



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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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.

The image shows a sample VBM envelope label with a grid of colored boxes. The first column of the grid is circled in red. The text on the label includes:

- Overturned from NMS-1 to NMS-2
- Initial: LC Date: 11/3/2020
- Overturned from NMS-2 to NMS-3
- Initial: AC Date: 11/5/2020
- Overturned from NMS-3 to Valid
- Initial: Jc Date: 11/6/2020
- Overturned from _____ to _____
- Initial: Date:
- Overturned from _____ to _____
- Initial: Date:

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 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.

The image shows a sample Research Label with a grid of colored boxes. The first column of the grid is circled in red. The text on the label includes:

- Overturned from WANDA to Valid
- Initial: LC Date: 11/5/2020
- Overturned from _____ to _____
- Initial: Date:
- Overturned from _____ to _____
- Initial: Date:
- Overturned from _____ to _____
- Initial: Date:
- Overturned from _____ to _____
- Initial: Date:

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

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

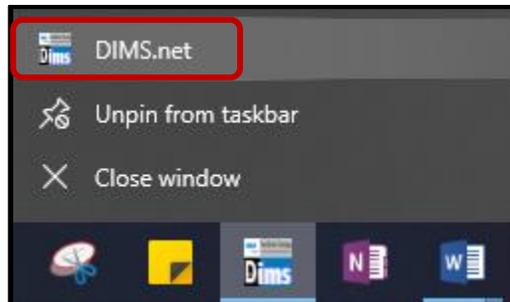
Launching Additional Windows of DIMS.net

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.



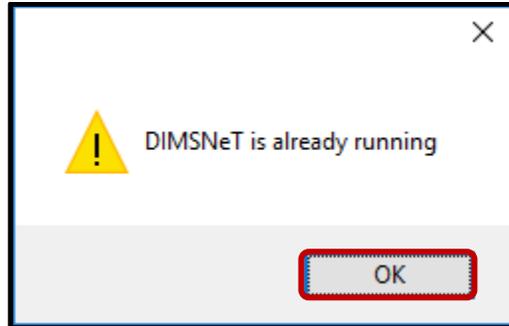
Logging-In

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



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**.

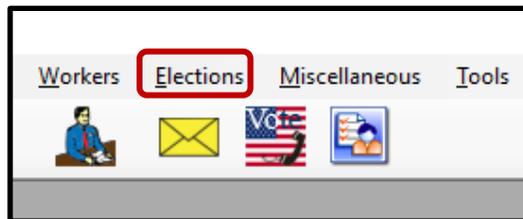


4. Click the maximize icon in the right-hand corner of the dims window.

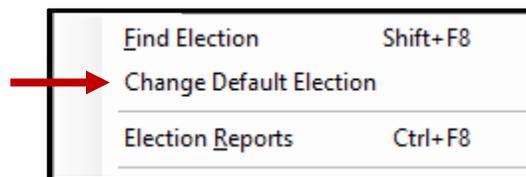


Setting the Default Election

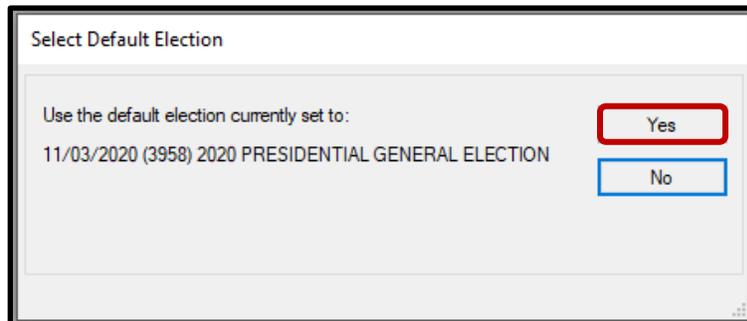
1. Click on the Elections menu.



2. Click Change Default Election.

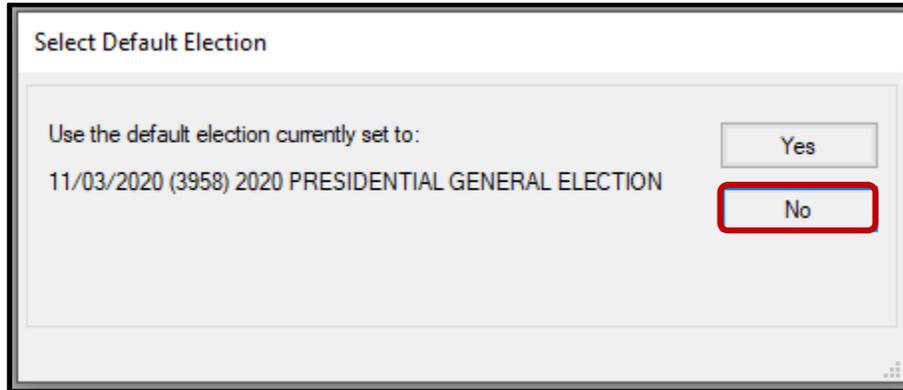


3. A Select Default Election window will appear. If the election displayed is correct, click **Yes**.

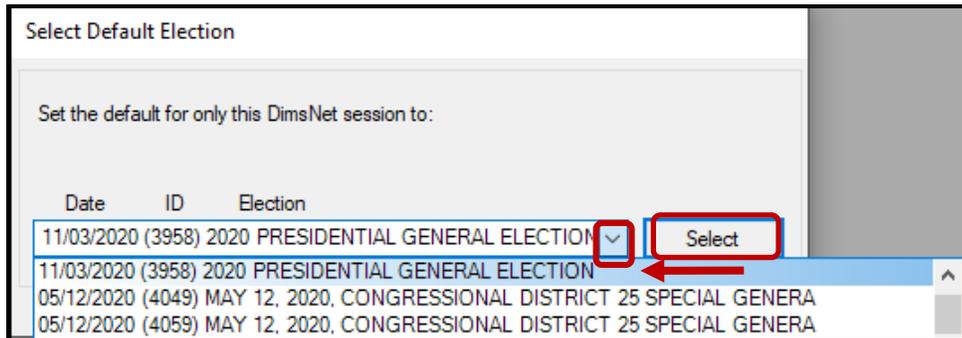


Incorrect Default Election

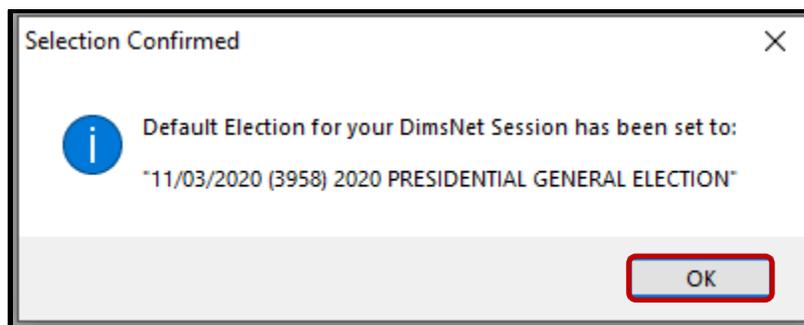
1. If the displayed election in the Select Default Election window is incorrect, click **No**.



