

REGISTRAR OF VOTERS

Reviewing and Overturning Wanda Found a Problem (WANDA) Challenges

PROCEDURE DOCUMENT – Version 1.0

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Reviewing and Overturning Wanda Found a Problem (WANDA) Challenges

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

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) return 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 Pending 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.

Important Note:

Starting after E-15, the processing of this challenge code should be conducted after IT has synced the ePoll Pads to DIMS.net. This could take up to 2 weeks after Election Day. Speak to your supervisor to determine when syncing is complete to begin this process.

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

Supplies Needed

- Challenge labels
- Research label
- Desk file organizer
- File organizer tags
- 1 Foot mail tray
- Mail tray label: "CHALLENGE TYPE: WANDA FOUND A PROBLEM (WANDA)"
- 2x Binder clips
- DIMS.net

Vote-By-Mail (VBM) Envelope Labels

Challenge Labels

Challenge labels are required when processing any challenged envelope. These labels track the challenge status it is currently at.

Note: Before placing the label on the VBM envelope make sure there is no writing on the other side.



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 need a research label. Research labels are utilized to monitor the research conducted for the envelope, ensuring that reviewers do not have to duplicate work.

×	Overturned from WANDAto Valid	PHO Overturnet from WANDA to ALID 25 A Status FATAL PENDING
	Initial: LC Date: 11/5/2020	Reason: ADDRESSING ERROR
	Overturned fromto	
	Initial: Date:	VID: <u>1234567</u> AV ID: 7654321
	Overturned fromto	Initials: <u>LC</u> Date: <u>11 / 5 / 20</u>
	Initial: Date:	PERMIT NO. 907 Was fatal bending, signature matched, overturned
	Overturned fromto	to valid.
	Initial: Date:	
	Overturned fromto	TO AVE IARDINO CA
	Initial: Date:	իսվսոնիոսի

The Research Label will always be placed on the front of the envelope on the RIGHT-HAND side, unless previously indicated by supervisor. San Bernardino County Registrar of Voters Reviewing and Overturning Wanda Found a Problem (WANDA) Challenges (Version 1.0)

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

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.



Logging-In

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

RUNBECK ELECTION SERVICES	DIMS.	net Election Management System	ı
	Login Using: User Name: Password:	My Windows Account	
	l	Login	
Login To: Prod EMS			e

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.

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



4. 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.
 - a. Click on the correct election and then click the **Select** button.

•	Select Defau	ılt Electi	on		
	Set the defa	ult for or	nly this DimsNe	et session to:	
	Date	ID	Election		
	11/03/2020	(3958)	2020 PRESID	DENTIAL GENERAL ELECTION Select	
	11/03/2020	(3958) 2	2020 PRESID	ENTIAL GENERAL ELECTION	~
	05/12/2020	(4049)	MAY 12, 2020), CONGRESSIONAL DISTRICT 25 SPECIAL GENERA	
	05/12/2020	(4059)	MAY 12, 2020), CONGRESSIONAL DISTRICT 25 SPECIAL GENERA	

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



Locating Voter Record

1. Click on the Enter Absent Voter Ballots icon (yellow envelope).

DIN	AS 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	Elections	<u>M</u> iscellaneous
		- 💠		4	õ			

- 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 **AVID** (Absentee Voter ID).

Р Р	ind Voter	1 0	P	F					
B	y Name By Ac	ddress By N	ame/Address	By ID					
	AV ID	ch method then er	nter criteria				Locate		
	Voter ID Affidavit Drvrs. Lic. SSN								
1	State ID Email Fax/Phone 2	P. AFFIDAVIT	LAST NAM	E	FIRST NAME	_	INT	DOB	POB
	Stub Number								

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4. Type in the **AVID** number found on the VBM envelope.



5. If the voter's name matches that on the VBM envelope, double-click the voter's record to open the absentee voter module.

STATUS F	P. /	AFFIDAVIT	LAST NAME	FIRST NAME	INT	
· F						DOB
	Y	81F485642	RANGER	MATTHEW	F	02/29/1976

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. Find all Fatal Pending records with the black "F" and set aside for Election's Specialist or work with the Voter Records team, to make records accessible.

