



ALEX PADILLA | SECRETARY OF STATE | STATE OF CALIFORNIA
ELECTIONS DIVISION

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October 20, 2016

County Clerk/Registrar of Voters (CC/ROV) Memorandum #16325

TO: All County Clerks/Registrars of Voters

FROM: /s/ Susan Lapsley
Deputy Secretary of State Counsel

RE: VoteCal: Vote-by-Mail and Provisional Ballot Reject Reason Codes

After the November 8, 2016, General Election, voters will have the capability to check the date their vote-by-mail (VBM) or provisional ballot was received at the county, if the ballot was counted or rejected, and, if rejected, the reason for the rejection, on the My Voter Status page and provisional ballot lookup page.

In order to provide this service, counties must send ballot status information to VoteCal as it is entered in the local Election Management System (EMS).

- **DFM Counties:** VBM ballot and provisional ballot information is automatically sent to VoteCal.
- **DIMS Counties:** Use the VBM ballot and/or provisional ballot "SEND" functionality from the VoteCal upload page at least once per day.

The SOS worked with the VoteCal Business Process Committee (BPC) to develop a standard list of vote-by-mail and provisional ballot rejection reason descriptions. The list was developed by compiling "reject" reasons from several counties and the U.S. Election Assistance Commission (EAC) 2012 Election Administration and Voting Survey collection categories and determining the most commonly used reasons. The My Voter Status page and provisional lookup page displays ballot "rejection" reasons exactly as received from the local EMSs; therefore, it is important to display consistent and easy-to-understand reasons to the voter.

Please use the attached VoteCal standardized reasons when a ballot is rejected beginning with the November 8, 2016, Presidential General Election.

If you have any questions on updating the reasons within your EMS, contact your EMS help desk.

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Please note: VoteCal is in the process of implementing a change that will validate vote-by-mail and provisional ballot “reject” reasons received from the EMS against the standardized list. This change is scheduled to be implemented by March 2017. If you have any additional questions or need clarification, please contact the VoteCal Help Desk at 888-868-3225 or via email at VoteCalHelp@sos.ca.gov.

Attachment

Vote-by-Mail and Provisional Ballot Standard "Reject" Reason Codes

VoteCal VBM Ballots Not Counted Reason Codes
Voter already voted
No voter signature
Non-matching signature
Ballot missing from envelope
Voter deceased
Missing or incorrect address on envelope
Multiple ballots returned in one envelope
Ballot was not received on time
Please contact your county for further information. (Other codes with multiple reasons)
VBM ballot was undeliverable
In Review

VoteCal Provisional Ballots Not Counted Reason Codes
Voter already voted
No voter signature
Non-matching signature
Ballot missing from envelope
Voter not registered
Voted in wrong county
Voted wrong ballot
Envelope and/or ballot was in complete and/or illegible
Please contact your county for further information (Other codes with multiple reasons)
In Review