

ELECTIONS OFFICE OF THE REGISTRAR OF VOTERS

Reviewing and Overturning Voter Notification (NOTIF) Challenges

PROCEDURE DOCUMENT – Version 1.2

Yahaira 09/29/2022

Reviewing and Overturning Voter Notification (NOTIF) Challenges

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Purpose

This procedure is to be used in Ballot Department and is not applicable in any other department. Steps in this procedure involve coordinating with the Voter Records (VR) Department. The Voter Notification (NOTIF) challenge is used Vote-By-Mail (VBM) envelopes and ballots that have notes for the Ballot Department on them, such as, "cancel my registration", "address change", etc... The goal of this procedure is to assist the Signature Verification team in identifying, processing, overturning, and potentially validating NOTIF challenged VBMs.

Scope

In this procedure you will learn to identify, challenge, and overturn NOTIF Vote-By-Mail envelopes and ballots. This procedure does not cover all possible scenarios but will outline the most common occurrences.

Note: This procedure is intended for Supervisors and Lead Staff.

Supplies Needed

- Challenged Ballot Labels
- File Organizer Tags
- 2x 1 foot Mail Tray
- Mail Tray Labels: "CHALLENGE TYPE: VOTER NOTIFICATION (NOTIF)"
- 1x Mail Tray with "Overturned to Valid: Voter Notification (NOTIF)" signage

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.

DIMS.net

Logging into DIMS.net

1. Double-click the DIMS.net icon.



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

RUNBECK ELECTION SERVICES	DIMS.net Election Management Syste	em
	Logi Using: My Windows Account v User Name: Password: Login	
Login To: Prod EMS	✓	<u>C</u> lose

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

Setting the Default Election

1. Click on the <u>E</u>lections menu.



2. Click Change Default Election.



3. A *Select Default Election* window will appear. If the election displayed is correct, click **Yes**.



Incorrect Default Election

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

Select Default Election	
Use the default election currently set to: 11/03/2020 (3958) 2020 PRESIDENTIAL GENERAL ELECTION	Yes 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. Click on the correct election and then click the **Select** button.



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



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 **AVID**.

🔎 Find Voter											- • ×
All By Name Check desi	A By Ad ired searc	I C dress By Nam h method then ente	P F e/Address By ID r criteria								
AV ID Voter ID Affidavit Drvrs. Lic SSN State ID	∠ 3.				L <u>o</u> cate						
# Email Fax/Phon Stub Num	le 2 Iber	P. AFFIDAVIT	LAST NAME	FIRST NAME	INT	DOB	POB	HOU	FR I	PRE	STREET
AVID											

4. A *Select Default Election* window will appear. Verify that the election displayed is correct. Click **Yes**.

Select Default Election	
Use the default election currently set to: 08/31/2021 (4119) 2021 CONSOLIDATED MAIL BALLOT	Yes No
	.:

Note: If the election option is incorrect, click **No** *and go to the* **Incorrect Default Election** *section of this procedure.*

5. Type in the **AVID** number found at the bottom right of the VBM under the large barcode. Click **Locate** button.



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

۶	Find Voter							-	- • •
1	All	A I		C P	F				
	By Name	By Address	8	y Name/Address	By ID				
	Check desi	ired search meth	iod the	in enter criteria					
	AV ID	125	5461			Lgcate			
			nd. Cr	anfidentials 🗌 Ne	eds Evaluation				
[#	STATUS	Ρ.	AFFIDAVIT	LAST NAME	FIRST NAME	 INT	DOB	POB
	1	Α	Y	81F485642	RANGER	MATTHEW	F.	02/29/1976	TX

7. An Absentee Voter window should appear. Click No.

Absentee Voter	\times
Voter is Not Active. Access Voter's Record?	
<u>Y</u> es <u>N</u> o)

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



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



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



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

Voter Notification (NOTIF) Challenges

Voter Notification (NOTIF) is a challenge code used when someone writes information on the VBM envelope that indicates potential changes to a voter's record. Any writing on the Vote-By-Mail envelope that indicates a change in name, address, or registration status is a Voter Notification (NOTIF). Be sure to ignore any writing on the VBM that doesn't indicate a change, such as, "[*Name of politician*] for office!", or "I love to vote", these notes do not need to be added to the voter's record.

Researching NOTIFs

Before identifying the type of notification the VBM has, we must verify the voter's information and conduct research on their voting history for the current election.

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.



Note: If there is no signature on the VBM and only a notification, continue to the <u>Identifying Voter</u> <u>Notification (NOTIF)</u> section of this procedure.

