



REGISTRAR OF VOTERS

Reviewing and Overturning Voter Already Voted (VAV) Challenges

PROCEDURE DOCUMENT - Version 2.0

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07/31/2023

Reviewing and Overturning Voter Already Voted (VAV) Challenges

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Purpose

The purpose of this procedure is to assist in the process of reviewing a voter's Canceled-In Review (CNCLD) challenged Vote-by-Mail (VBM) envelope and identify instances in which it can be overturned to Valid or another code. VBMs fall under the category of "Canceled – In Review" for a variety of reasons, such as, the voter moved within or out of the county, they reregister and the old and new records merged, canceling the old record, or the voter is a felon, etc. No matter the reason, it is imperative to do thorough research.

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 reviewing and overturning challenged ballots. This procedure does not cover all possible scenarios but will outline the most common occurrences.

Supplies Needed

- Challenged Ballot Labels
- Research Labels
- Desk File Organizer
- File Organizer tags
- 1 Foot Mail tray
- Mail Tray label: "CHALLENGE TYPE: CANCELED-IN REVIEW (CNCLD)"
- 2x Binder clips
- Access to DIMS.net v 2021.07.15.12881

Disclaimer

Starting after E-15, the processing of this challenge code should be conducted after IT has synced the ePoll Pads to DIMS (this could take up to 2-weeks after Election Day; speak to your supervisor to determine when this is complete). Researching this challenge code may be conducted prior to ePoll Pad sync.

Vote-By-Mail (VBM) Envelope Labels

Challenge Labels

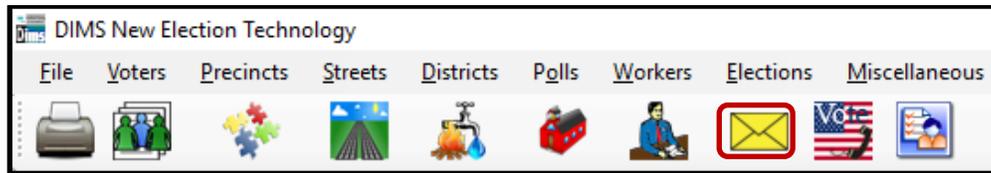
Challenge Labels are required when processing any challenged envelope. These labels assist with traceability of each envelope so that we always know what step in the process it is on.

Place the first column of the label on the RIGHT-HAND side of the back of the envelope. Wrap the rest of the label around, onto front (left-hand side) of the envelope.

Locating Voter Record



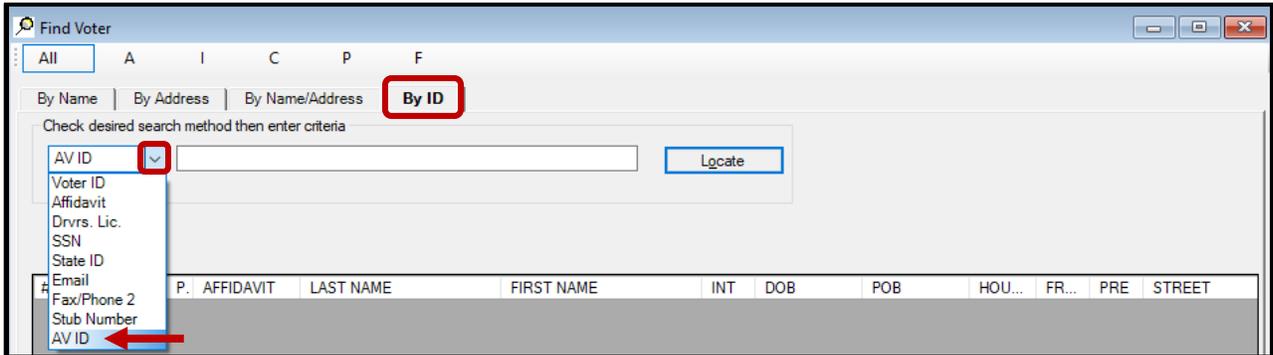
1. In the 1st window of DIMS.net, click on the *Enter Absent Voter Ballots* icon.