Note: Any records that cannot have the Fatal Pend lifted from the record will be challenged with an SOS challenge code, indicating this VBM envelope is not eligible to be voted.

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. 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.

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

Voter Window Troubleshooting

When processing Fatal Pending 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 opens 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.

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5. Click into the **ID**: box and input the AVID found on the middle of the right side of the VBM envelope.

🛋 New AV/VBM's by Voter ID Number			
Voter Election District Flags			
Voters Name and Address on File:	Voter Participati History	on Active Ballots	
Bection: 09/14/2021 (4122) SEPTEMBER 14, 20 VoterID: ID: 65104737 # Issued: Issd:	Downloaded: / / Voter Sent: / / Return Source: ~ Return Date: /_/ Verified? Challenge Code:	eeds Evaluation	AVID
Declaration of Voter / Declaration ddl Votante Address and a finite Voter / Declaration ddl Votante Address and a finite Voter / Declaration ddl Votante Address and a finite Voter / Declaration Address and finite Address Address and a finite Voter / Declaration	And the Analysis of the Analys		
370 PAMELA WAY BARSTOW, 92311 Matter Res Matter Res Matter Range Data / Pecha	65104737 13256/22 13 1497 3282022 3783691		

- 6. Click **Tab** key. Do not click Enter.
- 7. Two DIMS.net windows may appear. Click **OK** on both.



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

New AV/VB	M's by Voter ID Num	ber					
Voter 6	Election District	Flags					
Voters Name Current Balk Name: Address: Mailed To:	and Address on File: bt Information MR MATTHEW 370 PAMELA W BARSTOW, CA 9 370 PAMELA W	F RANGER AY 12311 AY	Curre Nam Addr Maik	nt Ballot I :: :ss: d To:	nformatio MR M/ 370 PA BARSTO 370 PA	on ATTHEW F RANGE IMELA WAY DW, CA 92311 IMELA WAY	R
	BARSTOW, CA	92311			BARSTO	DW, CA 92311	
Ballot Type	: 3174		Ballo	t Type:	3174		
Party:	DEM		Party	1	DEM	Voter Participation History	Active Ballots
VoterID: # Issued: Category: Source: Stub:	61875 ID: 1 Issd: PERMANENT ABSE MAIL	65104737 02/03/2020 00:00:00 NTEE	Voter Sent: Return Source: Return Date: Challenge Code:	/ / MAIL 10/28/3 Verfi WANDA	2020 ed? FOUND /	A PROBLEM	V Evaluation
Type App: How Recd: Voting Form: Appl. Date:		> > >]	Ma	t	5ð	FR	Attachments
	Comments	Reject	Last Trans	View Bat	ch 🔽	Ok	Cancel

Checking Active Ballots

1. Click on Active Ballots.

Voter Ele	ction District Flags					
Voters Name an Current Ballot I	d Address on File:	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			
Party	DFM	Party	DEM Voter Participation Active Ballots			

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

Active B	allots VBN	Is: 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 = ACCEPTED R = RETURNED		S = SUSPENDED L = ISSUED_NOT RETURNED						Ok
THE PLANE		1 - ROOLD, NOT THE TOTALED						

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.

SOS_ID	VBM	Prov	CVR	Poll/VC	County
4397	1. I.				San Bernardino
4397	I				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, skip to **Voter Already Voted (VAV)** section of this procedure.

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

•	Active B	allots VBM	s: 2 Provisionals: 0 Polls: 1						
	ID	Date	Title	SOS_ID	VBM	Prov	CVR	Poll/VC	County
	1	03/05/2024	MARCH 5, 2024, PRESIDENTIAL PRIMARY EL	5680	1				San Bernardino
	2	03/05/2024	MARCH 5, 2024, PRESIDENTIAL PRIMARY EL	5680	Α				San Bernardino
A	= ACCE = RETU	PTED IRNED	S = SUSPENDED I = ISSUED, NOT RETURNED						Ok

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

🔚 DIM	S New Ele	ection Techn	ology						
File	Voters	Precincts	Streets	Districts	Polls	Workers	Elections	Miscellar	neous -
		- 💠		4	õ		\bowtie		2
P Fir	nd Voter							≝ MATT	HEW F I
i All		A I	С	P	F			Voter	Electio

