



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

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February 16, 2017

County Clerk/Registrar of Voters (CC/ROV) Memorandum #17021

**TO:** All County Clerks/Registrars of Voters

**FROM:** /s/ Catherine Ingram-Kelly  
VoteCal Program Manager

**RE:** VoteCal: Vote-by-Mail Status and Provisional Ballot Lookup

On February 16, 2017, the Secretary of State (SOS) will implement the vote-by-mail (VBM) status and provisional ballot lookup.

**WHAT'S NEW?**

On the My Voter Status page and the Provisional Ballot Lookup, voters will have the capability to check the date their VBM ballot was received at the county, if the ballot was counted or rejected, and if rejected, the reason for the rejection.

**REJECT REASON CODES**

As detailed in CCROV #16325 dated October 20, 2016, 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). The My Voter Status page and the Provisional Ballot Lookup page displays ballot "rejection" reasons exactly as received from the local EMSs.

If you have any questions or need clarification, please contact the VoteCal Help Desk at 888-868-3225 or via email at [VoteCalHelp@sos.ca.gov](mailto:VoteCalHelp@sos.ca.gov).