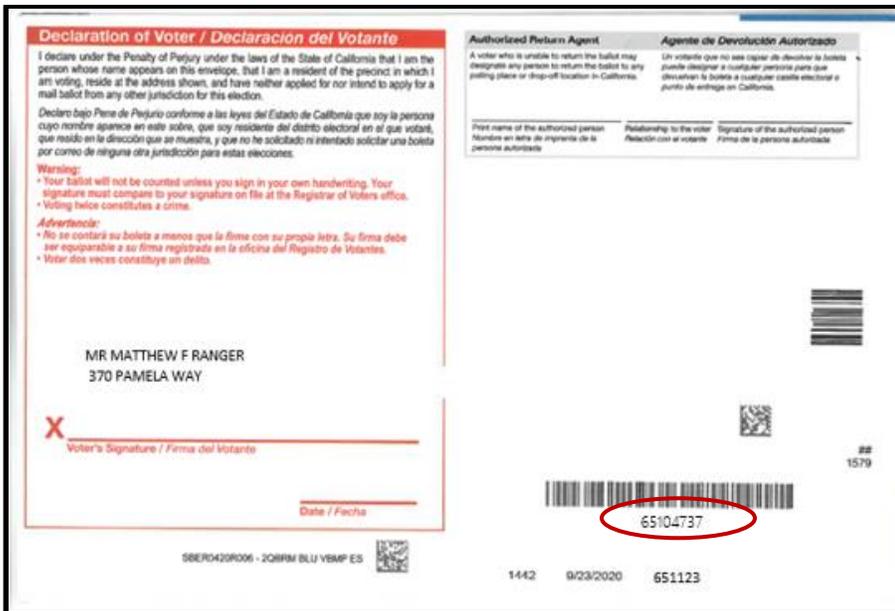
2. A *Find Voter* window will appear. Click on the **By ID** tab.

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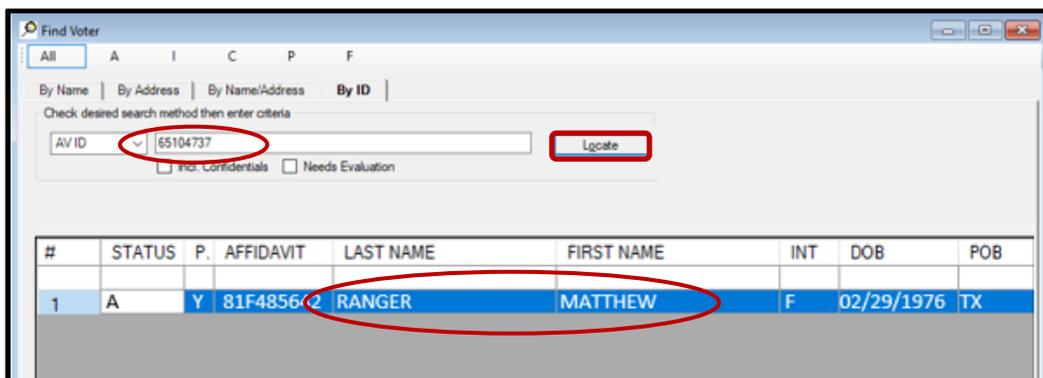
- Click the arrow of the drop-down list and then select **AV ID** (Absentee Voter [Ballot] ID).



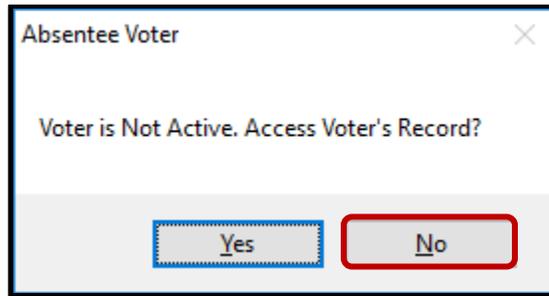
- Type in the **AV ID** number found at the bottom right of the ballot, the **Locate** button.



