REGISTRAR OF VOTERS

Reviewing and Overturning Voter Notification (NOTIF) Challenges

PROCEDURE DOCUMENT – Version 1.2

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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.

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.
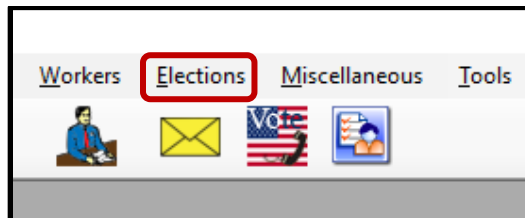
DIMS.net

Logging into DIMS.net

1. Double-click the DIMS.net icon.

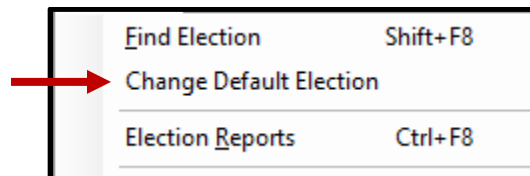2. Click on the **Login** button.

*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.*
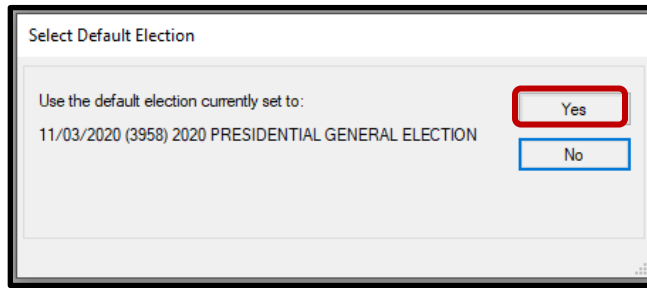
Setting the Default Election

1. Click on the Elections menu.
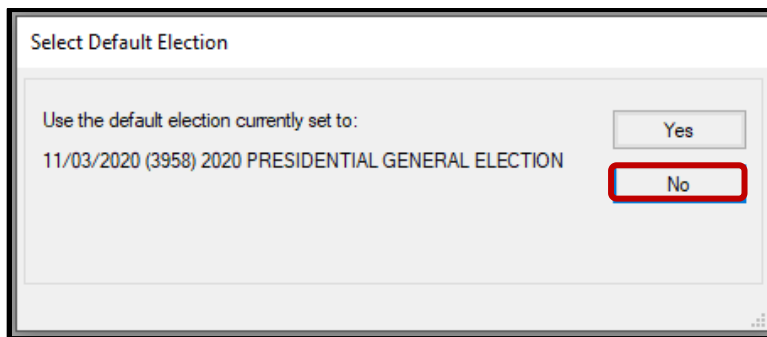

2. Click Change Default Election.

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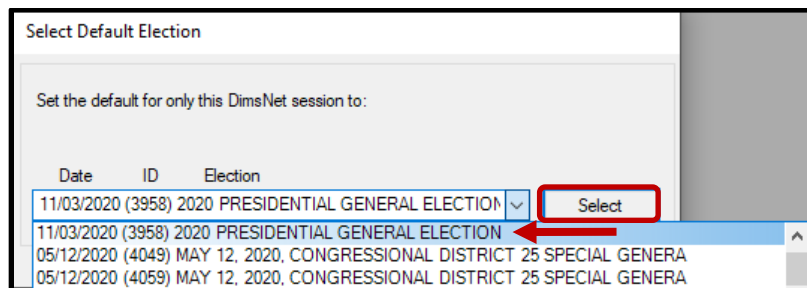

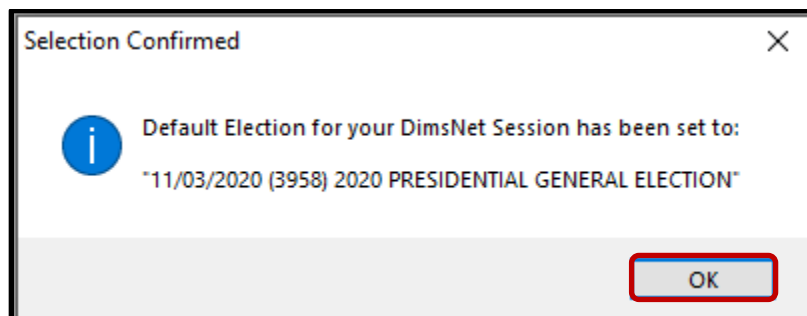## Incorrect Default Election

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

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.

