

North Carolina

State Elections Information Management System
SEIMS

HAVA Policies and Procedures

SEIMS HAVA Policies and Procedures

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Overview

In 1996 the General Assembly directed the state to develop and implement a computerized statewide elections management system to support efforts of the state and county boards. The resulting State Election Information Management System (SEIMS) is a suite of applications that automates and standardizes voter registration and elections management processes. It is currently used by the 100 counties in the state for all their processing. The 2000 presidential election was the first major election conducted using SEIMS. SEIMS usage was very successful.

The State Election Information Management System (SEIMS) is a suite of applications that automates voter registration and greatly simplifies the administration of voter records. SEIMS consists of two major parts. One is the set of functions used for local processing in the counties. These functions include registering voters, verifying addresses, recording voter's history, mailing absentee ballots, administering polling-places and others. The second is support for statewide functions, which are based on a central statewide database containing the voter registration and voter history data from all the counties in the state.

SEIMS is a client/server application that replicates data to the statewide voter registration database real time. It links all 100 counties electronically to facilitate the exchange of information, including the real time updating of voter registration data, reports, maintenance and elections management information. The central database is used to perform cross county duplicate checking and to validate and distribute data on deaths and felons to the counties.

SEIMS supports interfaces to other state systems and processes using the state database including:

- Interfaces to the Department of Health and Human Services (DHHS) system to provide a statewide check of death records against the voter role.
- Checking for duplicate voter registrations statewide.
- Interfaces to the Department of Corrections (DOC) system to provide a statewide check of felony conviction records against the voter roles.
- Interfaces to the Department of Motor Vehicles (DMV) system to automate the processing of voter registrations from the DMV offices and perform real time validity checking of drivers' license numbers.
- Interfaces to the Department of Motor Vehicles (DMV) system to perform real time validity checking of drivers' license numbers and Social Security numbers.

The Election Night Reporting feature electronically sends official election results to the State Board of Elections from the counties. Having the data available at the SBE is invaluable in the period immediately following the election. It allows the SBE to address election-related allegations and issues in a timely and accurate manner.

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The provisional voting support provides support to assist the county in managing the provisional voting process. This includes the recording of the status of the provisional ballot, indicating if it was counted or not counted and why it was not counted. This data is transmitted to the state and made available to the voter in a confidential manner.

SEIMS has been updated to include the functions required by the Help America Vote Act. It supports the ID requirements for by mail registrations including the real time validation of drivers' license numbers with the NC Department of Motor Vehicles and the 4 digits of the SSN with the SSA. The system also assigns a unique state ID to each voter.

HAVA IMPLEMENTATION

The current SEIMS support addresses the ID requirements for voters who register by mail, processing the new fields on the voter registration form and the recording of provisional voting status. The State Board of Elections HAVA Advisory Committee recommended expanding the use of the Statewide Election Information Management System (SEIMS) as one of the steps for North Carolina's compliance with the Help America Vote Act (HAVA). This includes increasing the use of the Statewide Election Information Management System (SEIMS) from the 96 North Carolina counties, that had the system implemented, to all 100 as soon as practicable but not later than January 1, 2006.

The project has been implemented as five separate subprojects shown in section II B. These are

- The upgrading of the hardware, operating system and database servers.(Complete)
- Support for real time drivers license validity checking and processing the new fields on the voter registration form. Allow entry of the drivers license number or last four digits of the social security number. .(Complete)
- Support functions required for the 2004 elections including the ID requirements for voters who register by mail (Complete)
 - Permit indication that ID was provided or is still required when a registration is made by mail
 - Implement an indicator on the poll list that shows ID is required.
 - Validate the driver's license number by interfacing with the DMV systems.
 - Implement mailings to voters when the identification information given does not validate correctly.
 - Implement a method of accessing provisional voting information.
- Provide support to meet the remaining HAVA requirements (To be completed March 2006)
 - Assign a unique identifier to each legally registered voter in the State.
 - Validate the last four digits of the social security number by interfacing with the DMV systems. DMV has implemented an interface with the Social Security Administration to validate the last four digits of the SSN.
- Conversions of the 4 Counties not currently using SEIMS.(Complete)

ID Requirements

SEIMS is addressing the following HAVA requirements.:

(i) IN GENERAL.—Except as provided in clause (ii), notwithstanding any other provision of law, an application for voter registration for an election for Federal office may not be accepted or processed by a State unless the application includes—

(I) in the case of an applicant who has been issued a current and valid driver's license, the applicant's driver's license number; or

(II) in the case of any other applicant (other than an applicant to whom clause (i) applies), the last 4 digits of the applicant's social security number.

