



REGISTRAR OF VOTERS

Processing RAVBM ORIGAMI Mail Ballot Returns

PROCEDURE DOCUMENT - Version 2.0

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12/2/2021

Processing RAVBM Mail Ballot Returns

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Purpose

This procedure is followed to process Remote Accessible Vote By Mail (RAVBM) return envelopes. RAVBM is a service that voters may use to mark a ballot and return it to the Registrar of Voters. Voters may or may not have received a mail ballot from our office. There are different steps to validate and return a RAVBM depending on the two issue scenarios, email or mail. Both scenarios must undergo the same signature verification. Once the process is complete the envelopes are ready for extraction.

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 Leads and any other personnel appointed to reviewing and overturning challenged ballots. This procedure does not cover all possible scenarios but will outline the most common occurrences.

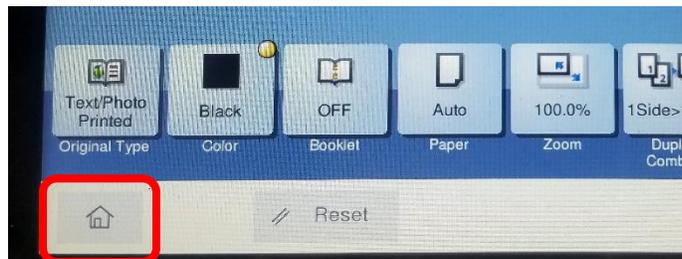
Scanning RAVBM Envelopes into System

Note: If possible scan envelopes before processing the envelopes.

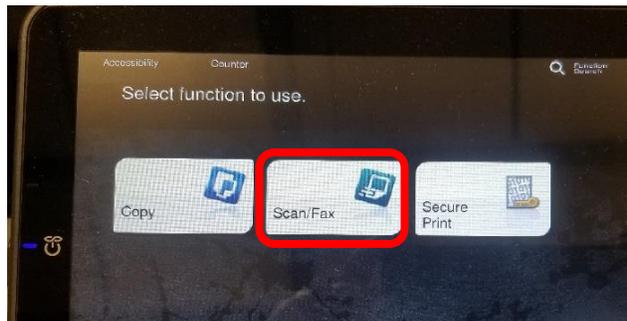
1. Take VBM envelopes to Printer (ROV04)
 - a. Place VBM (1 at a time) top left corner on the glass



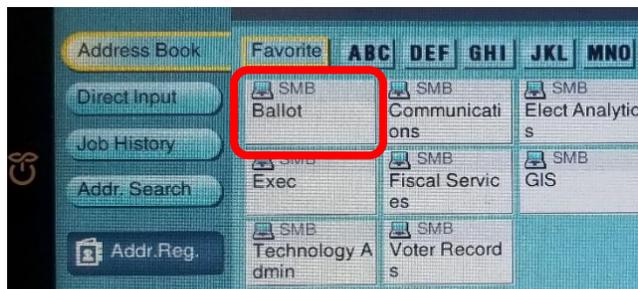
- b. Press the **HOME** button on the bottom left corner of screen.



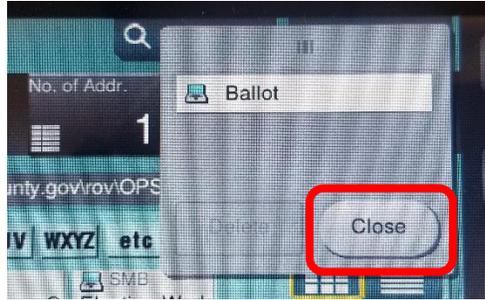
- c. Press **SCAN/FAX** button.