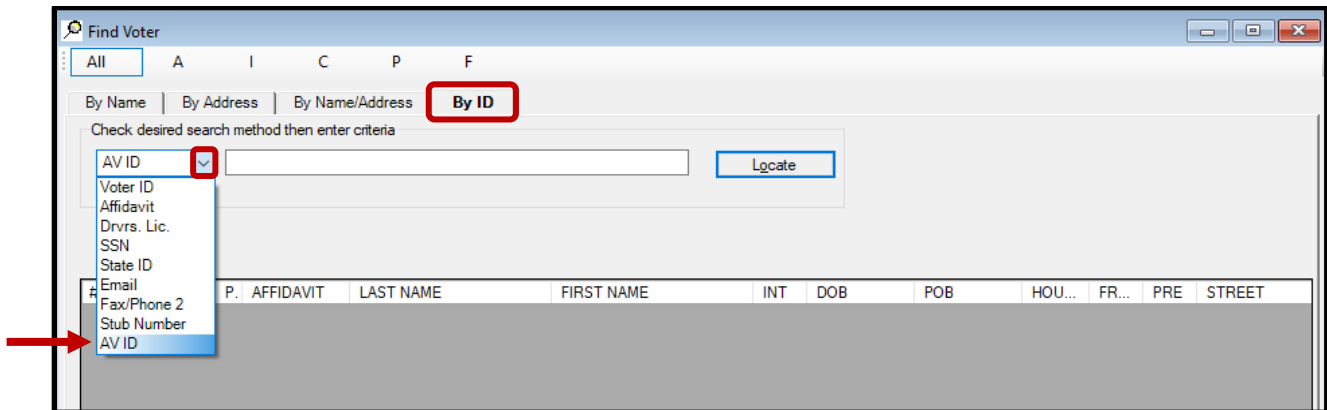3. A *Selection Confirmed* window will appear. Click **OK**.
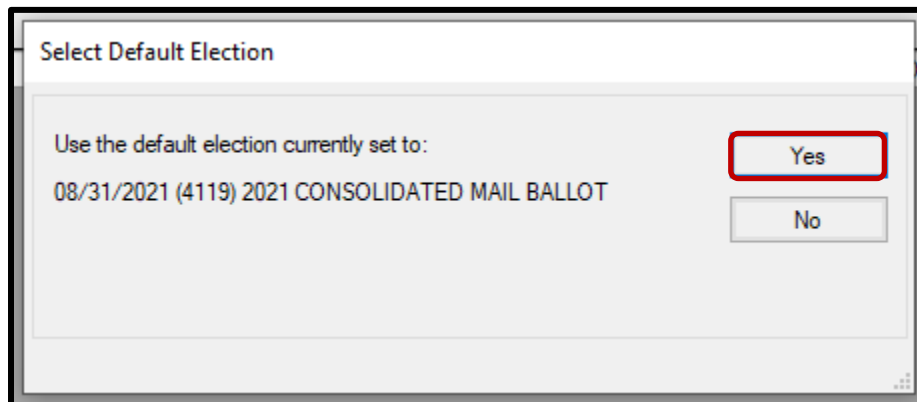
Locating Voter Record

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 **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 of this procedure.*

5. Type in the **AV ID** 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.

7. 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.*
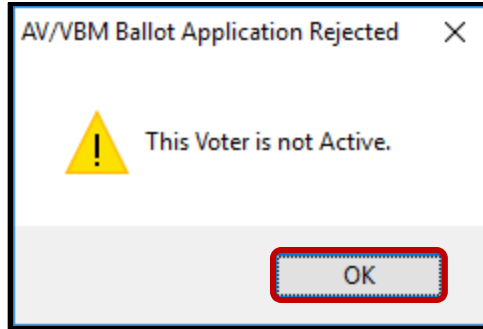
8. An *AV/VBM Ballot Issued* window should appear. Click **OK**.
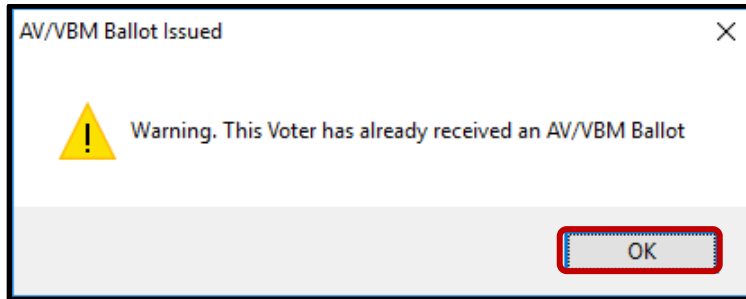
9. A *Rejection Notice* window should appear. **Always**, click **No**.
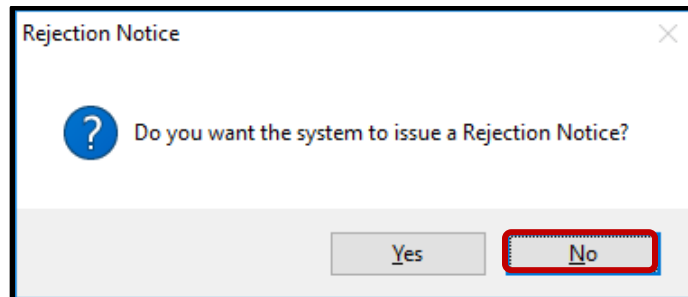
Note: We never issue rejection notices to voters. This requires a higher authority.