(ii) SPECIAL RULE FOR APPLICANTS WITHOUT DRIVER'S LICENSE OR SOCIAL SECURITY NUMBER.—If an applicant for voter registration for an election for Federal office has not been issued a current and valid driver's license or a social security number, the State shall assign the applicant a number which will serve to identify the applicant for voter registration purposes.

Drivers License and Social Security Number Validation

SEIMS will require that a driver's license number, last 4 digits of a SSN or an indication that the voter has neither be entered regardless of the application source. If none of these are provided the registration will be put in the reject queue and the registration will not be processed.

If a new registration or a change to an existing record includes, a drivers' license number or last four digits of a Social Security number, SEIMS will automatically validate the number. If the number is not valid SEIMS will put this registration in the reject queue. The same rules for determining the validity of the drivers license number will be used as those being used for validating by mail registrations. The Social Security Number validation follows a similar process. The data is considered valid if their driver's license number, last name, first name, and birth date match a valid driver's license number with the North Carolina Department Of Motor Vehicles. The 'REVIEW' status is to allow for the possibility that a difference exists between North Carolina Department Of Motor Vehicles records and Board of Elections records but may be the same person and valid. For example department of motor vehicles may have a first name of Tom and the Voter Registration may have Thomas. If the driver's license status returned from the department of motor vehicles is 'NOT FOUND', the id will be considered 'INVALID'. If the driver's license status returned from the department of motor vehicles is 'DECEASED', the id will be considered 'INVALID'. The North Carolina Department Of Motor Vehicles uses a concept of "Customer Numbers" rather than "Driver's License Numbers". Some of these customer numbers have been assigned to individuals who have not been issued any identification. For example, an out-of-state driver who receives a traffic ticket in North Carolina is assigned a number. These numbers have not been issued to any individual for purposes of identification. They will have a status of 'NOT ISSUED' and the id will be considered 'INVALID'. All other driver's license statuses are considered valid. If the last 4 digits of the SSN is included and the Social Security Administration provides support to validate this information, a similar process to the DMV process will be followed.

In either case, if the voter provided number is invalid the registration will be put in the reject queue and a mailing will be made to the voter indicating that the data is invalid. If the voter is a

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new voter, the voter will not be listed in the poll list. If the voter is an existing voter, in the state, the changes will not be made until the correct information is provided.

If the registration form or change to an existing record, does not include a Drivers License number or last 4 digits of a SSN and the registration does not indicate that the registrant has no drivers license or SSN, the registration will be put in the reject queue and a mailing will be made to the voter indicating that the data is invalid. If the box is checked, a unique ID will be assigned to new voters and the registration will follow the normal voter registration flow. If this is a by mail registration the identification rules for by mail registrations in the previous release of SEIMS will continue to be followed. When the applicant registers by mail and indicate they have neither a social security number or a NC drivers license, they will be required to provide additional identification before they vote for the first time. This is the same process that is currently in place except this will apply to the first time the voter votes in the state, rather than the first time they vote in the county.

Drivers License Number & SSN Validation Function

SEIMS will automatically check the status of a driver's license number or SSN when a record is saved or rejected. An electronic message is sent to North Carolina Department of Motor Vehicles in an asynchronous manner. The SSN will be forwarded from the DMV to the SSA. The SEIMS user will view the results of the validation check from the verification or reject queue. SEIMS then allows the user to review the status of the Drivers License number validation.

Explanation of Drivers License Validation Statuses

The data is considered valid if the driver's license number, last name, first name, and birth date match a valid driver's license number with the North Carolina Department of Motor Vehicles. The 'REVIEW' status is to allow for the possibility that a difference exists between North Carolina Department of Motor Vehicles records and Board of Elections records but may be for the same person. For example the department of motor vehicles may have a first name of Tom and the Voter Registration may have Thomas. In these cases the county board of elections can mark the driver's license valid.

