



BIPARTISAN POLICY CENTER

“Best Practices - Election Mail Management” Presidential Commission on Election Administration

VIRGINIA ANNUAL TRAINING CONFERENCE
RICHMOND, VA
JUNE 29TH, 2016

WWW.BIPARTISANPOLICY.ORG



BIPARTISAN POLICY CENTER

Presidential Commission on Election Admin (PCEA)
The Report
The Work Continues: USPS Efforts



2012



Report, videos and transcripts of
hearings, resources, & extensive
appendix available online at:

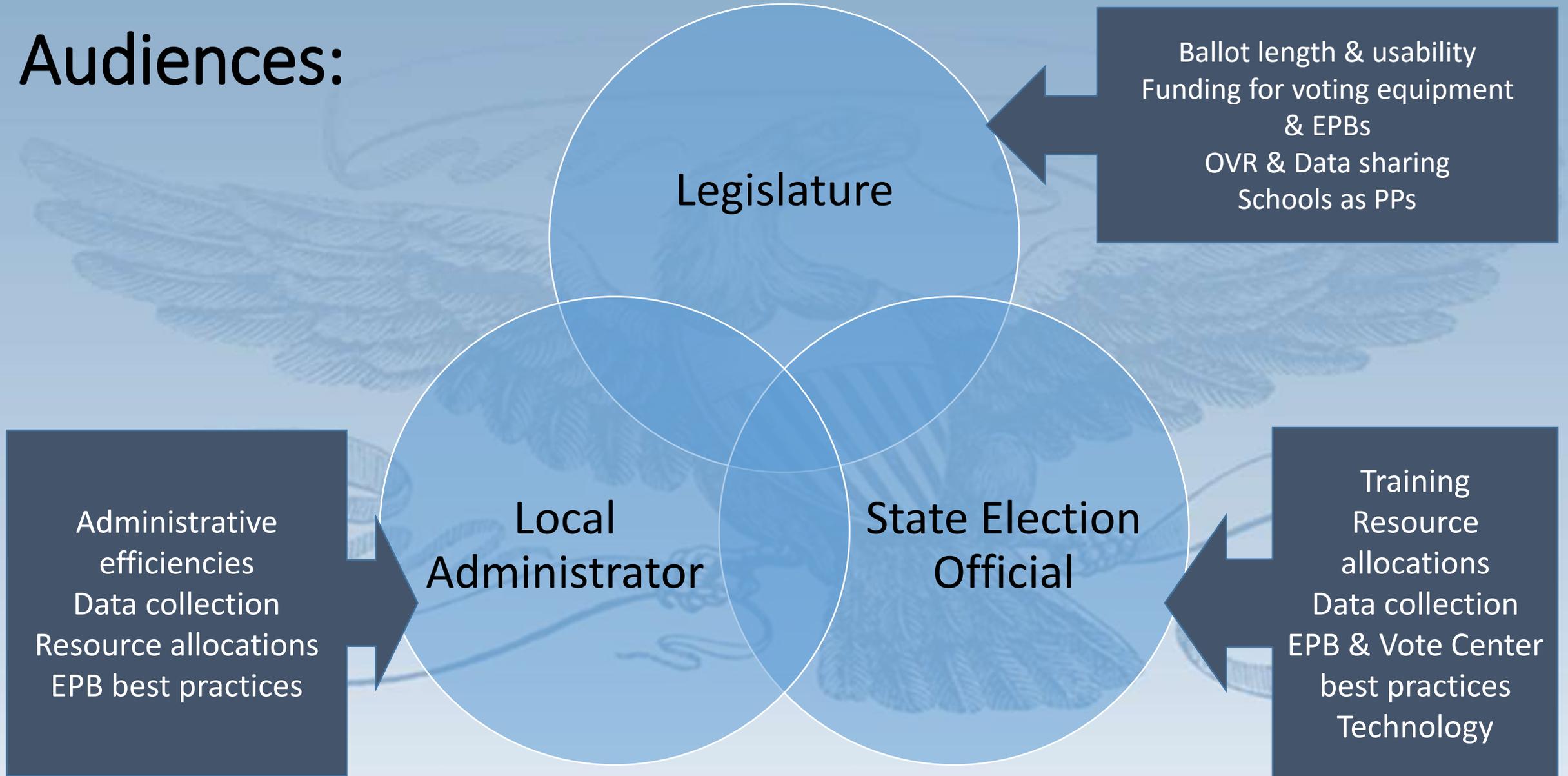
www.supportthevoter.gov

**The American Voting Experience:
Report and Recommendations
of the
Presidential Commission
on Election Administration**



January 2014

Audiences:

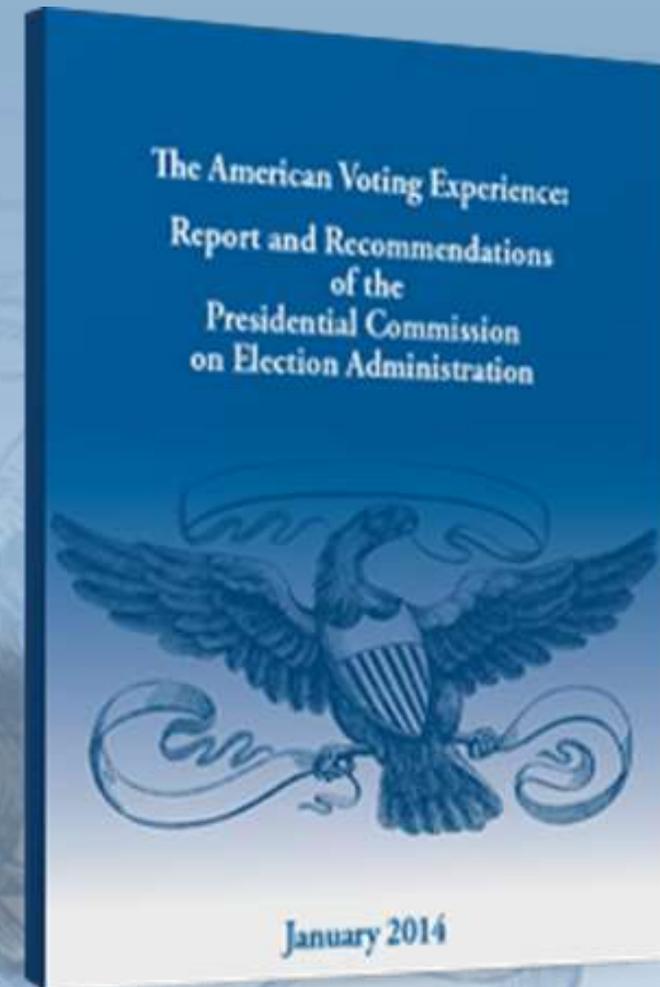


This Primary season we also saw how state-specific election rules & an engaged electorate can generate lines...



