

**2014 – 2015 Four-Year Voter Record Maintenance
Frequently Asked Questions
Guide to Clerks and Election Commissioners**

Which voters will receive the Notice of Suspension of Registration Postcard?

On March 22, 2015, a process was run in SVRS that identified 97, 981 voters as eligible for suspension. The voters identified and sent a Notice of Suspension of Registration met the following criteria on June 15, 2015:

1. The elector had a status of Active – Registered in SVRS.
2. The elector was originally registered on or before December 31, 2010.
3. The elector was not in a status other than active since December 31, 2010.
4. The elector has not voted in any election after December 31, 2010, regardless of whether the elector may have updated his or her registration during the same period.
5. The elector did not have a UOCAVA status of Military (Overseas voters who met the above criteria were sent postcards).

The voters who met the selection criteria were updated in SVRS to a status reason of “Active – Suspended (4 Years Notice).”

Where can I find the instructional materials to the 2014-2015 Four-Year Maintenance process?

Training materials are posted on the G.A.B. website under Recent Clerk Communications and can also be found in CRM (electiondata.gab.wi.gov) and in the SVRS manual.

Are the Notice of Suspension of Registration postcards different from the Voter Verification postcards?

Yes, these are two distinct mailings. Voter Verification postcards are mailed to voters on an on-going basis who register via mail, via an SRD, via a registration drive, on Election Day or via the Click and Mail process on the My Vote Wisconsin website. The purpose of these postcards is to verify that the addresses provided by the voters are valid.

The Notice of Suspension of Registration postcards are mailed to voters who have not voted in the any election in the previous four years. They are mailed after every November General Election. Voters have 30 days to respond to the postcard with a return postcard to continue their registration. This FAQ document and accompanying Webinar pertain only to the Notice of Suspension of Registration postcards.

What does the clerk do with the postcards after they record the mailing as undeliverable in SVRS?

Postcards that are returned to your office as undeliverable are official registration documents and

should be attached to the original Voter Registration Application (GAB-131). The postcards and registration forms may be destroyed after 4 years.

Why should I use the electiondata.gab.wi.gov website (Microsoft Dynamics CRM) to process cards?

The election data management website (CRM) is a tool that was designed to provide clerks with a list of voters in their municipality that were sent postcards. It also serves as a streamlined tool for processing returned postcards. More complicated situations like cancelling a voter or re-registering voters should still be done in SVRS.

This sounds like a two-step process. First, we go into CRM and scan bar code on undeliverable postcards and then do we go into SVRS and mark them also as returned and cancel them? Is this correct?

No. Cards returned undeliverable or those returned from voters with the Application for Continuation of Registration signed can be processed *either* in CRM or SVRS. It is not necessary to process cards using both applications. More complicated scenarios, such as cancelling a voter's record as deceased, must be done in SVRS.

What happens if I fail to update CRM and only do SVRS?

There are no consequences if you do not process returned postcards in CRM and instead decide to process the postcards in SVRS. CRM however allows you to process returned postcards faster and easier as illustrated in the webinar and tutorial video. If you have a large list of voters who you need to process returned postcards for, CRM may be the better tool to use.

I cancelled a voter or re-registered a voter in SVRS but the status in CRM still says Active – Suspended.

CRM was designed to be a tool for processing numerous undeliverable postcards in a single sitting. More complicated voter updates should be done in SVRS. The CRM list will show only voters sent cards in a specific municipality and the address shown in CRM is the address that was on the postcard. Changes in SVRS, such as a voter who has moved out of a municipality or a record that has been cancelled, will not show in CRM. (The G.A.B. technical team is evaluating ways of making CRM more useful to clerks. Clerk feedback is welcome and can be directed to the GAB Help Desk (608) 261-2028 or GABHelpDesk@wisconsin.gov.)

What if I find a duplicate voter record somewhere else in the state?