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.

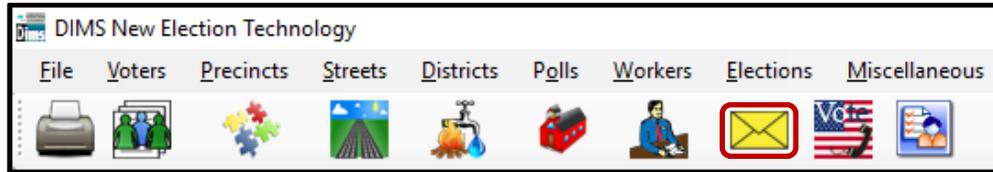


3. A Selection Confirmed window will appear. Click **OK**.

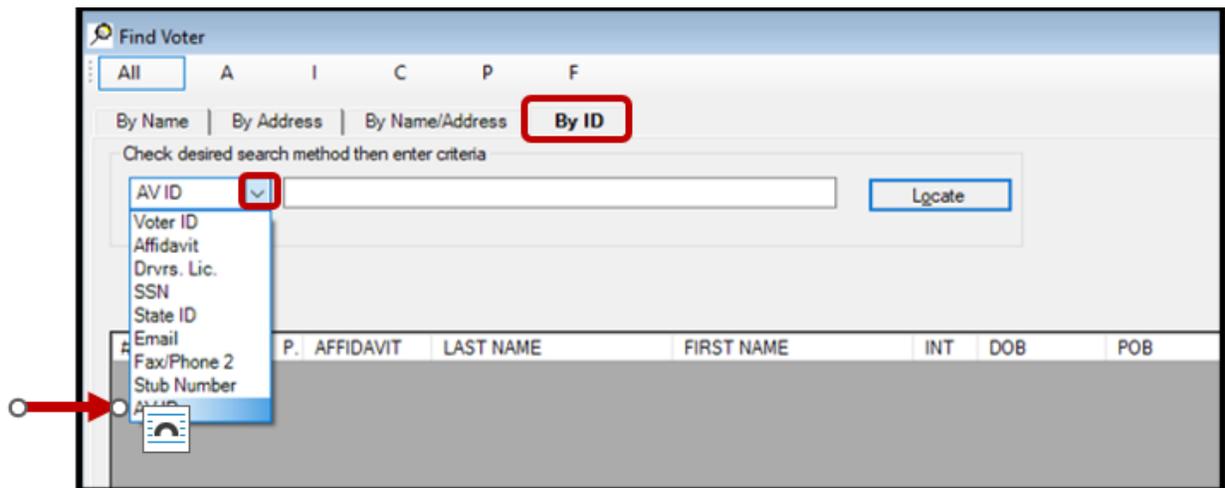


Locating Voter Record

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



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).



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

Declaration of Voter / Declaración del Votante

I declare under the Penalty of Perjury under the laws of the State of California that I am the person whose name appears on this envelope, that I am a resident of the precinct in which I am voting, reside at the address shown, and have neither applied for nor intend to apply for a mail ballot from any other jurisdiction for this election.

Authorized Return Agent / Agente de Devolución Autorizado

Print name of the authorized person / Nombre en letra de imprenta de la persona autorizada
 Relationship to this voter / Relación con el votante
 Signature of the authorized person / Firma de la persona autorizada

MR MATTHEW F RANGER
 370 PAMELA WAY

Matt F Ranger
 Voter's Signature / Firma del Votante

65104737

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

Find Voter

All A I C P F

By Name | By Address | By Name/Address | By ID

Check desired search method then enter criteria

AV ID 65104737 Locate

Incl. Confidentials Needs Evaluation

#	STATUS	P.	AFFIDAVIT	LAST NAME	FIRST NAME	INT	DOB	POB
1	F	Y	81F485642	RANGER	MATTHEW	F	02/29/1976	TX

Select Cancel

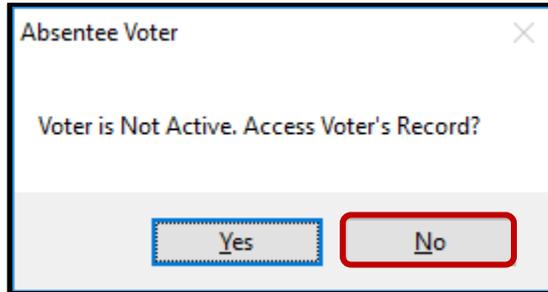
If no Voter Row is found then Double-Click to Enter AV/VBM Rejection System

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.

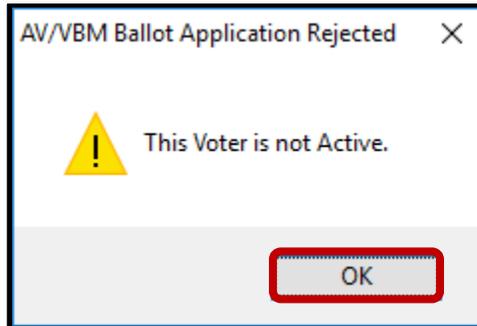
- Find all Fatal Pending records with the black "F" and set aside for Election's Specialist or work with the Voter Records team, to make records accessible.

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.

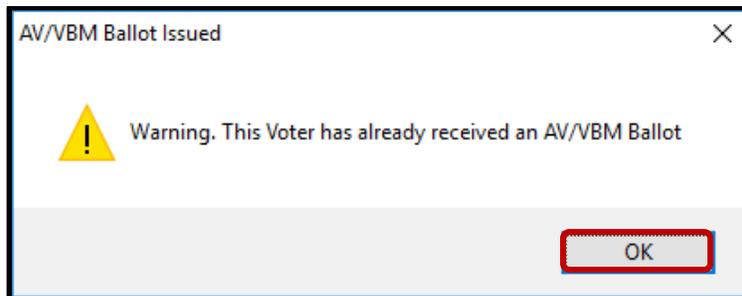
7. An Absentee Voter window should appear. Click **No**.



