



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

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May 7, 2018

County Clerk/Registrar of Voters (CC/ROV) Memorandum #18109

TO: All County Clerks/Registrars of Voters

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

RE: VoteCal: Guidance Documents

As new functionality is added to the VoteCal system, the Secretary of State provides updated and/or new guidance documents to county users in order to provide counties with direction and processes to effectively use the VoteCal system. Listed below are the documents which are new as of May 7, 2018:

- Ballot Processing (new);
- California New Motor Voter (new); and
- Push Voter (new).

Please take the time to review these guidance documents as they will assist you with the VoteCal processes. These documents will also be posted on the VoteCal Communications Portal.

If you have any questions or need clarification regarding this CCROV or other VoteCal matters, please contact the VoteCal Help Desk at 888-868-3225 or via email at VoteCalHelp@sos.ca.gov.

Attachments



Guidance: Ballot Processing

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1. Purpose of this Guidance Document

This document provides guidance on when a VBM, CVR provisional, provisional, vote center regular or polling place regular ballot is accepted/counted anywhere in the state and what information county elections officials must provide to VoteCal, via their EMS, to facilitate the cross county knowledge that a vote was accepted/counted.

All other current procedures for ballot processing are still in effect.

2. Guiding Principle – “First in Wins”

First ballot in wins – This is defined as an accepted/counted vote documented in the EMS and sent to VoteCal. This could be a VBM ballot, CVR provisional ballot, provisional ballot, vote center regular ballot, or polling place regular ballot. This first ballot in is the ballot counted; any other ballot received for the voter should be rejected as “Voter already voted” by the county.

If a provisional or CVR voter re-registers after the 15 day cutoff and was a “poll voter” in the previous county (no VBM ballots issued), any ballot cast in the new county should be held until the previous county indicated that their poll history (i.e. rosters) have been uploaded to VoteCal (see 4. Polling Place Roster Adjudication Status Dashboard “Bingo Board”).

3. “Lights” for Issuing and Counting

VoteCal supports validation checks by the EMSs for determining if a ballot (VBM, CVR provisional, provisional, vote center regular ballot, or polling place regular ballot) has been accepted/counted for a voter for the election. EMSs support the following:

- Ability to do a validation check to VoteCal to determine if a ballot has been accepted/counted for a voter.
- Notification to prevent a ballot from being issued when a ballot has already been accepted/counted for a voter.
- Functionality to allow a user to override and issue a provisional ballot (CVR or regular) to a voter.

EMSs have implemented a three “traffic light” concept to inform the counties if it is ok to issue and/or count a ballot. Though the EMS implementation will vary, the “light” definitions are:

- **Issuing** Ballot “Lights” Definitions:

Ballot Issuance Lights	
Light Color	Definition



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Red Light	The voter has already cast an “Accepted” ballot. County should not issue a CVR ballot or can choose to issue a provisional ballot.
Yellow Light	The voter has outstanding messages (such as potential duplicate or merge voter determine survivor) that should be worked before making a decision to issue a ballot. County should work and resolve any outstanding messages sent to their county for this voter. This is critical as, if the resolution of the message results in a voter merge, the newly combined single record will show if the voter has cast a ballot anywhere else in the state.
Green Light	There are no red or yellow light issues. County can issue a ballot.

- **Counting** Ballot “Light” Definitions:

Ballot Counting Lights	
Light Color	Definition
Red Light	The voter has already cast an “Accepted” ballot. County should not count this ballot.
Yellow Light	The voter has outstanding messages (such as potential duplicate or merged voter determine survivor) OR voter is an existing registered “poll voter” in another county (defined as a voter who re-registered after the E-15 cutoff, came from another county, and has no VBM ballots issued). County should work any outstanding messages sent to their county for this voter and, if a poll voter in another county, check the “bingo board” to verify the voter did not choose to cast a ballot at the polls (explained in the next section 1.4 “Polling Place Roster Adjudication Status Dashboard – ‘Bingo Board’”) before counting the ballot.
Green Light	There are no red or yellow light issues. County can count ballot.