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 65114737 Prefix: Mame	<u>\$</u>	
County Info State Info (SV) Name Prior Name Alternate Name Voter ID: 65114737 Name Prefix: Mame	Voter Details Properties Misc Notices/Flags	VoteCal
Voter ID: 65114737	County Info State Info (SV)	Name Prior Name Alternate Name
Status: FATAL PEND	Voter ID: 65114737	Name Prefix: MR

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

7. Click on Voting History.

Voter Details Prop	erties Misc Notices/Flags Vote	Cal			
PVBM Voting		Connected Recor	ds		
Category:	PERMANENT ABSENTEE	List Household	Comments	Last Transaction	
Type App:	~				
How Received:	~	<u>Attachments</u>	Voting <u>H</u> istory	Re <u>f</u> erral	
Delivery 1:	MAIL ~				
			Disabilities	Pend Codes	
		Opt Out]		
Applied:	07/17/2006 PVBM Address				

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	Voted	Party	Poll Voter	AV Requested	AV Returned	Category	Source
09/14/2021	SEPTEMBER 14, 2021, CALIFORNIA GUBER	Y	Ν		Ν	Y	N	Р	MAIL
11/03/2020	2020 PRESIDENTIAL GENERAL ELECTION	Y	Y		Ν	Y	Y	Ρ	MAIL
03/03/2020	2020 PRESIDENTIAL PRIMARY ELECTION	Y	Ν	DEM	Ν	Y	N	Ρ	MAIL

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, skip to **Voter Already Voted (VAV)** section of this procedure.

Checking Voter Participation History

1. Click Voter Participation History (VPH).

New AV/VBM's	s by Voter ID Number		- • •
Voter Elec	tion District Flags		
Voters Name and Current Ballot I Name:	I Address on File: nformation MR MATTHEW F RANGER	Current Ballot Name:	Information MR MATTHEW F RANGER
Mailed To:	BARSTOW, CA 92311 370 PAMELA WAY	Address: Mailed To:	BARSTOW, CA 92311 370 PAMELA WAY
	BARSTOW, CA 92311		BARSTOW, CA 92311
Ballot Type:	3174	Ballot Type-	317
Party:	DEM	Party:	DEN Voter Participation History Active Ballots

Note: If icon is **Bold**. Voter Participation History has been applied. That means that the voter has participated in the current election. Continue processing the VBM, skip **to Voter Already Voted (VAV)** section of this procedure.

