

Process an Undeliverable Vote-By-Mail Ballot

When the postal service returns a mail ballot as undeliverable to the voter, you'll need to record this return in **Vote By Mail > Return Ballots**. You should not make any changes to the voter's mail ballot request, but you will see the return in the voter's record on the **Vote-By-Mail** tab and the Absentee Activity report will show that the ballot was returned as undeliverable.

To record an undeliverable ballot:

1. Ensure that the election you want is in focus.
2. Go to **Vote By Mail > Return Ballots**.
3. On the **Return Ballots Batch Header** dialog:
 - a. Enter the date the ballot was returned to your office.
 - b. In the **Return Batch** field, enter the next batch number in your sequence for returned absentee ballots for this election. Click **Continue**. When the message *Opening new batch* appears, click **OK**.



4. When the **Return Ballots** dialog appears, enter the ballot number or click **Find** and locate the voter.
5. In the **Referral Reason** field, select one of these reasons, based on the notice indicated by the Postal Service:

Returned Undeliverable

or

Temporarily Away/Forwarding Address

6. Click **Refer Return**. Then click **Yes** to confirm the transaction.

If your Voter Focus system is set to print a Canvassing Referral Sheet for all referral reasons, and you want a sheet for this voter, you can print it using the **Reprint Referral Sheet** button on the **Return Ballots** dialog. (Canvassing Referral Sheets are not printed automatically for ballots referred due to the reasons Returned Undeliverable and Temporarily Away/Forwarding Address.)

In the voter's record, the request status will be *Ballot Rtn'd Undeliverable* and in the [Absentee Activity Dump](#) you will see the code BRU in the Chg Type column for the transaction.

On the report [Absentee Totals for an Election](#), the totals under **Ballots Returned** are not incremented by this ballot return.

If the referral reason is *Returned Undeliverable*, the Return Ballots program schedules the following actions:

- If the ballot was sent to the voter's residence or mailing address, schedules the voter to receive a Final Notice requesting confirmation of their residence and mailing addresses. A Final Notice will not be scheduled if the ballot was sent to a default absentee address or a specific election address.
- Cancels any mail ballot requests for upcoming elections, except for cases where the mail ballot for an upcoming election has already been issued to the voter, and schedules a Cancelled Requests Notice to be sent to the voter.
- If the voter's Vote-By-Mail status is Permanent, removes this status.
- If the voter has an outstanding all-elections or FPCA request, cancels the request as of yesterday's date.

Note: These actions are not taken for ballots whose referral reason is *Temporarily Away/Forwarding Address*.

Voter Focus unschedules the Final Notice if new voting activity is recorded for:

- 2nd/3rd , Provisional, Pickup, or All Elections ballot
- Early Voting, Election Day, or Non-Register History vote

The remaining actions listed above are only unscheduled when, prior to the Voting History Update run, the voter is mailed and returns a 2nd/3rd mail ballot.

If a ballot package is returned as undeliverable by the postal service, and the package contains a change-of-address notice, you should refer the return with the reason *Temporarily Away/Forwarding Address*. Then [process the package as undeliverable mail](#) with a third-party address change.



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