4. Polling Place Roster Adjudication Status Dashboard - “Bingo Board”

For each election, counties, via their EMS, indicate that they have completed their roster adjudication and have uploaded their Voter Participation History (VPH) to VoteCal. VoteCal has added a secured



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county portal containing the dashboard “Bingo Board” so that counties know when other counties have completed uploading their polling place VPH.

Using a county specific URL provided by the VoteCal Help Desk, counties launch the “Bingo Board,” pick an election and then view a listing of all 58 counties. If a county has indicated their roster adjudication is complete, a green checkmark is displayed for that county. If adjudication is not complete, a red “X” is displayed. If a county is not participating in the selected election, “N/A” is displayed for the counties not involved in the selected election (i.e. not statewide).

Counties use this “Bingo Board” to determine when to count a ballot that is showing a yellow light in the EMS because the voter is an existing registered “poll voter” in another county (County A). County B will view the dashboard for County A where the voter is an existing registered “poll voter.”

- If County A shows a green checkmark on the dashboard this means that the county has uploaded their VPH and the voter did not cast a poll ballot.
 - County B can count the ballot that is receiving a yellow light in the EMS.
- If County A shows a red “X” on the dashboard, this means that the county has not uploaded their VPH and it is unknown yet if the voter has cast a poll ballot.
 - County B must wait until County A shows a green checkmark on the dashboard.
- If County A shows a green checkmark on the dashboard and the voter DID cast a “poll” ballot, County B should see a red light in the EMS for that ballot.

5. Setup for the Election

The county elections officials must ensure the EMS is configured to send ballot information to VoteCal automatically; the EMS implementation will vary.

The county elections officials must also ensure that all local values for ballot return method and ballot rejection reason codes are mapped to VoteCal standard values.

6. Vote by Mail (VBM) Ballots

The county elections official should refer to section 3. ““Lights” for Issuing and Counting” above to determine if a VBM ballot should be counted. Contact your EMS for assistance.

The county elections official must update the voter record in VoteCal, via the EMS, with the following data when a VBM ballot is issued:

- Issue Date (* This is a user entered date and can be different from the date VoteCal actually receives the issued ballot information from the EMS/county)
- Issue Method



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The county elections official must update the voter record in VoteCal, via the EMS, with the following data when a VBM ballot is returned. These values entered via the EMS are updated in near-real time to VoteCal:

- Received Date
- VBM Return Method
- VBM Ballot Return Status (Accepted or Not Accepted)
- VBM Ballot Reject Reason Code (required if VBM Ballot Return Status is not “Not Accepted”)

The following data must be updated in the voter record in the EMS for a VBM ballot:

- VBM Return Method
 - Drop Box (indicates an unattended standalone drop box location)
 - Drop Off Location (indicates VBM ballots returned at a location such as at a polling place or at the county elections office)
 - Vote Center Drop Off (for VBM ballots returned at a vote center)
 - Mail
 - Fax
 - Non-Deliverable
 - Other
- VBM Ballot Status
 - Accepted
 - Not Accepted
- VBM Ballot Reject Reason Code (must be indicated when VBM Ballot is Not Accepted)
 - 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 in time
 - Please contact your county for further information
 - VBM ballot was undeliverable
 - In Review (* this is a temporary reason and cannot be used for final adjudication)

The VPH Participation Method Code for accepted VBM ballots must be Vote-By-Mail.



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The county elections official should verify that a sample of a ballot of each type (VBM, CVR provisional, provisional, vote center regular ballot, or polling place regular ballot) are updated appropriately in VoteCal and if not should check for related failure messages in the EMS. Contact your EMS for assistance.

The voter's VBM ballot status, (and the ballot rejection reason if applicable), will display on the voter's My Voter Status page. This will be visible to voters in near real time.

7. CVR Provisional Ballots

The county elections official should refer to section 3. "“Lights” for Issuing and Counting” above to determine if a CVR provisional ballot should be issued and/or counted.