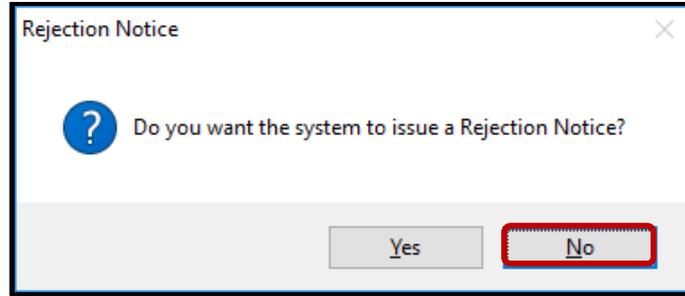
Note: You may see an AV/VBM Ballot Application Rejected window. Click **OK** if this occurs.



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



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



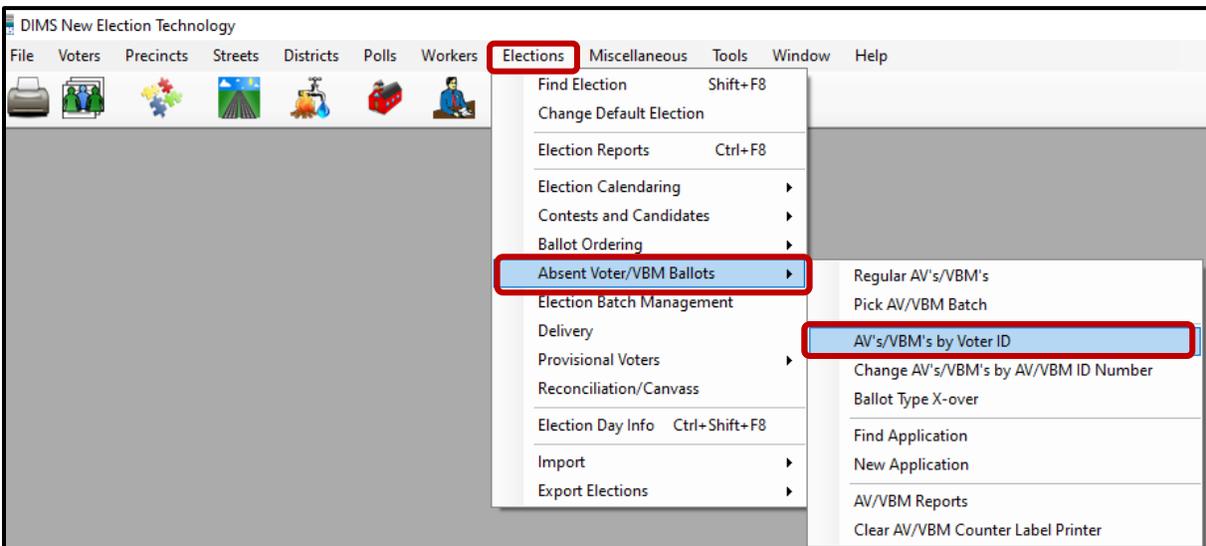
Note: We never issue rejection notices to voters. This requires higher authority.

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**.

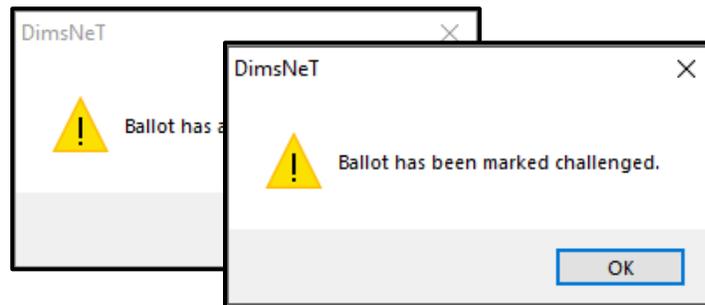


4. The New AV/VBM's by Voter ID Number window will appear.

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

The screenshot shows a software window titled "New AV/VBM's by Voter ID Number" with tabs for "Voter", "Election", "District", and "Flags". The "Voter" tab is active, showing a form with fields for "Election:" (09/14/2021 (4122) SEPTEMBER 14, 20), "VoterID:", "ID:" (65104737), "# Issued:", "Category:", "Source:" (MAIL), "Stub:", "Downloaded:", "Voter Sent:", "Return Source:", "Return Date:", "Challenge Code:", "Is RAVBM?", "Needs Evaluation", and "Verified?". A red box highlights the "ID:" field. Below the window is a scan of a VBM envelope. The envelope has a red box around the number "65104737" in the center. A red arrow points from a box labeled "AVID" to this number. The envelope also contains a signature of Mathew Ranger and various administrative markings.

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

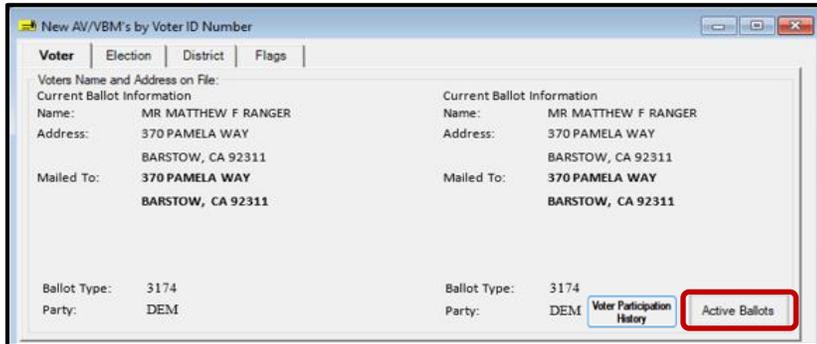


- The voter's New AV/VBM's by Voter ID Number window will appear.