PCEA Recommendations & USPS

- Expansion of Voting Opportunities
 - USPS Communication
 - USPS Ballot Tracking
- Data Collection

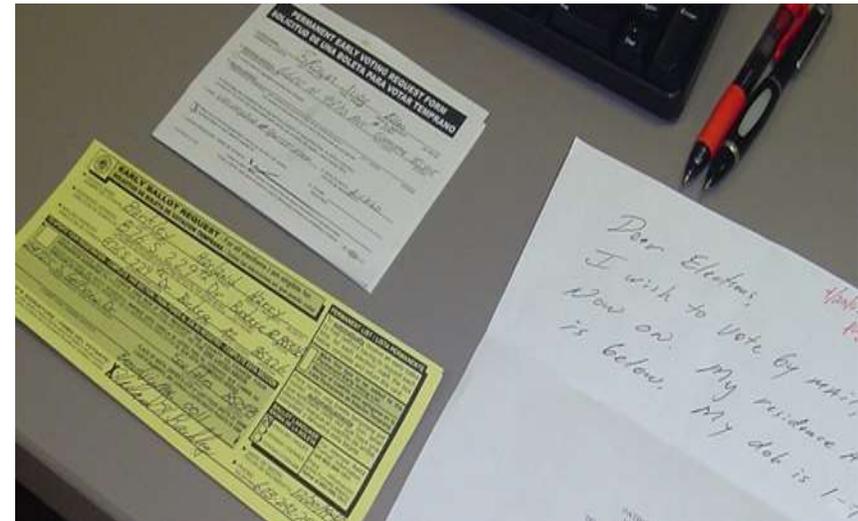


A voter who requests a ballot by mail & successfully casts it should be one less voter at the polls

Absentee/mail ballot request processing (in a time when preparing for Election Day polling locations)

Strategies for providing applications to voters:

- Direct mail of postcards/applications
- Online applications
- Phone request
- Permanent requests
- Working with 3rd party/GOTV groups
 - Challenges with design (shading of signature field, etc.)
 - Getting turned in in a timely manner



Strategies for processing applications quickly:

- Application on VR forms
- Online application linked with OVR
- Online application
- Bar/QR coding of application

We know that inaccurate rolls at the polls can contribute to delays and result in lines.

Strategies for updating Election Day rosters and registers

- Paper:
 - Addendums, Adds, Deletes, VBM updates all manual if printed before close of voting
 - Waiting to print can be challenge as well in delivery
- EPBs:
 - Ability to update w connectivity, challenges with that? Testing is key!

	EARLY VOTE	REG. NO.	ERE
AGE			
00301	<input type="checkbox"/>	1	
00301	EV	0325	
00301	<input checked="" type="checkbox"/>	2	
00301	EV	0326	
00301	<input checked="" type="checkbox"/>	3	
00301	EV	0327	
00301	<input type="checkbox"/>	4	
00301	EV	0328	
00301	<input checked="" type="checkbox"/>	5	
00301	EV	0329	
00301	<input checked="" type="checkbox"/>	6	
00301	EV	0330	
00301	<input type="checkbox"/>	7	
00301	EV	0331	
00301	<input type="checkbox"/>	8	
00301	EV	0332	

Communication

Furthermore, establishing communication with the local Postmaster is essential to ensure that issues are addressed and that mailings comply with postal regulations. Inconsistent interpretation of these regulations surrounding mailing content and Official Election Material Mailings is an ongoing concern for election administrators. Rejections of election-related mail, rate differentials, and delay of service to the voter have led some to call for simplified pricing and a service regime for Official Election Material, such as a single rate without content restrictions. Finally, some election administrators have advised that officials should retrieve ballots at the post office itself to ensure they are all received by the appropriate deadline.¹⁸³

Communication

- USPS:
 - Local Post Master
 - Mail Design Analyst: MDA Support Center (855) 593-6093 or mda@usps.gov
 - Regional Election Mail representatives found online: about.usps.com/gov-services/election-mail/welcome.htm

Area	Lead Coordinators										
CapMetro	Area	Atlanta	Baltimore	Capital	Greater South Carolina	Greensboro	Mid-Carolinas	Northern Virginia	Richmond		
	Kevin Bray 404-792-3141	Nicole Spencer (770) 717-3708	Judy Wood (410) 347-4432	Sylvia Moss (202) 638-1027	Mike Lance (803) 926-6060	Paul Ludwig (336) 931-9497	Steve Place (704) 393-4566	Lisa Jones-Brown (703) 698-6491	Robin Stinson (804) 737-3571		
Eastern	Area	Appalachian	Central Pennsylvania	Cincinnati	Kentuckiana	Northern Ohio	Philadelphia Metro	South Jersey (1)	South Jersey (2)	Tennessee	Western
	Gene Schwemmer (412) 494-2197	Cynthia Coles (304) 561-1058	Angela Barlo (717) 396-6994	Debbie Bleile (513) 684-5523	Alisa Zanetti (502) 454-1789	Leslie Farr (216) 443-4184	Joe Weygand (215) 863-5048	Nick Lamantia (856) 933-4263	Joe Pains (856) 933-4397	Kelly Hirtzer (615) 885-9113	Diane (716) 8
Great Lakes	Area	Central Illinois	Chicago	Detroit	Gateway	Greater Indiana	Greater Michigan	Lakeland			
	Tim Anderson (630) 539-7471	Robert Petrowski (708) 563-7476	Elaine Ferba (312) 983-7661	Brenda Orton (248) 758-5715	Laurentine Owens (314) 436-3509	Staci Yerkes (317) 464-6282	Paula Carlson (616) 977-4745	Susan Janusz (608) 246-1259			
Northeast	Area	Albany	Caribbean	Connecticut Valley	Greater Boston	Long Island	New York	Northern New England	Northern New Jersey	Triboro	West
	William Bulger (860) 285-7099	Bob Matarese (518) 452-4006	Martin Caballero (787) 622-1791	Pat Dzialo (860) 524-6361	Rob Carrillo (617) 654-5892	Adriana Sallows (516) 221-1390	Chee K Chow (212) 330-3872	Kevin Clark (207) 482-7215	Rick Miller (973) 468-7178	Harold Spector (718) 348-3135	Catherine (914) 6
Pacific	Area	Bay-Valley	Honolulu	Los Angeles	Sacramento	San Diego	San Francisco	Santa Ana	Sierra Coastal		
	Kelly Porter (858) 674-2681	Bonja Thomas Warner (510) 874-8427	Sandra McDaniel (808) 423-3830	Mike McKoy (323) 586-1240	Aaron Wagner (916) 373-8054	Robert Davidson (858) 674-0182	Fernando Balcazar (415) 550-5024	Anthony Loera (714) 662-6447	John Chacanaca (661) 775-7834		
Southern	Area (1)	Area (2)	Alabama	Arkansas	Dallas	Fort Worth	Houston	Louisiana	Mississippi	Gulf Atlantic	Oklahoma
	Teresa Farley (214) 912-1841	Erika Ramirez (974) 783-5313	Andree Kater (205) 521-0349	Chris Phillips (501) 228-4121	Yolanda Applon (972) 462-2209	Rich Ward (817) 317-3863	Levis Kindle (713) 226-3201	Mark Gilbert (504) 589-1104	Kathy Horne (601) 351-7125	Robin Lang (904) 645-3220	William (405) 8
Western	Area	Alaska	Arizona	Central Plains	Colorado/Wyoming	Dakotas	Hawkeye	Mid-America	Nevada-Sierra	Northland	Portland
	Al Cunningham (303) 313-5973	Tito Tungul (907) 266-3368	Kevin Kiszcak (602) 225-3150	Sheila Othling Badge (316) 946-4633	Donna Walker (303) 853-6558	Ken Rothenbuehler (605) 333-2642	Dan Wilson (515) 283-7608	Anitra Warren (816) 504-3200	Debra Fretcher (702) 361-9286	Linda Engman (651) 681-2604	Ron (503) 2

Communication: USPS Leadership

- Leadership at USPS have been engaged by the EAC, FVAP, the Election Center (very thankful that Deputy Post Master General Stroman joined us today), and the Bipartisan Policy Center to ensure identified issues are communicated and solutions shared.