The following data must be updated in the voter record in the EMS when a CVR provisional ballot is counted:

- CVR Provisional Ballot Status
 - Counted
 - Not Counted

If the CVR provisional ballot is not counted, then the Provisional Ballot Not Counted Reason Code must be specified:

- Provisional Ballot Not Counted Reason Code
 - Voter already voted
 - No voter signature
 - Non-matching signature
 - Ballot missing from envelope
 - Voter not registered
 - Voted in wrong county
 - Envelope and/or ballot was incomplete and/or illegible
 - Please contact your county for further information
 - In Review (* this is a temporary reason and cannot be used for final adjudication)

The VPH Participation Method Code for counted CVR Provisional ballots must be CVR.

The county elections official should verify that a sample of the voter records are updated appropriately in VoteCal, and if not should answer related failure messages in the EMS. The county elections official can utilize the “VoteCal Portal” or “Statewide Search” within the EMS to ensure that the ballot information was updated in VoteCal. Contact your EMS for assistance.

The county elections official shall resolve the “in review” status of a registrant's ballot within the canvass period. The voter's CVR Provisional ballot status, and if not counted, the Provisional Ballot Not Counted



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Reason Code, will display on the voter's My Voter Status page. This will be visible to voters in near real time.

8. Vote Center Regular Ballots

A vote center regular ballot is issued to a voter who arrives at an established vote center when the county elections official can verify that the voter is an eligible registered voter and has not returned an accepted/counted ballot for the election anywhere in the state. The county elections official should refer to section 3. "“Lights” for Issuing and Counting” above to determine if a vote center regular ballot should be issued.

When a vote center regular ballot is issued, a VPH for that voter should be noted in the EMS which is updated in VoteCal in near real time. The VPH Participating Method Code for an issued/cast vote center regular ballot must be Vote Center. Additionally the vote center at which the vote was cast must also be identified.

The county elections official should verify that a sample of the voter records are updated appropriately in VoteCal, and if not, should answer related failure messages in the EMS. The county elections official can utilize the “VoteCal Portal” or “Statewide Search” within the EMS to ensure that the ballot information was updated in VoteCal. Contact your EMS for assistance.

The voter's vote center ballot status will display on the voter's My Voter Status page. This will be visible to voters in near real time.

9. Provisional Ballots

The following data must be updated in the voter record in the EMS when a provisional ballot is adjudicated using the following standard values:

- Provisional Ballot Status
 - Counted
 - Not Counted

If the provisional ballot is not counted, then the “reason” must also be specified:

- Provisional Ballot Not Counted Reason Code
 - Voter already voted
 - No voter signature
 - Non-matching signature
 - Ballot missing from envelope
 - Voter not registered
 - Voted in wrong county



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- Voted wrong ballot
- Envelope and/or ballot was incomplete and/or illegible
- Please contact your county for further information
- In Review (* this is a temporary reason and cannot be used for final adjudication)

The VPH Participation Method Code for counted Provisional ballots should reflect the method the provisional ballot was cast. For example, if the provisional ballot was cast at a polling place, the VPH Participation Method Code would be Polling Place.

The county elections official should verify that a sample of the voter records are updated appropriately in VoteCal, and if not should answer related failure messages in the EMS. The county elections official can utilize the “VoteCal Portal” or “Statewide Search” within the EMS to ensure that the ballot information was updated in VoteCal. Contact your EMS for assistance.

The elections official shall resolve the “in review” status of a registrant’s ballot within the canvass period. The voter’s Provisional ballot status, and if not counted, the Provisional Ballot Not Counted Reason Code, will display on the voter’s My Voter Status page. This will be visible to voters in near real time.

10. Polling Place Regular Ballots

When polling place adjudication history is sent to VoteCal, the VPH Voting Method must always be Polling Place.

Once the county elections official has completed uploading all polling place roster adjudication history to VoteCal, the elections official indicates through the EMS interface that they are complete so other counties can access this information via the dashboard “Bingo Board.” For more information see section 4. “Polling Place Roster Adjudication Status Dashboard – “Bingo Board”” above.

11. Voter Participation History (Participation Method and when Sent)

The county elections officials will apply the VPH to the voter record in the EMS to indicate voter credit (voter cast an accepted/counted vote). The VPH can be sent to VoteCal any time after polls open.

If a voter casts a vote center regular ballot, the VPH for that voter must be sent immediately to VoteCal.