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

Voter	Election	on	District	Flags					
Voters Name and Address on File: Current Ballot Information Name: MR MATTHEW F RANGER Address: 370 PAMELA WAY BARSTOW, CA 92311 Mailed To: 370 PAMELA WAY BARSTOW, CA 92311				Current Ballot In Name: Address: Mailed To:	formation MR MATTHEW F RANG 370 PAMELA WAY BARSTOW, CA 92311 370 PAMELA WAY BARSTOW, CA 92311	ER			
Ballot Ty Party:	pe:	3174 DEM	ſ			Ballot Type: Party:	3174 DEM	Active Ballots	

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



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					San Bernardino

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

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

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

File	Voters	Precincts	Streets	Districts	Polls	Workers	Elections	Miscellan	eous
		-		4				*	
0	- d Veter								HEW F
2 Eu	nd voter						-		

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

		×
Voter Details Properties Misc Notices/Flags	VoteCal	
County Info State Info (SV)	Name Prior Name Alternate Name	
Voter ID: 65114737	Name	

7. Click on **Voting History**.

-1990						
Voter Details Prope	erties Misc Notices/Flags	VoteC	al			
PVBM <u>V</u> oting			Connected Recon	ds		
Category:	PERMANENT ABSENTEE	\sim	List Household	Commen <u>t</u> s	Last Transaction	
Type App:		\sim			<u>.</u>	
How Received:		\sim	<u>Attachments</u>	Voting <u>H</u> istory	Re <u>f</u> erral	
Delivery 1:	MAIL	~				

8. 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".

Date	Title	Eliq	V	Party	Ρ	Α	Α	C	S
09/14/2021	SEPTEMBER 14, 2021, CALIFORNIA GUBER	Y	N		Ν	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	Ν	Р	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. Continue processing the VBM, and reference the <u>Voter Already</u> <u>Voted (VAV)</u> section of this procedure.

9. Click **Cancel** on the voter's record.

Post: V Bldg: Unit #: City: SAN BERNARDINO Zip: 92415 Prec: Manual Manual	Str/Bx:
Print	

10. Make sure that the *New AV/VBM's by Voter ID Number* and Find Voter windows remain open.

DIM	S New Ele	ction Techno	ology							
<u>F</u> ile	Voters	Precincts	<u>S</u> treets	Districts	Polls	Workers	Elections	<u>M</u> iscellaneo	us <u>T</u> ools	Wi <u>n</u> dow
		*		2	W			ä		
P Find V All By Na Ored	loter A me By Addre c deared search n ID V 6 C	I C ss By Name/Add withod then enter often 5104737] Incl. Confidentials	P F ess By ID a Needs Evaluatio	I Voter Voter Carren Name: Addres Mailed	V/VBM*s by V Election Vame and Adde t Ballot inform MR s: 37 BAV To: 37 BAV	Inter ID Number		Current Ballot Infor Name: M Address: 3: Bu Mailed To: 3: Bu	INAÉION IR MATTHEW F RANGE 70 PAMELA WAY ARSTOW, CA 92311 70 PAMELA WAY ARSTOW, CA 92311	R

Identifying and Overturning Voter Notification (NOTIF)

Once the voter's identity has been confirmed and their voting history has been research it is time to identify the type of Voter Notification that is being processed. Some of the voter notifications on the VBM will be processed differently so it is very important to accurately identify them.

Name Change

Name changes happen often; people get married or divorced and change their last names, or see a name they like more and change it to that. There are forms to fill out that acknowledge these changes but some voters aren't aware of those forms and decide to simply write this change on their returned VBM.



Note: if the signature on the VBM is different than the one on file because their last name has changed, this VBM will now be challenged as Non-Matching Signature-1 (NMS-1). Go to the <u>Non-Matching</u> <u>Signature-1 (NMS-1)</u> section of this procedure.

Address Change

When a voter moves they may write on their VBM envelope to notify us.

Declaration of Voter / Declaración del Votante	Authorized Return Agent	Agente de Devolución Autorizado
I declare under the Penalty of Parjury under the laws of the State of California that I am the person whose name appears on this environce, that I am a readent of the precisic is which I am voltog, reside it the address shorts, and have notiker applied for nor intend to apply for a mail ballot from any other jurtacidon for this election.	A voter who is unable to relian the ballat may designate any person to relian the traffect to any polling plane or drug-off totalium to Galifumia.	Un instante que no ese organ de deustrar la buera puede designer a inuelquier perforte para que desuañon fo bolete a tualquier cestile electroario puerto de entrega en California.
Declaro bajo Pene de Pesjuio conforme a las kyso del Estado de California que soy las persona caso nonchre aparece en este sobre, que osy residente del dottos dectoral en el que vetaré, que resido en la dirección que se muestra, y que no he solobado ni interetado solicitar una bolista por cimero de infiguras del pumbición para estas elecciónes.	Post name of the authorized parson Render on lates de regnerie de la parsona autoritada	tending to the voter Bigratum of the sufficient person shouse al voterty
Warning: • Tour Easter will not be counted unless you wign in your own handwriting. Your signature must compare to your signature on file at the Registrar of Voters office. • Unling bases constitutes a screen.		
Advantancia: No ne contanté su boliete a menos que la finne con su propie letra. Su finne debe ser équiparable a su finne registrates en la clicina del Registra de Volantes. Vidar des veras constitues en debo.		
MR MATTHEW F RANGER 12 2 114 1 1 AVE		
MUTTO BOT	Stow CA	
× Mattor Kon	a2311	100
Voter's Signature / Firma del Votante	2	
Voter's Signature / Firma del Votante		
Votec's Bigusture / Frena del Votarile Date / Fecha		04737