2. Look at Participation Method.

#	DIMS VPH ID	Date Added	VoteCal V	PHID Date Deleted	Particip	ation Me Party	Home Precinct	Consolidation/Voting Precinct	Voting Location	
1	11081181	3/8/2024 4:42:44 PM	32452321	7	VBM	REP 4	892 - C23S23A41E1B1SJU	C23S23A41E1B1SJUUNI0501		
action I	Log			-	_	_	_		_	
action I	Log TRANS ID	FIELD	TYPE	BEFORE	AFTER	TRANS DATE	LOGIN	ACTION		
action I	Log TRANS ID 314022458	FIELD SOS VOTER PARTICIPATIO	TYPE	BEFORE	AFTER 324523217	TRANS DATE 3/8/2024 4-42:44 PM	LOGIN	ACTION UPD		
action I #	Log TRANS ID 314022458 314022458	FIELD SOS VOTER PARTICIPATIO UPDATE DATETIME	TYPE I D	BEFORE 0 2022403-08 16:41:54 967	AFTER 324523217 2024-03-08 16:4	TRANS DATE 3/8/2024 4:42:44 PM 3/8/2024 4:42:44 PM	LOGIN DXI DXI	ACTION UPD UPD		
action I #	Log TRANS ID 314022458 314022458	FIELD SOS VOTER PARTICIPATIO UPDATE DATETIME VOTECAL VALIDATION DATE	TYPE I D	BEPORE 0 2024-03-08 16:41:54 967	AFTER 324523217 2024-03-08 16-4 2024-03-08 16-4	TRANS DATE 3/8/2024 4.42.44 PM 3/8/2024 4.42.44 PM 3/8/2024 4.22.44 PM	LOGIN DXI DXI DXI	ACTION UPD UPD UPD		
action I # 1 2 3	Log TRANS ID 314022458 314022458 314022458 314022458	FIELD SOS VOTER PARTICIPATIO UPDATE DATETIME VOTECAL VALIDATION DATE SOS ELECTION ID	TYPE I D D	BEFORE 0 2024-03-08 16:41:54 967	AFTER 324523217 2024-03-08 16-4 2024-03-08 16-4 5680	TRANS DATE 3/8/2024 4.42:44 PM 3/8/2024 4.42:44 PM 3/8/2024 4.42:44 PM 3/8/2024 4.42:54 PM	LOGIN DXI DXI DXI DXI	ACTION UPD UPD UPD UPD UPD		
action I # 1 2 3 4	TRANS ID 314022458 314022458 314022458 314020946	FIELD SOS VOTER PARTICIPATIO UPDATE DATETIME VOTECAL VALIDATION DATE SOS ELECTION ID SOS HOME PRECINCT ID	TYPE I D I I	BEFORE 0 2024-03-08 16:41:54 967	AFTER 324523217 20240308 164 2024-03-08 164 5660 25061	TRANS DATE 3/2/2024 4-22 44 PM 3/6/2024 4-24 PM 3/6/2024 4-24 24 PM 3/6/2024 4-15 PM 3/6/2024 4-115 PM	LOGIN DXI DXI DXI DXI DXI DXI	ACTION UPD UPD UPD UPD UPD UPD	-	
action I # 1 2 3 4 5	Log 314022458 314022458 314022458 314022458 314020946 314020946	FIELD SOS VOTER PARTICIPATIO UPDATE DATETIME VOTECAL VALIDATION DATE SOS ELECTION ID SOS FAMORE PRECINCT ID SOS PARTICIPATON METL	TYPE 1 D 1 1 1	BEFORE 0 2024-03-08 16:41:54 967	AFTER 324523217 2024-03-08 16.4 2024-03-08 16.4 5680 2 5690 2	TRANS DATE 3/8/2024 442 44 PM 3/8/2024 442 44 PM 3/8/2024 442 44 PM 3/8/2024 4415 PM 3/8/2024 4415 FM 3/8/2024 4415 FM	LOGIN DXI DXI DXI DXI DXI DXI DXI DXI	ACTION UPD UPD UPD UPD UPD UPD UPD		_
action I # 2 3 4 5 5 5 7	TRANS ID 314022458 314022458 314022458 314020946 314020946 314020946	FIELD SOS VOTER PARTICIPATIO UPDATE DATETIME VOTECAL VALUDATION DATE SOS ELECTION ID SOS HOME PRECINCT ID SOS PARTICIPATION METH SOS POILTCAL PARTY ID	TYPE 1 D 1 1 1 1	BEFORE 0 2024-03-08 16:41:54 967	AFTER 324523217 2024-03-08 16.4 2024-03-08 16.4 5660 25061 2 7	TRANS DATE 3/8/2024 442 44 PM 3/8/2024 442 44 PM 3/8/2024 442 44 PM 3/8/2024 441 54 PM 3/8/2024 441 55 PM 3/8/2024 441 55 PM 3/8/2024 441 55 PM	LOGIN DXI DXI DXI DXI DXI DXI DXI DXI DXI	ACTION UPD UPD UPD UPD UPD UPD UPD UPD		

3. 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.

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



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.

		10.	65104727			
VoterID:	12345	ID.	03104/3/	Voter Sent:	//	
# Issued:	1	Ised:	02/03/2020 00:00:00	Return Source:	MAIL	~
Category:	PERMANEN	NT ABSE	NTEE ~	Return Date:	10/28/2020 Needs Evaluation	
Source:	MAJL		~		Verfied?	
Stub:				Challenge Code:	WANDA FOUND	A PROBLEM
Type App:			· •	MI	1.7	-0
Type App: How Recd: Voting Form: Appl. Date:			v v v	Ma	ttð	Roy
Type App: How Recd: Voting Form: Appl. Date:		g Add	~ ~ ~]	Ma	ttð	Rom