Counties shall apply final VBM Ballot Rejection Reason codes and Provisional Ballot Not Counted Reason codes to voter records in the statewide voter registration system. These reasons will display on the voter’s My Voter Status page. This will be visible to voters in near real time.



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11.1 Review of VPH Methods

- VBM Ballots - If a VBM ballot has been returned and the county elections official has accepted the ballot, the VPH Participation Method must be VBM. This VPH record must be sent to VoteCal immediately so other counties will know that the voter has cast a ballot for this election.
- CVR Provisional Ballots - If a CVR provisional ballot has been cast and the county elections official has counted the ballot, the VPH Participation Method must be CVR. This VPH record must be sent to VoteCal immediately so other counties will know that the voter has cast a ballot for this election.
- Vote Center Regular Ballots - If a vote center ballot is cast, the VPH Participation Method must be Vote Center, and the vote center where the voter cast their vote must be specified. This VPH record must be sent to VoteCal immediately so other counties will know that the voter has cast a ballot for this election.
- Provisional Ballots - If a provisional ballot has been cast and the county elections official has counted the ballot, the VPH Voting Method must reflect where the provisional ballot was cast. For example, if the voter cast the Provisional ballot at a polling place, the VPH Participation Method would be Polling Place.
- Polling Place Regular Ballots – If a polling place regular ballot has been cast, the VPH Participation Method must be Polling Place.



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Purpose/Background

The purpose of this document is to provide an overview of the California New Motor Voter Program (New Motor Voter) processes. On October 10, 2015, Governor Brown signed Assembly Bill 1461, requiring the Secretary of State (SOS) and the Department of Motor Vehicles (DMV) to implement automatic voter registration for eligible voters who apply for or renew a driver license (DL) or identification (ID) card, or change their address with the DMV.

A person has the opportunity to register to vote through the DMV in the following ways:

- **Field Office:** Applying for a DL/ID, renewing a DL/ID or changing their address.
- **By Mail:** Submitting, by mail, their request to renew a DL/ID or change their address.
- **Online:** Renewing their DL/ID or submitting a change of address on the DMV website.

Currently, DMV customers who wish to register to vote must opt in to having their voter registration sent to the SOS. Under New Motor Voter, all DMV customers who indicate eligibility will be automatically sent to the SOS unless the DMV customer opts out of registration.

Guidance

VoteCal and the Election Management Systems (EMSs) made the required New Motor Voter changes in the VoteCal March release. New or updated registrations will be forwarded to the county through Voter Registration Pending Precinct messages. Change of address (COA) requests will be forwarded to the county through the existing DMV COA messages, potential DMV COA match to voter, or potential DMV COA match to voter for confidential voter.

Application Program Interface

All Motor Voter registrations will be consolidated by the DMV and made available to the SOS using an application program interface (API). The API replaced the batch process interface which allows the SOS to pull DMV records in near real time. Each voter registration record will go through identification verification, signature retrieval, and list maintenance processes before being sent to the county rather than the county pulling the records from the old California Online Voter Registration (COVR) database.

Decommission of COVR Database used for DMV Registrations

With the launch of New Motor Voter, the SOS will decommission the COVR database that is currently used for DMV field office registrations. The DMV registrations that are sent through the COVR database to the EMS will now be entered directly into VoteCal.

The SOS and EMSs have made efforts to minimize impacts to existing county voter registration processes. Counties will receive all New Motor Voter records through existing VoteCal processes and messages. However, since DMV is offering this registration opportunity to an increased audience, we expect to see the volume of DMV registrations increase. New Motor Voter records will be sent to the county with a DMV source and DMV method that should be used when registering or updating a record from DMV. The source and method will be identified in the message payload. Below is the list of possible DMV methods:



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<u>Source</u>	<u>Method</u>	<u>Description</u>
DMV	DL44	DMV DL/ID Renewal (internet, paper or electronic DL44)
DMV	RBM	DMV DL/ID Renewal by Mail

Default Values If No Previous Record Is Found

If a new registration is submitted to the DMV with a blank value in the political party, vote by mail preference and/or ballot material language field(s), VoteCal will populate the field with the following default values if no previous record is found.

