

REGISTRAR OF VOTERS

# Reviewing and Overturning Wanda Found a Problem (WANDA) Challenges

PROCEDURE DOCUMENT - Version 1.0

Lydia Charles 02/18/2022

# Reviewing and Overturning Wanda Found a Problem (WANDA) Challenges

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### **Purpose**

The purpose of this procedure is to assist in the process of reviewing a voter's Wanda Found a Problem (WANDA) challenged Vote-By-Mail (VBM) envelope to identify instances in which the challenge can be overturned to Valid or another code. VBM envelopes are often times challenged as WANDAs during Batch Mode because the voter's record has a Fatally Pended status. In order to overturn these challenged envelopes, thorough research and coordination with the Voter Records Department must occur.

### 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 vote-by-mail envelopes. This procedure does not cover all possible scenarios but will outline the most common occurrences.

### **Supplies Needed**

- Challenged Ballot Labels
- Desk File Organizer
- File Organizer Tags
- 1 Foot Mail Tray
- Mail Tray Label: "CHALLENGE TYPE: WANDA FOUND A PROBLEM (WANDA)"
- 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).

### **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.



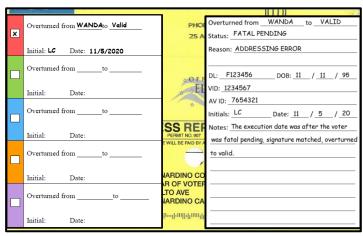
Place the first column of the label on the RIGHT-HAND side of the back of the envelope. Wrap the rest of the label around, onto front (left-hand side) of the envelope.

Check	Color Code	
First Check	Red	
Second Check	Green	
Third Check	Blue	

Each color on the label indicates a different check/step in the process. A new/different person must conduct each check.

### **Research Labels**

The Wanda Found a Problem (WANDA) challenge code will also need a research label. Research labels are used in this capacity to keep track of what research went into this envelope to help the next reviewers avoid doing extra work.



The Research Label will always be placed on the front of the envelope on the RIGHT-HAND side, unless previously indicated by supervisor.

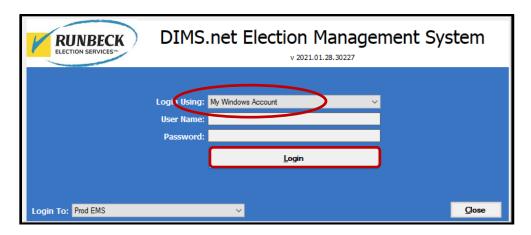
Revision Date: 02/18/2022

Note: When writing on any label, make sure to write neatly and legibly. Do not write too big or too small for the allotted space. Do not place the label over the signature, barcodes, legal information, or the hole in the center of the envelope. Do not leave any voter information blank on the Research Label. If there is no information to provide, put "N/A"

### **DIMS.net**

### Logging-In

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

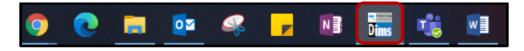


**Note:** Make certain that the **My Windows Account** option in the **Login Using** field is selected. Your user name should auto-populate in the **User Name** field. The **Password** text box should remain blank.

### **Launching Additional Windows of DIMS.net**

When researching Wanda Found a Problem (WANDA) challenges, it is highly recommended to open two or more windows of DIMS.net for efficiency.

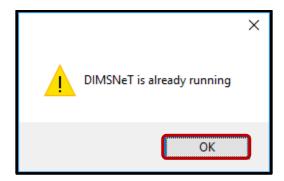
1. Right-click on the DIMS.net icon on the taskbar



2. Click on the DIMS.net icon



3. A pop-up window will appear, indicating that DIMS.net is already running. Click **OK.** 



- 4. Follow the steps for <u>Logging into DIMS.net</u> and <u>Setting the Default Election</u>.
- 5. Click the maximize icon in the right-hand corner of the dims window.

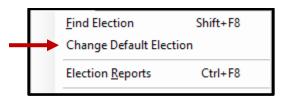


### **Setting the Default Election**

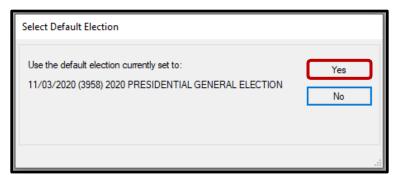
1. Click on the Elections menu.