2. Select Voter Already Voted.

Challenge Code:	WANDA FOUND A PROBLEM	\sim
-	PLEASE CONTACT YOUR COUNTY FOR FURTHER INFORMATION.	^
	PROVISIONAL CHALLENGE	
	VBM BALLOT WAS UNDELIVERABLE	
	VOTER ALREADY VOTED	
	VOTER DECEASED	
	VOTER NOTIFICATION	
Л Л Л	WANDA FOUND A DUPLICATE RETURN	
////	WANDA FOUND A PROBLEM	
	WRONG/SWITCHED ENVELOPE - PAIRED	
	WRONG/SWITCHED ENVELOPE - UNPAIRED	
	Z-AUTH BOX NOT COMPLETE	
	Z-BALLOT SIGNED	\sim
1 · ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~		_
		_

3. Click the Verified check box.

Return Source:	MAIL		~	
Return Date:	10/28/2020	Needs Evaluation		Verified?
	Verfied?			Venneu :

4. Click **Ok**.

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Prior <u>B</u> allots	Rese <u>n</u> d		Attachments
Last <u>T</u> rans	<u>V</u> iew Batch	<u>O</u> k	<u>C</u> ancel

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.

- 5. Write the following on the Challenge Label and Research Label:
 - Overturned from WANDA to VAV
 - Initial and date

Overturned fro	NO POSTAGE NECESSARY
Initial: LC Date: 11/3/2020	IN THE UNITED STATES

6. Make sure that the Research Label is completely filled out. Use the Research Label Comment section of this procedure for verbiage.

7. Write the following on the Research Label:

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- Overturned from WANDA to VAV
- Status Fatal Pending or Pending
- Reason Addressing Error
- Date of Reason Code located in the Transaction Log
- VID, AVID and Voter Name in AV module
- Signature if signature on VBM matches or not (mark the applicable boxes)
- Check applicable boxes
- Make note of why the voter is VAV (Voter Already Voted)
 - Example: Ballot Accepted in another county (Active Ballots)
- Initials and date

Overturned from <u>WANDA</u> to <u>VAV</u>		
Status: FATAL PENDING		
Reason: ADDRESSING ERROR		
Date of Reason:11 /_3 _/_20		
VID: 61875		
AVID: 65104737		
Voter Name: Matthew F Ranger		
\Box No other accepted ballots/voting credit found		
🕱 Signature compares		
Overturned to Valid		
Notes:		
Active ballots		
Provisional accept in Orange County.		
Initials: Date:11 / _5 / _20		

Research Label Comments

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

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- Valid
 - Execution date
 - "Voter's record was Fatal Pending before execution date. Signature on VBM envelopes compares to that on file. No polls credit found. Overturned to Valid.
- VAV
 - Voter already voted
 - The voter has polls credit or accepted VBM envelope. Signature on VBM envelope compares to that on file.
 - Active Ballots Provisional accepted in Orange County.
 - Specify voting method and county that accepted the ballot.

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
ADDRESS ERROR	The address is completely incorrect or does not have a street directional (Ex. North, South, East, West, etc)	Continue to Overturn to Valid section
INET – NON-RESIDENTIAL ADDRESS	The voter registered online using a non- residential address	Continue to Overturn to Valid 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 Overturn to Valid section
NON-RESIDENTIAL ADDRESS	The address provided is not a residential address (i.e. a store, business, school, etc)	Continue to Overturn to Valid section
UNDERAGE VOTER	The voter will not be of legal voting age on or before election day.	Coordinate with VR. Go to the Coordinate with VR 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 Pending records, the VR Department will still find and

correct those records before future elections. Ballot Department will provide a list of Voters to VR to potentially have the Fatal Status lifted.