If you find a duplicate voter record, determine which record is the most current. If the most current record is in your municipality you should merge the two records together. If the most current record is in another municipality you should contact the G.A.B. Helpdesk for assistance. Directions on merging voters can be found in the Voter chapter of the SVRS Manual.

What happens if I receive a postcard after July 15th, 2015? Do we update their record?

If a voter returns a postcard later that day, we usually allow clerks to go ahead and mark the voter active. Undeliverable postcards returned *after* July 15th, 2015 does not require a status update in SVRS however, for tracking purposes it would be best to record the mailing as returned undeliverable. This recording is important because the G.A.B. is required by statute to post statistics on the number of undeliverable postcards. Therefore, it is imperative that clerks process postcards returned undeliverable and should not wait for the status update that will take place on July 15th.

What is the correct procedure to follow when the four-year voter maintenance postcards are returned by the Post Office as “Temporarily Away?”

According to the USPS the term “Temporarily Away” means that the holding period for this address has expired. The address is a valid address for the voter, but delivery of the notice was not successful.

Resend the card (putting it in a new envelope) and permit forwarding on it, or, if you have a record of the temporary address, you may send the card directly there. The voter will still need to sign the Application for Continuation of Registration in order to remain an Active Registrant.

I have been contacted by a parent whose son or daughter is in the military currently stationed overseas and received a Notice of Suspension of Registration. What should I tell the parent to do?

If a parent has received a 4-year maintenance card for their son/daughter, it means that the son/daughter has not been identified as a military elector in SVRS. If the son/daughter wishes to remain a registered voter, he/she can fill out the return post card and mail it to the municipal clerk. However returning the 4-year maintenance postcard will not notify the municipal clerk that the son/daughter is a military elector. Military electors should be directed to update their voter registration using the MyVote Wisconsin website myvote.wi.gov. The voter should use the Military Voter option on the myvote.wi.gov website. As a reminder, military voters need to submit a new absentee request annually in order to receive absentee ballots.

We are getting a lot of cards back, but there is no post office sticker on them, nor has the voter signed the card. How do we know the post office actually delivered these?

Contact your local post office and inquire about its process of returning undeliverable postcards. Different post offices may have different procedures. In the past, for example, some post offices have banded a group of undeliverable postcards together, putting only the undeliverable sticker on the top postcard (indicating that all postcards within were undeliverable). If you have any question about a postcard being processed by the USPS, please contact your local post office for clarification.

After the 30 days, should Providers send a list to Relier clerks of their inactive voters so that they can mark their registration forms to destroy in 4 years? And how is this list created?

On May 15, 2013, the G.A.B. will update all the **Active-Suspended – Four Year Maintenance** voter records to **Inactive – Four Year Maintenance**. After this date, Provider clerks are encouraged to export a list of the **4 Year Maintenance – Inactive** voters in CRM for their Reliers so they can pull hard copies of the GAB-131 forms. This export process is explained in the Four-Year Maintenance training PDF, available on the CRM website or on the G.A.B. website in the SVRS Manual section.

What if the postcard was returned with a label stating *Forward Time Expired* or lists a different mailing address?

The address printed on the Four-Year Voter Maintenance postcard is either the Mailing Address in SVRS (if one is listed in the voter record) or the Home Address. The postcards should reflect the address information provided by the voter at the time of registration. You should record these postcards as returned undeliverable. These voters will need to re-register under their new address.

Which number should I enter if I do not have a bar code scanner?

The Mailing ID is the number under the bar code. This can be entered into the CRM search box or in SVRS in the Record Returned Mailings Quick Task.



However, you can also manually enter the Voter Registration Number (above the bar code) or the Voter's name in CRM to pull up the voter record.

If a new registration is required because of a name change or address change noted on the postcard, would a Photo ID have to be provided with the GAB-131?

Photo ID is only required for voting, not for registration. Proof of Residence however is required for registration. Please note that Four-year Maintenance postcards are NOT valid Proof of Residence (POR) if the name on the card is different than the elector's current name.