If the driver's license status returned from the department of motor vehicles is 'NOT FOUND', the id will be considered 'INVALID'. If the driver's license status returned from the department of motor vehicles is 'DECEASED', the id will be considered 'INVALID'.

The North Carolina Department Of Motor Vehicles uses a concept of "Customer Numbers" rather than "Driver's License Numbers". Some of these customer numbers have been assigned to individuals who have not been issued any identification. For example, an out-of-state driver who receives a traffic ticket in North Carolina is assigned a number. These numbers have not been issued to any individual for purposes of identification. They will have a status of 'NOT ISSUED' and the id will be considered 'INVALID'. All other driver's license statuses are considered valid.

The SEIMS "Absentee Information" support is also changed to address HAVA requirements if the voter is new, registered by mail since 1/1/03 and has not provided id or a valid Drivers License number. If the type is one stop or simultaneous issuance, the user will be notified that the voter must provide id. The printed Absentee Application will contain a message to the voter if the voter have not satisfied ID requirements. When the application is returned, it will not be able to be processed until the id requirements are satisfied and the type of id provided is recorded

The Voter Card that the system generates to be mailed to the voter, contains a short informational message if id is required to vote. The message is "ID required".

Informational letters to voters that have missing or incorrect IDs are automatically generated and queued for printing. For voters who are required to identify themselves before they vote (i.e. New, By-Mail voters) and have not yet satisfied this requirement SEIMS will provide a personalized letter. This letter will indicate that some ID information is missing, incorrect or cannot be validated and will instruct the voter of options to ensure their ability to vote.

As new voters are verified by the Check Wait Period task, any voter that needs to provide ID will have an ID Status Letter queued to be printed. The system generates letters for any voters who were added to SEIMS, require ID and have been verified by the Check Wait Period. The check wait period process will help insure that the system has a valid address for these voters. The county board of elections may choose to generate mailings for all of the voters requiring ID an additionaltime before each election this year.

Explanation of Social Security Number Validation

The current processes address the validation of the driver's license number with DMV. The SSA will be providing a service through DMV to validate the 4 digits of the Social Security Number required by HAVA. The SSN validation will be similar to driver's license validation.

The new voter registration forms now require the North Carolina drivers license number, the last 4 digits of the Social Security Number or an indication that neither was provided. The last 4 digits of the Social Security Number are entered on new and existing voter's electronic record that includes it on the voter registration application. If a voter provides a full Social Security Number, only the last 4 digits are entered into the electronic record.

SEIMS will automatically check the status of a last 4 digits of the Social Security Number when a record is saved or rejected. An electronic message is sent to North Carolina Department of Motor Vehicles in an asynchronous manner. This in turn will be transmitted to the SSA. The SEIMS user will view the results of the validation check from the verification or reject queue. SEIMS then allows the user to review the status of the SSN validation.

The data passed to the SSA must contain the following data elements to be processed by the SSA HAVA support:

- Last four digits of SSN
- Name
- Date of Birth

Messages are then checked against the SSA database using the following elements and match criteria

- Last Name *Exact*
- First name *Exact*
- Middle Initial *Ignore*
- Month and year must be exact. *Ignore day.*
- Last four digits of the SSN *Exact*

After checking for a record in its database, the SSA will send the HAVA Verification Response

The following is a list of the SSA Verification Response Codes returned

- S Invalid input data
- T Multiple matches – all deceased
- V Multiple matches – all alive
- W Multiple matches – at least one alive (& at least one deceased)
- X Single match – alive
- Y Single match – deceased
- Z No match found
- 9 System Error. Unable to process at this time

SEIMS will indicate a "System Error" for the codes below.

- S Invalid input data

9 System Error. Unable to process at this time

The following codes will be treated as valid

V Multiple matches – all alive

W Multiple matches – at least one alive (& at least one deceased)

X Single match – alive

The following codes will be treated as invalid, and result in a return code of DECEASED:

T Multiple matches – all deceased

Y Single match – deceased

The following code will be treated as invalid, and result in a return code of NOT FOUND:

Z No match found

Processing ID letters returned by voters

When voters return the ID letters to the board of elections with additional information, the SEIMS user enters the information into VoterScan using 00 (No application source) as the source code and processes them as usual.

When ID letters are returned undeliverable without a forwarding address, no additional action will be taken by the county. These records will be processed during the standard list maintenance.