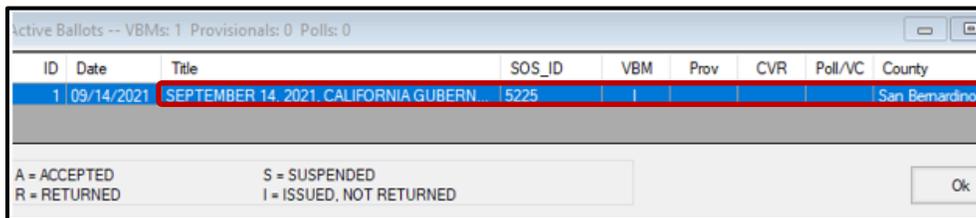
The screenshot shows a software window titled "New AV/VBM's by Voter ID Number". It contains two columns of "Current Ballot Information" for MR MATTHEW F RANGER at 370 PAMELA WAY, BARSTOW, CA 92311. The ballot type is 3174 and the party is DEM. Below this, there are input fields for Election (03/03/2020 (3957) 2020 PRESIDENTIAL), VoterID (61875), ID (65104737), # Issued (1), Issd (02/03/2020 00:00:00), Category (PERMANENT ABSENTEE), Source (MAIL), and Stub. Other fields include Downloaded, Voter Sent, Return Source (MAIL), Return Date (10/28/2020), Needs Evaluation (checkbox), Verified? (checkbox), and Challenge Code (WANDA FOUND A PROBLEM). A signature field shows a handwritten signature "Matt F Roy". At the bottom, there are buttons for Mailing Add, Attachments, Comments, Reject, Last Trans, View Batch, Ok, and Cancel.

Checking Active Ballots

1. Click on **Active Ballots**.



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

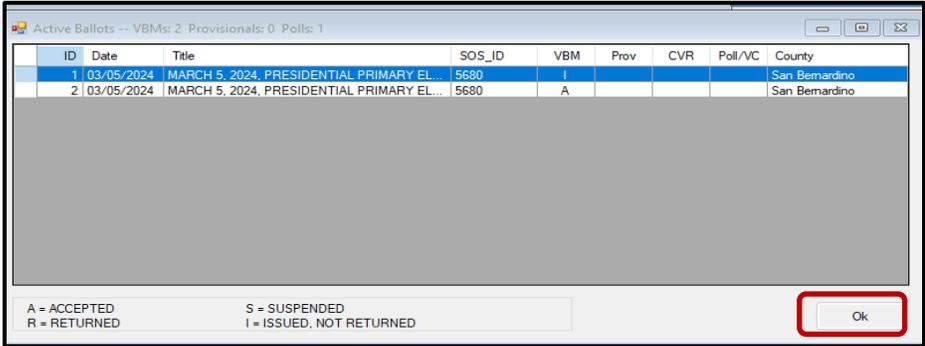


3. If there is more than one Active Ballot, make sure that the VBM, Prov, CVR, and Poll/VC columns are either blank or only have an "I" for issued.

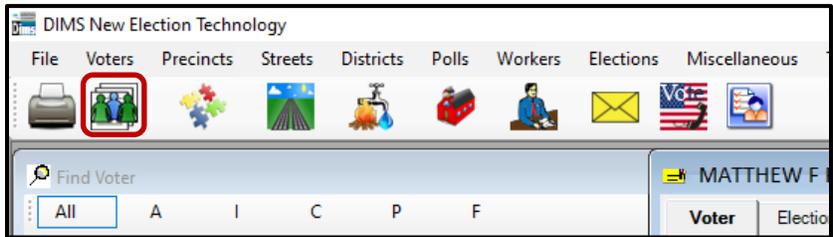


Note: If any of the VBM, Prov, CVR, and Poll/VC columns have an "A" for Accepted or "Yes" that means that this voter has already voted. Continue processing the VBM, skip to **Voter Already Voted (VAV)** section of this procedure.

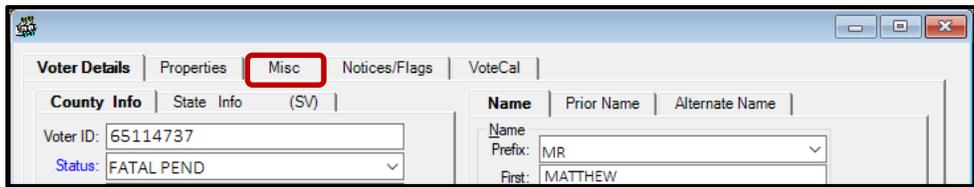
4. Click **OK** on the Active Ballots window.



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

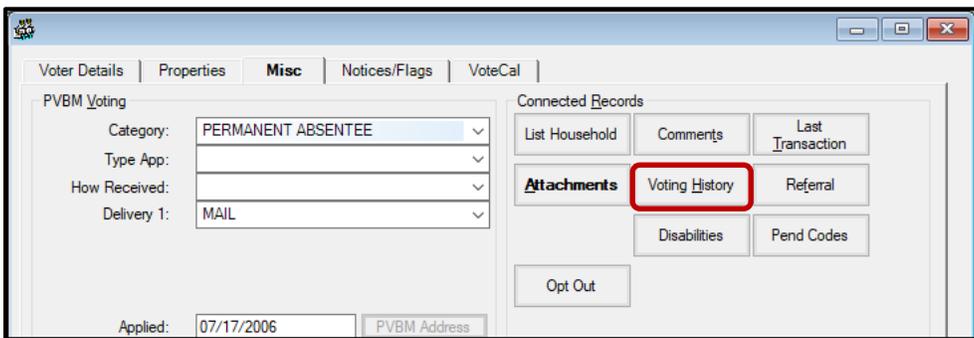


6. The voter's record window will appear. Click the **Misc** tab.



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

7. Click on **Voting History**.



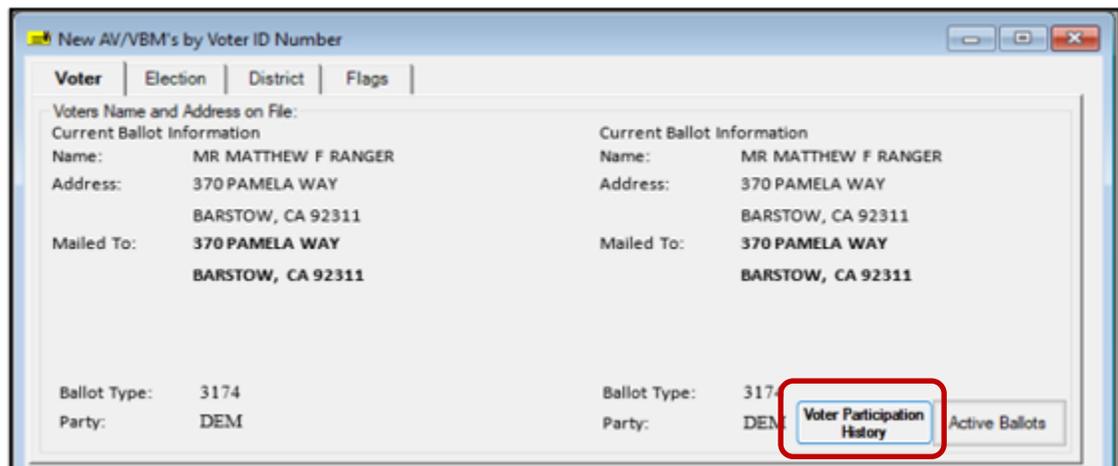
- Within the Voting History window, verify that the current election is listed. If the current election is present, make sure that the Voted and Poll Voter columns have an “N”.

