



REGISTRAR OF VOTERS

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

PROCEDURE DOCUMENT – Version 1.0

Lincan, Linda  
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# Non-Matching Signature (NMS 1-3)

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## 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 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 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.

## 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.

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.

## DIMS.net

### Logging-In



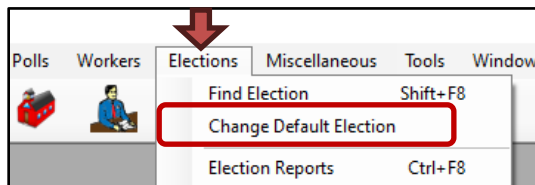
1. Double-click the DIMS.net icon on your desktop.
2. Click on the **Login** button.

The login screen for the DIMS.net Election Management System. It features the Runbeck Election Services logo and the text "DIMS.net Election Management System v 2021.01.28.30227". The login form includes a "Login Using" dropdown menu with "My Windows Account" selected, a "User Name:" field, a "Password:" field, and a "Login" button. A "Login To:" dropdown menu at the bottom shows "Prod EMS".

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

### Changing Default Election

3. Click Elections tab, Change default election.



4. If default election is correct click **Yes**. If incorrect click **No** and proceed to step 5.
5. Change Election date to correct election needed and click **Select**.

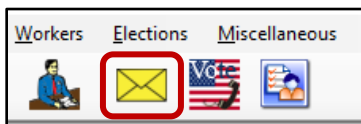
A dialog box titled "Select Default Election" with the instruction "Set the default for only this DimsNet session to:". It contains a table with columns "Date", "ID", and "Election". The first row shows "03/05/2024 (4138) MARCH 5, 2024, PRESIDENTIAL PRIMARY" with a dropdown arrow. A "Select" button is highlighted with a red box.

6. Confirm election date is correct, Click **OK**.

A dialog box titled "Selection Confirmed" with an information icon. It states "Default Election for your DimsNet Session has been set to:" followed by the text "03/05/2024 (4138) MARCH 5, 2024, PRESIDENTIAL PRIMARY ELECTION". An "OK" button is highlighted with a red box.

## Locating Voters Record

7. Click the **Enter Absent Voter Ballot** icon.



8. 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.  
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 voto, que resido en la dirección que se muestra, y que no he solicitado ni intento 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 comparable a su firma registrada en la oficina del Registrador de Votantes.  
• Votar dos veces constituye un delito.

MR. MATTHEW F. RANGER  
370 PAMELA WAY  
X *Matt F. Ranger*  
Voter's Signature / Firma del Votante  
Date / Fecha

**Authorized Return Agent**  
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

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 Registrador de Votantes a más tardar 7 días después del Día de la Elección.

65104737

9. On the Find Voter Window click the **By ID** tab.

10. Type in the voter's AVID # and click the **Locate** button.

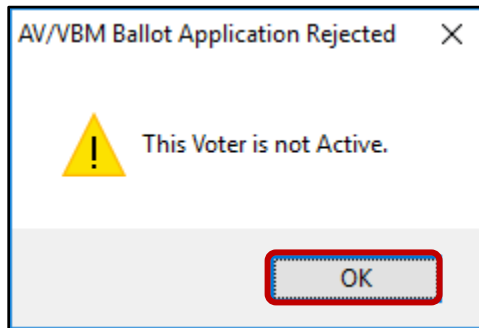
Find Voter  
All A I C P F  
By Name | By Address | By Name/Address | **By ID**  
Check desired search method then enter criteria  
AVID 65104737 Locate  
☐ Incl. Confidential ☐ Needs Evaluation

#	STATUS	P.	AFFIDAVIT	LAST NAME	FIRST NAME	INT	DOB	POB
1	A	Y	81F48	RANGER	MATTHEW	F	02/29/1976	TX

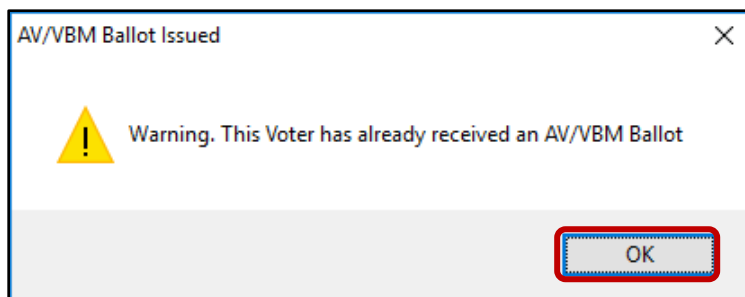
11. An Absentee Voter window should appear. Click **No**.