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 Identifying Voter Notification (NOTIF) section of this procedure.*

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

3. Verify that the voter has only one issued VBM in the *Active Ballots* window.
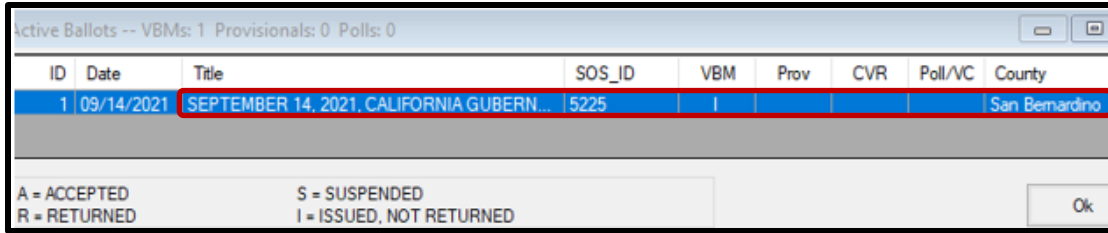
4. If there is more than one Active Ballot, make sure that the *VBM, Prov, CVR,* and *Poll/VC* columns are either blank or only have an "I" for *issued.*
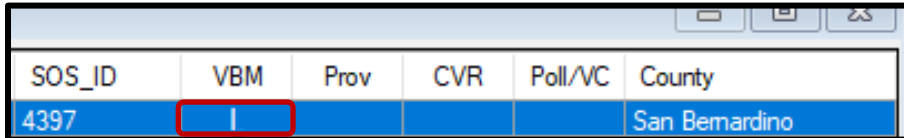
Note: If any of the VBM, Prov, CVR, and Poll/VC columns have an "A" for Accepted or "Yes" that means that this voter has already voted. Continue processing the VBM and reference the Voter Already Voted (VAV) section of this procedure.

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

5. In the top left corner of DIMS.net, click the **Find Voter Records** icon.
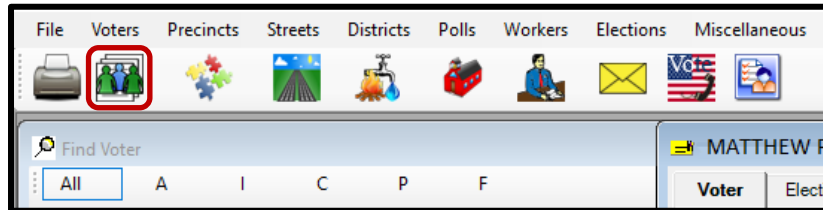
6. The voter's record window will appear. Click the *Misc* tab.
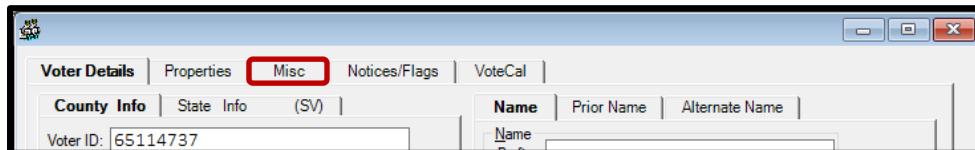
7. Click on **Voting History**.
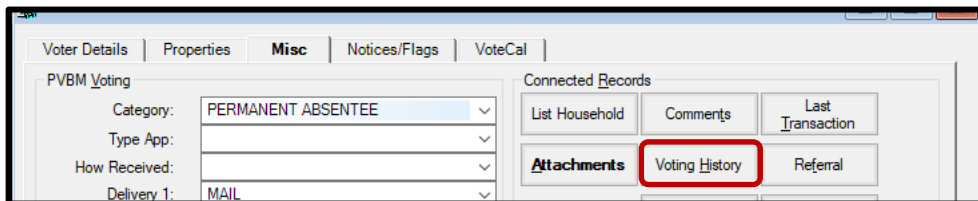
8. Within the *Voting History* window, verify that the current election is listed. If the current election is present, make sure that the *Voted* and *Poll Voter* columns have an "N".