U. S. ELECTION ASSISTANCE COMMISSION
VOTING SYSTEM TESTING AND CERTIFICATION PROGRAM
1335 East West Highway, Suite 4300
Silver Spring, MD 20910



DEFENSE HUMAN RESOURCES ACTIVITY
FEDERAL VOTING ASSISTANCE PROGRAM
4800 Mark Center Drive, Suite 03J25-02
Alexandria, VA 22350-4000

SENT VIA EMAIL AND POST

December 21, 2015

Megan J. Brennan
Postmaster General and Chief Executive Officer
United States Postal Service
475 L'Enfant Plaza SW
Washington DC 20260

Postmaster General Brennan,

The Election Assistance Commission (EAC) and Department of Defense's Federal Voting Assistance Program (FVAP) are writing to offer our assistance to the United States Postal Service (USPS) to better engage State and local election officials regarding the challenges surrounding postal voting. Voting by mail has become an essential element of voting in America, especially for those voters away from home like our military and overseas voters. In the last presidential election, almost six and a half

Communication: Internal

- Consider how POSTAL policies and concerns are shared in your state.
- Some states have formed postal task forces to stay on top of challenges with increased absentee voting.



Official Election Material Mail Logo Use

Changes in design guidelines due to some being used that are too large infringing on cancellation and barcoding areas of the envelope.



Envelope Design Considerations

Consider also the design of the back of your envelope.

Formatting so that the voter's address and any barcodes you use internally are in the general where a delivery address would be can cause problems with the USPS orientation software (& send the ballot back to the voter...)

Rev. 1/2006

Your ballot must be received by
8:00 P.M. on Election Day to be counted.

Made from Recycled Paper

**CRUCIAL
BARCODE!**

PRECINCT

00010487 3144 05-16-06

**POSTAL
BARCODE**

*****AUTO**3-DIGIT 972

5

JOHN A BOGDANSKI
AVE
PORTLAND OR 972

SIGN HERE

**WARNING: SIGNING ANOTHER PERSON'S
NAME TO THIS ENVELOPE IS A CLASS C
FELONY.**

VOTER'S STATEMENT

By signing, I certify that:

- I am the person to whom this ballot was issued;
- I am legally qualified to vote in the county that issued this ballot;
- This is the only ballot I have voted this election; and
- I still live at the address printed below.

RES: AVE PORTLAND OR 972

4

SIGNATURE OF VOTER

Caution:

Addresses, numbers and barcodes printed on the back of the Ballot Return Envelope may cause the ballot to be misdirected or delayed!

STEP 2: Sign Voter Affidavit.

VOTER AFFIDAVIT

I do solemnly swear or affirm under penalty of perjury that:

- I am a citizen of the United States;
- I am a legal resident of the state of Washington;
- I will be at least 18 years old on or before election day;
- I am not presently denied my voting rights as a result of being convicted of a felony;
- I have not been judicially declared mentally incompetent;
- I have not already voted in this election; and
- I understand it is illegal to cast a ballot or sign a ballot envelope on behalf of another voter.

Attempting to vote when not qualified, attempting to vote more than once, or falsely signing this oath is a felony punishable by a maximum imprisonment of five years, a maximum fine of \$10,000, or both.

Two witness signatures are required **ONLY IF** a voter is unable to sign his or her own signature on this envelope. If a voter is unable or uses only a mark then two witnesses must sign.

Witness

① Sign Here

Witness Signature _____ Date and Place _____

Witness

② Sign Here

Witness Signature _____ Date and Place _____

WITNESS CERTIFICATION: I witnessed the voter, whose name appears on this envelope, make his/her mark or attempted signature on the line above. I certify, under penalty of perjury under the laws of the State of Washington, that the foregoing is true and correct.

IMPORTANT: Voter Affidavit must be signed for your ballot to be counted.

Voter Sign Here

Date _____ Phone (optional) _____

Information has changed, send me an update form

STEP 3: Fold down on DOTTED LINE to hide signature.



Use of color in the envelope or in striping increases the visibility of the ballot in the mail stream

erk

NON-PROFIT ORG.
U.S. POSTAGE
PAID
Los Angeles County
Registrar-Recorder/County Clerk

OFFICIAL

TING TWICE IN THE SAME ELECTION
AND CONSTITUTES A CRIME IN THE
IFORNIA

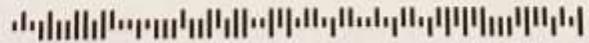


PLACE
FIRST-CLASS
POSTAGE
HERE



OFFICIAL VOTE BY MAIL BALLOTING MATERIAL – FIRST-CLASS MAIL

(To be opened only by Election Canvassing Board)



LOS ANGELES COUNTY
REGISTRAR-RECORDER/COUNTY CLERK
PO BOX 30960
LOS ANGELES CA 90030-0960



urn Envelope

Voting Options

Vote By Mail: All voters in Los Angeles County can vote by mail. You can either mail your ballot off at any polling place in Los Angeles County or before Election Day. Ballots must be postmarked on or before Election Day.

At the Polls: Voters may check in at a polling place, fill out a ballot, and instead vote by mail. Voters may also mail their ballot to surrender to the Registrar-Recorder/County Clerk.

Accessible

Accessible Polling Places: If you are unable to visit a polling place, you may locate the nearest accessible polling place by calling (562) 466-1310 or using the accessible polling place locator on the Registrar-Recorder/County Clerk website.

Each polling place is required to provide a reasonable accommodation for voters who prefer to vote using a ballot drop box.

Registration

Contact us at (562) 466-1310 if your original registration information is incorrect.

Vote in person at your polling place. For more information, call 1-800-466-1310.

Communication: With USPS

- What to advise them:
 - Mailing dates & prospective volumes
 - Election Dates
 - Any changes you've had (or are considering) regarding design, size, content, etc.
 - Coordinate election night ballot pickup & facility sweep advise if you have colored envelopes or other visual indicators to look for (are you using Business Reply Mail?)

Business Reply Mail

Remember that BRM can add time to the return of the ballots for the attribution to your account – remember to put that into your voter instructions!

