

## Chapter 1 – Voter Registration Status Changes & Notices

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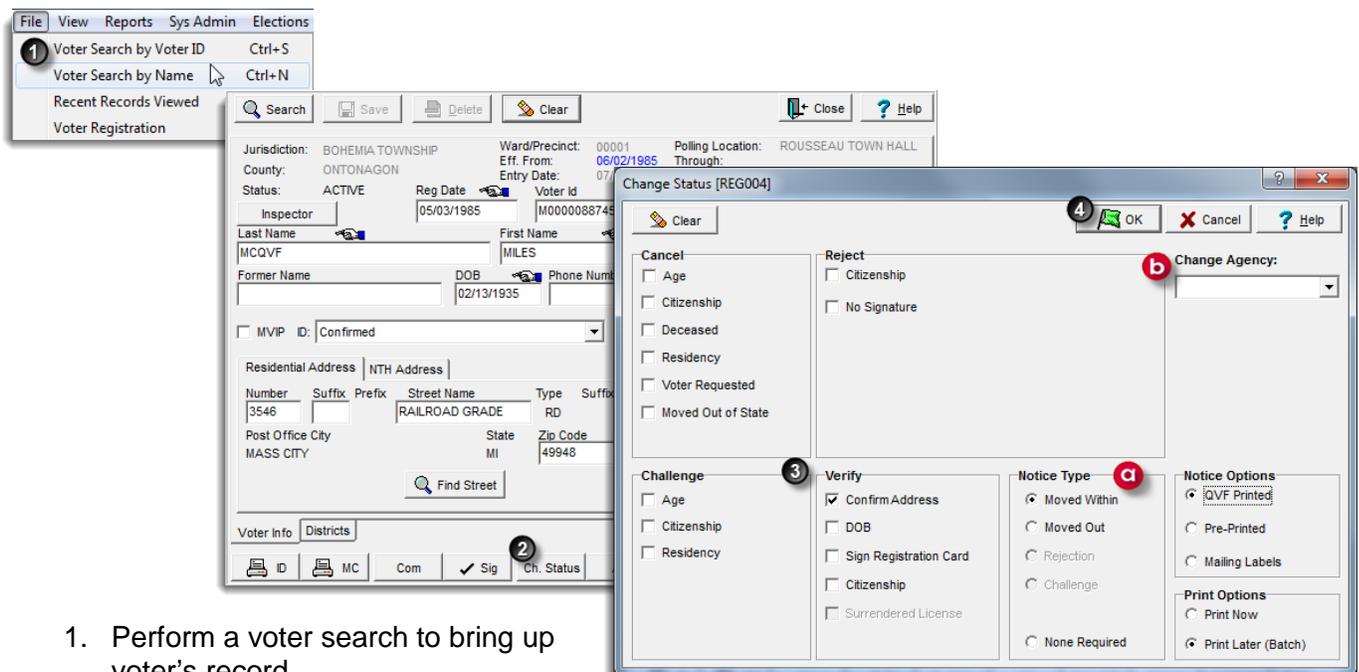
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## Introduction to Changing a Status

There are five status categories that may be applied to a voter record for general voter registration maintenance and tracking purposes: Active, Verify, Challenge, Cancel, Reject. All status changes are the result of either 1<sup>st</sup> party or 3<sup>rd</sup> party information.

- 1<sup>st</sup> party information is written notice from the voter or its equivalent, such as: a registration application, letter, response to a confirmation notice, or a QVF Inbox notification.
- 3<sup>rd</sup> party information comes from a source other than the voter and is also known as “reliable information”. This is typically received from the US Postal Service in the form of returned mail. Reliable information requires confirmation through the mailing of a “confirmation notice”. These notices may be generated from the QVF or purchased from an elections material vendor.
- The Inactive Voter File (IVF) and Cancellation Countdown (CCD) are tied to certain status changes and notices generated from QVF.
- A Change Agency (the source or form the change originated from) selection must be made when cancelling or rejecting a voter registration prior to saving the change.