<u>Field</u>	<u>Default Value</u>
Political Party	Unknown
Political Party Other	Blank/NULL
Vote by Mail Preference	No
Ballot Material Language	English
Ballot Material Language Other	Blank/NULL

Inherited Data if Previous Record is Found

New Motor Voter will, in accordance with Elections Code section 2265(c), inherit data from a previous record if a registration record was submitted to the DMV with a blank response for political party, vote by mail preference and/or ballot material language. This will only occur when a user at DMV submits a paper form and does not answer all of the voter registration questions. All DMV electronic forms require the users to answer all voter registration questions.

Previously, if a DMV Field Office user submitted a voter registration and left political party, vote by mail preference and/or ballot material language field(s) blank, VoteCal would use a default value for the registration. If that new registration was an update or merge voter, their previous value for that field was overwritten with a default value. This caused issues with voters whose registration was changed from a previously specified political party to a default value for political party. With New Motor Voter, if a DMV user submits a paper DMV form, by mail or in a field office, and leaves political party, vote by mail status and/or ballot material language field(s) blank and if VoteCal or a county confirms a match to an existing voter, the values in the previous voter registration will be carried over to the new voter registration.

For example, John Doe registered with the Green party in 2010. Mr. Doe completes a renewal by mail form with the DMV and does not opt out of registration but fails to answer the political party question by leaving it blank. Once the positive match determination has been made, VoteCal will pull the data from the previous registration so Mr. Doe's political party will remain with the Green party rather than overwriting his political party with Unknown.



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Unmerge

If it is determined that a previous match is invalid, the current unmerge process shall be used and VoteCal will undo the inherited data automatically as long as the target data fields were not modified since the merge. If one of the fields was modified after the merge, VoteCal will not automatically undo the merge. In this case, VoteCal will send the EMS an UnmergeVoter payload which will include the original DMV registration data. When the county receives this payload, each EMS has provided the capability for the user to review the DMV registration and update the voter record appropriately.

New Mailings by the SOS

New Motor Voter will include three new mailings by the SOS to users who have submitted a registration through the DMV. The title of each mailing as well as the summary and trigger are detailed below. Screenshots of each postcard are attached at the end of this document as an addendum.

1. Voter Preference Postcard
Informs users that they were registered to vote but their application did not include additional important voter information, such as their political party preference or language preference for receiving ballot material.
2. Registration Opportunity Postcard
Notifies users that their registration attempt was not successful and provides the user additional information on where to submit a voter registration application.
3. Opt-Out Postcard
Provides additional opportunities to register to vote for those that indicated they are eligible to register to vote but checked the box to opt-out of registering to vote.

Processing Registrations Sent to Incorrect County

If you receive a DMV registration that should have been sent to a different county, please follow the following procedures:

1. Print the voter information from your EMS for the incoming record.
 - a. DFM users press the "Print Registration Form" button.
 - b. ESSVR DIMS.net users can access, view and print those records using Voter Reports and selecting the "900.01 VoteCal Online Registration Card" report. Users access Voter Reports from the Voters menu (or Ctrl-F2).
2. Identify the correct county and notify them that they have received a record that belongs to their county.
3. Determine if you want to submit a fax to the county or post the voter information to the VoteCal Communications Portal.
 - a. If voter information is placed on the portal, county staff will need to notify the VoteCal Help Desk when the file is posted.
 - b. Help Desk staff will then assign the file to the correct county for retrieval.



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4. Let correct county know whether form was faxed or if the information was uploaded to the portal for retrieval.
5. VoteCal Help Desk staff will log a trouble ticket noting the date of the registration, address, incorrect and correct county and route it to SOS Information Technology Division (ITD). ITD will notify Accumail of the correct county.
6. When the correct county receives the fax or downloads the information from the portal, they will use the same process as receiving a new paper affidavit. This will create a high confidence match in VoteCal and pull the voter to their county.

VoteCal Contact Information

For questions or to report issues contact the SOS VoteCal Help Desk at 888-868-3225 or email VoteCalHelp@sos.ca.gov.