2. Click Change Default Election.

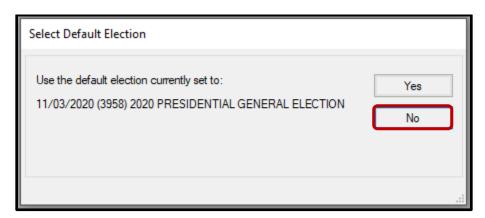


3. A *Select Default Election* window will appear. If the election displayed is correct, click **Yes**.

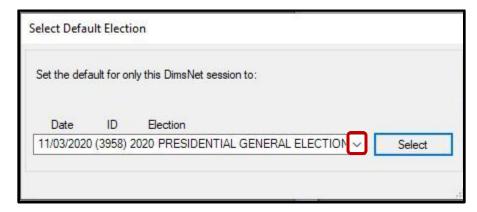


### **Incorrect Default Election**

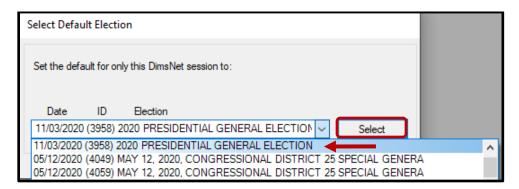
1. If the displayed election in the *Select Default Election* window is incorrect, click **No**.



2. The Select Default Election window will change to display a drop-down list.



3. Click the arrow of the drop-down list to expand it. Click on the correct election and then click the **Select** button.



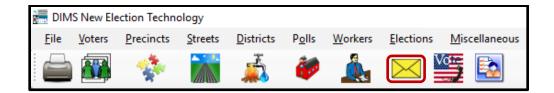
4. A Selection Confirmed window will appear. Click **OK**.



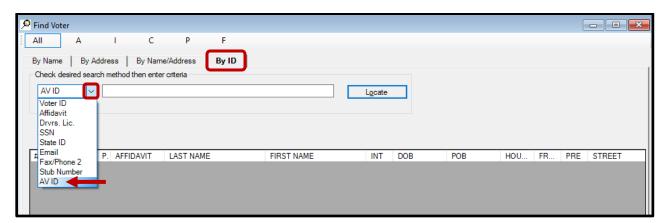
### **Locating Voter Record**

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

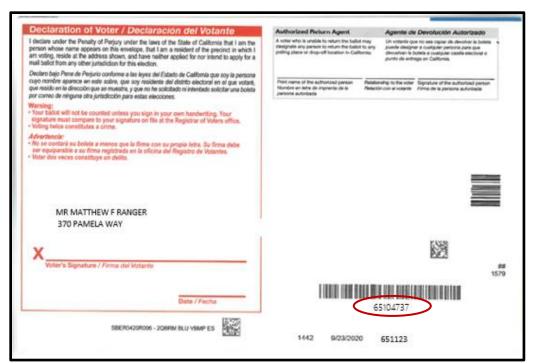




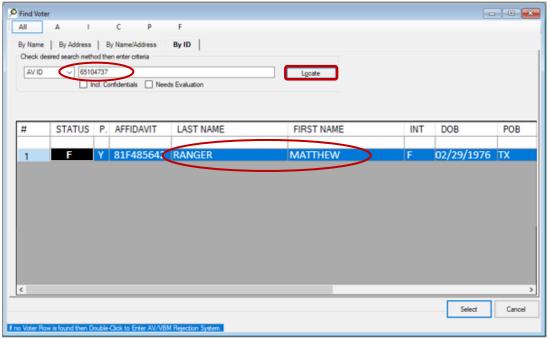
- 2. A *Find Voter* window will appear. Click on the **By ID** tab.
- 3. Click the arrow of the drop-down list and then select **AV ID** (Absentee Voter ID).



4. Type in the **AV ID** number found at the bottom right of the VBM envelope, under the large barcode. Click **Locate** button.

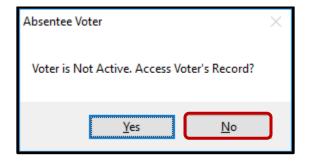


5. If the voter's name matches that of the ballot, double-click the voter's record to open the absentee voter module.

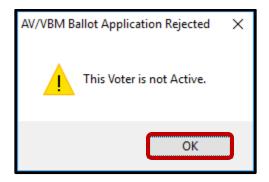


Note: The black "F" indicates that the voter is Fatal Pending. If the black "F" is not there, the voter's record may have been updated by the Voter Records Department prior to processing the VBM envelope.