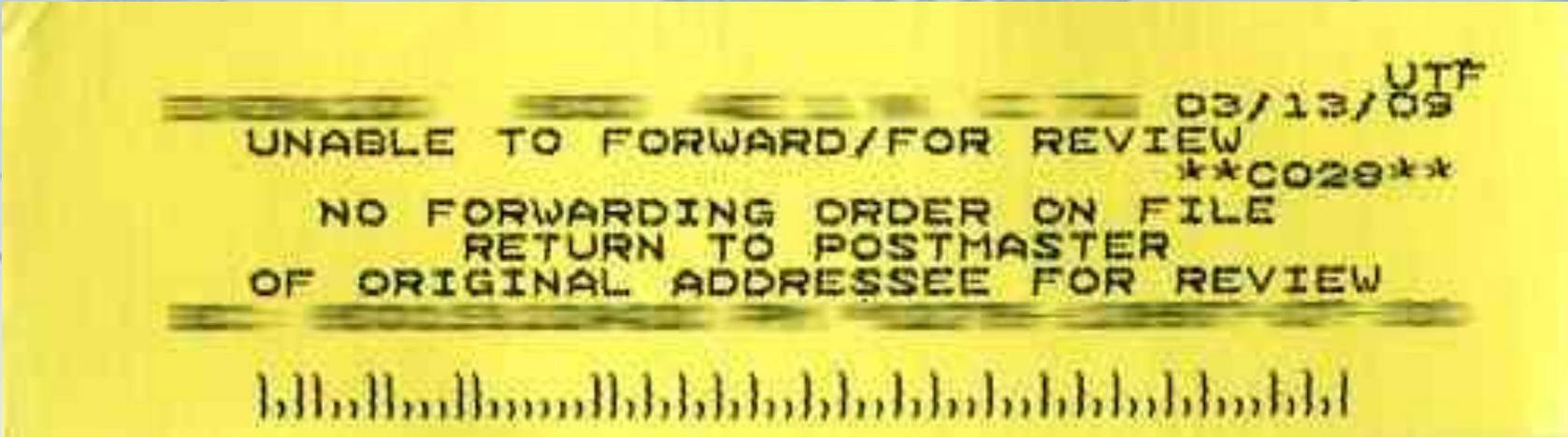
If you sweep the processing plant/offices on Election Day, remember to ask about BRM!

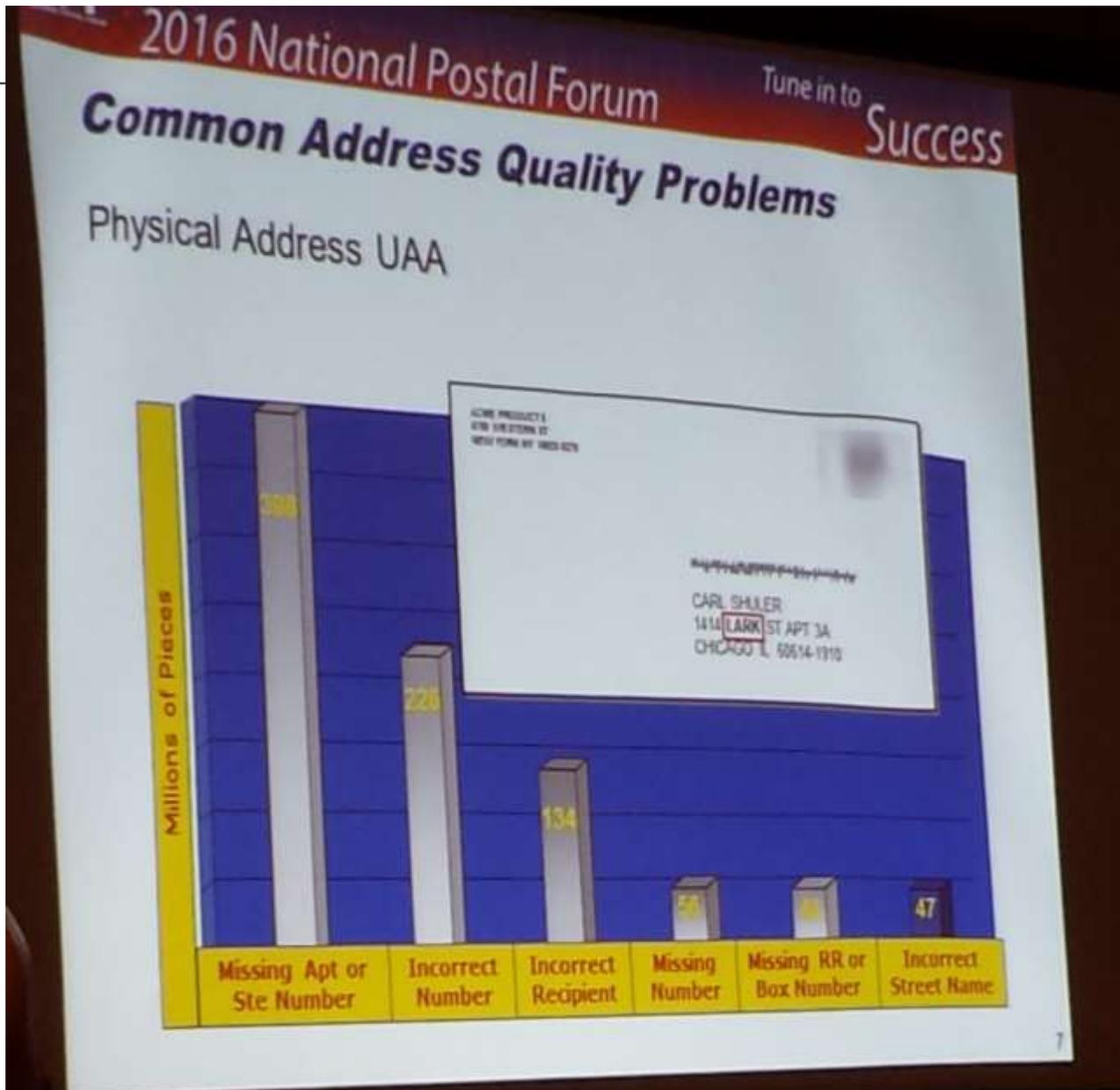


Even if the BRM is not fully processed, USPS directive is that they are to do a quick tally of the volume and turnover ballots to election officials.

Communication: Mail House/Vendor

- Ask about ballot tracking—you may be mailing out with an IMB, but not getting the benefit.
- If you are still keying all the yellow move tags, ask about Address Change Service (ACS) & get that information electronically





Insufficient addresses can be partially eliminated if you have OVR & a system prompt for unit # for known addresses

Missing Apt or Ste Number	Incorrect Number	Incorrect Recipient	Missing Number	Missing RR or Box Number	Incorrect Street Name
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Incorporating these known common failures in trainings can also reduce issues later in the process.

New Reality

Every election has a story, and no one wants that story to be that ballots didn't get delivered and counted.

Parallels between USPS & Elections abound:

Large, disparate work force & challenges with continuity,

Desire to modernize and automate,

Economic/resource considerations

Result:

Plant rationalization

Delivery standard changes

First-Class Mail: DMM 333.2.0

- Personal, handwritten, or typed information
- ***2-5 day delivery (Contiguous 48 United States)***
- Free forwarding and return
- Sealed against inspection

Standard Mail: DMM 243.2.0

- No personal, handwritten, or typed information
- ***3-10 day delivery (Contiguous 48 United States)***
- Forwarding/return require endorsement and a fee
- May be opened for postal inspection

Ballot Delivery to the Voter



Mailing Ballots at Standard Rate

If you mail out your ballots at a standard mail rate, which is subject to inspection, be certain to include an “example mailing” for review.

If you do not provide an example then an official balloting packet could be opened and a voter impacted.