Note: Address changes will simply be overturned to Valid if the signature matches what is on file and there is no voting history for the current election. Follow the same instructions in the <u>Name Change</u> section of this procedure.

- 1. If the signature on the VBM matches what is on file and there is no voting history for the current election, the VBM must 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

Source:	MAIL	~	Verfied?	
Stub:		Challenge Code:	VOTER NOTIFICATION	~
Traches				

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

3. Press **Backspace** key.

		Challenge Code:				V
4.	Click (DK.				
		Last Trans	View Batch	Ok	Cancel	

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.

Challenge Code:	×	

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



- 8. Write the following on the Challenge Resolution Label:
 - "Overturned from NOTIF to Valid"

• The date and your initials.

Cancel Registration

Some voters want to cancel their registration but do not know what paperwork to fill out so they simply write it on their VBM envelope.



1. Within the *New AV/VBM's by Voter ID Number* window click on the arrow for the Challenge Code drop down list.

Source:	MAIL ~		Verfied?	
Stub:		Challenge Code:	VOTER NOTIFICATION	\sim
Type App:	Y			_

2. Select Cancelled.

Challenge Code:	VOTER NOTIFICATION	
	BAD SIG ON FILE	~
	BALLOT MISSING FROM ENVELOPE	
	BALLOT WAS NOT RECEIVED ON TIME	
	CANCELED - IN REVIEW	
	CANCELLED]
	IN REVIEW	
	INACTIVE	
	MISSING OR INCORRECT ADDRESS ON ENVELOPE	
	MULTIPLE BALLOTS RETURNED IN ONE ENVELOPE	
,	NO ID PROVIDED	
	NO VOTER SIGNATURE	
	NO VOTER SIGNATURE-1	4

3. Click **OK**.

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

- 4. Write the following on the Challenge Resolution Label:
 - "Overturned from NOTIF to CNCLD"

• The date and your initials.

Coordinate with Voter Records (VR) Department

All Voter Notifications, no matter the type, need to be documented for the Voter Records (VR) Department.

1. Using Copier 4, scan the VBM. (signature side down) into the Ballot folder (L:\Ballot\Z_Temp_Transitional\Scan)



Note: Scan both sides of the VBM envelope if the notification is on the front of envelope.

2. Within *File Explorer*, rename the scanned file by the voter's **AV ID** number found at the bottom right of the Vote-by-Mail envelope under the large barcode.

is PC > OPS (\\sbcounty.gov\rov) (L:) > Ballot > Z_Temp_Transitional > Scan						
Name	Date modified	Туре				
Archives	10/22/2021 1:04 PM	File folder				
📙 Mail Ballot Drop Box Ballot Security Log	9/24/2021 2:01 PM	File folder				
	4/22/2021 10:37 AM	File folder				
SKM_C750i21110308490	11/3/2021 9:50 AM	Adobe Acrobat D				
A 65104737	11/4/2021 1:16 PM	Adobe Acrobat D				

3. Cut (Ctrl + X) and paste (Ctrl + V) the scan into the *Voter Notification (NOTIF) Scans* folder for the correct election in File Explorer. *L:\Ballot\Signature_Verification\Voter Notification*



(NOTIF) Scans\2021\Current Election \Notification Scans

This	This PC > OPS (\\sbcounty.gov\rov) (L:) > Ballot > Signature_Verification > Voter Notification (NOTIF) Scans > 2022-11-08_General_Election							
^	Name	Date modified	Туре	Size				
	NID Scans	9/20/2022 1:09 PM	File folder					
	Notification Scans	9/20/2022 1:09 PM	File folder					
	Voter Notification (NOTIF)_2022-11-08_G	9/20/2022 1:10 PM	Microsoft Excel W	17 KB				

4. Open the Voter Notification (NOTIF) spreadsheet located within the current election's parent folder.



- 5. Enter the following information:
 - a. AV ID
 - b. Voter ID
 - c. Notification type (Ex. Address change, name change, request to cancel voter record, etc...)
 - d. Any relevant comments (Ex. Out of state move, last name incorrect)
- 6. Click the floppy disk in the top left corner of the spreadsheet to save. Close spreadsheet.