Researching WANDAs

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

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

New AV/VBM's by Voter ID Number	
Voter Extension District Phos Voter Hane 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
Ballot Type: 3174 Party: DEM	Ballot Type: 3174 Party: DEM Heave Partopation Active Ballots
Bection: 03/03/2020 (3952) Cold PRESIDENTIA Down VoterID: 12345 ID: 65104737 Vo # Issued: 1 Issue 1/2/03/2020 (00.05.07) Petum Category: PERMANENT ABSENTEE Petum Source: Mall. V	nliaded: // /
Type Aco: How Recd: Voting Form: Acoll. Date:	att FRay
Maling Add Comments Reject Last Tra	Alschnerts Vew Batch Ok Cancel
Declaration of Voter / Declaracion del Votante. I declare under the Panalty of Parjury under the laws of the Sale of Calibrais that I am the period where turns appears on this everage, that I am a reduct of the pancic is which I am viting, reside at the address share, and have nether applied for nor mend to apply for a multi and those up of the jandicident of this section. Declaro bap Pane de Parjuris conforme a lais signs del fatible de Calibrais que say la persona cupe norther appears on estis says, que is yn salest del dators indenciden el gan votar, que mais unit to dirección que an muestar, y que no tendende del dator selector en el punctural, que mais unit to dirección que an muestar, y que no tendende del admententes usicilar una boliste per como de migrane de jambicados pare estas excloreme.	Authorized Parlam Agent. Agent di Consideration Autorizado. Autorizado di Devolución Autorizado. Autorizado di Devolución Autorizado. Autorizado di Devolución de Devoluci
Warning: • Trac Existent will not be coordinal unless you sign in your own handwriting. Your • signature must compare to your signature on the act the Registra of Maters office. • Volting theirs constitutes a comm. • Were contract suc Danke a menoa que la filme cue se progra beta. Su firesa dade are reportante a su filme registrate en la dicina del Registra de Velasses. • Volta des veret successes.	<u>1822</u>
MR MATTHEW F RANGER 370 PAMELA WAY MattoF R	65104737
Date / Pocha	المعنى 1497 3/28/2022 3783691
SECTORSHOW - 2008ML BLU VEWP ES	1442 9/23/2020 651123

Note: If the signature on the VBM envelope does not match the signatures on file, bring this to the attention of your direct supervisor, but continue to process the VBM, skip to the **Non-Matching Siganture - 1 (NMS-1)** section of this procedure.

Overturn to Valid

1. Click Last Transaction.

\$							
Voter Details Prope	erties Misc	Notices/Flags	VoteC	al			
PVBM Voting				Connected Record	ds		
Category:	PERMANENT ABSE	NTEE	~	List Household	Comments	Last Transaction	
Type App:			~				
How Received:			~	Attachments	Voting <u>H</u> istory	Referral	
Delivery 1:	MAIL		~				
					Disabilities	Pend Codes	
				0.00			
				Opt Out			

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

#	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 9:28 AM	11/3/2020 9:28

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

Reviewing and Overturning Wanda Found a Problem (WANDA) Challenges (Version 1.0)

Construction in the second s		
Declaration of Voter / Declaración del Votante	Authorized Parkern Agent	Agente de Devolución Autortzado
I detains under the Penalty of Perjury under the laws of the State of California that I am the person whose norm appears in this environe, that I am a readent of the pencinci in which I am voltop, reside at the address short, and have eather applied far nor intend to apply far a mail ballot from any other jurisdiction for this election.	A voter who is unable to return the balant may designant any particle to return the balant to any politing places or drug-off location in Galifurnia.	Un rotterin que no ses oguer de Avueller la boles - puéde cestipar a sustiguer penente para que desanter la boles a cualquier cestie electron y pento de entrega en California.
Declaro bajo Pene de Prejurio conforme a las keyas del Estado de California que toy la persona cuyo nombre apareor en este sobre, que con nesidente del decho electoral en el que vetant, que resido en la dirección que se muestra, y que no fe sobribado ni intertado solicitar una bolitar por como de informe des amitidación para estas elecciones.	Pret varie of the activities parson Palato Nordon ac late do regimite de la partone activitade	netry to the votor Signature of the exchosted person in the antegets frime de la partice automate
Wansing: • Tota basist will not be counted unless you sign in your own handwriting. Your signature must conquer to your signature on the at the Registrar of Voters effice. • Voting helce constitutes a survey.		
Advantancia: 10 os contral su bolieta a menoa que la filme cum su propie lotos. Su filma debe las receptantes a su filma registrada en la eficiala del Registro de Votantes. Vidar des vecas consultarje un debto.		
MR MATTHEW F RANGER 370 PAMELA WAY		
× Matt FRay		
Voter's Signature / Perna del Votarile 11/4/2020	65104	1737 ## 135
Date / Fecha	4 5	
SBERG420ROR - 208RM BLU VBMP ES	1497 3/28/2022	3783691