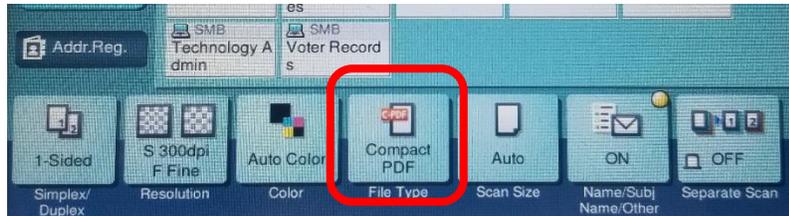
- d. Select **BALLOT**



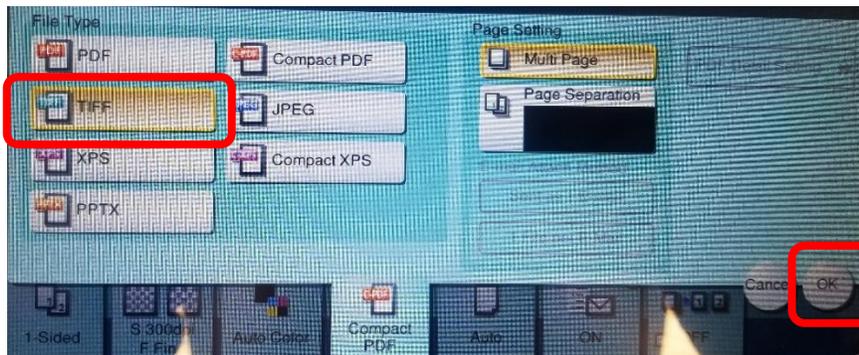
- e. Press **CLOSE** button



f. Change file type by pressing **COMPACT PDF/FILE TYPE**



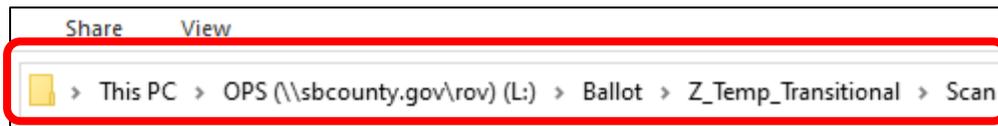
g. Select **TIFF** and press **OK**



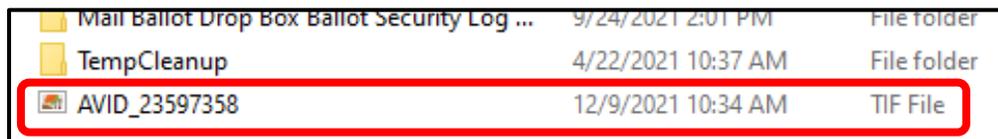
h. Press **START** bottom right corner



i. Go to L:\Ballot\Z_Temp_Transitional\Scan



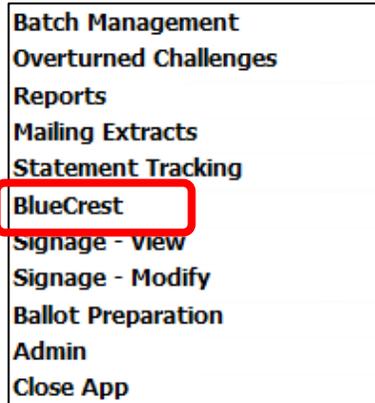
j. Locate VBM and rename with voters AVID



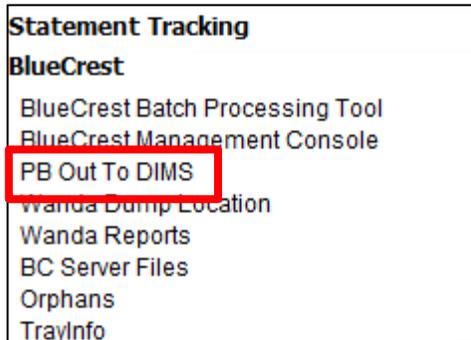
2. Open MBPD



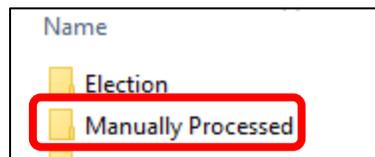
- a. Click **BlueCrest**



- b. Click PB Out To DIMS



- c. Open folder labeled **Manually Processed**



- d. Open folder labeled **RAVBM**. Move the scanned files into this folder.