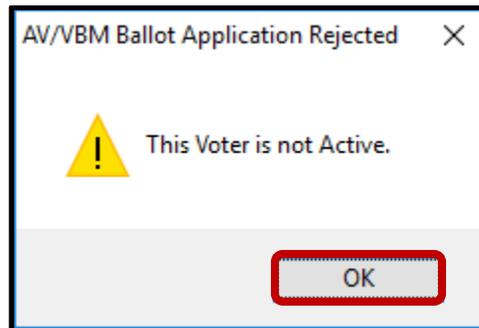
- If the voter's name matches that of the ballot, double-click the voter's record to open the absentee voter module.



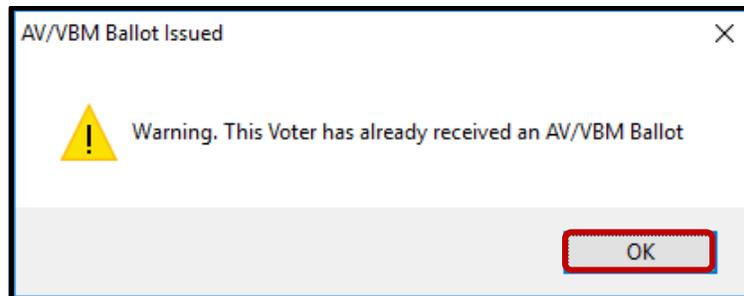
6. An *Absentee Voter* window should appear. Click **No**.



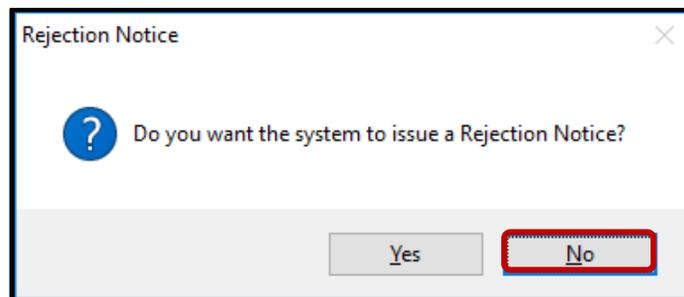
Note: You may see an AV/VBM Ballot Application Rejected window. Simply click **OK** if this occurs.



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



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



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

Researching VAVs

Before conducting any research on a VBM, we must verify the voter's information.

1. Using the VBM to compare, verify the Name, Address, Signature, and AVID on the VBM and in the *New AV/VBM's by Voter ID Number* window.

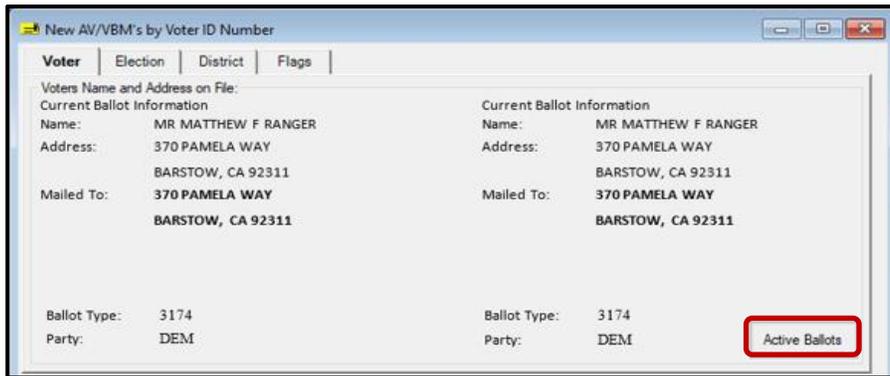
The screenshot shows a software interface for managing voter information. The title bar reads "New AV/VBM's by Voter ID Number". The interface is divided into several sections: "Voter Name and Address on File", "Current Ballot Information", "Election", "Voter ID", "Return Source", and "Type App". A red circle highlights the voter's name and address: "MR MATTHEW F RANGER", "370 PAMELA WAY", "BARSTOW, CA 92311". Another red circle highlights the signature "Matt F Ranger" in the "Type App" field. The "Voter ID" field contains the number "65104737".

