



SVRS Project Update #52

Wisconsin State Elections Board

... because every voter counts!

July 14, 2006

Procedures for Processing “Undeliverable” Voter Verification Postcards

Voter Verification Postcards were sent out by the SVRS on Friday, July 7, 2006. Cards were sent to electors in Regions 1, 8, and 9 who registered by mail, or on Election Day at the polls for the February and April 2006 elections. Electors should have received the postcards the week of July 10.

Some postcards may be returned to the municipal clerk as “undeliverable”. The procedures for handling returned Voter Verification Postcards are the same for clerks that sent out postcards locally and for postcards sent out through the SVRS. Please reference SVRS Project Update #42, “Part II-Statewide Voter Verification Postcards: The Next Steps,” published April 28, 2006. The instructions are available on the SEB Web site at <http://elections.wi.gov>, with the following link: <http://elections.state.wi.us/docview.asp?docid=6797&locid=47>. The Business Process manual provided to clerks at Application Training class also contains this information.

Voter Verification Postcards that are returned by the USPS to the municipal clerk as “undeliverable” must be processed appropriately by doing the following:

1. Check for an address error, by comparing the address on the postcard to the original Voter Registration Application (EB-131). If an error is found the clerk should update the address in the SVRS. The postcard must then be re-sent to the correct address. Notify the SVRS that the postcard process needs to be repeated for a particular voter. Contact SVRS staff at 608-261-2028 and ask them to re-send with the correct address. Be prepared to provide the SVRS Voter ID Number. Providers will need to do these steps upon instruction from their Reliers.
2. If a postcard comes back as “undeliverable” and it is not due to a data entry error, a clerk must change the status of the voter on the form from *active* to *inactive*. The original EB-131 must be marked to note the change in status, the date of the change, the reason for the change and the date of the destruction of the EB-131 (four years after cancellation.) The returned postcard must be attached to the original application form and the form filed for future destruction.
3. The voter’s status is changed in the SVRS to “inactive-mailing undeliverable,” detailing the results of the postcard verification process and steps taken to resolve the status issue.
4. Moreover, if the Voter Registration Application form was submitted on Election Day and the postcard is returned to the municipality in which the voter registered, it is the clerk’s duty to mail a Notice of Change of Status to the elector and pass the information regarding the application to the District Attorney (DA). See S.6.56 (3), Wis. Stats.

If the clerk has reason to believe the voter’s address was proper on the day of the election, the postcard does not necessarily need to be forwarded to the DA for investigation. However, the voter status must be changed in the SVRS and a notice of change sent to the elector. This may also be true for clerks in municipalities with a student population. E.g. Clerks may receive returned postcards from student addresses such as dormitories. If an elector’s postcard is in question, the clerk should follow up to try and determine validity prior to forwarding the information to the DA.

If you have additional questions on how to handle returned postcards contact the SEB Help Desk by telephone at (608) 261-2028 or by e-mail at svrshelpdesk@seb.state.wi.us.

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