

## MAILING AV BALLOTS

The ballots are counted in each tray and a Postage Statement is completed via Gateway System for all mail sent to the post office. A green tag “Ballots Only” is hooked onto trays to assist the postal employees with processing and taken to the main postage, Business Reply Section.

If the total mail is 200 or less it can be delivered to the Milwaukee Post Office, front counter.

## PROCESSING RETURNED BALLOTS

1. Upon receipt of absentee ballots, designated clerks will stamp returned ballots.
2. The clerk will separate the unsigned ballots and military ballots from the signed ballots.
3. The supervisor will designate a clerk to count ballots in bundles of 25 and place In tray.
4. Supervisor will issue bundles of ballots to employees for processing.

### **STEP BY STEP:**

- From QVF REFRESH, Click on **Absentee Voter**
- **Drop down menu - AV Scan**
- Click the **Main Election** drop down menu: Select current Election Date.
- Click Region Type, drop down arrow Select Jurisdiction,
- Click Region drop down arrow – Select Detroit City 22000
- Click in Search Term Field -Type Last and First Name
- Click Search
- Click Edit
- Verify signature in QVF Refresh to signature on ballot return envelope, initial ballot return envelope in red in designated area.
- If there is no signature in QVF Refresh, verify the signature in the master file. (Retrieve application if master card cannot be located).
- Click Absentee Voter
- Absentee Voter Detail Screen
- Click the **Main Election** drop down menu: Select current Election Date.
- In Ballot Section – Type date ballot was returned.

## **PROCESSING RETURNED BALLOTS (continued)**

- Write ballot number (ex. 0001) in red on ballot return envelope and initial in designated area.
- Initial ballot return envelope on election official line in red.
- Click Save/Print.

All processed ballots will be sorted by form/precinct number and placed in first letter alpha order by last name to be forwarded to the AV Processing Board.

Ballots are color-coded by runs indicating the date the ballots were returned and processed for reporting purposes.

The supervisor will record the ballot return count on the ballot return log report and post on bulletin board outside AV Room.

## **PROBLEM RESOLUTION**

### **\*Unmatched Signature - Rejection**

The supervisor or designated clerk will resolve the “unmatched signature” by rechecking the signature.

If it doesn't match, reject the signature in QVF REFRESH – drop down menu Signature Does Not Match by Election Day. Write on the ballot **“BALLOT RETURNED REJECTED NO SIG”, THE DATE AND YOUR INITIALS**. On the upper right corner of the ballot envelope. A letter is sent to the voter informing them that their returned ballot was rejected because the signature did not match our records.

### **\*No Signature**

A letter will be sent to the voter stating the ballot return envelope was unsigned. They will have the option to come into the office to sign their original ballot return envelope or they may sign the ballot return envelope (empty) sent with the letter and mail it.

The ballot is rejected the in QVF REFRESH – drop down menu – No Signature by Election Day. Write on the ballot **NO SIG Letter Sent (LS), THE DATE AND YOUR INITIALS** on the upper right corner of the ballot envelope.

## **PROBLEM RESOLUTION (continued)**

Once letter is returned with signature on ballot return envelope, the voters record is updated in QVF REFRESH as ballot returned. The ballot return envelope with no signature is inserted into the new ballot return envelope with the signature.

**\*Voter in Transition:** If the voter is in transition, type voter's name in QVF REFRESH using the Voter Registration Module. Receive the ballot in QVF if it is within the timeframe of the "through" date.

**\*Voter Not Accessable:** If the voter is not accessable to you server in QVF REFRESH, write "VNA" in the upper right corner on return ballot envelope and forward to the Absentee Voting Section for storage.

**\*No Ballot Number on Screen for Voter:** Review record to verify that it is the correct voter. If no ballot number is in QVF REFRESH, locate the application and update voter's record in QVF REFRESH.

**\*Ballot Return Envelope contains no Precinct and/or Form Number:**

Enter voter's name in QVF REFRESH and print label or write precinct number on ballot return envelope, check form sheet for form number.

**\*Ballot Return Envelope that contains no address:**

Enter voter's name in QVF REFRESH, verify ballot was issued, and compare signatures, then print label or write address on ballot return envelope.

**\*Signature on ballot, but not in specified space (statement of voter):**

Mark "Rejected Statement of Voter Not Properly Executed" and initial ballot and staple to application then reject ballot in QVF REFRESH - No Signature by Election Day.

**\*Ballot Returned Marked Voter is Deceased:**

Return the ballot to the A. V. room for storage until media is received from the state to cancel record or notice of deceased voter is received.

## **PROBLEM RESOLUTION (continued)**

### **\*Duplicate Ballots:**

In the event two ballots were issued in error and returned, process ballot with the highest ballot number. The duplicate ballot will be stapled to application and marked "Rejected Duplicate Ballot". The first ballot issued is spoiled in QVF REFRESH.

If voter has two records in QVF REFRESH, print both records and request a merge on the duplicate files in QVF REFRESH. Once the merge is completed adjust record to reflect the one ballot was returned and one ballot was rejected.

### **\*Ballots Returned from the Post Office as Undeliverable:**

- a. Review address in QVF REFRESH, if there is an error, correct address and mail ballot to voter.
- b. If the mailing address is identical to the voter's record in QVF REFRESH and there is not a second address on the application, insert all contents into another outgoing envelope, write #2 on the bottom left corner with a black marker and mail.

If the ballot is returned a second time, update voter's record QVF REFRESH - Check box for Undeliverable ballot returned date stamp and place Undeliverable Ballots tray to be counted and reported on the A.V Statistical Report and stored after the election is certified.