The screenshot shows a "Declaration of Voter / Declaración del Votante" form. The form includes a declaration of residency, a signature line with a red 'X' and the signature "Matt F Ranger", and a barcode with the number "65104737". A red circle highlights the signature and the barcode number.

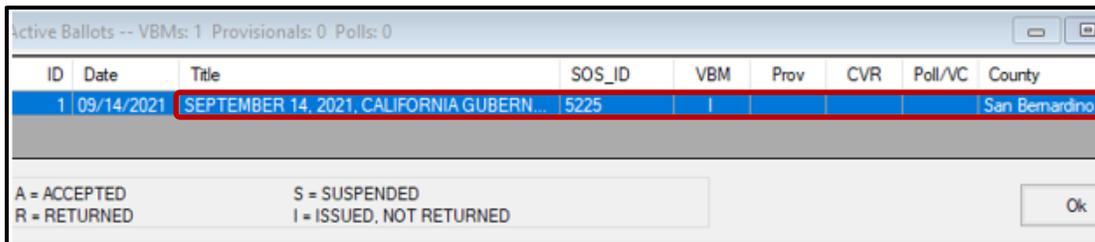
Note: When processing VAVs, if the signature does not match, continue processing the VAV like normal. You will only change the challenge code to NMS-1 if the voter has no voting history for the current election and no accepted VBMs. If there is voting history or an accepted VBM, it must remain challenged as VAV. VAV is takes priority over NMS-1.

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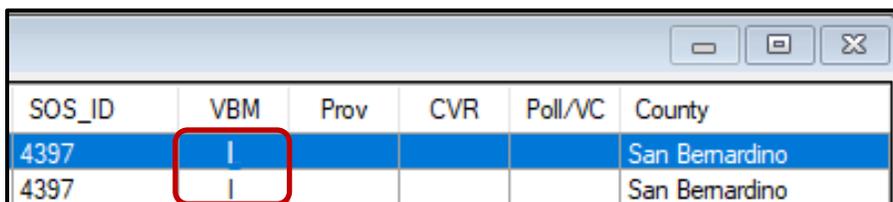
- In the *New AV/VBM's by Voter ID Number* window, click on **Active Ballots**.



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



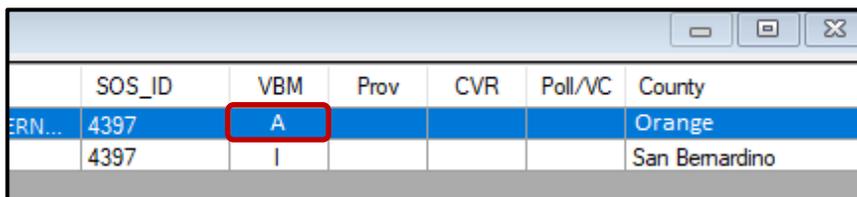
- If there is more than one Active Ballot, make sure that the *VBM, Prov, CVR, and Poll/VC* columns are either blank or only have an "I" for *issued*.



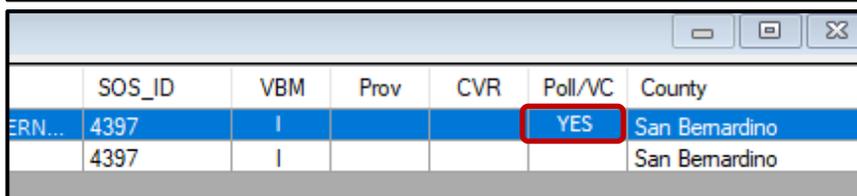
Note: If any of the VBM, Prov, CVR, and Poll/VC columns have an "A" for Accepted or "Yes" (Example below) that means that this voter has already voted. Continue processing the VBM. After Step 17, skip to the [Voter Already Voted \(VAV\)](#) section of this procedure.