### To Change a Voter’s Status:



1. Perform a voter search to bring up voter’s record
2. Click the Change Status button
3. Select a status by checking the appropriate box
  - a. Depending on the status selected, a notice may be required. If so, select a Notice Type, Notice Option, and Print Option before clicking OK.
  - b. Depending on the status selected, a Change Agency selection may be required.
4. Click OK

**Note:** Based on the selections made in steps 1-4 above the voter will be added to the Inactive Voter File (IVF) and the Cancellation Countdown (CCD) will be started automatically.

## Inactive Voter File (IVF)

The Inactive Voter File (IVF) contains a list of voters who meet one of two criteria: those who have been mailed a confirmation notice and those who have not voted for six consecutive years. QVF keeps track of voters in the IVF automatically. Since IVF voters do not count toward the precinct size limit, the IVF allows clerks to more accurately determine precinct size. A voter is removed from the IVF list by any voter initiated transaction, such as an update to voting history. For more information about the IVF, see the [Election Official's Manual, Chapter 2](#).

**IVF  
Yes-C** When a voter's status is changed to Verify-Confirm Address and the corresponding notice/label is generated properly from the QVF software the voter is automatically added to the IVF. When a voter is added to the IVF list for having been sent a notice, "Yes – C" appears as the IVF indicator. Absentee ballots for voters with this IVF indicator must be processed as challenged.

**IVF  
Yes** The Bureau of Elections will maintain the list of voters who have not voted for six consecutive years. When a voter is added to the IVF list for this reason, the word "Yes" will appear as the IVF indicator. Voters on the IVF list remain eligible to vote and will still be shown on the Electronic Pollbook or Precinct List.

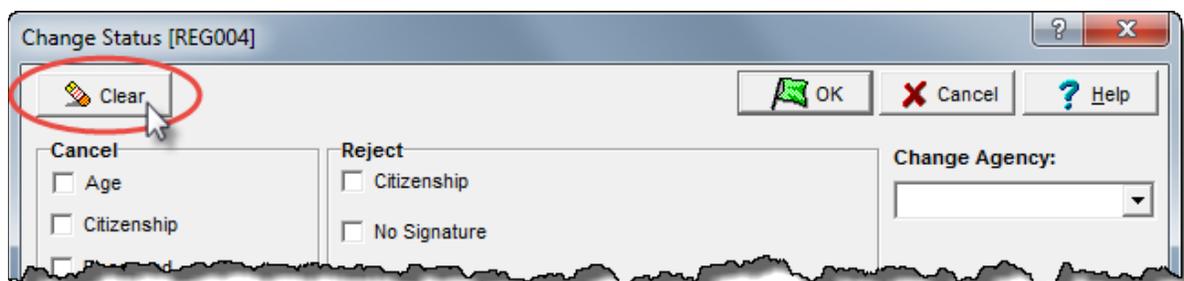
## Cancellation Countdown (CCD)

**CCD  
None** The Cancellation Countdown (CCD) is used to track a voter's response time to a confirmation notice. If no response is received over the course of the next two statewide November general elections, the voter's registration is cancelled automatically by the QVF. Such cancellations are communicated through the QVF Inbox with an action description of Cancel - NVRA. For more information on the QVF Inbox, see [QVF Chapter 2](#). A cancellation countdown may also be turned off when voting history is updated, the voter is confirmed as signing a petition in QVF, or by any other voter initiated transaction such as a move.

**CCD  
06/03/2015**

### To Change a Voter's Status to Active:

1. Perform a voter search to bring up voter's record
2. Click the Change Status button
3. Click the Clear button
4. Click OK
  - If the voter was on the IVF or CCD, changing the status in this manner will automatically clear the IVF and CCD as well.



## Status Change Scenarios

The following are 2 categories of scenarios which would result in a status change: First Party Information that comes directly from the voter and Third Party Reliable Information that comes from a source other than the voter.