Date	Title	Elig	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. Continue processing the VBM, and reference the Voter Already Voted (VAV) section of this procedure.*

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

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

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.
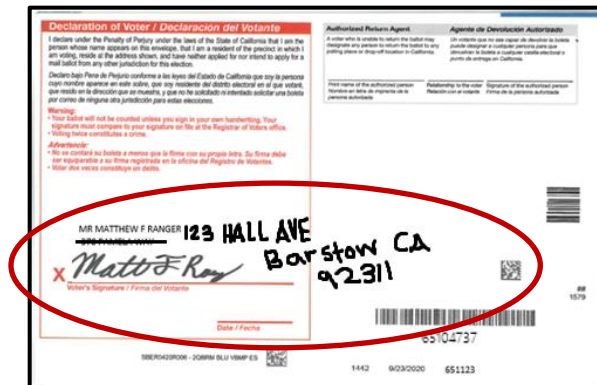
Name Change

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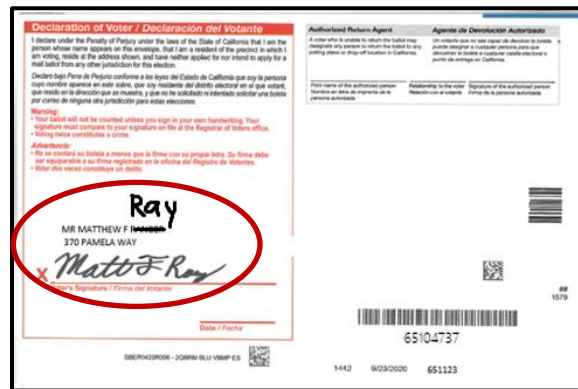
Note: if the signature on the VBM is different than the one on file because their last name has changed, this VBM will now be challenged as Non-Matching Signature-1 (NMS-1). Go to the Non-Matching Signature-1 (NMS-1) section of this procedure.

Address Change

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

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 Name Change 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
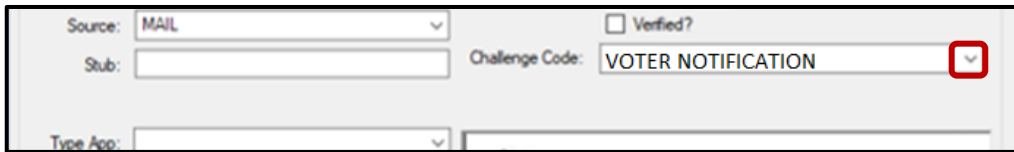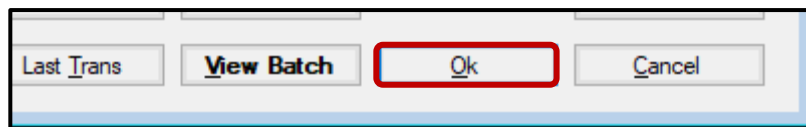

Note: The drop down menu will extend with the first click and retract with the second click, highlighting the current challenge code.
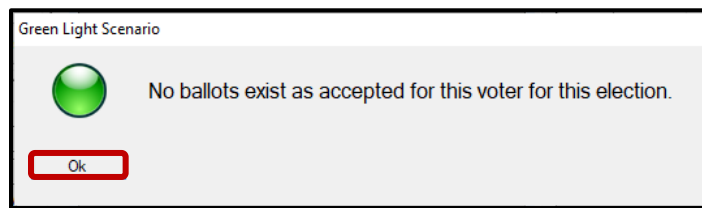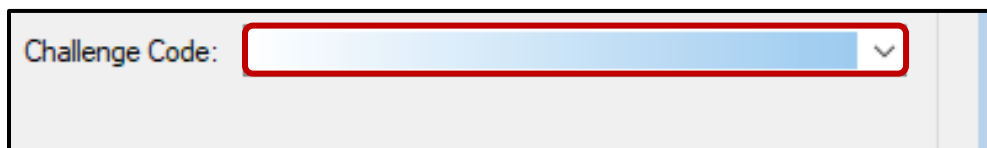
3. Press **Backspace** key.
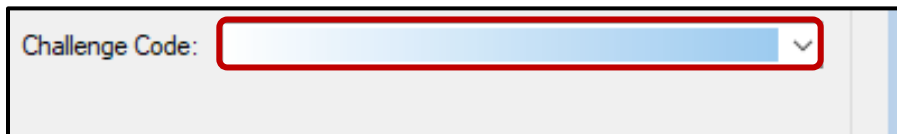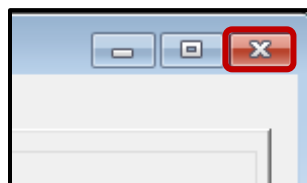