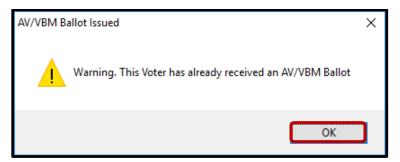
6. An Absentee Voter window should appear. Click No.



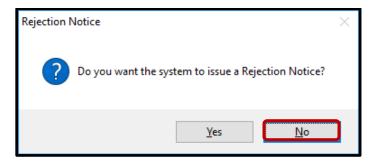
**Note:** You may see an AV/VBM Ballot Application Rejected window. Simply click **OK** if this occurs.



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



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



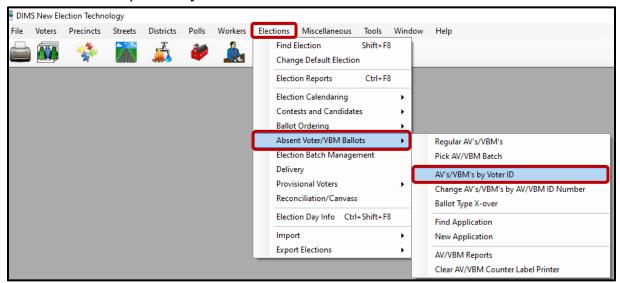
*Note:* We never issue rejection notices to voters. This requires a higher authority.

### **Voter Window Troubleshooting**

When processing Fatal Pended voters there may be some issues with opening their *New AV/VBM's* by *Voter ID Number* window using the *Enter Absent Voter Ballots* icon. If any issues occur (ex. Window will not open, the window open for a few seconds then closes, etc...) use the following workaround.

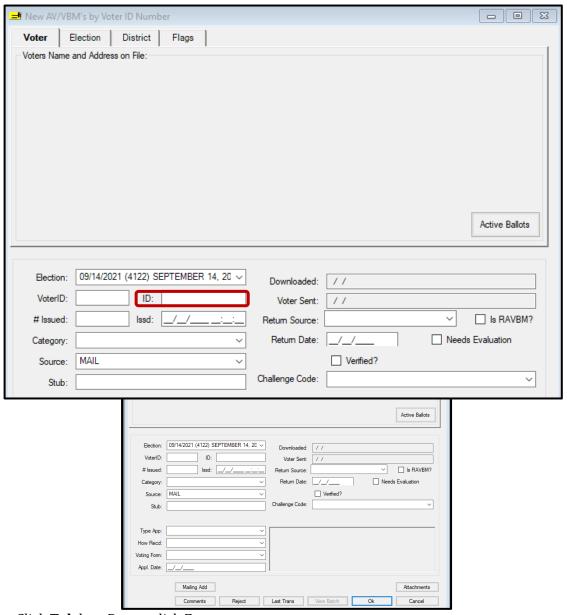
Note: If you do not have systems access, bring this to the attention of your supervisor, and vertically place the VBM envelopes that you cannot access back into the WANDA tray.

- 1. Click **Elections**.
- 2. Hover over **Absent Voter/VBM Ballots**.
- 3. Click on AV's/VBM's by Voter ID.

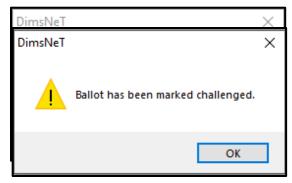


- 4.
- 5.
- 6. The *New AV/VBM's by Voter ID Number* window will appear.

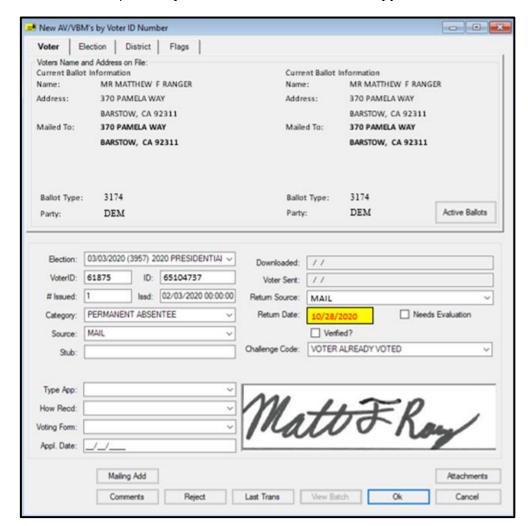
7. Click into the **ID**: box and input the AV ID located on the bottom right of the VBM envelope, under the large barcode.