### I. First Party Information from the Voter

	Paper Application Received		No Paper Application Received	
	New Registration	Existing Voter (Moving within MI)	New Registration	Existing Voter (Moving within MI)
No Signature on Application	Reject – No Signature	Digitized Sig. = Active	Verify – Sign Registration Card	Digitized Sig. = Active
		No Digitized. Sig. = Verify – Sign Registration Card		No Digitized Sig. = Verify – Sign Registration Card
Citizenship box unchecked	Challenge – Citizenship	Challenge - Citizenship	Verify – Citizenship	Active

### Application Paperwork Missing Information:

#### No Signature on Application:

- When an existing voter moving within Michigan has a digitized signature in QVF, their status remains Active.
  - When a moving voter lacks a signature on the application AND lacks a digitized signature in QVF, change the status to *Verify – Sign Registration Card*.
- When a new voter's paper registration application lacks a signature, change the status to *Reject – No Signature*.

#### Citizenship Question Left Blank on Application:

- When a paper application is received and the citizenship question is left blank, change the status to *Challenge – Citizenship*, regardless of any previous registration. See the [Election Officials' Manual, Chapter 2](#) for information on how to resolve this challenge.

### No Application Paperwork Received:

- An existing voter moving within Michigan has the ability to change their address online or with a paperless branch office transaction. This voter's status should remain Active. However; the clerk should change the status to *Verify – Sign Registration Card* if no digitized signature is available in QVF or if the clerk prefers a paper copy of a signature.
- A voter registering to vote in Michigan for the first time should always have a paper trail. If the new voter is in QVF as the result of a branch office transaction but no paper application is received, change the status by selecting *Verify – Sign Registration Card* and *Verify - Citizenship*.

### **No QVF Inbox Notification Received:**

- The clerk may receive a branch office application but no corresponding QVF Inbox notification. This occurs when there is a problem with the voter's residential address or QVF's Street Index does not contain such an address; therefore, the change of address cannot be made to the voter's record automatically. In this case, the clerk must process the paper voter registration application and enter the registration into QVF manually after resolving the issue with the residential address.
- Some troubleshooting may be necessary in order to determine the voter's correct address and/or to correct the QVF Street Index to accommodate the address *if it is determined that the address is a valid address*. For more information on the Street Index and requesting changes, see [QVF Chapter 9](#). For further information about how to maintain the QVF Street Index, please view the [QVF Street Index Overview](#) in the Elections eLearning Center.

### **Not a Citizen/Non-Citizen registered in error:**

- When a voter registration application for a new voter has a check on the "NO" box of the US citizenship question, change the status in QVF to *Reject – Citizenship*.
  1. Change the status to *Reject – Citizenship*
  2. Select Notice Type – *Rejection*
  3. Select a Notice Option
  4. Select a Print Option
  5. Click OK
    - This generates a rejection notice
- When a voter registration application for an existing/moving voter indicates "non-citizen registered in error" (also see [Election Officials' Manual, Ch. 2](#), pg. 21).
  1. Change the status in QVF to *Cancel – Citizenship*
  2. Send a letter notifying the voter of the cancellation and inform them that if this cancellation was made in error, they can contact the clerk's office
  3. Retain the SOS Branch form with the voter's cancelled master card for 5 years

**Uncertain of address:** When an application is received and it is either illegible or the clerk is unable to determine if it is a valid address, register the voter in QVF and change the status to *Verify – Confirm Address*. Since a notice is not legally required in this situation, select "None Required" for the Notice Type and click OK. (Refer to "Change a Voters Status", pg. 2)

**Cancel - Deceased:** This status is used when the State or the clerk receive confirmation that the voter is deceased.

**Cancel - Residency:** Use this status when a voter notifies the clerk that they have moved out of the jurisdiction. This status is also used by the Bureau of Elections when a voter returns their Notice of Cancellation response card verifying that they live in another state.

**Voter Requested:** Use this status when a voter requests in writing that their voter registration be cancelled.

- If the written request is in the form of a Secretary of State Branch Office application, and the “customer no longer wants to be registered” box is checked:
  1. Change the status to *Cancel – Voter Requested*
  2. Send a letter notifying the voter of the cancellation and inform them that if this cancellation was made in error, they can contact the clerk’s office
  3. Keep the SOS Branch form with the voter’s cancelled master card for 5 years

**Moved Out of State:** The Bureau of Elections uses this status when the Secretary of State receives information that the voter registered to vote outside of Michigan.