Addendum – SOS Postcard Images

Voter Preference Postcard

Secretary of State
Elections Division
1500 11th Street
P.O. Box 944260
Sacramento, CA 94244-2600

FIRST-CLASS MAIL
US POSTAGE PAID
PERMIT 1597
SACRAMENTO CA

RETURN SERVICE REQUESTED



Priscilla Esmeralda Castro
1067 Leighton Ave B
Los Angeles CA 90037-1611



IMPORTANT VOTER REGISTRATION INFORMATION

MV1

Congratulations, you are registered to vote!

Thank you for registering to vote at the Department of Motor Vehicles (DMV). We noticed that your application **did not include** additional important voter information, such as your **political party preference** or **language preference** for receiving election materials.

How to Update Your Voter Information:

- Quickly and conveniently re-register online at RegisterToVote.ca.gov with a computer or most smart phones, or
- Complete and return a paper voter registration form. Voter registration forms are available at your county elections office, public libraries, post offices, DMV offices, and other state offices. You can also have a form mailed to you by contacting the number listed on this card.

Questions?

Call our office at (800) 345-VOTE (8683) or contact your county elections official. You can find your county elections official at www.sos.ca.gov/county-elections-offices.

MV1





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Registration Opportunity Postcard

Secretary of State
Elections Division
1500 11th Street
P.O. Box 944260
Sacramento, CA 94244-2600

FIRST-CLASS MAIL
US POSTAGE PAID
PERMIT 1597
SACRAMENTO CA

RETURN SERVICE REQUESTED



Priscilla Esmeralda Castro
1067 Leighton Ave B
Los Angeles CA 90037-1611



IMPORTANT VOTER REGISTRATION INFORMATION

MV2

During your recent Department of Motor Vehicles (DMV) transaction, the voter registration information you provided was either incomplete or unclear. We could not process your voter registration application.

If you meet the eligibility requirements below and want to register to vote or update your current voter registration, please visit our website at RegisterToVote.ca.gov.

To register to vote in California, you must be all of the following:

- A United States citizen, and a resident of California,
- At least 18 years old,
- Not currently in state or federal prison or on parole for the conviction of a felony, and
- Not currently found mentally incompetent to vote by a court.

MV2

To pre-register to vote in California, you must:

- Be 16 or 17 years old, and
- Meet all of the other requirements to vote.

Once pre-registered, you will automatically be registered to vote on your 18th birthday.

If you have any questions or would like a paper voter registration card, please contact our office at (800) 345-VOTE (8683) or contact your county elections official. You can find your county elections official at www.sos.ca.gov/county-elections-offices.





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Opt-Out Postcard

Secretary of State
Elections Division
1500 11th Street
P.O. Box 944260
Sacramento, CA 94244-2600

FIRST-CLASS MAIL
US POSTAGE PAID
PERMIT 1597
SACRAMENTO CA

RETURN SERVICE REQUESTED



Priscilla Esmeralda Castro
1067 Leighton Ave B
Los Angeles CA 90037-1611



IMPORTANT VOTER REGISTRATION INFORMATION

MV3

During your recent Department of Motor Vehicles (DMV) transaction, you indicated that you are eligible to register to vote, but chose not to register to vote.

If you meet the eligibility requirements below and want to register to vote or update your current voter registration, please visit our website at RegisterToVote.ca.gov.

To register to vote in California, you must be all of the following:

- A United States citizen, and a resident of California,
- At least 18 years old,
- Not currently in state or federal prison or on parole for the conviction of a felony, and
- Not currently found mentally incompetent to vote by a court.

To pre-register to vote in California, you must:

- Be 16 or 17 years old, and
- Meet all of the other requirements to vote.

Once pre-registered, you will automatically be registered to vote on your 18th birthday.

If you have any questions or would like a paper voter registration card, please contact our office at (800) 345-VOTE (8683) or contact your county elections official. You can find your county elections official at www.sos.ca.gov/county-elections-offices.





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1. General Introduction to Push Voter

The push voter functionality is used to facilitate voter moves from one county to another county as defined in Election Code (EC) sections 2119, 2120, and 2221 - 2227. The push voter functionality allows county election staff, via their Election Management System (EMS), the ability to push a voter registration record from one county to another county to comply with these code sections.