DIMS.net

Logging-In

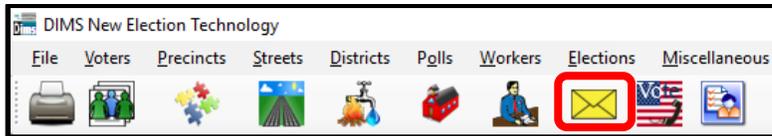
1. Double-click the DIMS.net icon from the desktop.
2. Click on the **Login** button.



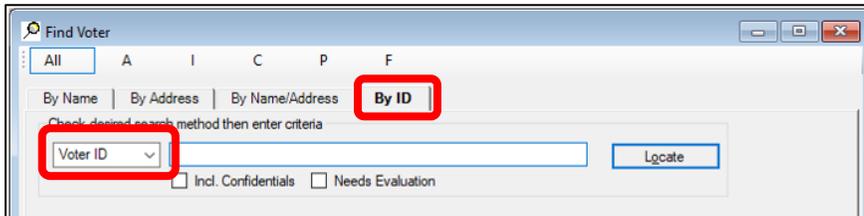
Note: Make certain that the **My Windows Account** option in the **Login Using** field is selected. Your user name should auto-populate in the **User Name** field. The **Password** text box should remain blank.

Locating Voter Record

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



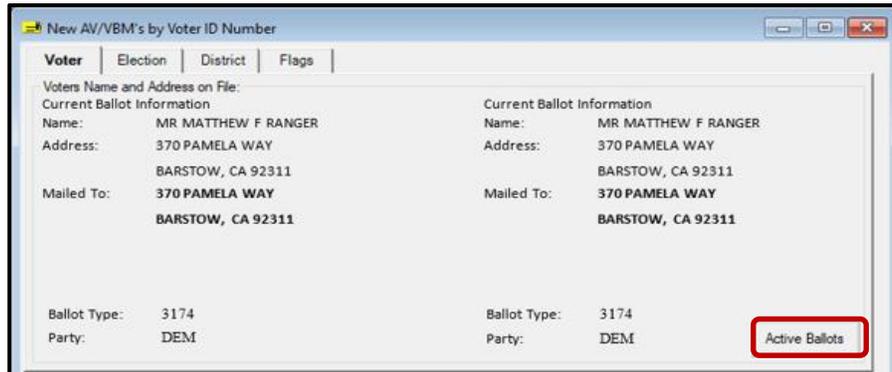
2. Locate voter in Find Voter **By ID** tab and **Voter ID**.



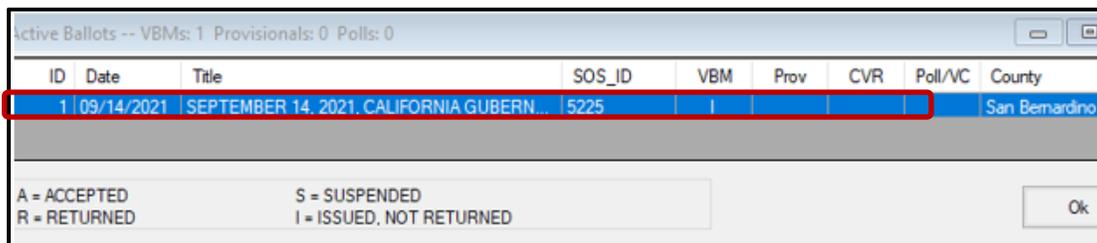
Note: If the voter ID is missing, locate the voter by name

Checking for Active Ballots and Voting History

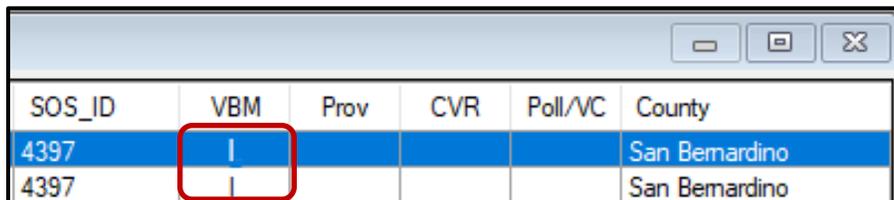
1. In the *New AV/VBM's by Voter ID Number* window, click on **Active Ballots**.



