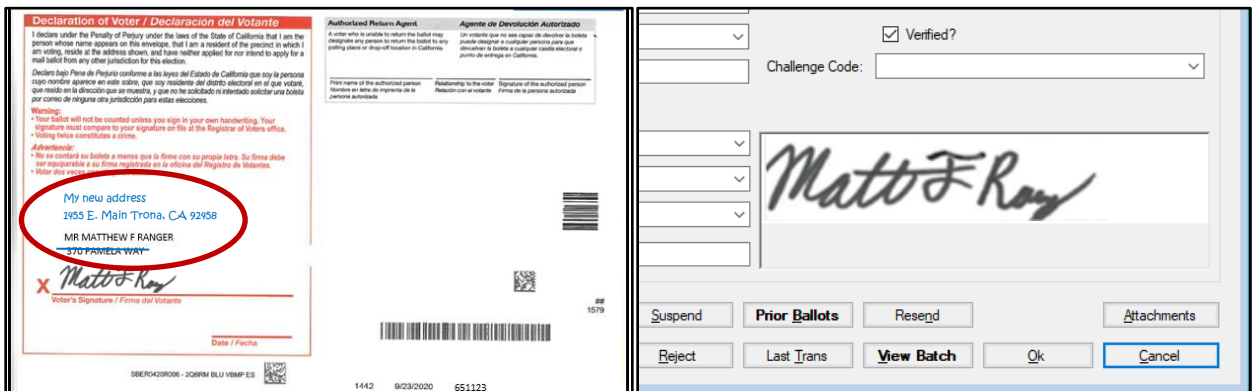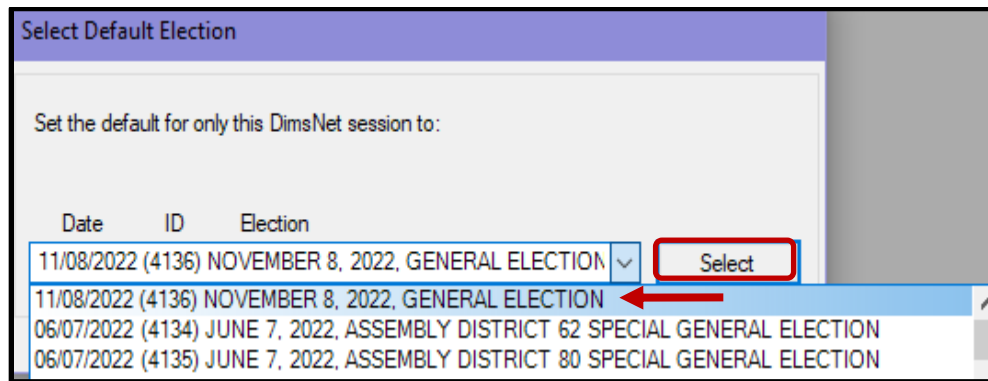

Notified on VBM envelope of address change.
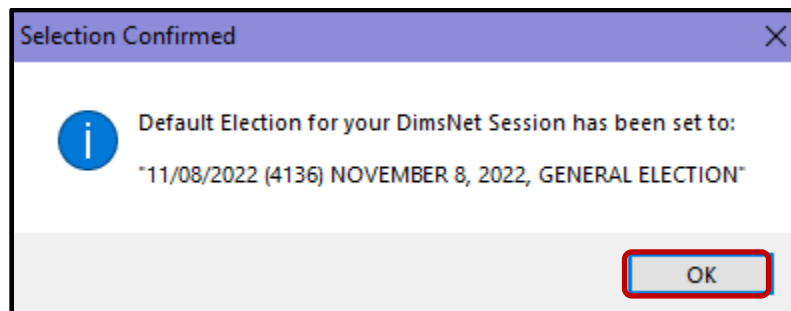
Incorrect Default Election

1. If the displayed election in the *Select Default Election* window is incorrect, click **No**.
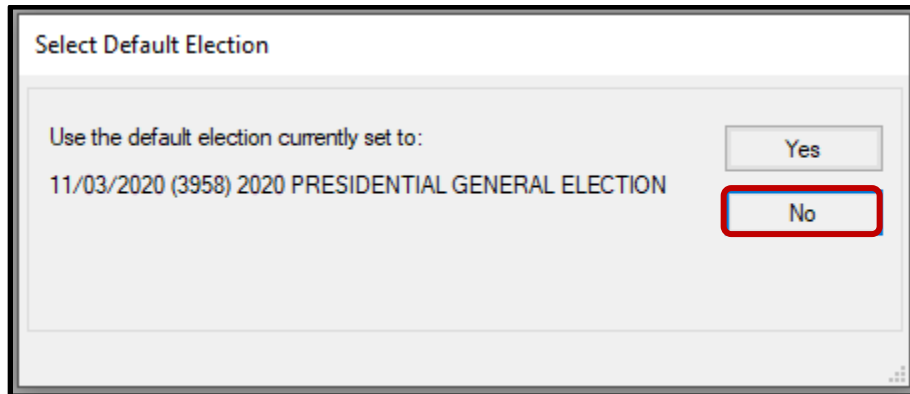
2. Click the arrow of the drop-down list to expand it. Click on the correct election and then click **Select**.

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

Authorization

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