## II. Third Party Reliable Information

**Returned ID Card:** When a voter ID card cannot be delivered as addressed, the US Postal Service will return the card to the clerk’s office with an explanation of why the ID card was not deliverable. Returned ID cards are considered 3<sup>rd</sup> Party, reliable information that the voter may not reside at the address where they registered.

**Note:** When the steps below are performed in the proper order, the Inactive Voter File (IVF) and the Cancellation Countdown (CCD) are automatically applied to the voter’s record when applicable.

- If the ID card is marked either “*undeliverable*” or lists a forwarding address *within* the jurisdiction
  1. Change the status to *Verify – Confirm Address*
  2. Select Notice Type – *Moved Within*
  3. Select a Notice Option
  4. Select a Print Option
  5. Click OK
    - This generates a confirmation notice and the voter will be added to the IVF automatically
- If the ID card lists a forwarding address that is *outside* of the jurisdiction
  1. Change the status to *Verify – Confirm Address*
  2. Select Notice Type – *Moved Out*
  3. Select a Notice Option
  4. Select a Print Option
  5. Click OK
    - This generates a cancellation notice and the voter will be added to the IVF and be put on CCD automatically

### Returned Confirmation Notice:

- If a confirmation notice is returned by the US Postal Service without the voter’s response
  1. Change the status from *Verify – Confirm Address* to *Challenge – Residency*.
  2. Click OK to acknowledge that changing from *Verify* to *Challenge – Residency* will deselect the *Verify* status
  3. Select Notice Type - *None Required*
  4. Click OK
    - Voter will be put on CCD automatically

- If the voter responds to the confirmation notice, process the voter's registration based on the response:
  - If the voter confirms their current address matches their registration address in QVF, clear the voter's status to make *Active* again. (See pg. 3)
  - If the voter confirms a new address that is within the jurisdiction, change the voter's address in QVF, update the master card and send a new ID card.
  - If the voter confirms a new address that is outside the jurisdiction: change the status to *Cancel – Residency*, update the master card and retain it for 5 years. (See pg. 2)

**Note:** For a quick reference guide to reliable information and returned notices, see the Reliable Information Flow Chart at the end of this chapter.

**Formal Challenge of Voter Registration:** When a voter's registration is formally challenged, change the voter's status to *Challenge* and send the challenge notice.

1. Select the reason for the formal challenge: *Age, Citizenship, or Residency*
2. Select Notice Type – *Challenge*
3. Select a Notice Option
4. Select a Print Option
5. Click OK
  - a. This generates a challenge notice