Date	Title	Elig	Voted	Party	Poll Voter	AV Requested	AV Returned	Category	Source
09/14/2021	SEPTEMBER 14, 2021, CALIFORNIA GUBER...	Y	N		N	Y	N	P	MAIL
11/03/2020	2020 PRESIDENTIAL GENERAL ELECTION	Y	Y		N	Y	Y	P	MAIL
03/03/2020	2020 PRESIDENTIAL PRIMARY ELECTION	Y	N	DEM	N	Y	N	P	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

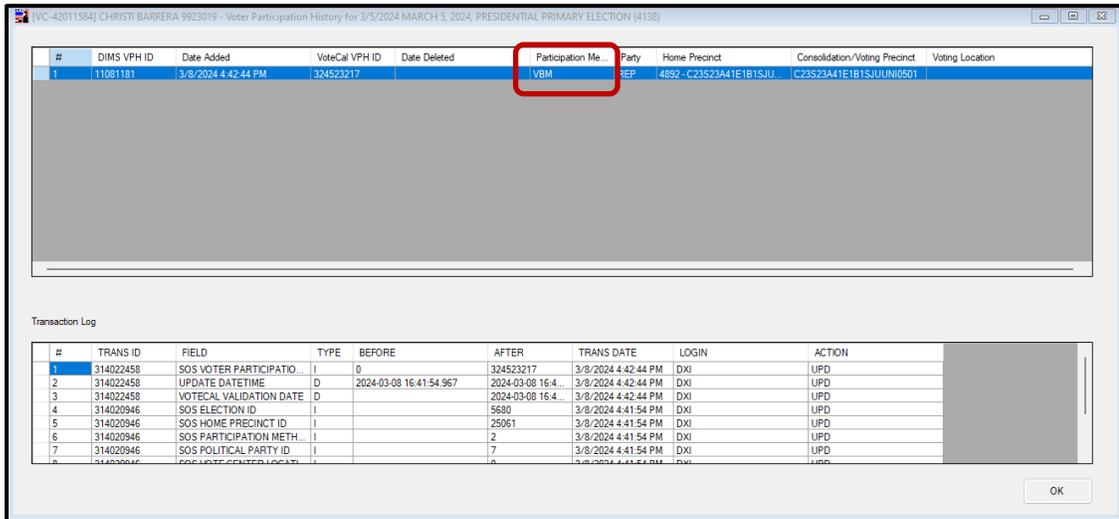
- Click **Voter Participation History** (VPH).



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.

- Look at **Participation Method**.

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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.

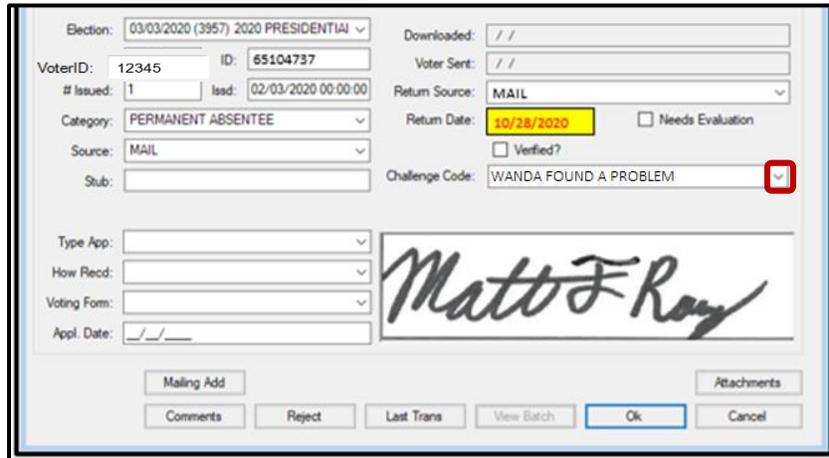
4. Click **OK** to close the Voting History window.



Voter Already Voted (VAV)

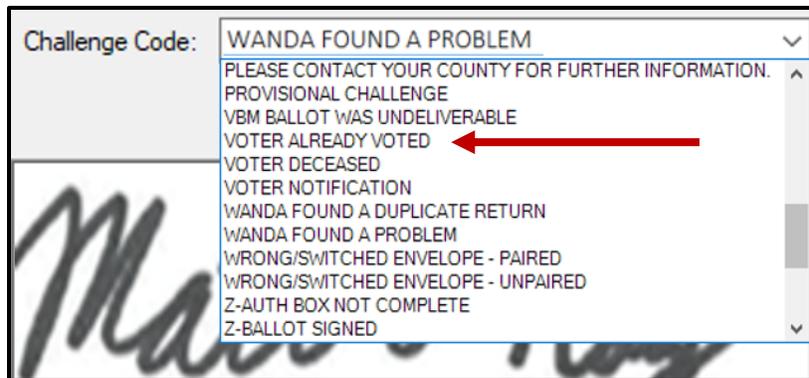
If within the Voting History window or the Active Ballot window there is evidence that the voter has already voted, the challenge code must be changed from WANDA to VAV (Voter Already Voted).

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



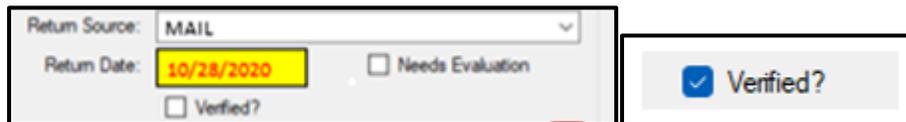
The screenshot shows a software interface for managing ballot challenges. At the top, it displays 'Election: 03/03/2020 (3957) 2020 PRESIDENTIAL'. Below this, fields for 'VoterID: 12345', 'ID: 65104737', and 'Return Source: MAIL' are visible. The 'Return Date' is set to '10/28/2020'. The 'Challenge Code' dropdown menu is currently set to 'WANDA FOUND A PROBLEM', with a red square highlighting the dropdown arrow. A signature 'Matt F Roy' is visible in the background. At the bottom, there are buttons for 'Mailing Add', 'Attachments', 'Comments', 'Reject', 'Last Trans', 'View Batch', 'Ok', and 'Cancel'.