Accepted VBM

As you can see this VBM was accepted in different county.

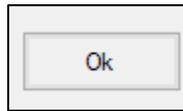


Polls Credit

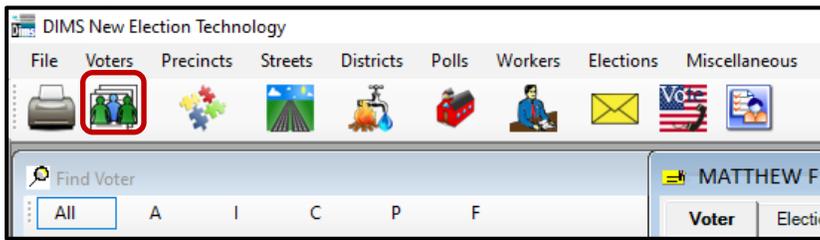


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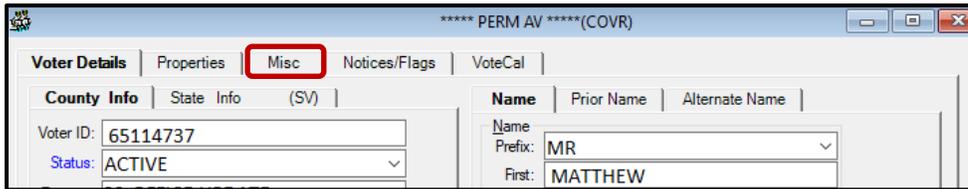
5. Click **OK** on the *Active Ballots* window.



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

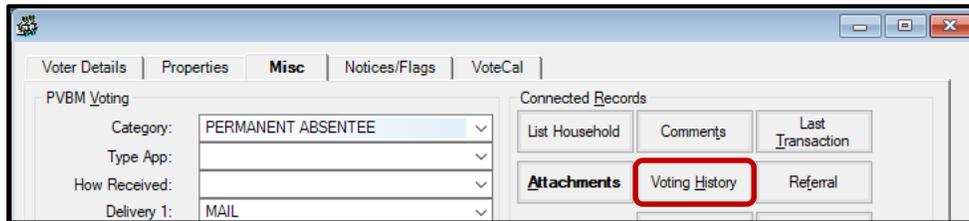


7. The voter's record window will appear. Click the **Misc** tab.



*Note: While in the **Voter Details** tab, make sure to fill out the Research Label with the Status, Reason, DL, DOB, VID, and AVID.*

8. Click on **Voting History**.



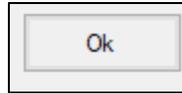
9. Within the *Voting History* window, verify that the current election is listed. If the current election is present, make sure that the *Voted* ("V") and *Poll Voter* ("P") columns have an "N".

Date	Title	Eliq	V...	Party	P...	A...	A...	C...	S...
09/14/2021	SEPTEMBER 14, 2021. CALIFORNIA GUBER...	Y	N		N	Y	N	P	M...
11/03/2020	2020 PRESIDENTIAL GENERAL ELECTION	Y	Y		N	Y	Y	P	M...
03/03/2020	2020 PRESIDENTIAL PRIMARY ELECTION	Y	N	DEM	N	Y	N	P	M...

Note: If either the Voted or the Poll Voter columns have a "Y", that means that the voter has participated in the current election (Example below). Skip to "Voter Already Voted" portion of this procedure below. If not, continue with the process.