4. Click **OK**.

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

- The date and your initials.

Cancel Registration

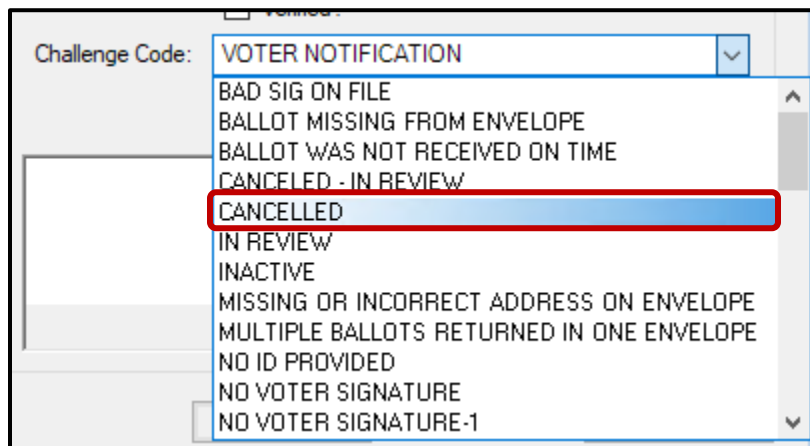Some voters want to cancel their registration but do not know what paperwork to fill out so they simply write it on their VBM envelope.
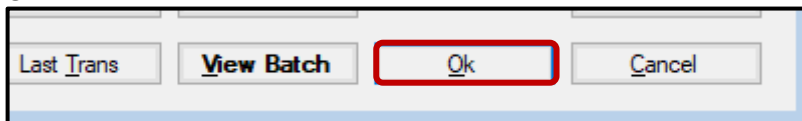

1. Within the *New AV/VBM's by Voter ID Number* window click on the arrow for the Challenge Code drop down list.
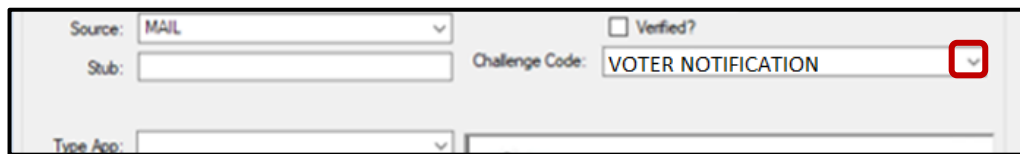
2. Select **Cancelled**.

3. Click **OK**.

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

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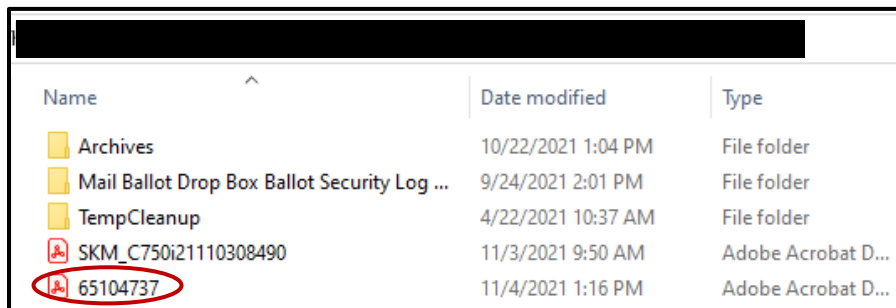
3. Cut (Ctrl + X) and paste (Ctrl + V) the scan into the *Voter Notification (NOTIF) Scans* folder for the correct election in File Explorer