The Push Delivery Types that would prompt the “old” county (County A) to push a voter to a “new” county (County B) are listed in section 1.3 Push Delivery Types below.

County A must leave the voter’s status unchanged (e.g., active) during the push voter request. Once the push voter request is sent to County B, the voter remains in an unchanged status in County A until County B accepts the push voter request and the voter is precincted in County B. Once the voter is accepted and precincted by County B, VoteCal moves the voter to County B and the voter record is cancelled in County A.

2. Initiating a Push

When County A receives a notice that a voter currently registered in their county has moved to another county, County A will initiate a push voter request and provide the following information:

- Select the appropriate “Move Source Code,” indicating the source of the requested move.
- Select the appropriate “Push Delivery Type,” representing the reason for the push
- Specify the effective registration date (effective date of address change)
- Include the new residence address
- Provide an image of correspondence initiating the push, if available
- The new county (County B) where the voter is moving to, if known
- The new mailing address, if known and it is different than the new residence address

Note: For ensuring correct addresses, VoteCal uses AccuMail software that validates, corrects and standardizes addresses. AccuMail will also check addresses when the county initiates a push voter request.

The following sections contain additional detail specifying each of the previously noted fields when initiating a push voter request.



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2.1 Move Source Code

The following are the standard Move Source Codes which indicate the source of the requested move. One of these codes must be selected by County A when initiating the push voter request.

Move Source Code

Code	Description
VTR	Voter
ACS	Address Correction Service (ACS)
OTH	Other

2.2 Push Delivery Type

The following are the standard Push Delivery Types. One of these types must be selected by County A when initiating the push voter request.

Push Delivery Type

Code	Description
LTR	Letter
CAN	Returned NVRA CAN (aka 8d2 card)
RCP	Returned residency confirmation postcard (RCP)
ARC	Returned alternate residency confirmation postcard (ARCP)
VIG	Returned voter information guide (VIG)
ACS	Address Correction Service (ACS) (NXI sticker)
VBM	Returned vote by mail ballot
OTH	Other

2.3 Effective Registration Date

To determine the correct registration date, reference the guidance document “*Updating Voter Registration Dates.*”

2.4 Residence Address

County A should specify the new residence address for the voter provided on the notification push delivery type.

2.5 Letter or Change of Address Notice Image

County A must scan and attach relevant reference material (e.g., letter, notice, 8d2, other correspondence) related to the move transaction at the time of initiating the push request. Counties should include the effective date of the change within this image when possible. Any



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scanned reference materials that are discovered to have been added in error should be removed by the originating county (County A).

2.6 New County

When County A specifies the new county (County B), VoteCal will send the push voter request to County B. If County A cannot determine the new county this field may be left blank or unspecified. VoteCal will use AccuMail to determine the county of the new residence address and direct the request to the AccuMail determined county. If AccuMail cannot determine the new county given the residential address information provided, VoteCal will send the push request back to County A.

2.7 Mailing Address

County A should specify the mailing address, if available, but this is not a mandatory field.

3. Receiving a Push

3.1 Accepting the Push Request

County B can accept a push voter request within their EMS interface. To accept a push voter request, County B must:

- Confirm (via scanned reference materials) and/or accept the registration date provided by County A
- Determine the voter's precinct
- Specify a residential address
- Select the Registration Method Code
- Select the Registration Source Code

Once these steps are completed, VoteCal will:

- Send a "Move Out" message to County A canceling the voter, and
- Send a "Move In" message to County B activating the voter, using the response information County B provided.



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3.2 Registration Method Code

The following are the available Registration Method Codes tracked within the VoteCal system. When accepting a push voter request, County B must select "VoteCal Message" (VMSG) as the Registration Method Code.