2. Select **Voter Already Voted**.



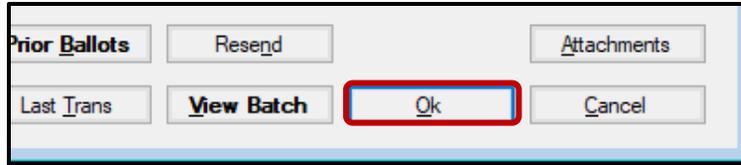
This screenshot shows the 'Challenge Code' dropdown menu expanded. The current selection is 'WANDA FOUND A PROBLEM'. The dropdown list includes the following options: 'PLEASE CONTACT YOUR COUNTY FOR FURTHER INFORMATION.', 'PROVISIONAL CHALLENGE', 'VBM BALLOT WAS UNDELIVERABLE', 'VOTER ALREADY VOTED', 'VOTER DECEASED', 'VOTER NOTIFICATION', 'WANDA FOUND A DUPLICATE RETURN', 'WANDA FOUND A PROBLEM', 'WRONG/SWITCHED ENVELOPE - PAIRED', 'WRONG/SWITCHED ENVELOPE - UNPAIRED', 'Z-AUTH BOX NOT COMPLETE', and 'Z-BALLOT SIGNED'. A red arrow points to the 'VOTER ALREADY VOTED' option.

3. Click the **Verified** check box.



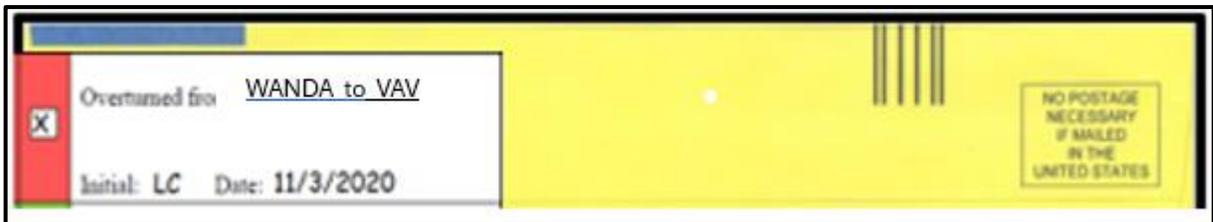
The screenshot shows a close-up of the 'Verified?' checkbox, which is now checked. The 'Return Source' is 'MAIL' and the 'Return Date' is '10/28/2020'. The 'Needs Evaluation' checkbox is unchecked.

4. 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.

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



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:

- 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

Overtured from <u> WANDA </u> to <u> VAV </u>
Status: FATAL PENDING
Reason: <u> ADDRESSING ERROR </u>

Date of Reason: <u> 11 </u> / <u> 3 </u> / <u> 20 </u>
VID: <u> 61875 </u>
AVID: <u> 65104737 </u>
Voter Name: <u> Matthew F Ranger </u>
<input type="checkbox"/> No other accepted ballots/voting credit found
<input checked="" type="checkbox"/> Signature compares
<input type="checkbox"/> Overtured <u>to</u> Valid
Notes: _____
<u> Active ballots </u>
<u> Provisional accept in Orange County. </u>
Initials: <u> LC </u> Date: <u> 11 </u> / <u> 5 </u> / <u> 20 </u>

Research Label Comments

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

- 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 Name and Address on File:
Name: MR MATTHEW F RANGER
Address: 370 PAMELA WAY
BARSTOW, CA 92311
Mailed To: 370 PAMELA WAY
BARSTOW, CA 92311

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

Election: 03/03/2020 (2020 PRESIDENTIAL)
VoterID: 12345 ID: 65104737
Issued: 1
Category: PERMANENT ABSENTEE
Source: MAIL
Sub:
Type App:
How Recd:
Voting Form:
App. Date: / /

Downloaded: / /
Voter Sent: / /
Return Source: MAIL
Return Date: 10/28/2020
Needs Evaluation:
Verified?:
Challenge Code: 10000000000000000000

Signature: *Matt F Ranger*

Mailing Add Attachments
Comments Reject Last Trans View Batch Ok Cancel

Declaration of Voter / Declaración del Votante

I declare under the Penalty of Perjury under the laws of the State of California that I am the person whose name appears on this envelope, that I am a resident of the precinct in which I am voting, reside at the address shown, and have neither applied for nor intend to apply for a mail ballot from any other jurisdiction for this election.

Declaro bajo Pena de Perjurio conforme a las leyes del Estado de California que soy la persona cuyo nombre aparece en este sobre, que soy residente del distrito electoral en el que votare, que resido en la dirección que se muestra, y que no he solicitado ni intendo solicitar una boleta por correo de ninguna otra jurisdicción para estas elecciones.

Warning:
• Your ballot will not be counted unless you sign in your own handwriting. Your signature must compare to your signature on file at the Registrar of Voters office.
• Voting twice constitutes a crime.

Advertencia:
• No se contará su boleta a menos que la firme con su propia letra. Su firma debe ser equiparable a su firma registrada en la oficina del Registrador de Votantes.
• Votar dos veces constituye un delito.

MR MATTHEW F RANGER
370 PAMELA WAY
Matt F Ranger

Date / Fecha

Authorized Return Agent / Agente de Devolución Autorizado

First name of the authorized person / Nombre en letra de imprenta de la persona autorizada
Relationship to the voter / Relación con el votante
Signature of the authorized person / Firma de la persona autorizada

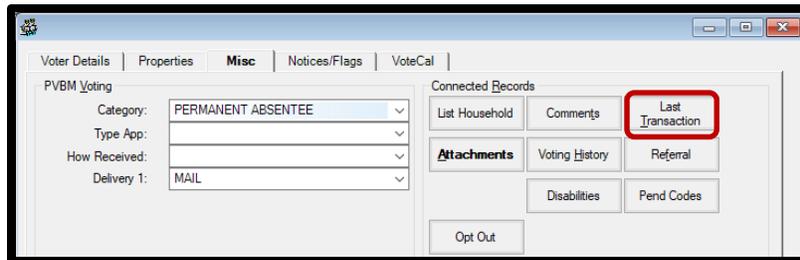
65104737

1497 3/28/2022 3783691
1442 9/03/2020 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 Signature - 1 (NMS-1)** section of this procedure.