- 8. Click **Tab** key. Do not click Enter.
- 9. Two *DimsNeT* windows may will appear. Click **OK** on both.



10. The voter's *New AV/VBM's by Voter ID Number* window will appear.



### Wanda Found a Problem (WANDA) Challenges

Wanda Found a Problem (WANDA) is a challenge code used when a voter's record status is "Fatal Pending". Fatal Pending means that the voter registered to vote with a non-residential address, an address that does not exist or is simply lacking information (i.e. an apartment number, a street directional, etc...).

The following are Fatal Pending, Reason codes that could be in a voter's record and how to process them.

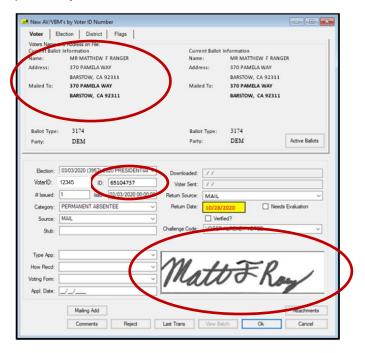
Reason Code	Meaning	Process
ADDRESSING ERROR	The address is completely incorrect or does not have a street directional (Ex. North, South, East, West, etc)	Continue to <i>Overturn to</i> <i>Valid</i> section
INET – NON RESIDENTIAL ADDRESS	The voter registered online using a non- residential address	Continue to <i>Overturn to</i> <i>Valid</i> section
INET – NO STREET MATCH	The voter registered online using an address that either does not exist or the address was missing a street directional.	Continue to <i>Overturn to</i> <i>Valid</i> section
NON RESIDENTIAL ADDRESS	The address provided is not a residential address (i.e. a store, business, school, etc)	Continue to <i>Overturn to</i> <i>Valid</i> section
UNDERAGE VOTER	The voter will not be of legal voting age on or before election day.	Coordinate with VR. Go to the <i>Coordinate with VR</i> section of this procedure.

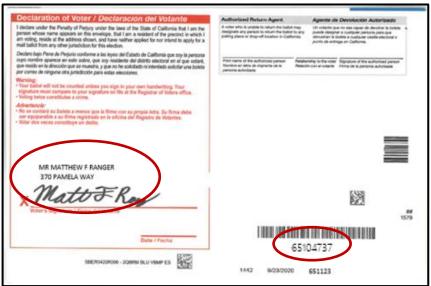
Note: Though the voter may register with incorrect or incomplete address information, there may also be times in which the voter submitted accurate information and it was simply data entered incorrectly. Although incorrect data entering may lead to Fatal Pended records, the VR Department will still find and correct those records before future elections.

### **Researching WANDAs**

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.





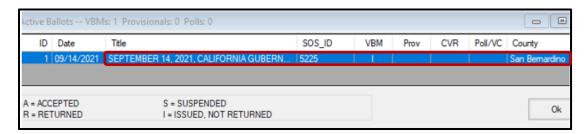
Note: if the signature on the on-hand VBM does not match the signatures on file, bring this to the attention of your direct supervisor, but continue to process the VBM. After Step 17, skip to the <u>Non-Matching Signature - 1 (NMS-1)</u> section of this procedure.

### Overturn to Valid

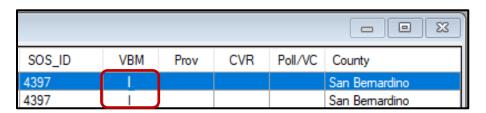
1. In the New AV/VBM's by Voter ID Number window, click on Active Ballots.



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

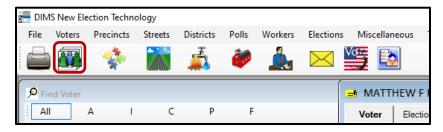


3. If there is more than one Active Ballot, make sure that the *VBM*, *Prov*, *CVR*, and *Poll/VC* columns are either blank or only have an "I" for *issued*.

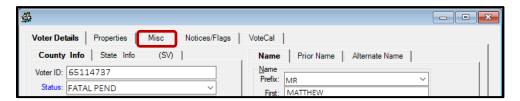


Note: If any of the VBM, Prov, CVR, and Poll/VC columns have an "A" for Accepted or "Yes" that means that this voter has already voted. Continue processing the VBM. After Step 17, skip to <u>Voter Already Voted (VAV)</u> section of this procedure.