Absentee Voter  
Voter is Not Active. Access Voter's Record?  
Yes No

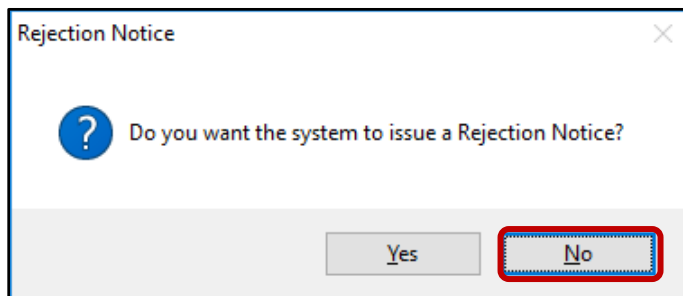
**Note:** You may see an AV/VBM Ballot Application Rejected window that states that the voter is not active. Click OK if this occurs.



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



13. A Rejection Notice window should appear. Always, Click **No**.



**Note:** We never issue rejection notices to voters.

## **Non-Matching Signature Challenges**

This challenge code is applied when the voter has returned their VBM envelope without a comparing signature on their voter record. During this process you will be searching the voter's record to see if you can find a signature on the 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).

### ***NMS-2 (Non-Matching Signature 2)***

This is the second 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).

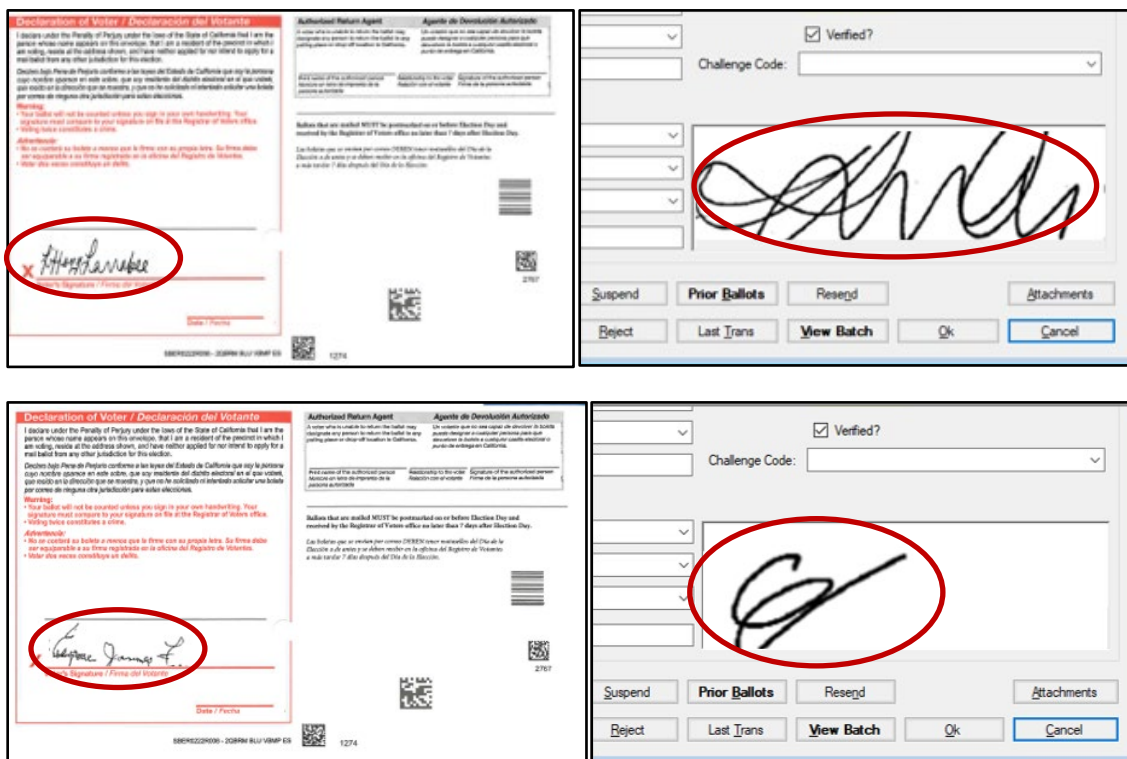
### ***NMS-3 (Non-Matching Signature 3)***

This is the third 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 fourth 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 statement, or the statement has not been returned, no further action or contact with the voter will be made, this VBM envelope now has become EXHAUSTED.