Overturn to Valid

1. Click **Last Transaction**.



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.

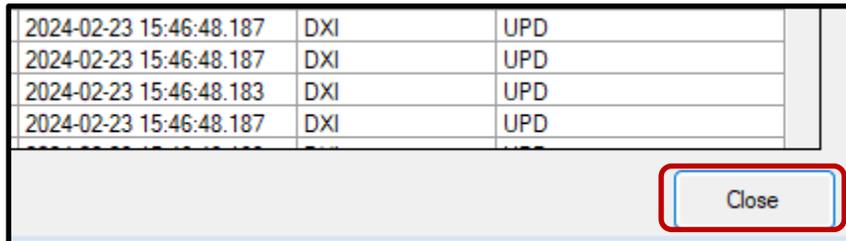
#	TRANSACTION	FIELD	BEFORE	AFTER	TRANS DATE
1	88765432	STATUS	A	F	11/3/2020 9:28
2	88765432	REASON	99-OFFICE UPDATE	ADDRESSING ERROR	11/3/2020 9:28
3	88765432	HOUSE NUMBER	777	7777	11/3/2020 9:28
4	88765432	EMAIL ADDRESS		PRINCESSNFROG@GMA...	11/3/2020 9:28
5	88765432	AFFIDAVIT NUMBER	56AA022813	85BY921655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

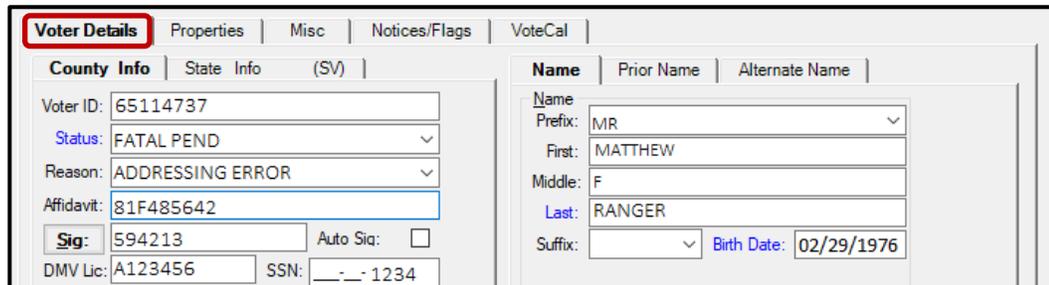
San Bernardino County Registrar of Voters
 Reviewing and Overturning Wanda Found a Problem (WANDA) Challenges (Version 1.0)



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



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



6. Write the following on the Research Label:

Overturned from <u>WANDA</u> to <u>VALID</u>
Status: FATAL PENDING
Reason: <u>ADDRESSING ERROR</u>

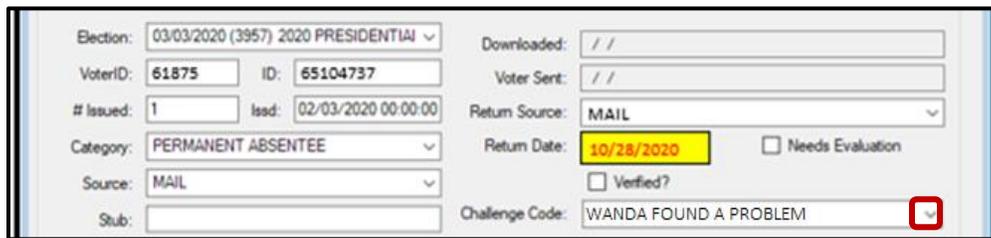
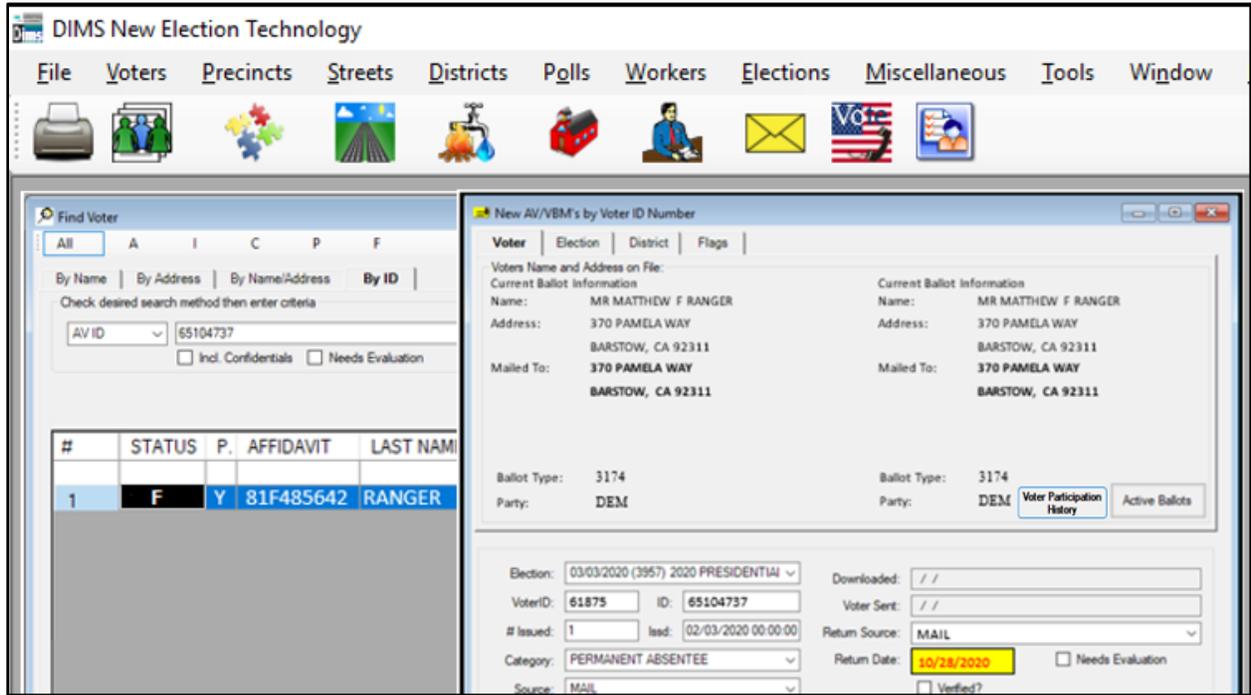
Date of Reason: <u>11</u> / <u>3</u> / <u>20</u>
VID: <u>61875</u>
AVID: <u>65104737</u>
Voter Name: <u>Matthew F Ranger</u>
<input checked="" type="checkbox"/> No other accepted ballots/voting credit found
<input checked="" type="checkbox"/> Signature compares
<input checked="" type="checkbox"/> Overturned <u>to</u> Valid
Notes: <u>Execution Date was after voter was</u> <u>fatal pending.</u>

