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ELECTIONS DIVISION

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County Clerk/Registrar of Voters (CC/ROV) Memorandum #19134

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

**FROM:** /s/ Paige Kent  
Elections Analyst

**RE:** Presidential Primary: Vote-by-Mail Ballot Tracking Service

The Secretary of State's Office (SOS) has partnered with BallotTrax to provide vote-by-mail ballot tracking for California counties pursuant to Elections Code section 3019.7. In order to provide this service to your voters, you must sign up with the SOS and BallotTrax. For the March 3, 2020 Presidential Primary Election, the deadline to sign up for this service is January 3, 2020.

Attached is a fact sheet describing the ballot tracking service that is being offered. This service is being made available at no cost to counties for federal, state, and local elections in 2020.

We look forward to working with you to provide this exciting new service to voters.

If you are interested in signing up for this service, or if you have any questions, please email [ballottracking@sos.ca.gov](mailto:ballottracking@sos.ca.gov) or call (916) 695-1564.

# Ballot Tracking Overview

The Secretary of State (SOS) has contracted with BallotTrax to implement Elections Code section 3019.7 and provide a vote-by-mail ballot tracking service that counties may use to offer to voters. This vote-by-mail ballot tracking service is available to all counties at no cost for federal, state, local, or special elections in 2020.

## How does it work?

- ▶ Counties sign up for ballot tracking with SOS
  - ▶ March 3, 2020, Presidential Primary Election—**Sign up by January 3, 2020\***
- ▶ Counties are set up and trained by BallotTrax
- ▶ Voters in participating counties sign up to have their ballot tracked
- ▶ Voters receive automated messages to stay informed of their ballot status
- ▶ Vote-by-mail tracking dashboard for elections officials

## What will voters receive?

A voter who has signed up will receive notices via email, text, or voice message from the county elections official regarding the status of the voter's vote-by-mail ballot including:

- ▶ When the ballot has been delivered by the county to the USPS
- ▶ The date that the voter's ballot is expected to be delivered to the voter
- ▶ If the voter's ballot is returned as undeliverable to the county elections official by the USPS
- ▶ When the voter's completed ballot has been received by the county
- ▶ Whether the voter's completed ballot has been accepted or a reason why the ballot could not be accepted and instructions of steps the voter can take in order to have the ballot accepted
- ▶ The deadline for the voter to return his or her ballot if the county has not received a voter's completed ballot by specified dates as determined by the county elections official

## Next Steps:

- ▶ If your county is interested in signing up for this service, please email [ballottracking@sos.ca.gov](mailto:ballottracking@sos.ca.gov) to receive registration materials.

\* Counties may wish to sign up earlier than this date in order to include promotional information in their vote-by-mail materials.