**Note:** Refer to [MCL168.512](#) for information about formal challenges of voter registration.

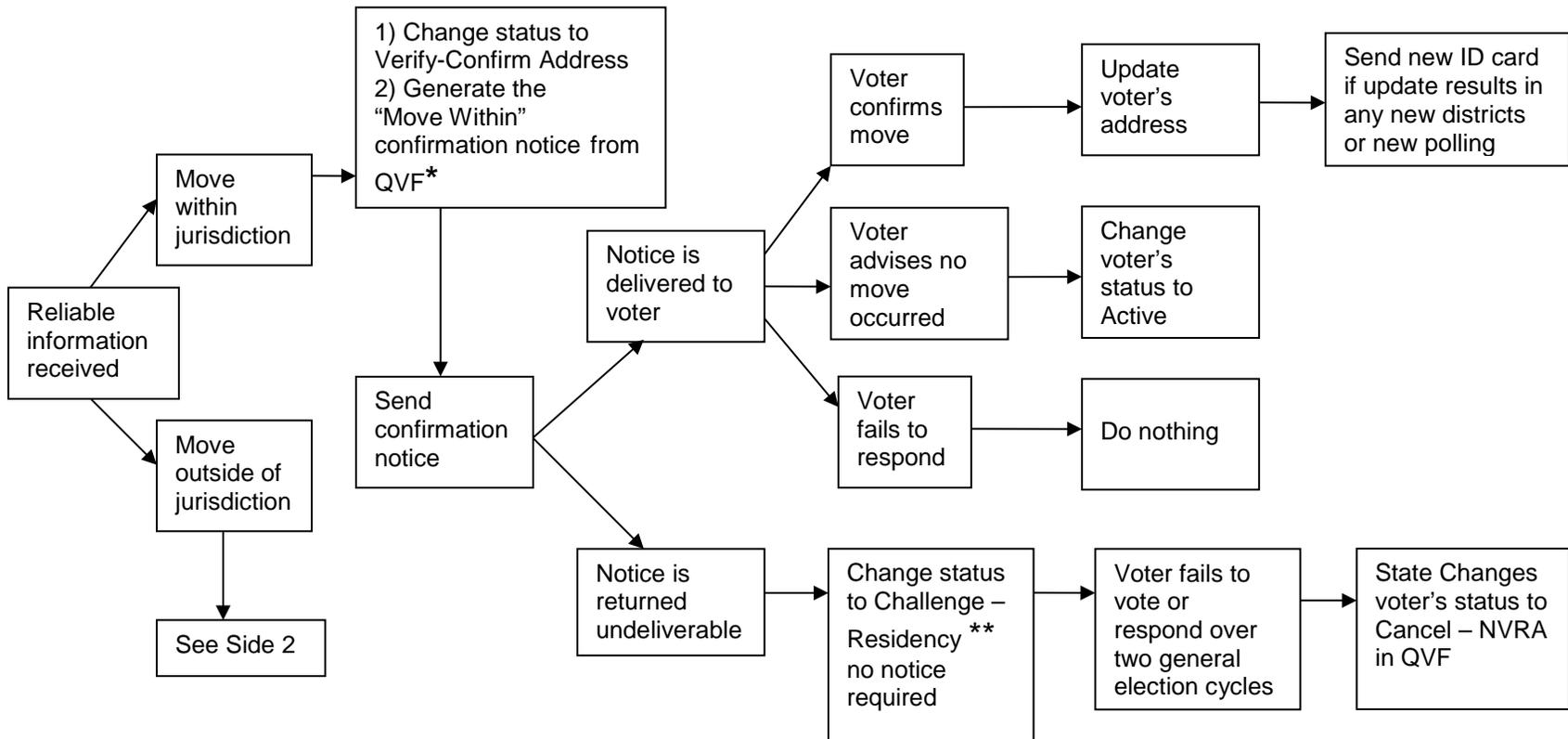
- If the voter responds to the notice and signs the affidavit or appears before the clerk and answers the qualification questions under oath, change the status back to *Active*. (See "Change a Voter's Status to Active", pg. 3)
- If the voter responds that they are not qualified, or if the clerk does not receive a response from the voter 30 days after the formal challenge, change the voter's status to *Cancel* by selecting the reason for the formal challenge: *Age, Citizenship, or Residency*. (See "Change a Voter's Status", pg. 2)

**Incorrect Date of Birth:** When the clerk receives reliable information that a voter's date of birth is incorrect, change the voter's status to *Verify – DOB*.

**Verify Surrendered License:** When a voter's status has been changed by the Bureau of Elections to *Verify – Surrendered License*, there *is no additional action required of the clerk's office*. The Surrendered License status is applied when the Michigan Secretary of State's Office receives information that a voter has received a driver's license from a different state. The Bureau of Elections sends a Notice of Cancellation to the voter which puts them on the IVF and CCD. Response cards are returned to the BOE, and the local clerk will be notified via the QVF Inbox of any changes to the voter's registration.

Applies IVF \*  
 Applies IVF & CCD\*\*

**Reliable Information Flow Chart**  
**Side 1 – Moved Within/Change of Address Notice**



Applies IVF \*  
 Applies IVF & CCD \*\*

**Reliable Information Flow Chart  
 Side 2 - Moved Out/Cancellation Notice**