Initials: <u>LC</u> Date: <u>11</u> / <u>5</u> / <u>20</u>

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

Post: <input type="text"/>	Bldg: <input type="text"/>	Unit #: <input type="text"/>	Str/Bx: <input type="text"/>	
City: <input type="text" value="SAN BERNARDINO"/>	Zip: <input type="text" value="92415"/>	City: <input type="text"/>	St: <input type="text"/>	Zip: <input type="text"/>
Prec: <input type="text"/>	Manual <input type="checkbox"/>	Additional Address <input type="text"/>		
Additional Address <input type="text"/>		Additional Address <input type="text"/>		
Print <input type="button"/>		Ok <input type="button"/>	Cancel <input type="button"/>	

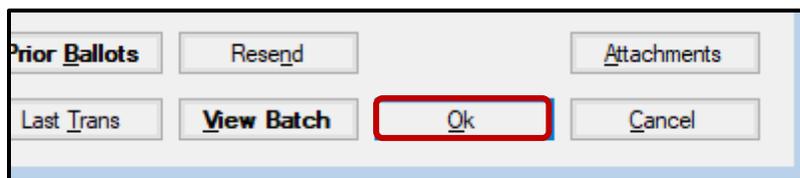
8. Make sure that the New AV/VBM's by Voter ID Number window and Find Voter windows remain open.



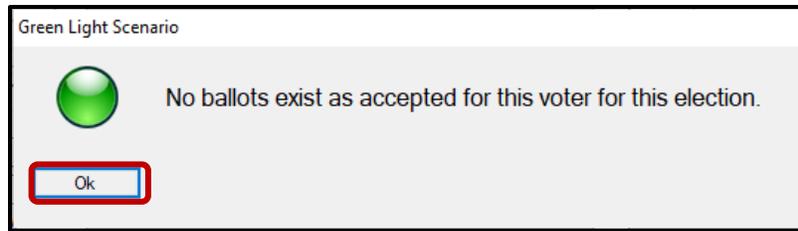
9. Press **Backspace** key to clear challenge code.



10. Click **OK**.



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

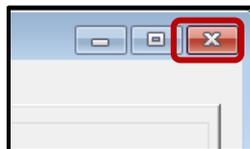


Note: If you entered this voter's New AV/VBM's by Voter ID Number window through the **Elections** button, once you click **OK** on the Green Light Scenario window, the New AV/VBM's by Voter ID Number window will wither, become blank or disappear. Simply follow the same steps (**Elections** button, **Absent 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.

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

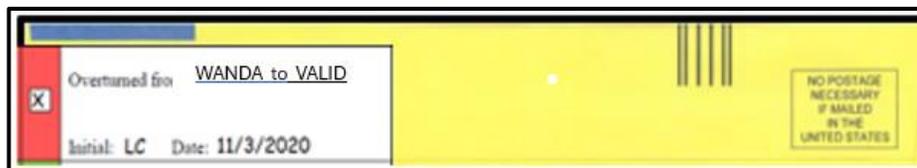


13. Close out of the AV Module by clicking the red X.



14. Write the following on the Challenge Label:

- Overturned from **WANDA to VALID**
- Initials and date



15. Write the following on the Research Label:

- Overturned from **WANDA to VALID**
- Status - Fatal 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
- Notes (if applicable)
- Initials and date

Overturned from WANDA to VALID
Status: FATAL PENDING
Reason: ADDRESSING ERROR
Date of Reason: 11 / 3 / 20
VID: 61875
AVID: 65104737
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.
Initials: LC Date: 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.

Election: 03/03/2020 (3957) 2020 PRESIDENTIAL
VoterID: 61875 ID: 65104737
Issued: 1 Issd: 02/03/2020 00:00:00
Category: PERMANENT ABSENTEE
Source: MAIL
Stub:
Type App:
How Recd:
Voting Form:
Appl. Date: / /
Downloaded: / /
Voter Sent: / /
Return Source: MAIL
Return Date: 10/28/2020 Needs Evaluation
 Verified?
Challenge Code: WANDA FOUND A PROBLEM
Mailing Add Attachments
Comments Reject Last Trans View Batch Ok Cancel

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
NON-MATCHING SIGNATURE-3

3. Click **Ok**.

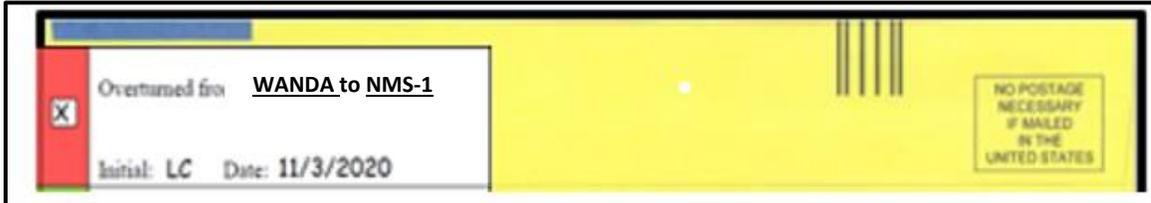
Prior Ballots Resend Attachments
Last Trans View Batch Ok Cancel

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

- 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 from WANDA to NMS-1
Status: FATAL PENDING
Reason: ADDRESSING ERROR
Date of Reason: 11 / 3 / 20
VID: 61875
AVID: 65104737
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.
Initials: LC Date: 11 / 5 / 20

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

Authorization

Document Owner: Ballot Department	Initiation Date: 11/17/2021
Version Number: 1.0, Original Document	Date: 06/14/2024
Version Written By: Alexandria Gomez	