4. Click **Close** on Last Transaction window.

2024-02-23 15:46:48.187	DXI	UPD		
2024-02-23 15:46:48.187	DXI	UPD		
2024-02-23 15:46:48.183	DXI	UPD		
2024-02-23 15:46:48.187	DXI	UPD		
			Close	

5. Navigate to the **Voter Details** tab.

Voter Details Properties Misc Notices/Flags	VoteCal
County Info State Info (SV)	Name Prior Name Alternate Name
Voter ID: 65114737	Name Prefix: Lup
Status: FATAL PEND	First: MATTHEW
Reason: ADDRESSING ERROR ~	Middle: F
Affidavit: 81F485642	Last: RANGER
Sig: 594213 Auto Siq:	Suffix: V Birth Date: 02/29/1976
DMV Lic: A123456 SSN: 1234	

Reviewing and Overturning Wanda Found a Problem (WANDA) Challenges (Version 1.0)

6. Write the following on the Research Label:

Overturned from <u>WANDA</u> to <u>VALID</u>			
Status: FATAL PENDING			
Reason: ADDRESSING ERROR			
Date of Reason: <u>11</u> / <u>3</u> / <u>20</u>			
VID: 61875			
AVID:			
Voter Name:Matthew F Ranger			
igig XNo other accepted ballots/voting credit found			
Signature compares			
🗙 Overturned to Valid			
Notes:			
fatal pending.			
Initials: LCDate:11 / / _20			

7. Click **Cancel** on the Voter Record window.

Post: ✓ Bldg: Unit #: City: SAN BERNARDINO Zip: 92415 Prec: Manual	Str/Bx: City: St: Y Zp:
Additional Address	Additional Address
Print	

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

📑 DIM	S New El	ection Tech	nology								
<u>F</u> ile	<u>V</u> oters	Precincts	<u>S</u> treets	<u>D</u> istricts	P <u>o</u> lls	<u>W</u> orker	s <u>E</u> lectio	ns <u>M</u> is	cellaneous	Tools	Wi <u>n</u> dow
	<u> </u>	-		4	ŵ						
P Find W	ioter			- New	AV/VBM's by \	Voter ID Number					• • •
By Nan Check	A By Addr	I C ess By Name/Ad method then enter oft 65104737 Incl. Confidentials	P F dress By ID eria	Voter Voters Curre Name Addre	r Election Name and Add nt Balliot Inform : M SS: 37 BA d To: 37 BA	District Dis	Flags NNGER 11	Curn Nam Addr Mail	ent Ballot Informatic e: MR M/ tess: 370 P/ BARST(ed To: 370 P/ BARST(an ATTHEW F RANG UMELA WAY DW, CA 92311 UMELA WAY DW, CA 92311	CR .
#	STATU	JS P. AFFID.	AVIT LAST	GER Ballo	t Type: 3 : E	174 DEM 2020 (3957) 2020	PRESIDENTIAI V	Balic Part	ot Type: 3174 y: DEM	Voter Participation History	Active Ballots
				Vo	terID: 61875	5 ID: 6	5104737	Voter Sent:	11		
				# 10	sued: 1	leed: 02	2/03/2020 00:00:00	Return Source:	MAIL		~
				Cat	egory: PERM	IANENT ABSENTI	E v	Return Date:	10/28/2020	Needs	Evaluation
		Election: 03/ VoterID: 611 # Issued: 1 Category: PEI Source: MA Stub:	03/2020 (3957) 2 175 ID: Isad: RMANENT ABSE	020 PRESIDENTI 65104737 02/03/2020 00: NTEE	Al V R 000 V V	Downloaded: Voter Sent: etum Source: Retum Date: allenge Code:	// MAIL 10/28/2020 Verfied? WANDA FOU		Needs Evaluatio)))	

9. Press **Backspace** key to clear challenge code.

Challenge Code:	

10. Click **OK**.

Prior <u>B</u> allots	Rese <u>n</u> d		Attachments
Last <u>T</u> rans	<u>V</u> iew Batch	<u>0</u> k	<u>C</u> ancel

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

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



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.