## Examples of Non-Matching Signatures:



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

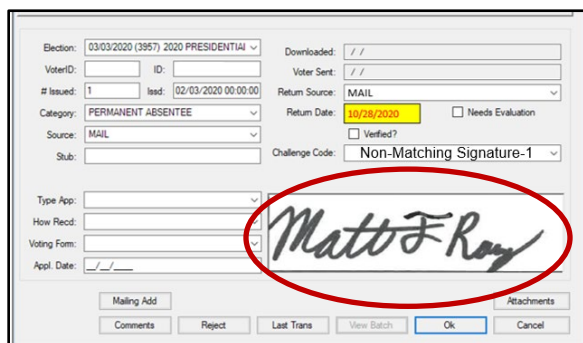
### Checking Additional Signatures in Voter's Record

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.

14. In the AV/VBM window, double click on the visible signature.
15. A signature window will open.



16. If there is more than one signature on file, click the arrows on the bottom of the signature window and view all signatures available.



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



18. Click on the **Misc** tab.

A screenshot of a software window titled '[VC-8748748] MATTHEW RANGER 61875 -\*\*\*\*\*PERM AV\*\*\*\*\*'. The window has several tabs: 'Voter Details', 'Properties', 'Misc', 'Notices/Flags', and 'VoteCal'. The 'Misc' tab is selected and highlighted with a red rectangle. The 'Voter Details' section contains fields for 'County Info', 'State Info', 'Voter ID', 'Status', 'Reason', 'Affidavit', 'Sig', 'Auto Sig', 'DMV Lic', and 'SSN'. The 'Name' section contains fields for 'Name', 'Prefix', 'First', 'Middle', 'Last', 'Suffix', and 'Birth Date'. The 'Residence' section contains fields for 'Type', 'House#', 'Frac', 'Dir', 'Street', 'Post', 'Bldg', 'Unit #', 'City', 'Prec', and 'Manual'. The 'Mailing' section contains fields for 'Cntry', 'CareOf', 'Str/Bx', 'City', 'St', and 'Zip'. There are 'Print', 'Ok', and 'Cancel' buttons at the bottom.

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

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

The screenshot shows a software window titled "Voter Details" with tabs for "Properties", "Misc", "Notices/Flags", and "VoteCal". The "Misc" tab is active. On the left, under "PVB Voting", there are dropdowns for "Category" (set to "PERMANENT ABSENTEE"), "Type App", "How Received", and "Delivery 1" (set to "MAIL"). Below these is an "Applied" date field set to "07/17/2006" and a "PVB Address" field. Further down are "MicroFilm References" for "Cassette" and "Frame" (both set to "0"), a "Confidential Voter" checkbox, and a "Conf Type" dropdown. On the right, under "Connected Records", there is a grid of buttons: "List Household", "Comments", "Last Transaction", "Attachments" (highlighted with a red box), "Voting History", "Referral", "Disabilities", "Pend Codes", "Opt Out", "Active Ballots", and "Push Voter". At the bottom right is a "GEN FIELD" dropdown set to "VOTED IN FEDERAL". At the bottom of the window are "Print", "Ok", and "Cancel" buttons.

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

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

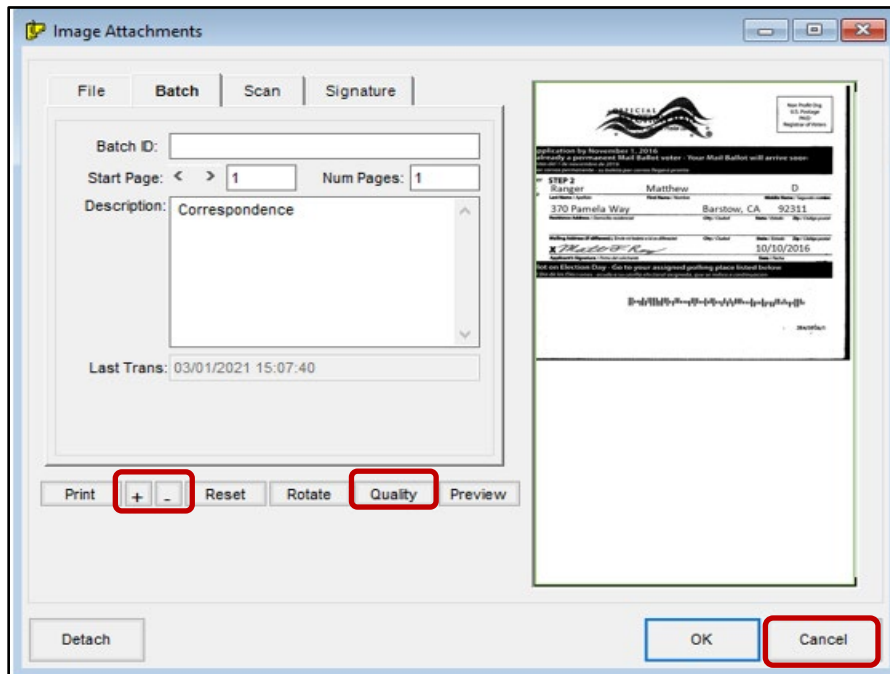
The screenshot shows a window titled "Image Attachments". It contains a table with the following data:

#	PAGE	PAGES	DESCRIPTION	LTD
174916	1	4	PVBM	10/04/2015

A red arrow points to the "PAGES" column of the first row. At the bottom of the window are buttons for "Attach", "Voter Attach Trans", "Select" (highlighted with a red box), and "Close".

22. 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.



23. 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.

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

The left screenshot shows a 'Declaration of Voter / Declaración del Votante' form. It includes a warning about the penalty for not signing and a section for the voter's signature. The signature of MR. MATTHEW F. RANGER is circled in red. The right screenshot shows the 'New AV/VBM's by Voter ID Number' window. It contains fields for Voter Name, Address, Ballot Type, and Party. The 'Challenge Code' dropdown menu is highlighted with a red circle, showing 'NON-MATCHING SIGNATURE'.

25. 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.

This screenshot shows the 'New AV/VBM's by Voter ID Number' window. The 'Challenge Code' dropdown menu is open, showing a list of options. The current challenge code is highlighted in red.

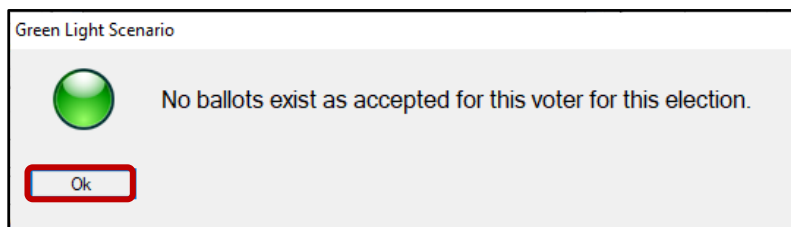
26. Press the **Backspace** key.

This screenshot shows the 'Challenge Code' dropdown menu. The dropdown arrow is highlighted with a red circle.

27. Click **OK**.

This screenshot shows the bottom buttons of the 'New AV/VBM's by Voter ID Number' window. The 'OK' button is highlighted with a red circle.

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



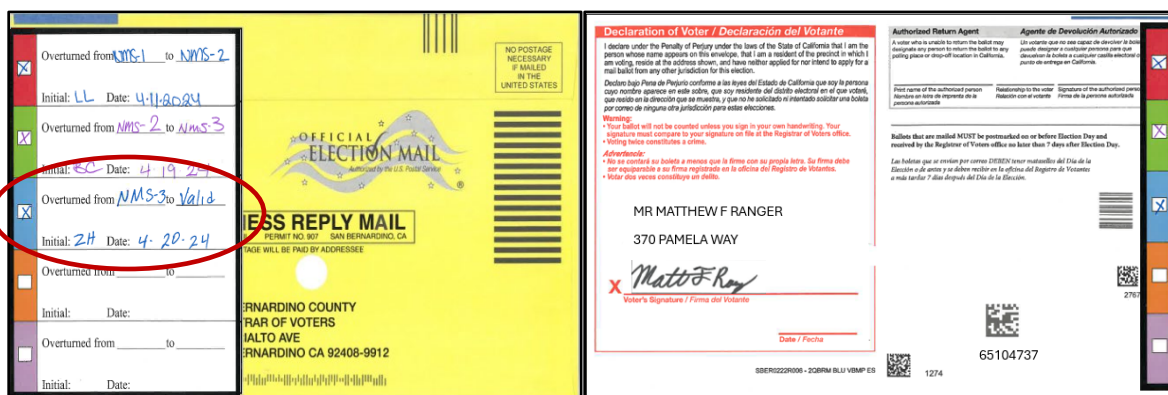
29. Re-enter the voter's *AV module* to verify that the Challenge Code field is blank.



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



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



32. 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).

33. 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).

