

REGISTRAR OF VOTERS

Reviewing and Overturning Voter Already Voted (VAV) Challenges

PROCEDURE DOCUMENT - Version 2.0

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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.

🔚 DIM	S New Ele	ection Techno	ology					
<u>F</u> ile	<u>V</u> oters	<u>P</u> recincts	<u>S</u> treets	<u>D</u> istricts	P <u>o</u> lls	<u>W</u> orkers	<u>E</u> lections	<u>M</u> iscellaneous
		- 🏇		4	õ			

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

RUNBECK ELECTION SERVICES	DIMS.	net Election Manager	ment System
	Login Using: User Name: Password:	My Windows Account V	
		<u>L</u> ogin	
Login To: Prod EMS		✓	Close

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

Pind Voter											- • ×
All A By Name By A	I C Address By Nam	P ne/Address	F By ID								
Check desired sea AV ID Voter ID Affidavit Drvrs. Lic. SSN State ID	rch method then ente	r criteria			L <u>o</u> cate						
# Email Fax/Phone 2 Stub Number AV ID	P. AFFIDAVIT	LAST NAME	1	FIRST NAME	INT	DOB	POB	HOU	FR	PRE	STREET

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



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

Find Vote	er							
All	A I		C P	F				
By Name	By Address	By	Name/Address	By ID				
Check de	esired search meth	od then	n enter criteria					
AV ID	 6510 	4737	$\overline{}$		Locate			
		ICI. Lon	fidentials Nee	ds Evaluation				
#	STATUS	P.	AFFIDAVIT	LAST NAME	FIRST NAME	INT	DOB	POB
#	STATUS	P.	AFFIDAVIT	LAST NAME	FIRST NAME	INT	DOB	POB
#	STATUS	P.	AFFIDAVIT	LAST NAME RANGER	FIRST NAME	INT F	DOB 02/29/1976	POB TX
#	STATUS	P. Y	AFFIDAVIT	LAST NAME RANGER	FIRST NAME	INT F	DOB 02/29/1976	POB TX
#	STATUS	P. Y	AFFIDAVIT	LAST NAME RANGER	FIRST NAME	INT F	DOB 02/29/1976	POB TX

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.

<form><form><form><form><form><form><form></form></form></form></form></form></form></form>	Number	New AV/VEM's by Voter ID Number
<form><form></form></form>	trict Flags Fit: Current Ballot Information FIEW F RANGER Name: MR MATTHEW F RANGER AAWAY Address: 370 PAMEA WAY	Voter Election District Flags Voten Name Marcinetta Vir Net Current Statistic Information Marrie: MANTHEW F RANGER Address: 370 PAMELA WAY
<form><form><form></form></form></form>	CA 92311 BARSTOW, CA 92311 Halled Ta: 170 PAMGA WAY CA 92311 BARSTOW, CA 92311	BARSTOW, CA 92311 Mailed To: 370 PAMELA WAY BARSTOW, CA 92311
<form><form><form><form><form><form></form></form></form></form></form></form>	Bailot Type: 3174 Party: DEM Active Balots	Ballot Type: 3174 Party: DEM
<form><form> Number of the series o</form></form>	87. 2000 FBESIDENTIAL ~ Downloaded. / / 10: 555.04737 View Sert. / / 10: 62.057.2000 000.000 Return Source: MAIL ~ ASENTEE ~ Return Source: MAIL ~ Online SO:28/2030 Itends Evaluation _ Challinge Code Devended To	Bector: 0103/2020 (1957) 2020 PEESIDENT VoterID: 00 (55104737) # Issued: 1 Issd: 02/03/2020 00 Category: PERMANENT AGSENTEE Source: MAIL Source: 044
Maing Adj Bedrams Connerts Rejet Lat Tara Versition Oc Connerts	MattoFRay	Type App: How Recd: Voting Form: Appl. Date:
Chief in oddr The Prough of Program where the fact of California That is and the special of a grant of a gran	dd	Mailing Add Comments Reject
Dediet sky here de Parjale outbrane a las layes de Caladio de Caladio de par sy parton ten rendro sequence and sale, que a gen antibios de Addiet de de de la de layes par cancel on ingrane de juristicion y ans estas eleccionas. Martines a la de la d	Authorities I Authorities Autorities Autorities Autorities Autorities and Autorities Autoriteautorities Autorities Autorities Autorities Autorities Autoritie	claration of Voter / Declaracion del Votant die oder he Pivaly d'Payry net he lass of he Sale of Calitana la on shen terre spasso o ha everley. Lei an a residen of he present orde, reside al he address shen, and ane velera regide far nor risert to table fiber any offer similarities of the sector.
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370 PAMELA WAY		Internet as the internet registrate of the internet of registrate of internets.
X Matter Ray		MattoFRom
Dute / Pecha BECK-ASHOR - JOHN BULY WAR ES	Code / Fecha	Date / Fecha

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 challenegd as VAV. VAV is takes priority over NMS-1.