When ID letters are returned undeliverable with a forwarding address, a new voter application will be mailed to the forwarding address.

The Voter Registration List (Poll List) report, generated by SEIMS, has been modified to indicate voters who must show ID before voting.

Keeping Driver License Numbers and Last 4 Digits of Social Security Numbers Confidential

Reports distributed to the public do not contain the driver license number or the last 4 digits of the Social Security Number.

Electronic files distributed to the public do not contain the driver license number or the last 4 digits of the Social Security Number.

Public access computers do not display the driver license number or the last 4 digits of the Social Security Number.

The public may not have access to physical voter documents while the driver license or the last 4 digits of the Social Security Number are visible. When requests are made by the public to access original voter applications, a copy of the application is made and the driver license numbers and/or Social Security Numbers are struck through so that they are not visible. Neither a voter's driver license number nor the last 4 digits of the Social Security Number may be verbally communicated to the public.

Assignment of Unique Voter Registration (ID) numbers

All voters will be assigned a unique statewide voter registration number or ID number when their data is entered into SEIMS. When voter registration information for either new voters or updates to data for an existing voter is being entered, the SEIMS user will search the state database to determine if the voter is currently registered in any county in the state. The current preexisting in county voter check currently performed by SEIMS will continue to operate as it does today.

When voter registration information for either new voters or updates to data for an existing voter is being entered, SEIMS will search the state database to determine if a record for the voter currently exists in the state. To insure records match, a strict criteria will be used. The comparison will be made on first name, last name and birth date and the voters ID number (NC Drivers License number, 4 digits of the SSN or the State ID). If a previous address is given, this will also

be used in the comparison. This criteria will insure that the records found are matches for the data being entered. Because the data submitted is not exact, a periodic duplicate cleanup process will be run.

If a match to the voter who is registering is not found, the voter will be registered as a new voter and a new unique statewide voter registration number or ID will be assigned. The indications that ID is required before voting will use this statewide check, rather than the current county only check to determine new voters. If the voter is not found to be previously registered in the state and this is a by mail registration the rules used in the previous release will apply

When an exiting record is found the existing state id number will be used. The voters record will be updated in the state database in the counties subset of the data. If this change is being made to a voter in the county where they are currently registered, the update will be made in the county copy of the state data and replicated to the state in real time to update the state database. When the change involves a movement from one county to another, the voter's record will automatically be marked as moved from county in both the state database and the old counties copy of the data. This update will also reflect the county they have moved to. The state database and the subset of data at the new county will be updated to indicate the new location of the voter and the county the voter has moved from.

The SEIMS processing will be as follows. When voter is entered into VoterScan, the system will:

- Check the state voter database to see if there is a match:
 - Attempt to match on Last Name, First Name, Birth Date, NC DL# and Last Name, First Name, Birth Date, and previous address
- If no match occurs, assign the voter a unique NC ID.
- If a match occurs, process according to following business rules:
 - If the voter is registered in another county and their status is Active or Inactive, SEIMS generates a message to the state database, which in turn will generate an update transaction to the county in which the voter was registered
 - The update transaction will change the voter's information to indicate the county they have moved to another county in both the state database and the counties subset of the data.
 - The indications that ID is required before voting will use this check, rather than the county only check. If the voter is not found to be previously registered in the county and this is a by mail registration the rules used in the previous release will apply.

By Mail Registration ID Requirements

The HAVA legislation, effective January 1, 2003, requires that new voters who register by mail provide valid identification described below either when they register or before they vote in 2004.

The new registration forms state:

If you do not have a driver's license or social security number, and this form is submitted by mail, and you have never registered to vote in the county you are now registering in, you must send, with this application, either a.) a copy of current and valid photo identification, or b.) a copy of a current utility bill, bank statement, government check, paycheck, or other government document that shows the name and address of the voter. If you do not provide the information requested above, you will be required to provide to election officials either a. or b. above the first time you vote at a voting place or by absentee ballot.

The SEIMS system validates voter provided drivers licenses numbers with the state department of motor vehicles system. Voters who register by mail and provide a valid driver license number will not be required to provide additional identification prior to voting in 2004.