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

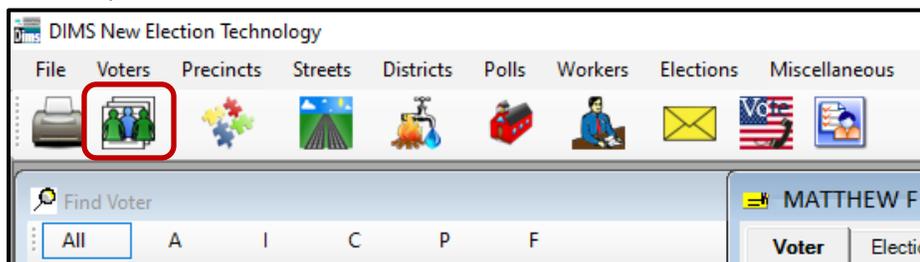


3. If there is more than one Active Ballot, make sure that the *VBM*, *Prov*, *CVR*, and *Poll/VC* columns are either blank or only have an "I" for *issued*.



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 to step 17, then 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.



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

The screenshot shows a software window titled "Voter Details" with several tabs: "Voter Details", "Properties", "Misc" (highlighted with a red box), "Notices/Flags", and "VoteCal". Under the "Misc" tab, there are two main sections: "County Info" and "Name".

County Info:

- Voter ID: 65114737
- Status: FATAL PEND
- Reason: ADDRESSING ERROR
- Affidavit: 81F485642
- Sig: 594213 (Auto Sig:)
- DMV Lic: A123456 (SSN: ___-__-1234)

Name:

- Prefix: MR
- First: MATTHEW
- Middle: F
- Last: RANGER
- Suffix: (empty)
- Birth Date: 11/11/11

- Click on **Voting History**.

This screenshot shows the same "Voter Details" window, but now the "Misc" tab is active. The "PVBM Voting" section is visible, with fields for Category (PERMANENT ABSENTEE), Type App, How Received, and Delivery 1 (MAIL). Below these fields, "Applied" is 07/17/2006 and "PVBM Address" is present.

On the right side, under "Connected Records", there are several buttons: "List Household", "Comments", "Last Transaction", "Attachments" (highlighted with a red box), "Referral", "Disabilities", "Pend Codes", and "Opt Out".

- 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".
- Click **OK** to close the *Voting History* window.

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

Note: If either the Voted or the Poll Voter columns have a "Y", that means that this voter has already participated in this current election and already voted. We cannot accept this VBM envelope and it becomes challenged as Voter Already Voted (VAV). Go straight to the VAV section of this procedure.

Once you have completed your research you can now begin the signature verification and overturning processes.

Processing RAVBM Printed from Email

1. Compare and Verify the signature on file.

The image shows a RAVBM envelope with a Declaration of Voter and Authorized Return Agent section. The Declaration of Voter section includes a warning that the ballot will not be counted unless signed in the voter's own handwriting. The Authorized Return Agent section includes a warning that ballots must be postmarked on or before Election Day and received by the Registrar of Voters office no later than 7 days after Election Day. The voter's name is MR MATTHEW F RANGER, and the election date is September 14, 2021. The voter's signature is visible and marked with a red 'X'.

2. Confirm issue source is **Email**.

The image shows a screenshot of the RAVBM processing form. The Source field is highlighted with a red box and set to EMAIL. Other fields include Election: 11/17/2021 (4129) 2021 CTE GUBERN., VoterID: 12345, ID: 158843, # Issued: 1, Issd: 11/15/2021 00:00:00, and Category: PERMANENT ABSENTEE.

Note: If the Source is MAIL, set this envelope aside. These are handled differently.