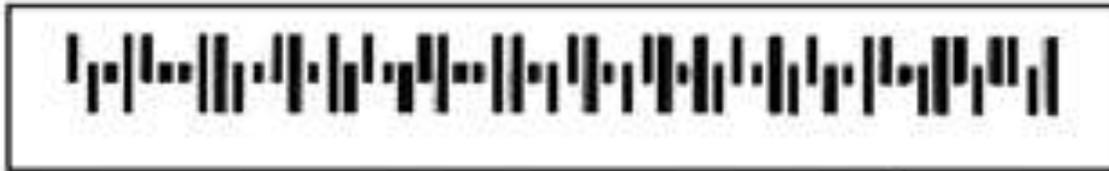
ALWAYS
Use tag 191!!



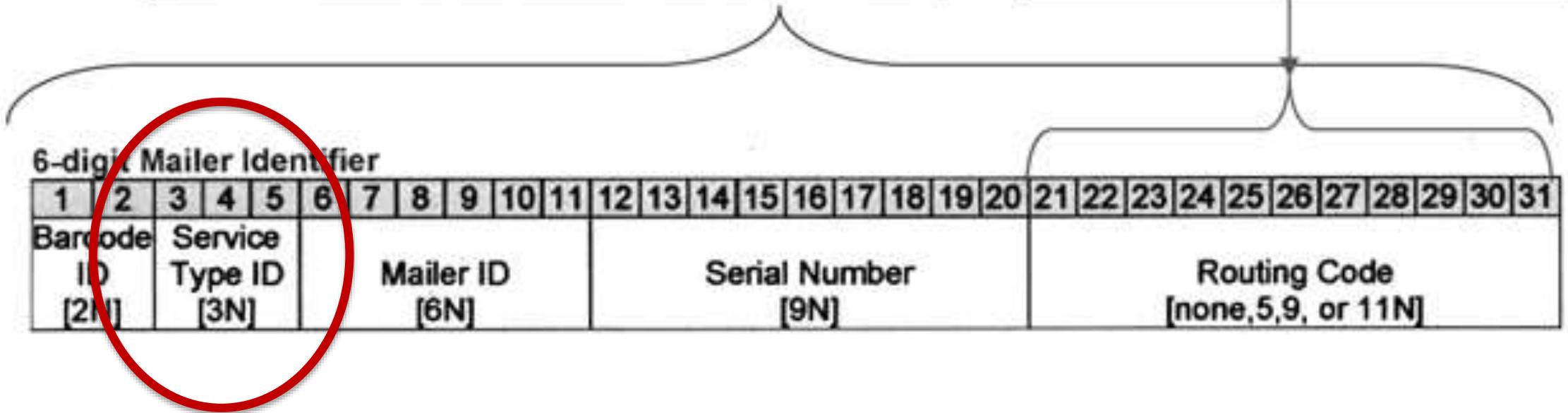


SERVICE TYPE ID FOR BALLOTS

The Intelligent Mail barcode



The POSTNET barcode





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Informed delivery



Informed Delivery is a service that was first piloted in Northern Virginia and has now expanded to NYC for the second phase of the pilot.

It allows the public to see what mail pieces have been scanned for delivery to them prior to ever getting to their mailbox.

This will greatly enhance security of the ballot when a voter knows that it should be in their mailbox on a given day.



Ballot Return: What to tell voters?

Unless you pay for the return of the ballot or you have an overage account your voter instructions need to advise the voter of the cost to mail back the ballot.



An insert with the information is ok.
REMEMBER:
Rates ***DROPPED***
April 10th

USPS & Military Addresses



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Military Mail Addressing:

In conjunction with the Navy and the Military Postal Service Agency, the Postal Service will revise the APO and FPO address format to more closely align with Postal and other military addressing standards – **using the “UNIT,” “CMR,” or “PSC” designation and number, plus the box number as part of the addressing component.**

The use of the ship’s name to reach its destination will no longer be permitted.

These addressing standards are **effective June 1, 2015**, with a full compliance date required by **October 2015**.

USPS & Military Addresses



BIPARTISAN POLICY CENTER

Overseas military addresses must conform to domestic addressing standards format, while including the correct APO or FPO and AA, AE, or AP designation. AA, AE, and AP are used for addresses with the 3-digit ZIP Code prefixes 340, 090-098, and 962-966, respectively.

The correct format and correlating examples are as follows:

a. Line 1: Full name.

b. Line 2: The delivery line (the second line from the bottom in the address) must show the word “UNIT”, “CMR”, or “PSC” and number; and box number assigned.

c. Line 3: The bottom line must contain the APO or FPO (“city”) designation and the appropriate two-letter AA, AE, or AP (“state”) abbreviation followed by the ZIP Code or ZIP+4 Code

USPS & Military Addresses



BIPARTISAN POLICY CENTER

Examples of a UNIT and PSC designation:

SEAMAN JOHN DOE UNIT 100100 BOX 4120 FPO AP 96691	JOHN DOE PSC 5698 BOX 2002 APO AE 09400
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USPS & Military Addresses



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I have spoken to FVAP and brought this to their attention.

They reached out to MSPA and were advised that the MSPA will deliver the mail regardless of compliance with the new format, but that they understand the need to unify.

State VR systems will need to incorporate these changes

Military & Overseas Absentee Ballots

- Must bear these markings:

Name and Complete Address

 OFFICIAL ELECTION MAIL
Authorized by the U.S. Postal Service



U.S. Postage Paid
39 USC 3406

PAR AVION

OFFICIAL ABSENTEE BALLOTING MATERIAL - FIRST-CLASS MAIL

~~NO POSTAGE NECESSARY IN THE U.S. MAIL - DMM 703.8.0~~

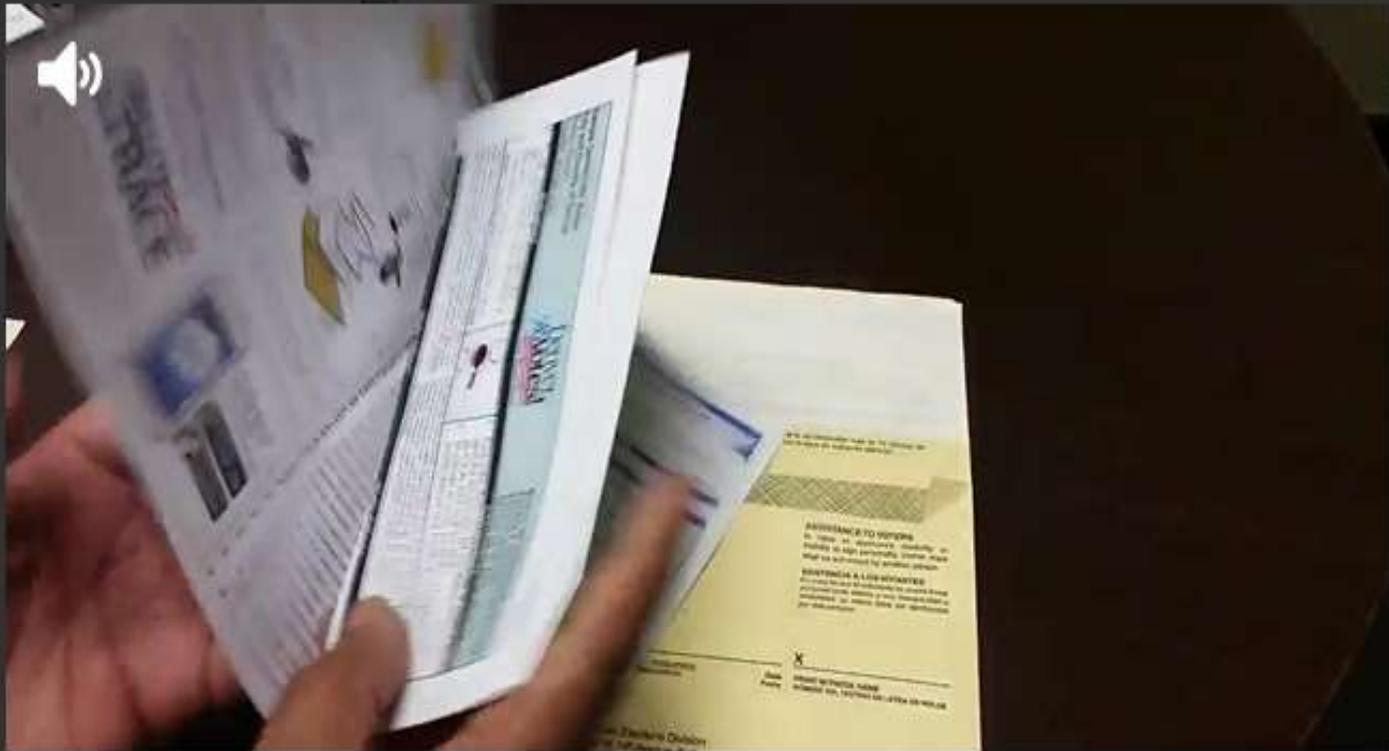
SECRETARY OF STATE OF WASHINGTON
CHAMPAIGN COUNTY ELECTIONS BOARD
CHAMPAIGN COUNTY COURTHOUSE
1234 MAIN ST
ANYTOWN WA 98765-4321






Ballot Return





Denver Elections @DenverElections

6d

We are saving paper @DenverElections by combining your #voter instructions and secrecy sleeve. #DenverVotes2016



to #voting process for eligible voters: denvergov.org/content/denve...

Denver use of voter instructions as privacy sleeve—with a video tutorial shared via social media channels

DEADLINES & Options!!

Many return deadlines do not take into consideration the new delivery standards.

Be certain your materials clearly advise the voter of mailing dates.

2016 USPS has been advising:

IN HAND **Mail 5 days prior**

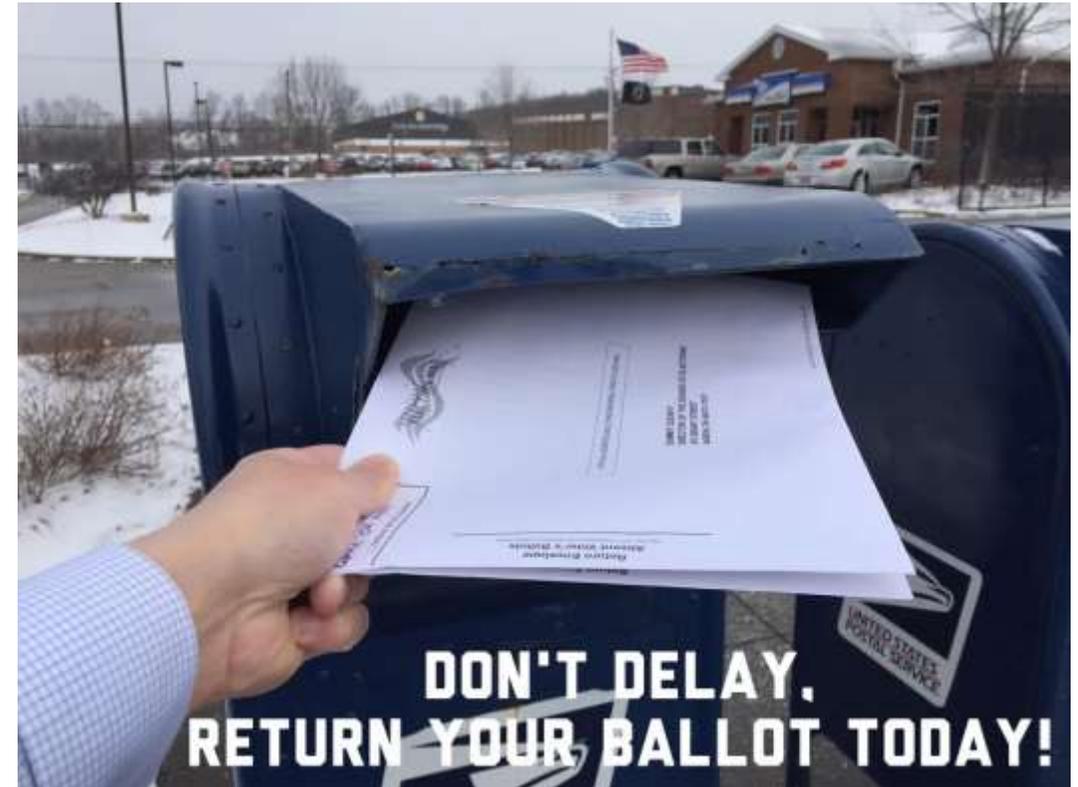
POSTMARK Mail 2 days prior

“The Postal Service recommends that voters mail ballots one week before the due date to account for any unforeseen events or weather issues and to allow for timely receipt and processing by election officials”

DEADLINES & Options!!

Voters need to be mindful when dropping ballots into blue boxes of pick-up/collection times...

Do your voter instructions clearly explain return options?



DEADLINES & Options!!

States with in-hand deadlines are looking to reduce the numbers that arrive late that cannot be counted. Looking to use of postmark.

States using postmarks have issue with lack-of or illegible ones. Considering going back to in-hand or other alternatives.

DEADLINES & Options!!

Voters can go into any USPS counter and ask that their ballot envelope be hand-cancelled (also referred to as a “round-stamp”).



Ballot Return Considerations

Postmarking/cancellation does not occur on Sundays so this may be the cause of the increased delivery on Wednesdays

- WA: Use of the date the voter used in signing the affidavit
- OH: Use scanning data from USPS



14 b. The sealed return envelope may be mailed to the commissioner by the registered voter or by
15 the voter's designee. If mailed by the voter's designee, the envelope must be mailed within
16 seventy-two hours of retrieving it from the voter or within time to be postmarked, or bear an
17 intelligent mail barcode showing the point of entry into the mail system, not later than the day
18 before the election, whichever is earlier.

19 2. In order for the ballot to be counted, the return envelope must be received in the
20 commissioner's office before the polls close on election day or be clearly postmarked by an
21 officially authorized postal service, or bear an intelligent mail barcode showing the point of entry
22 into the mail system, not later than the day before the election and received by the commissioner
23 not later than noon on the Monday following the election.

24 ~~2. If the law authorizing the election specifies that the supervisors receive the votes earlier than~~

DEADLINES & Options!!

Do voters have other options in returning their ballot?



Election Day Drop-offs...