By Mail Voter Registration Form

In SEIMS processing by mail registrations are identified by the source code entered by the user. By Mail Voter Registration consists of:

- a. "06" Mail or Fax forms, regardless of delivery method.
- b. "NORTH CAROLINA DEPARTMENT OF MOTOR VEHICLES Web" forms mailed to the Board of Elections, excluding those delivered in person.
- c. "00" Federal web forms mailed to the Board of Elections, excluding those delivered in person.
- d. "09" Spanish language forms mailed to the Board of Elections, excluding those delivered in person.
- e. "07" In Person or Voter Registration Drive forms from voter registration drives, regardless of delivery method.

Voter registration forms received from an Agency, applications received in the County and State Board of Elections or by an agent of either, are considered an "in person" registration. All voter registration forms sent to the County Board of Elections directly by State Public Assistance Agencies, State Disability Agencies, North Carolina Department Of Motor Vehicles, Libraries, and High Schools are not considered mailed registrations, even if the agency uses the US Mail to deliver the registrations to the Board of Elections office.

New source codes have been defined within the system to manage applications that are received by mail and applications that include or require additional identification. The source codes are:

- | | |
|----|---|
| 00 | - No Application Source * |
| 01 | - Public Assistance (AGENCY) |
| 02 | - Disability (AGENCY) |
| 03 | - Other (ESC) (AGENCY) |
| 04 | - Armed Forces (AGENCY) |
| 05 | - Department Of Motor Vehicles (AGENCY) |

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06	- Mail-in or Fax *
07	- In-person & Drives
08	- Library & High School
09	- Spanish Language Application
15	- Department Of Motor Vehicles by Mail *
17	- Registration Drives *
19	- Spanish Language App by Mail *
97	- Temporary Registrant
98	- Confirmation Returned by Voter
99	- Verification Returned by Voter

** These source codes require notation that ID has been provided when the application includes valid additional identification. For NVRA reporting purposes, source code 15 will be reported with source code 05, source code 17 will be reported with source code 07, and source code 19 will be reported with source code 09.*

Acceptable additional identification includes a valid and current photo identification, such as a driver license or passport, or a copy of one of the following that shows the name and address of the voter:

- A current utility bill
- A bank statement
- Government check
- Paycheck
- Other government documents (county or state issued voter registration cards, i.e., voter cards, are excluded and do not qualify as other government documents).

If a drivers license number or the last four digits of the SSN was not provided and the voter checked the box indicating they had neither and the voter supplied one of the above forms of ID, the SEIMS user will enter the indicator that ID was provided. If this request is part of the absentee voting process SEIMS will require that the user enter the type of ID provided.

Contents of Mail-in Registration Forms

The new voter registration forms, comply with the HAVA legislation, and include the following:

- The question “Are you a citizen of the United States of America?” and boxes for the applicant to check to indicate whether or not the applicant is a citizen of the United States.
- The question “Will you be 18 years of age on or before election day?” and boxes for the applicant to check to indicate whether or not the applicant will be 18 years of age or older on election day.
- The statement “If you check ‘no’ in response to either of these questions, do not complete this form.”

If a new applicant for voter registration fails to answer the question included on the mail voter registration form “Are you a citizen of the United States of America?” by checking the box to indicate whether the applicant is or is not a citizen of the United States, the registrant shall notify the applicant of the failure and provide the applicant with an opportunity to complete the form in a timely manner to allow for the completion of the registration form prior to the next election. HAVA does not include similar rules for requiring the checkbox beside the question “Will you be 18 years of age on or before election day?” be completed.

New voter applications with “Yes” check box is not checked beside “1) Are you a citizen of the United States of America?”, even when identification is provided with the application, are initially rejected and approved for registration only after the information is completed and returned by the voter per the normal reject process.

These applications are rejected after it has been determined that the application is for a new voter. This does not apply to updates to existing voters.

The SEIMS support for rejecting this type of application uses the following process:

- SEIMS sets the reject reason to OTHER REASON
- SEIMS then sets the 2nd line of reject reason to CITIZENSHIP CHECK BOX NOT UPDATED
- This reject is then processed by generating a reject letter to the voter with a copy of their application attached instructing them to complete and sign the documentation and return to the County Board of Elections.

Driver License Numbers and Last 4 Digits of Social Security Numbers

The new voter registration forms now require the North Carolina drivers license number, the last 4 digits of the Social Security Number or an indication that neither was provided.