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

Challenge Code:	~	

13. Close out of the AV Module by clicking the red X.



- 14. Write the following on the Challenge Label:
 - Overturned from WANDA to VALID
 - Initials and date

×	Overturned from WANDA to VALID	NO POSTAGE MICESSARY INALED
	Initial: LC Date: 11/3/2020	UNTED STATES

- 15. Write the following on the Research Label:
 - Overturned from WANDA to VALID
 - Status Fatal Pending

Reviewing and Overturning Wanda Found a Problem (WANDA) Challenges (Version 1.0)

- Reason Addressing Error
- Date of Reason Code located in the Transaction Log
- VID, AVID and Voter Name in AV module
- Signature if signature on VBM matches or not (mark the applicable boxes)
- Check applicable boxes
- Notes (if applicable)
- Initials and date

Overturned fio WANDA to VALID Initial: LC Date: 11/3/2020	Overturned from to Status: FATAL PENDING Reason:ADDRESSING ERROR Date of Reason: Date of Reason: VID: 65104737 Voter Name: Matthew F Ranger X No other accepted ballots/voting credit found Signature compares
	Signature compares Verturned to Valid Notes: Execution Date was after voter was fatal pending. Initials: LCDate: _11 / 5 / 20

16. 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 envelope 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 envelope 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.

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

Election:	03/03/2020	(3957) 2	020 PRESIDENTIAI	Downloaded:	11	
VoterID:	61875	ID:	65104737	Voter Sent:	11	
# Issued:	1	Ised:	02/03/2020 00:00:00	Return Source:	MAIL	~
Category:	PERMANE	NT ABSE	NTEE ~	Return Date:	10/28/2020	Needs Evaluation
Source:	MAJL		~		Verfied?	
Stub:				Challenge Code:	WANDA FOUND	A PROBLEM 🔍
How Recd: /oting Form: Appl. Date:			~ ~	Ma	ttð	FRay
	Mailir	ng Add]			Attachments

2. Select Non-Matching Signature-1.

Challenge Code:	WANDA FOUND A PROBLEM		~
	NO SIG/BAD SIG ON FILE		
	NO VOTER SIGNATURE		
	NON-MATCHING SIGNATURE		
	NON-MATCHING SIGNATURE-1	-	_
. ,	NON-MATCHING SIGNATURE-2		
11 1	NON MATCHING SIGNATURE 2		

3. Click **Ok**.

Prior <u>B</u> allots	Rese <u>n</u> d		Attachments
Last <u>T</u> rans	<u>V</u> iew Batch	<u>O</u> k	<u>C</u> ancel

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 Label and Research Label:
 - Overturned from WANDA to NMS-1
 - Status Fatal Pending
 - Reason Addressing Error

Reviewing and Overturning Wanda Found a Problem (WANDA) Challenges (Version 1.0)

- Date of reason located in the Transaction Log
- VID, AVID and Voter Name in AV module
- Signature if signature on VBM matches or not (mark the applicable boxes)
- Check applicable boxes
- Notes (if applicable)
- Initials and date

Overturned first <u>WANDA</u> to <u>NMS-1</u> Initial: LC Date: 11/3/2020		NO POSTAGE NECESSARY IF MALED IN THE UNITED STATES
Overturned fromWANDAtoNMS-1 Status: FATAL PENDING Reason:ADDRESSING ERROR Date of Reason:11 / _3 / _20 VID:61875 AVID:65104737 Voter Name:Matthew F Ranger Voter Name:Matthew F Ranger No other accepted ballots/voting credit found Signature compares Overturned to Valid Notes: Execution Date was after voter was		
fatal pending.		

5. Make sure that the Research Label is completely filled out. Use the Research Label Comment section of this procedure for verbiage.

Authorization

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Version Written By: Alexandria Gomez	