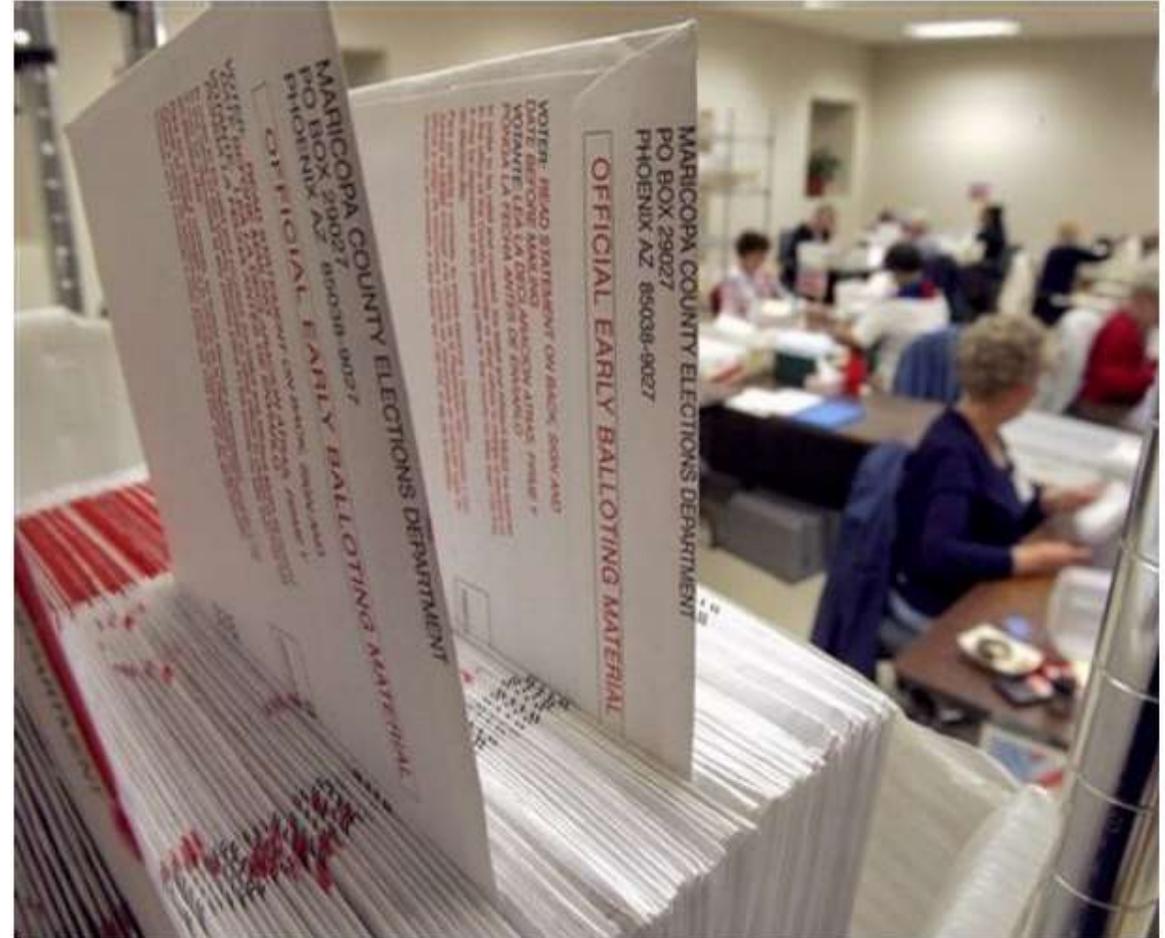


Be prepared for the potential to have LOTS of ballots dropped at the polls and procedures in place so that voters don't have to wait in line & consider how it will get tracked & reported to the public/media.

Data Collection

Don't wait until ED+1 (Wednesday) to discover if there are issues!

Train staff to look for dates out of the delivery range & missing postmarks (if applicable) as they process the incoming ballot envelopes.



Data Collection: Chicago, IL Study

Overall Statistics of IMb Test

	Barcoded Returns	Stamped Returns
Quantity mailed	320	320
Quantity received by City	245	248
% Response Rate	77%	78%
Quantity with first scan by PO	240	
% received by City AND had PO first scan	96%	
Quantity cancelled by PO		36
% cancelled by PO		15%
Quantity received by City, but not scanned	9	
Weighted Average # of Days to PO first scan of return envelope from initial mail date	7.8	

- The City received virtually the same number of returns for the stamped and barcoded envelopes.
- The International Global Forever stamps were accepted and processed by the Post Office. Only 1 envelope came back with postage due.
- Only 15% of the stamped envelopes were cancelled by the Post Office. Therefore, affixing a live stamp is not a viable option for capturing a postmark date. Basically, the Post Office does not cancel flat-size mail bearing a stamp.
- 96% of the return envelopes with a trackable IMb were scanned by the Post Office. An encouraging result.
- Based on a weighted average, it took almost 8 days from the initial drop date of October 9, for the returns to be first scanned by the Post Office.



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Resources

USPS

USPS has a dedicated website containing an election-mail tool kit for election officials as well as voters.

It is updated for 2016 with current information:

<http://about.usps.com/election-mail/election-mail-resources.htm>



Join the Postal Task Force so that you get pertinent information on election mail, delivery, and best practices. Simply let Tim Mattice know that you are interested.

Check the Election Center website periodically for the posting of important information from USPS:

NEWS



USPS® RELEASES THE 2016 OFFICIAL MAIL KIT & RESOURCES

As another busy election season approaches, Election Center is pleased to announce that the USPS® is stepping up to help the community of election administration officials by providing the necessary tools for facilitating the processing of all election-related mail. The 2016 Official Election Mail Kit and additional resources are available now. Find out more today...

Contingency Planning

I would also recommend that you sign up for the Industry Alerts that will send you updates in the event of service outages.



The image is a screenshot of a USPS Industry Alert. It features the USPS logo in the top left corner, the text "United States Postal Service" at the top, and "INDUSTRY ALERT" in large, bold letters. Below this, the title "Additional New York Impacts Due to Papal visit" is centered. A red text block states: "The information below has been used to update the current Service Disruption Report located on USPS Service Alerts". The main body of text explains that postal operations will be impacted in the New York area due to the Papal visit. It lists two categories of impacts: offices with suspended operations on Thursday, Sept. 24th, and locations with no mail delivery on Friday, Sept. 25th. The impacted offices include Appraiser Stores Finance Station at 580 5th Ave, and the location with no mail delivery is the World Trade Center.

United States Postal Service®

INDUSTRY ALERT

Additional New York Impacts Due to Papal visit

The information below has been used to update the current Service Disruption Report located on USPS Service Alerts

Postal operations will be impacted in the New York area, resulting from the Papal visit as follows:

The following offices will have suspended operations on Thur. Sept. 24th.