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

Voter Ele	ction District Flags		
Voters Name an	d Address on File:		
Current Ballot I	Information	Current Ballot	Information
Name:	MR MATTHEW F RANGER	Name:	MR MATTHEW F RANGER
Address:	370 PAMELA WAY	Address:	370 PAMELA WAY
	BARSTOW, CA 92311		BARSTOW, CA 92311
Mailed To:	370 PAMELA WAY	Mailed To:	370 PAMELA WAY
	BARSTOW, CA 92311		BARSTOW, CA 92311
Ballot Type:	3174	Ballot Type:	3174
Deather	DEM	Doub.	DEM Anton Deliver

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

Active B	Active Ballots VBMs: 1 Provisionals: 0 Polls: 0								
ID	Date	Title	SOS_ID	VBM	Prov	CVR	Poll/VC	County	
1	09/14/2021	SEPTEMBER 14, 2021, CALIFORNIA GUBERN	5225					San Bernardino	
A = ACC R = RE	EPTED	S = SUSPENDED L = ISSUED, NOT RETURNED						Ok	
A = ACC R = RE	EPTED TURNED	S = SUSPENDED I = ISSUED, NOT RETURNED							

4. 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*.

SOS_ID	VBM	Prov	CVR	Poll/VC	County
4397	L				San Bernardino
4397					San Bernardino

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 <u>Voter Already Voted (VAV</u>) section of this procedure.

Accepted VBM							
As you can see		SOS_ID	VBM	Prov	CVR	Poll/VC	County
this VBM was	ERN	4397	А				Orange
accepted in		4397					San Bernardino
different county.							
· ·)) · · · · · · · · · · · · · · · ·							
Polls Credit		SOS_ID	VBM	Prov	CVR	Poll/VC	County
Polls Credit	ERN	SOS_ID 4397	VBM	Prov	CVR	Poll/VC YES	County San Bemardino
Polls Credit	ERN	SOS_ID 4397 4397	VBM I	Prov	CVR	Poll/VC YES	County San Bernardino San Bernardino

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.

\$		***** PERM AV *****(COVR)
Voter De	tails Properties Misc Notices/Flag	s VoteCal
County	Info State Info (SV)	Name Prior Name Alternate Name
Voter ID:	65114737	Name Prefix: MR
Status:	ACTIVE	First: MATTHEW

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.

Г						
\$						٤
Voter Details Prope	erties Misc Notices/Flags Vo	oteCa	al			
PVBM Voting			Connected Record	ls		
Category:	PERMANENT ABSENTEE		List Household	Commen <u>t</u> s	Last Transaction	
Type App:	~	1			<u>_</u>	
How Received:	~	-	<u>A</u> ttachments	Voting <u>H</u> istory	Referral	
Delivery 1:	MAIL ~	-				

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	Α	Α	C	S
09/14/2021	SEPTEMBER 14, 2021, CALIFORNIA GUBER	Y	N		N	Y	N	Р	М
11/03/2020	2020 PRESIDENTIAL GENERAL ELECTION	Y	Y		N	Y	Y	Ρ	М
03/03/2020	2020 PRESIDENTIAL PRIMARY ELECTION	Y	N	DEM	N	Y	N	Ρ	М

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	М		MAL N

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

Ok	

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.

Criteri	a Results
Search Scop	e ● Statewide/County

- 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.

SSN, DL, IDs and Mailing Address					
Search Options					
Driver License:	SSN4:				
HAVA ID:	Include Historical HAVA ID				
Affidavit:	Include Aff Historical Values				
State VID:					

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	P١	LAST NAME	FIRST NAME	INT	COUNTY	DOB
\rightarrow	Α		RANGER	MATTHEW		ORANGE	1/1/1985
	С		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.

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.



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

<u>چ</u>	* PERM AV *****(COVR)
Voter Details Properties Misc Notices/Flags	VoteCal
County Info State Info (SV)	Name Prior Name Alternate Name
Voter ID: 65114737 Status: ACTIVE Reason: 99-OFFICE UPDATE Affidavt: 85BY921655 Sig: 01 DMV Lic: SSN:	Name Prefix: MR First: MATTHEW Middle: F Last: RANGER Suffix: V 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: V Bldg: Unit #: City: SAN BERNARDINO Zip: 92415 Prec: Manual Address	Str/Bx:
Print	<u>O</u> k <u>C</u> ancel

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 ~		X Verfied?	
Stub:		Challenge Code:	VOTER ALREADY VOTED	\sim
Type App:	~			
How Read		M	1, 20	
non nocu.			THAK.	/

21. Press the **Backspace** key.

	Challenge Code:	~	
22. Click O	OK.		

Last <u>T</u> rans	<u>V</u> iew Batch	<u>O</u> k	<u>C</u> ancel

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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