- 4. Click **OK** on the *Active Ballots* window.
- 5. In the top left corner of DIMS.net, click the **Find Voter Records** icon.

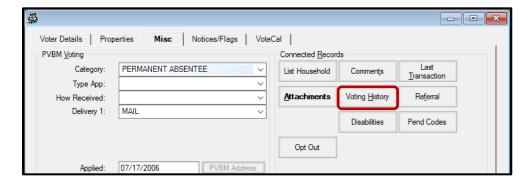


6. The voter's record window will appear. Click the *Misc* tab.

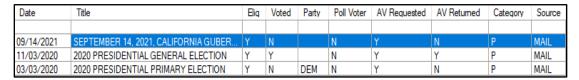


Note: While in the **Voter Details** tab, make sure to fill out the Research Label with the Status, Reason, DL, DOB, VID, and AVID.

7. Click on **Voting History**.

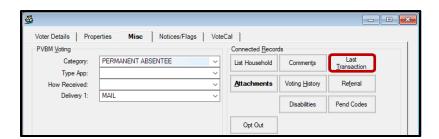


8. Within the *Voting History* window, verify that the current election is listed. If the current election is present, make sure that the *Voted* and *Poll Voter* columns have an "N".



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. After Step 17, skip to Voter Already Voted (VAV) section of this procedure.

- 9. Click **OK** to close the *Voting History* window.
- 10. Click Last Transaction.



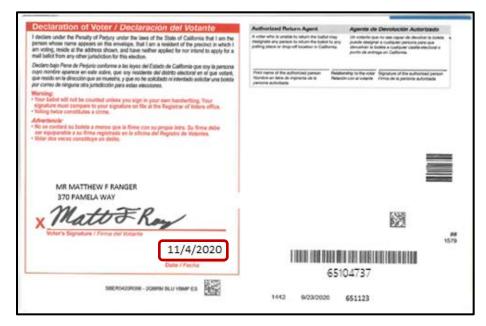
11. Under the *Field* column, look for "Status". The "Status" line will indicate when the voter's status was changed to "Fatal Pending" and what is was before.

#	TRANSACTION	FIELD	BEFORE	AFTER	TRANS DATE
1	88765432	STATUS	Α	F,	11/3/2020 9:28
2	88765432	REASON	99-OFFICE UPDATE	ADDRESSING ERROR	11/3/2020 9:28
3	88765432	HOUSE NUMBER	777	7777	11/3/2020 9:28
4	88765432	EMAIL ADDRESS		PRINCESSNFROG@GMA	11/3/2020 9:28
5	88765432	AFFIDAVIT NUMBER	56AA022813	85BY921655	11/3/2020 9:28
6	88765432	TYPE	AVE	ST	11/3/2020 9:28
7	88765432		Oct 2 2008 9:15AM	Nov 3 2020 9:28AM	11/3/2020 9:28

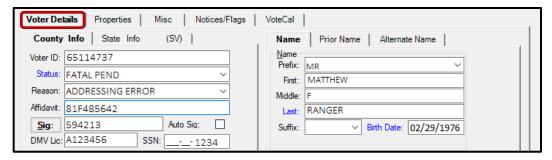
Note: Each line of the last transaction indicates what item was updated or changed on a voter record, the date it was changed, what it was before, and what it was changed to.

12. Compare the date that the voter's status became Fatal Pend to the execution date of their VBM envelope (the date the voter signed their mail ballot envelope). If the execution date is before the Transaction date, continue to step 13. If the execution date is after the Transaction Date, make a note of it, using the *Research Label Phrasing* section, on the Research Label and continue to step 13.