Date	Title	Eliq	Voted	Part	Poll Voter	AV Reques..	AV Return..	Category	S...	C...	R...
09/14/2021	SEPTEMBER 14, 2021. CALIFORNIA GUBER...	Y	Y		Y	Y	Y	VBM	M...		MAL

10. Click **OK** to close the *Voting History* window.



11. In the second DIMS.net window; click the **Find Voter Records** icon.

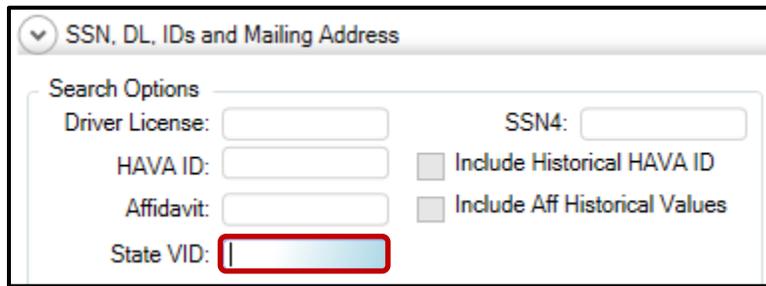


12. A *Voter Search* window will appear. Click on the **Statewide/County** radio button.



13. Click the arrow to the left of the *SSN, DL, IDs and Mailing Address* section.

14. Enter the voter's state ID into the *State VID* field. Press the **Enter** key.



Note: You may also attempt this search with a driver's license; however, the voter may not have added their driver's license to their new record. Searching by name (using the % wildcard) and birthday are also viable options.

15. Double-click on the voter's out of county record or their Active record, if applicable.

S*	P*	LAST NAME	FIRST NAME	INT	COUNTY	DOB
A		RANGER	MATTHEW		ORANGE	1/1/1985
C		RANGER	MATTHEW		SAN BERNARD...	1/1/1985

Note: If the only record available is the voter's San Bernardino record that is already open in the first instance of DIMS.net, no need to open the record. If there is another record out of San Bernardino County, continue the process.

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16. Click on the **Sig** button. Compare the signature(s), if available, to the signatures on the VBM If they match, it is time to overturn this challenge code to Valid.

Affidavit: 81F485642
Sig: 40483378 Auto Sig:
DMV Lic: G1218989 SSN: .-. 0001

17. In the first instance of DIMS, navigate to the *Voter Details* tab within the voter's record.

**** PERM AV *****(COVR)
Voter Details Properties Misc Notices/Flags VoteCal
County Info State Info (SV)
Voter ID: 65114737
Status: ACTIVE
Reason: 99-OFFICE UPDATE
Affidavit: 85BY921655
Sig: 01 Auto Sig:
DMV Lic: SSN: .-.
Name Prior Name Alternate Name
Name
Prefix: MR
First: MATTHEW
Middle: F
Last: RANGER
Suffix: Birth Date: 11/11/95
Residence Mailing

18. Double-check the information on the Research Label with the voter's record.

19. Click **Cancel**.

Post: Bldg: Unit #: Str/Bx:
City: SAN BERNARDINO Zip: 92415 City: St: Zip:
Prec: Manual
Additional Address Additional Address
Print Ok **Cancel**

Note: If there is no voting history for the current election, no accept VBMs, and the signature matches, this VBM may be overturned to Valid.

20. 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.

Source: MAIL Verified?
Stub: Challenge Code: VOTER ALREADY VOTED
Type App:
How Recd: Matthew

21. Press the **Backspace** key.



22. Click **OK**.



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



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

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



26. Write the following on the Challenge Resolution Label:

- "Overturned from VAV to Valid"
- The date and your initials.

Voter Already Voted (VAV)

When there is any indication that a voter has voted more than once, this VBM will remain challenged as VAV. You will not change the challenged code within DIMs.net.

1. The challenge code within the *New AV/VBM's by Voter ID Number* window will remain same (Voter Already Voted).
 - a. Overturned from **VAV** to **VAV**. Initial and date.



*Note: For more information regarding challenge codes refer to the **DIMS Challenge Types and When to Apply Them** Signature Verification*

Authorization

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Version Written By: Yvette Conley	