3. Write the **AVID #** assigned to the envelope.

The image shows a screenshot of the RAVBM processing form. The ID field is highlighted with a red box and contains the value 158843. Other fields include Election: 11/17/2021 (4129) 2021 CTE GUBERN., VoterID: 12345, # Issued: 1, Issd: 11/15/2021 00:00:00, and Category: PERMANENT ABSENTEE.

4. Select **MAIL** for the RETURN SOURCE.

The image shows a screenshot of the RAVBM processing form. The Return Source field is highlighted with a red box and set to MAIL. Other fields include Return Date: __/__/__, and a Verified? checkbox.

5. Enter the **RETURN DATE** (previously stamped by Mail Ballot Sorters) and click tab.

The image shows a screenshot of the RAVBM processing form. The Return Date field is highlighted with a red box and contains the value __/__/__. Other fields include Return Source: MAIL, and a Verified? checkbox.

6. Check the **VERIFIED** box and the **Is RAVBM** box.

Downloaded: //
Voter Sent: //
Return Source: OFFICE Is RAVBM?
Return Date: // / / Needs Evaluation
 Verified?

7. Locate **Ballot Type** number and write it on the envelope in the upper right corner.

Voter | Election | District | Flags |
Voters Name and Address on File:
Current Ballot Information Current Election Information
Name: Name:
Address: Address:
Mailed To:
Ballot Type: Ballot Type:
Party: Party:

8. Click the **OK** button

Mailing Add Suspend Resend Attachments
Comments Reject Last Trans View Batch **Ok** Cancel

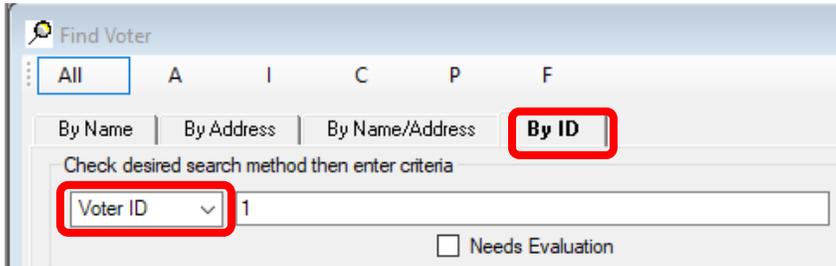
9. Re-enter the voters AV ID to confirm the RAVBM envelope now appears as returned.

Election: 11/03/2020 (3958) 2020 PRESIDENTIAL
VoterID: ID:
Issued: Issd:
Category:
Source:
Stub:
Downloaded: //
Voter Sent: //
Return Source: Is RAVBM?
Return Date: // / / Needs Evaluation
 Verified?
Challenge Code:

10. This envelope can now be moved to the **RAVBM READY FOR EXTRACTION** rack.

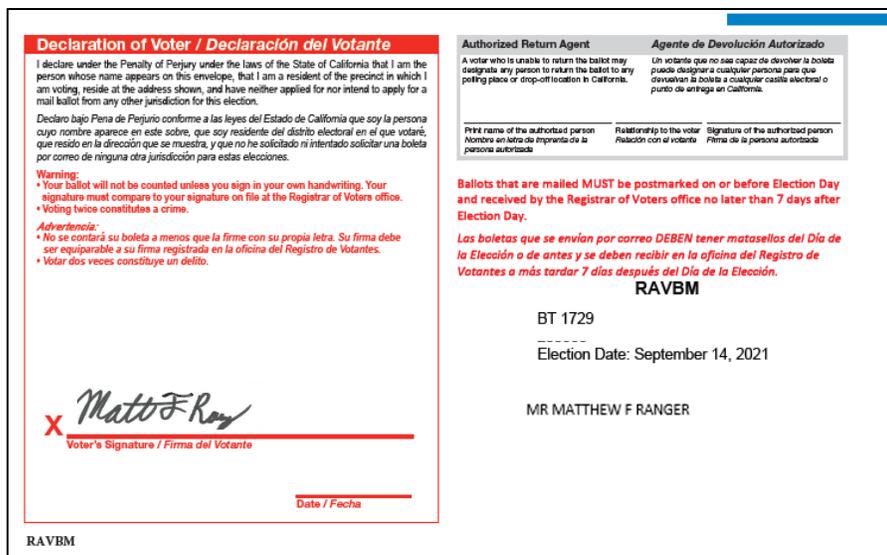
Processing RAVBM Printed from Mail

1. Locate voter in DIMS.net AV module By ID tab and Voter ID.

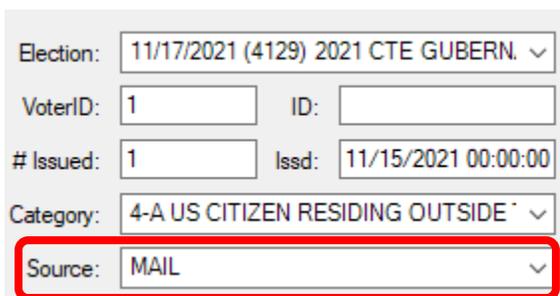


Note: If the voter ID is missing, locate the voter by name

2. Compare and verify the signature on file.

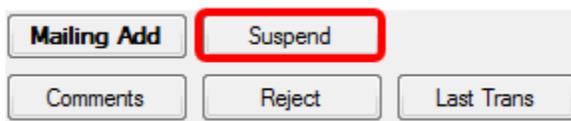


3. Confirm issue source is **MAIL**.



Note: Mail source online RAVBM must be suspended and reissued.

4. Click **SUSPEND**.



5. WINDOW POP-UP: "Do you really want to suspend the AV/VBM Record?" Click **YES**.

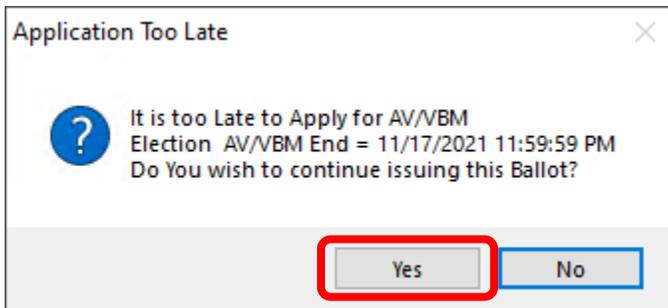


6. WINDOW POP-UP: "Totally remove the Record and all subsidiary records?" Click **YES**.



Note: This will automatically kick you out of the voters AV module

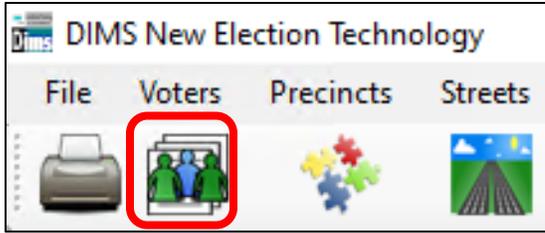
7. Re-enter AV module and locate voter again.
8. WINDOW POP-UP: "It is too late to Apply for AV/VBM. Do you wish to continue issuing the Ballot?" Click **YES**.



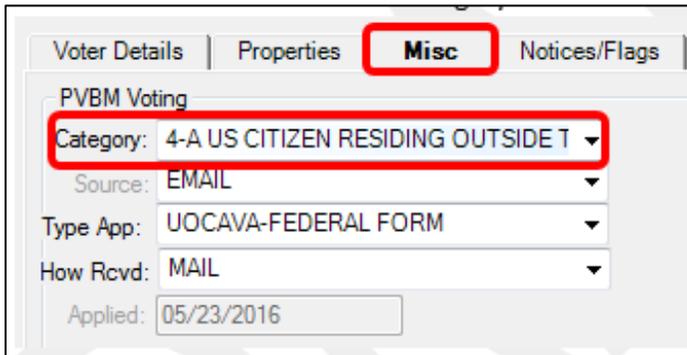
9. In the **Issd** block enter the date E-29 00:00:00 (E-29 is 29 days prior to Election Day).