#	TRANSACTION	FIELD	BEFORE	AFTER	TRANS DATE
1	88765432	STATUS	A	F.	11/3/2020 9:28
2	88765432	REASON	99-OFFICE UPDATE	ADDRESSING ERROR	11/3/2020 9:28
3	88765432	HOUSE NUMBER	777	7777	11/3/2020 9:28
4	88765432	EMAIL ADDRESS		PRINCESSNFROG@GMA	11/3/2020 9:28
5	88765432	AFFIDAVIT NUMBER	56AA022813	85BY921655	11/3/2020 9:28
6	88765432	TYPE	AVE	ST	11/3/2020 9:28
7	88765432		Oct 2 2008 9:15AM	Nov 3 2020 9:28AM	11/3/2020 9:28

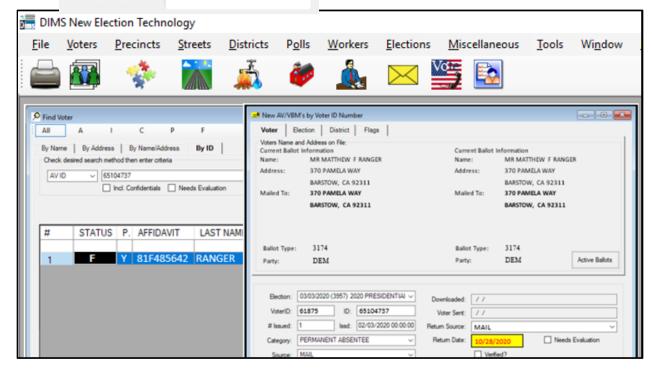


- 13. Click **OK** on *Last Transaction* window.
- 14. Navigate to the **Voter Details** tab.



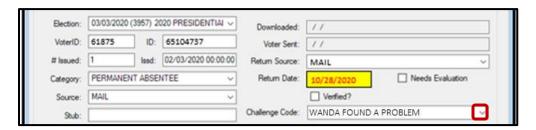
- 15. Double-check the information on the Research Label with the voter's record.
- 16. Click **Cancel** on the *Voter Record* window.



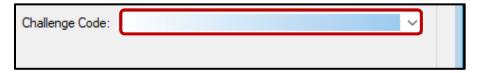


18. Within the *New AV/VBM's by Voter ID Number* window click twice on the arrow for the Challenge Code drop down list

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



19. Press **Backspace** key.



### 20. Click **OK**.



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



Note: If you entered this voter's New AV/VBM's by Voter ID Number window through the **Elections** button, once you click **OK** on the Green Light Scenario window, the New AV/VBM's by Voter ID Number window will wither become blank or disappear. Simply follow the same steps (**Elections** button, **Absent Voter/VBM Ballots** button, **AV's/VBM's by Voter ID** button) to reopen the voter's window and double check the challenge code was overturned properly.

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



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



- 24. Write the following on the Challenge Resolution Label:
  - "Overturned from WANDA to Valid"
  - The date and your initials.
- 25. Make sure that the Research Label is completely filled out, if no information is provided write "N/A". Use the Research Label Comment section of this procedure for verbiage.

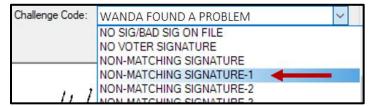
### **Non-Matching Signature - 1 (NMS-1)**

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 WANDA 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 WANDA to NMS-1"
  - The date and your initials.
- 5. Make sure that the Research Label is completely filled out. Use the Research Label Comment section of this procedure for verbiage.

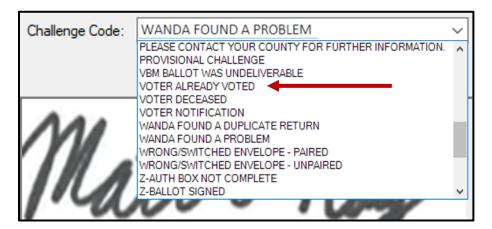
### **Voter Already Voted (VAV)**

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 WANDA 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.



### 6. Select **Voter Already Voted**.



### 7. 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.

- 8. Write the following on the Challenge Resolution Label:
  - "Overturned from WANDA to VAV"
  - The date and your initials.
- 9. Make sure that the Research Label is completely filled out. Use the Research Label Comment section of this procedure for verbiage.

### **Research Label Comments**

The following are comments to be used verbatim for Wanda Found a Problem research labels.

- Valid
  - Execution date
    - "Voter's record was Fatal Pending before execution date. Signature on VBM compares to that on file. No polls credit found. Overturned to Valid.
- VAV
  - Voter already voted. Voter has polls credit {an accepted VBM}. Signature on VBM compares to that on file.

## San Bernardino County Registrar of Voters Reviewing and Overturning Wanda Found a Problem (WANDA) Challenges (Version 1.0)

### **Authorization**

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Version Written By: Lydia Charles	