The screenshot shows the DIMS.net interface. On the left, there are input fields for 'Stub:', 'Type App:', 'How Recd:', 'Voting Form:', and 'Appl. Date:'. In the center, there is a signature image. On the right, the 'Challenge Code:' dropdown menu is open, displaying a list of options. The options are: NON-MATCHING SIGNATURE-1, NON-MATCHING SIGNATURE-2, NON-MATCHING SIGNATURE-3, NON-MATCHING SIGNATURE-4, NON-MATCHING SIGNATURE-5, NON-MATCHING SIGNATURE-6, PLEASE CONTACT YOUR COUNTY FOR FURTHER IN, PROVISIONAL CHALLENGE, VBM BALLOT WAS UNDELIVERABLE, VOTER ALREADY VOTED, VOTER DECEASED, and VOTER NOTIFICATION. The first three options are highlighted with a red box. At the bottom, there are buttons for 'Mailing Add', 'Suspend', 'Resend', 'Attachments', 'Delete', 'Comments', 'Reject', 'Last Trans', 'View Batch', 'Ok', and 'Cancel'.

34. 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.

The screenshot shows the Challenge Resolution Label form. It has a table with five rows. The first row is checked and has 'Overturned from NMS-1 to NMS-2', 'Initial: LL', and 'Date: 4-11-2024'. The second row is checked and has 'Overturned from NMS-2 to NMS-3', 'Initial: BC', and 'Date: 4-19-24'. The third, fourth, and fifth rows are not checked and have empty fields for 'Overturned from', 'to', 'Initial', and 'Date'.

**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.

### No Voter Signature 1 (NVS-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".

#### VBM Envelope

The image shows a VBM envelope for Tiffany A. Lavabee, 222 Marbella St., Chino CA 92446. The envelope has a red 'X' in the signature line, indicating no signature. The text on the envelope includes a declaration of voter status and a warning about the consequences of not signing. The envelope is marked with a QR code and the number 1274.

#### DIMs.net (AV Module)

The image shows the DIMs.net (AV Module) interface. The 'Challenge Code' field is set to 'Verified?'. The 'Signature' field is empty, and the 'Signature' button is disabled. The 'View Batch' button is highlighted. The interface includes buttons for 'Suspend', 'Prior Ballots', 'Resend', 'Attachments', 'Reject', 'Last Trans', 'View Batch', 'Ok', and 'Cancel'.

### Bad Signature on File (BSF)

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".

#### VBM Envelope

The image shows a VBM envelope for Robert F. Rios Jr, 7452 Lawrence Pl., Victorville CA 92399. The envelope has a red 'X' in the signature line, indicating a bad signature. The text on the envelope includes a declaration of voter status and a warning about the consequences of not signing. The envelope is marked with a QR code and the number 1274.

#### DIMs.net (AV Module)

The image shows the DIMs.net (AV Module) interface. The 'Challenge Code' field is set to 'Verified?'. The 'Signature' field is empty, and the 'Signature' button is disabled. The 'View Batch' button is highlighted. The interface includes buttons for 'Suspend', 'Prior Ballots', 'Resend', 'Attachments', 'Reject', 'Last Trans', 'View Batch', 'Ok', and 'Cancel'.

## Unpaired (UNPRD)

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".

### VBM Envelope

The VBM envelope for Abraham Herandy is shown. The address is 2470 VINEYARD AVE, TWENTYNINE PALMS CA 92277. The voter's signature, Alice Hernandez, is circled in red. The envelope also includes a QR code and a date field.

### DIMs.net (AV Module)

The DIMs.net (AV Module) interface is shown. The voter's name, Abraham Hernandez, is circled in red. The interface includes fields for Challenge Code, Verified status, and buttons for Suspend, Prior Ballots, Resend, Attachments, Reject, Last Trans, View Batch, Ok, and Cancel.

Alice Hernandez signed Abraham Hernandez VBM envelope.

## Voter Notification (NOTIF)

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".

### VBM Envelope

The VBM envelope for Abraham Herandy is shown. The address is 2470 VINEYARD AVE, TWENTYNINE PALMS CA 92277. A new address, 1455 E Main St, Trona, CA, 92458, is written in blue ink. The voter's signature, Alice Hernandez, is circled in red. The envelope also includes a QR code and a date field.

### DIMs.net (AV Module)

The DIMs.net (AV Module) interface is shown. The voter's name, Alice Hernandez, is circled in red. The interface includes fields for Challenge Code, Verified status, and buttons for Suspend, Prior Ballots, Resend, Attachments, Reject, Last Trans, View Batch, Ok, and Cancel.

Notified on VBM envelope of address change.

## Authorization

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