

Instructions for Clerks

Retroactive HAVA Check Non-Matches

Prepared by G.A.B. Staff November 24, 2009

These instructions are intended to assist clerks in responding to voters who received a DMV Ping Letter from G.A.B. in the Second Wave of DMV Ping letters, and who contact the clerk's office requesting assistance.

What to do if the Voter Comes to Your Office

Municipal or county clerks may be involved in this process, if voters choose to contact their local election official regarding the letter instead of the G.A.B. What clerks are asked to do will vary, depending on the nature of the voter's inquiry, and if the local election official is a relier, self-provider, or provider.

Reliers

If a voter visits a relier clerk, reliers are asked to do the following:

1. If voters have questions regarding the letter, clerks should attempt to answer the questions. Helpful materials will be posted to the G.A.B. Elections Division website including a Frequently Asked Questions document, these instructions, and samples of the DMV Ping Letters. If clerks are still unsure how to answer the voter's questions, they are encouraged to contact the G.A.B. Help Desk at 608-261-2028 for assistance.
2. If a voter would like to give his or her information to the relier clerk instead of the G.A.B., the clerk should have the voter fill in all of the information on the letter and leave it with the clerk. The clerk should make a copy of the letter and forward it to their provider to perform the corrections. The original letter should be filed with the voter's registration form.

Self-Providers

If a voter visits a self-provider clerk, self-providers are asked to do the following:

1. If voters have questions regarding the letter, clerks should attempt to answer the questions. Helpful materials will be posted to the G.A.B. Elections Division website including a Frequently Asked Questions document, these instructions, and samples of the DMV Ping Letters. If clerks are still unsure how to answer the voter's questions, they are encouraged to contact the G.A.B. Help Desk at 608-261-2028 for assistance.

2. If the voter would like to give the information to the clerk instead of the G.A.B., the clerk should have the voter fill in all of the information on the letter and leave it with the clerk. The clerk can look up the voter in SVRS right away to review the voter's information and update the record, or they can set the letters aside for data entry at a later time. Note that all data entry should be complete prior to printing Poll Books for the February election. Once the data entry is complete, the letter should be filed with the voter's registration form. Please refer to the following section for specific instructions on performing the data entry updates in SVRS.

Providers

If a voter visits a provider clerk, or if a provider clerk receives data entry updates from their reliers, providers are asked to do the following:

1. If voters have questions regarding the letter, clerks should attempt to answer the questions. Helpful materials will be posted to the G.A.B. Elections Division website including a Frequently Asked Questions document, these instructions, and samples of the DMV Ping Letters. If clerks are still unsure how to answer the voter's questions, they are encouraged to contact the G.A.B. Help Desk at 608-261-2028 for assistance.
2. If the voter would like to give the information directly to the provider clerk (rather than going to their local clerk or the G.A.B.), providers are encouraged to take the information. The provider clerk should have the voter fill in all of the information on the letter and leave it with the clerk. The clerk can look up the voter in SVRS right away to review the voter's information and update the record, or they can keep the letters aside for data entry at a later time. Note that all data entry should be complete prior to printing Poll Books for the February election. Please refer to the following section for specific instructions on performing the data entry updates in SVRS. The original letters should be forwarded to the relier clerk to be filed with the voter's registration form.

If the provider clerk would rather not deal directly with their reliers' voters, they can refer the voter to the relier clerk.

3. If the provider receives copies of letters from their reliers asking that data entry updates be made, the provider should perform the data entry to correct the voter record. Providers should notify their reliers when the data entry is completed, according to their standard communication protocols. Note that all data entry should be complete prior to printing Poll Books for the February election. Please refer to the following section for specific instructions on performing the data entry updates in SVRS.

Making the Data Entry Updates in SVRS

When making the data entry updates in SVRS, the following steps should be taken.

1. Correct the error. (Please watch for the special circumstances listed below.)
2. You do NOT need to rerun the HAVA Check. We have a new automated process that will rerun the HAVA Check automatically for any active voter who has had a HAVA field updated (name, date of birth, driver license, or SSN) and does not already have a complete match.

There are also a variety of special circumstances that clerks should watch for when performing the data entry:

- HAVA Check Result already says Complete Match: If this happens, STOP. The voter's information has already been fixed and no further updates are needed.
- DOT information is incorrect: We found some voters where the DOT information is incorrect and SVRS data is correct. If this occurs, please put a comment in the Comments section on the "Other" tab of the voter record indicating that DOT's information is wrong and that SVRS is correct. Do NOT update the voter's information since it is already correct. It is better to have a non-match than to make the voter record incorrect.
- SVRS has a middle name or initial and DOT doesn't: If the voter record has a middle name or middle initial and DOT does not, please DO NOT delete the middle name or initial. Middle names and initials make voter matching more accurate. Please leave the middle name or initial in place, and follow the instructions above for "DOT is wrong".
- Multiple voter records: We found some people who have since re-registered and now have multiple voter records. If you find this situation and you can do the merge, please do so. If the voter now lives somewhere else that you do not have access to, please forward the information to the G.A.B. Help Desk and we will do the merge.
- Voter has a new name: If the voter has changed his or her name and has not yet re-registered, they will need to fill out a new EB-131. If they have re-registered and now have two or more records, please see the instructions above for "multiple voter records".
- Voter has a new address: If the voter has changed an address and has not yet re-registered, they will need to fill out a new EB-131. If they have re-registered and now have two or more records, please see the instructions above for "multiple voter records."

- Everything matches already: We found some voters where everything in SVRS matches what they say their information is, even though the HAVA Check shows a non-match. In this case, please manually re-run the HAVA Check to see if a match occurs the second time.