File	Home	= Inse	ert Page Layo	ut Formulas	Data	Review	View	Table Tools Design	Vot Q	er Notification Tell me what	(NOTIF)_20 you want to	21-09-14_Gube
-	& Cut		Calibri	- 11 - A A	=	= %.	₽v	Vrap Text		General		
Paste	Format Pai Clipboard	nter ra	В <u>I</u> <u>U</u> - Fo	🖽 - 🚺 - 🛕 - Int n	IF	Alig	i i i i i i i i i i i i i i i i i i i	derge & Center	- 6	\$ - % • Numb	*_0 _00 *0 *0	Conditional Formatting *
C5			c v fr	ADDRESS CHANG	3E							
	А	1	8	с		D		E		F	G	н
1	AVID		Voter ID	 Notificatio 	n 💌	Comment	s 💌	Status	•			
2	65104737		651123	Address Chan	ge			Complete				

Non-Matching Signature – 1 (NMS-1)

If the signatures in the voter's record do not match their corresponding VBM but it has otherwise been confirmed that this is the correct voter (address, name, AVID are a match), the NOTIF challenge must be changed to Non-Matching Signature-1 (if this VBM has been NMS-1 in the past, it must be challenged as NMS-2 now).

1. Within the *New AV/VBM's by Voter ID Number* window click the arrow for the Challenge Code drop down list.

Election:	03/03/2020 (3957) 2	2020 PRESIDENTIAI ~	Downloaded:	11	
VoterID:	61875 ID:	65104737	Voter Sent:	11	
# Issued:	1 Isad:	02/03/2020 00:00:00	Return Source:	MAIL	~
Category:	PERMANENT ABS	ENTEE ~	Return Date:	10/28/2020	Needs Evaluation
Source:	MAIL	~		Verfied?	_
Stub:			Challenge Code:	VOTER NOTIFICA	ATION 🕓
Tune Anni		~	-		

2. Select Non-Matching Signature-1.

Challenge Code:	VOTER NOTIFICATION		~
	NO SIG/BAD SIG ON FILE		
	NO VOTER SIGNATURE		
	NON-MATCHING SIGNATURE		
	NON-MATCHING SIGNATURE-1	-	_
	NON-MATCHING SIGNATURE-2		
11 1	NON MATCHING CICNATURE 2		

3. Click **Ok**.

Note: You may see a Yellow Light Scenario window indicating that the voter's record has a status other than active. Click *Continue* if this happens.

- 4. Write the following on the Challenge Resolution Label:
 - Overturned from "NOTIF" to "NMS-1"
 - The date and your initials.

Voter Already Voted (VAV)

If within the *Voting History* window or the *Active Ballot* window there is evidence that the voter has already voted, the challenge code must be changed from NOTIF to VAV (Voter Already Voted).

1. Within the *New AV/VBM's by Voter ID Number* window click the arrow for the Challenge Code drop down list.

VoterID:	61875	ID:	65104737	Voter Sent:	11	
# Issued:	1	Ised:	02/03/2020 00:00:00	Return Source:	MAIL	~
Category:	PERMANENT ABSENTEE			Return Date: Challenge Code:	10/28/2020	Needs Evaluation
Source:	MAIL ~				Verfied?	
Stub:			VOTER NOTIFICATION			

5. Select Voter Already Voted.

Challenge Code:	VOTER NOTIFICATION	\sim
	PLEASE CONTACT YOUR COUNTY FOR FURTHER INFORMATION. PROVISIONAL CHALLENGE VBM BALLOT WAS UNDELIVERABLE VOTER ALREADY VOTED	^
	VOTER DECEASED VOTER NOTIFICATION	

6. Click **Ok**.

Note: You may see a Yellow Light Scenario window indicating that the voter's record has a status other than active. Click **Continue** if this happens. You may also see a Red Light Scenario window stating that the voter has already voted. Click **Continue** if this happens.

- 7. Write the following on the Challenge Resolution Label:
 - Overturned from "NOTIF" to "VAV"
 - The date and your initials.

Receiving NOTIFs from Extraction

During the extraction process VBM envelopes that have notes from a voter such as address or name changes must be challenged as NOTIF by resolution staff (this challenged code will not be reflected on DIMS, once a VBM envelope makes it to resolution, it has been validated on DIMS previously). These NOTIF challenged VBM envelopes are given to the Challenged Ballot Resolution Lead for processing. Once you receive these VBM envelopes you will process them just same as other NOTIF challenged VBM envelopes. Follow all the same steps as instructed in the procedure.

Authorization

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Version Written By: Lydia Charles	