Registration Method Code

Code	Description
DMV	DMV COA
EML	Email
FAX	Fax (military and overseas voters)
MLP	Mail (must have a postmark)
MRD	Mail (from Registration Drive)
MSS	Mail (from SOS)
OFC	In Person/In Office/ROV
POL	Polls
REG	Registration Drive (delivered by drive organizers)
NCOA	National Change of Address (NCOA)
SSA	Other Social Service Agencies (NVRA) (future use)
WEB	Online via the SOS Website
*VMSG	VoteCal Message
OTH	Other
DL44	DMV Field Office (DL44)
RBM	DMV DL/ID Renewal by Mail
PLG	Pluggable Voter Interface
VCR	Vote Center

*Use this Registration Method Code when accepting a push voter request

3.3 Registration Source Code

The following are the available Registration Source Codes tracked within the VoteCal system. When accepting a push voter request, County B must select one of the bolded Registration Source Codes below.

Registration Source Code

Code	Description
*ACS	Address Change Service (ACS) Notifications
AFR	Armed Forces Recruiting Centers
BOE	Board of Equalization
CHBEE	California Health Benefit Exchange Email



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CHBEW	California Health Benefit Exchange Website
CCRA	Consumer Credit Reporting Agency
DMV	Department of Motor Vehicles
DMVM	Department of Motor Vehicles by Mail
DOR	Department of Rehabilitation
DPSS	Department of Public Social Services
DRV	Registration drives from advocacy groups or political parties
DSO	State-assisted Disability Service Organizations
*FED	Federal Government Website (NVRA)
FPE	Failsafe Provisional Envelope
FTB	Franchise Tax Board
HEAR	Deaf/Hard of Hearing Services
ILC	Independent Living Center
*MAI	Other received by mail and not included above
MHS	Mental Health Services
NSVC	County Health/ Social/ Human/ Family/ In-Home Services
*NCOA	NCOA
ODA	Other Designated Agency not listed above
OFC	Office/In Person
PAA	Other Public Assistance Agency not listed above
*REG	Other County Registrar
WEB	Online Voter Registration
RGNL	Regional Center
SOS	Secretary of State
WIC	Women, Infants, and Children
*VTR	Voter
*OTHER	Other

* Use one of these Registration Source Codes when accepting a push voter request.



3.4 Sending a Notice

The appropriate notice to send to the voter is determined by the Push Delivery Type, which was specified by County A. County B, when accepting a push voter request, is responsible for sending the appropriate notice to the voter. The following outlines the appropriate notice to send given the Push Delivery Type specified by County A:

- First Person Notification (i.e. letter from voter):
 - The voter should be sent a Voter Notification Card (VNC).
- Third Person Notification
 - “Moved within County/State” notice should be sent. The EC 2225(b) wording should be used in the notice sent. An existing CAN type can be repurposed and used to reflect the notices sent based on the specific wording in EC 2225(b).
 - Move Out of State 8(d)(2) cards
- Undeliverable/No forwarding Address
 - "Undeliverable/No Forwarding Address" notice should be sent. The EC 2225(c) wording should be used in the notice sent.

3.5 Accepting the Push Request but Ignoring the Address Change

County B can choose to accept the push voter notice but ignore the address change in the event County B has the latest information (i.e. voter already re-registered in County B).

3.6 Rejecting the Push Request

County B can determine that the voter address does not belong to their county and can reject the push request. When rejecting the push voter request, County B can identify the county to forward the request to or leave it blank.

- When County B identifies a new county (County C) to send to, VoteCal will forward the push request to County C (provided County C has not previously rejected this push voter request).
- When County B does not identify a new county (or if the new county identified by County B has previously rejected the push voter request), VoteCal will attempt to identify the correct county (County C) using AccuMail.
 - If AccuMail identifies a county (County C) that has not previously reject the push voter request, VoteCal will send the push voter request to the new county (County C) determined by AccuMail.
 - If AccuMail identifies a county (County C) that has previously rejected the push voter request, the push voter request will be returned to County A. This is because the new address provided by County A is not a valid address in the receiving county. In this situation, County A should follow their current business



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process to treat this voter as someone who has moved but has not provided a forwarding address.

4. Correcting an Invalid Accepted Push Voter

If County B gets notification that the voter's address change was not valid after accepting a push voter request, County B can initiate a new push voter request to County A. In this case, County B should scan and attach the documentation indicating that the address change was not valid and follow the steps outlined above in section 2 "Initiating a Push" to initiate the push back to County A.

For additional information or guidance on this functionality contact your EMS.