



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

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October 8, 2018

County Clerk/Registrar of Voters (CC/ROV) Memorandum #18241

TO: All County Clerks/Registrars of Voters

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

RE: VoteCal: Vote-by-Mail and Provisional Ballot Not Counted Reason Codes

On the My Voter Status page (<https://voterstatus.sos.ca.gov/>) registered voters 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 not counted, and, if not counted, the reason the ballot was not counted.

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.
- **ESSVR Counties:** Use the VBM ballot and/or provisional ballot "SEND" functionality from the VoteCal upload page at least once per day.

The Secretary of State worked with the VoteCal Business Process Committee (BPC) to develop a standard list (Attachment) of VBM and provisional ballot not counted reason codes. The list was developed by compiling the most commonly used ballot not counted reasons from several counties and the U.S. Election Assistance Commission (EAC) 2012 Election Administration and Voting Survey collection categories. The My Voter Status page displays ballot not counted 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 not counted. VoteCal will validate VBM and provisional ballot not counted reason codes against the standardized list.

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

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If you have any questions about this or other VoteCal matters, 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 Not Counted Reason Codes

Attachment

Current as of October 8, 2018

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
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 incomplete and/or illegible
Please contact your county for further information
In Review