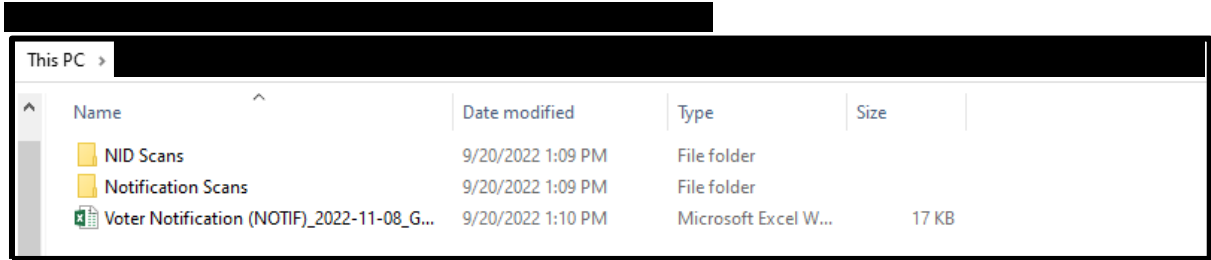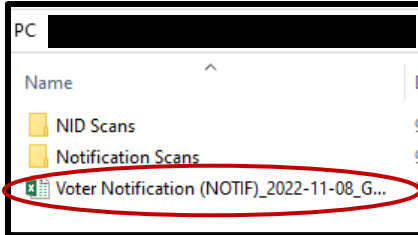4. Open the Voter Notification (NOTIF) spreadsheet located within the current election's parent folder.

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.
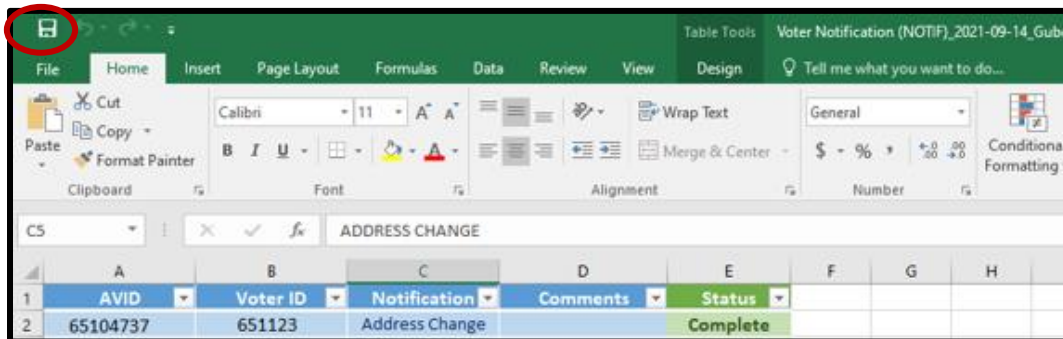
Non-Matching Signature – 1 (NMS-1)

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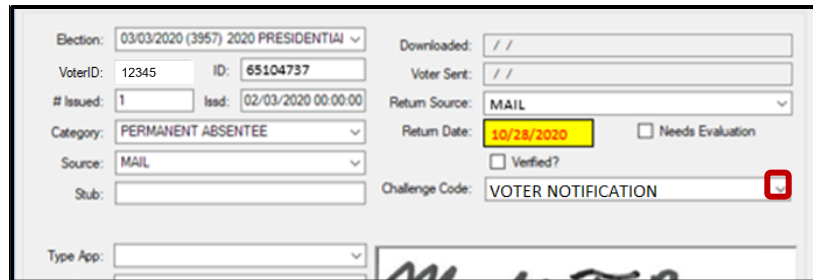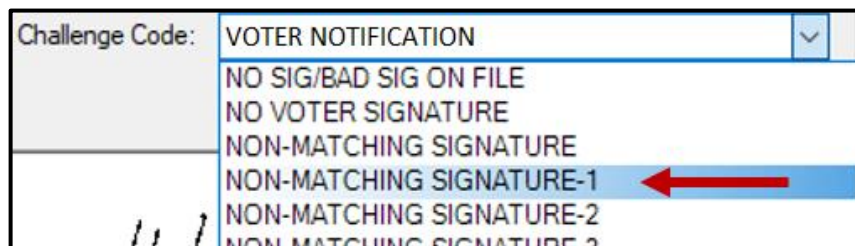is the correct voter (address, name, AVID are a match), the NOTIF challenge must be changed to Non-Matching Signature-1 (if this VBM has been NMS-1 in the past, it must be challenged as NMS-2 now).

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

2. Select **Non-Matching Signature-1**.

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.

5. Select **Voter Already Voted.**

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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