The driver license number is entered on new and existing voter’s electronic record whenever it is provided on the voter registration application.

The last 4 digits of the Social Security Number are entered on new and existing voter’s electronic record that includes it on the voter registration application.

If a voter provides both the driver license number and the last 4 digits of the Social Security Number, the driver license number is stored in lieu of the last 4 digits of the Social Security Number.

If a voter provides a full Social Security Number, only the last 4 digits are entered into the electronic record.

Applications that do not include a driver license number or the last 4 digits of Social Security Number are processed normally and are not rejected. If additional ID is required the SEIMS system will track this, generate a letter to the voter and note that ID is required in the poll list.

Processing of original applications submitted on the pre-HAVA voter registration application was stopped January 1, 2004.

Provisional Voting

Any voter may cast a provisional ballot for any reason. Listed below are the categories under which they would cast a provisional ballot:

- A. **Unreported moves voters** (who have moved more than 30 days before the election but failed to report the change of address),
- B. **No record provisional voters** (who claim to have registered but for whom there is no record as registering in the county),
- C. **Previously removed voters** (who were removed as part of list maintenance, but claim continuous residence and the right to vote),
- D. **Jurisdictional dispute voters** (who are registered but whose assignment to a voting district is questioned-- either by the voter or the registration record),
- E. **Incorrect precinct provisional voters** (who appears as registered in another precinct within the county, but states a desire to vote in the incorrect precinct in which the voter appears).
- F. **Special provisional voters** (who appear after the 7:30 p.m. poll closing and vote by virtue of a lawful order)
- G. **Voters that did not produce required identification** (who are on the poll books with a note that they must show ID)

If a voter falls into one of the categories above, the voter will be informed that they may cast a provisional ballot. If she/he elects to cast a provisional ballot the voter will complete a Provisional Ballot Envelope (which includes a Registration/Update Form). The poll worker will record the voter's information on the Provisional Poll Book and record the PIN(Personal Identification Number) on the Provisional Ballot Envelope, the Voter Instruction Sheet and the Poll book. The ballot and the Provisional Ballot Envelope are provided to the voter. The voter is instructed to

- Mark the ballot
- Place the ballot in the Provisional Ballot Envelope and seal the envelope
- Return the sealed envelope to the Precinct Official who gave him/her the forms

The poll worker will give the Provisional Voter Instructions sheet to the voter and place the sealed Provisional Ballot Envelope into the appropriate storage container. If the ballot is cast after the poll has closed, the box beside "VOTED DURING EXTENDED HOURS" in the "FOR OFFICE USE ONLY" area of the Ballot Envelope will be checked. The envelope will be placed in the container marked "EXTENDED HOURS PROVISIONAL BALLOTS".

When provisional ballots are returned to the county board of elections, board of elections employees will enter provisional voter information into the Provisional Voting support in SEIMS including the PIN number given to the voter. The board of elections will attempt to validate (from SEIMS) that the voter is registered by querying all queues. If information is found to indicate this is a valid voter the ballot will be stored appropriately and recorded as counted in SEIMS. If information is not found indicating the voter is valid the ballot will be stored in "do not count" box and the information entered into SEIMS indicating why the ballot was not counted and why it was not counted.

The County board of elections will convene to approve/disapprove provisional ballots. After the County Board Of Elections completes its task, the board of elections employee will:

1. Record the County SEIMS provisional statuses as approved and finalized on the State DB. The database is then locked and the County Board Of Elections cannot make

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additional changes without special approval from the State Board of Elections. The software application will be deployed at the county level, with database replication to a state-wide central database. The state data will be accessible through the web or by calling a toll free number and providing the voters PIN number.

2. The system will generate entries to record voter history if the ballot was counted, and a voter contact if the ballot was not counted.

The voter will be able to retrieve the information about the status of their provisional vote on the NC State Board of Election WEB site or by calling a toll free number at the State Board of Elections. They will be required to enter/give their name and PIN number to receive the information in this manner. The information about the status of provisional ballots (whether it was counted and if it was not counted the reason it was not counted) can also be obtained in person at the county or state board of elections offices. In this case the information is considered public record and the voters name and PIN number are not required to obtain the information.

The following diagram shows an overview of the SEIMS process for handling the recording of provisional voting.

Provisional Voter Ballot Process