Election:	11/08/2016 (2299) 2016 PRESIDENTIAL ▼		
VoterID:	12345	ID:	
# Issued:	1	Issd:	11/30/2016 16:21:01
Category:	▼		
Source:	EMAIL ▼		

10. Click the Find Voters Record icon.



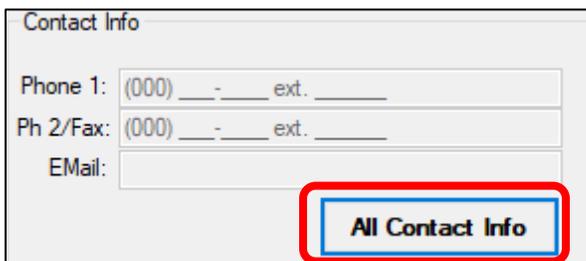
11. Under the **MISC** tab you will find the voters category.



12. **ies** tab.



13. Click on **“ALL CONTACT INFO”**



Note: If there is no email in this “Contact Information” section, click CANCEL and return to AV Module and enter sigver@sbcountyelections.com in the EMAIL bar. If there IS a voter email continue with steps 18-20.



14. Click in the **email bar** and then click **EDIT**.

15. Highlight and copy voter’s email

The screenshot shows a window titled "Voter Contacts" with a close button in the top right. The main heading is "Contact Information". Below the heading are three buttons: "Add", "Edit" (highlighted with a red box), and "Delete". There is a form with three input fields: "Type:" (a dropdown menu), "Info:" (a text field), and "Ext.:" (a text field). To the right of the "Type:" field is an "Unlisted" checkbox and a "Clear/Reset" button. Below the form are "Save" and "Cancel" buttons. At the bottom is a table with columns: Type, Info, Ext, P, and F.

Type	Info	Ext	P	F
DAYTIME TELEPHONE	9095551111		<input type="checkbox"/>	
EMAIL	jane_doe@yahoo.com		<input type="checkbox"/>	

16. Close window by clicking **CANCEL**.

A close-up of the bottom right corner of a dialog box, showing "Ok" and "Cancel" buttons. The "Cancel" button is highlighted with a red box.

17. Return to AV module and paste the email address in the **email bar**.

18. Click **OK** in the AV Module screen.

The screenshot shows a form with a "Fax:" field and an "Email:" field. The "Email:" field is highlighted with a red box. At the bottom right are "Ok" and "Cancel" buttons, with the "Ok" button highlighted by a red box.

19. Under RETURN SOURCE select **MAIL**.

The screenshot shows a dropdown menu for "Return Source:" with "MAIL" selected. Below it is a "Return Date:" field with a date format of __/__/__. There is also a "Verified?" checkbox.

20. Under **Return Date** enter the stamped date already on the envelope and hit TAB.

The screenshot shows the "Return Date:" field highlighted with a red box. The "Return Source:" dropdown is set to "MAIL" and the "Verified?" checkbox is present.

21. Check the **VERIFIED** box and the **Is RAVBM** box.

Downloaded: //

Voter Sent: //

Return Source: OFFICE Is RAVBM?

Return Date: // / / Needs Evaluation

Verified?

22. Locate Ballot Type and write it on the envelope in the upper right corner.

Mailed To:

Ballot Type:

Party:

23. Click **OK** to generate a new AVID. Write that new AVID on the envelope.

24. Re-enter the voters AV module to confirm the envelope now appears returned.

Election: 11/03/2020 (3958) 2020 PRESIDENTIAL

Downloaded: //

VoterID: ID:

Voter Sent: //

Issued: Issd:

Return Source: Is RAVBM?

Category:

Return Date: // / / Needs Evaluation

Source:

Verified?

Stub: Challenge Code:

25. This envelope can now be moved to the **RAVBM READY FOR EXTRACTION** rack.

Authorization

Document Owner: Ballot Department	Initiation Date: 8/18/2021
Version Number: 2.0, Revised Document	Date: 12/02/2021
Version Written By: Yvette Conley	