- Appraiser Stores Finance Station, 10036 – located at 580 5th Ave

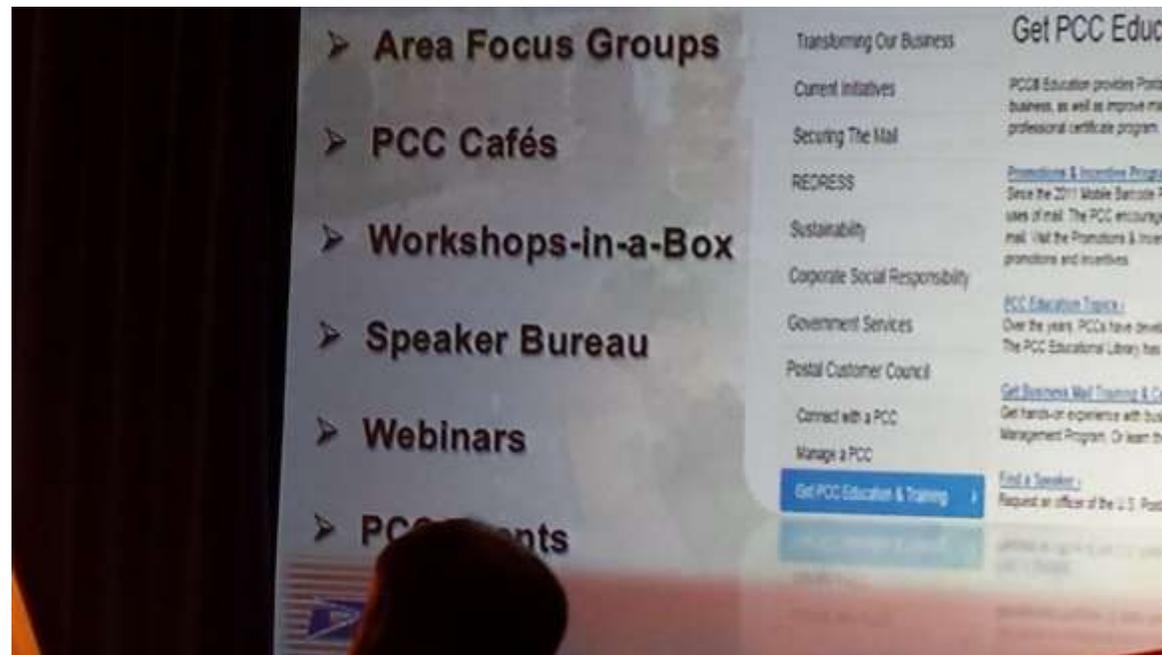
There will be no mail delivery at the following location on Fri. Sept. 25th

- World Trade Center

Postal Customer Council (PCC)

The PCC is an opportunity to get to know regional USPS management (which can come in handy).

If you have staff dedicated to postal responsibilities this would be a good channel of communication for them.



Data Collection



With a generous funding by the Democracy Fund, the Bipartisan Policy Center has partnered with Democracy Works to host an online repository of election mail issues and best practices.

www.electionmail.org

ELECTIONMAIL.ORG

Will capture basic information regarding the postal issue that you are experiencing and report it directly to USPS

The screenshot shows the 'REPORT A PROBLEM WITH ELECTION MAIL' form on the ELECTIONMAIL.ORG website. The form includes a header with the site name and navigation links, a title bar, and a central text area with instructions. Below the instructions are several required input fields: Name, Email Address, Phone Number, and Election Jurisdiction. A 'Send this issue report' button is located at the bottom of the form.

ELECTIONMAIL.ORG [REPORT A PROBLEM](#) [ELECTION MAIL RESOURCES](#) [ABOUT THIS SITE](#)

REPORT A PROBLEM WITH ELECTION MAIL

Local and state election officials may use this form to report past or current issues with official Election Mail processed by the United States Postal Service. This form is intended as a supplement to official reporting, and should not replace communication with your local post office. If you see a voter experiencing a problem, please contact your local election official.

***Required**

Name *
Your contact information allows us to follow-up if necessary, but will not be posted publicly.

Email Address *

Phone Number *

Election Jurisdiction *
Please include county/parish/city/town/municipality and state.

[Send this issue report *](#)

ELECTIONMAIL.ORG

Issues will be categorized so that we can isolate trends in problems and find solutions.

Solutions will be posted.

Individual reports will not.

What type of problem are you reporting? *

- Delivery delay
- Damaged mail
- Lost mail
- Undeliverable/returned mail
- Addressing/CASS/NCOA
- Rate/class qualification
- Postmark/cancellation
- Misdirected mail
- Intelligent Mail tracking
- Communication/responsiveness
- Other

UAA & Addressing:

They are doing a study to the carrier level of CASS certified addresses being labeled as UAA by carriers. If you have examples please enter them in to flag those routes!

What type of problem are you reporting? *

- Delivery delay
- Damaged mail
- Lost mail
- Undeliverable/returned mail
- Addressing/CASS/NCOA
- Rate/class qualification
- Postmark/cancellation
- Misdirected mail
- Intelligent Mail tracking
- Communication/responsiveness
- Other

Waynesboro

Stafford County

Lancaster County

Petersburg

Rappahannock County

Loudoun County

Louisa County





Your **2016**
Official Election Mail™
Communications Plan

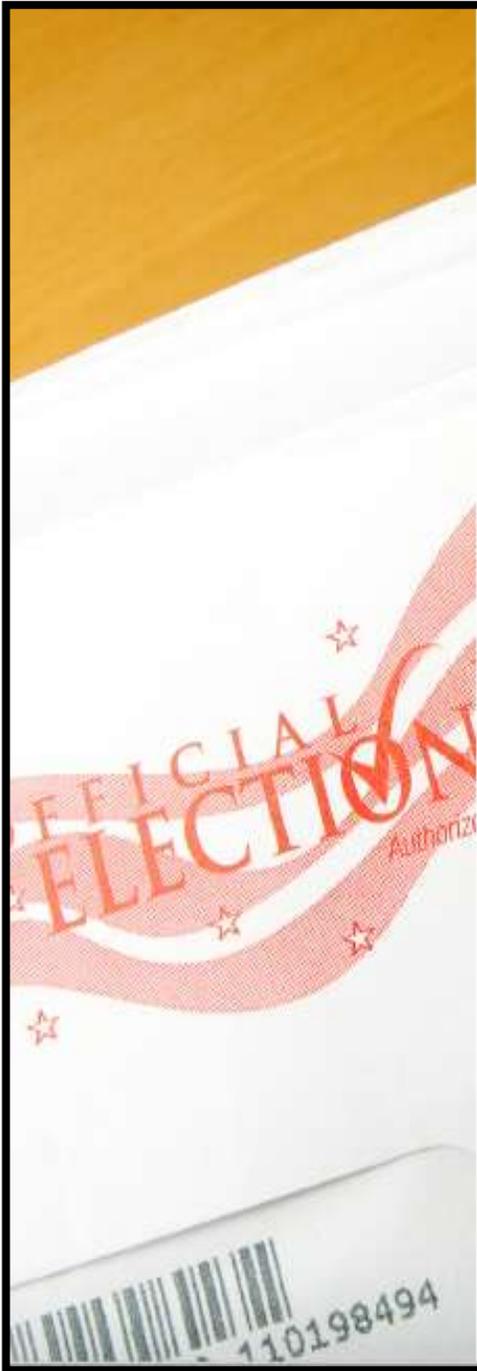
See page 3



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Postal Bulletin (PB22437)
Clearly defines services
that you should be
receiving at your local
post office, have a copy
handy in case you have
issues!





The New Realities of
Voting by Mail in 2016

June 2016



← Checklist for voters who vote by mail

← Checklist for election administrators

← Checklist for state legislators

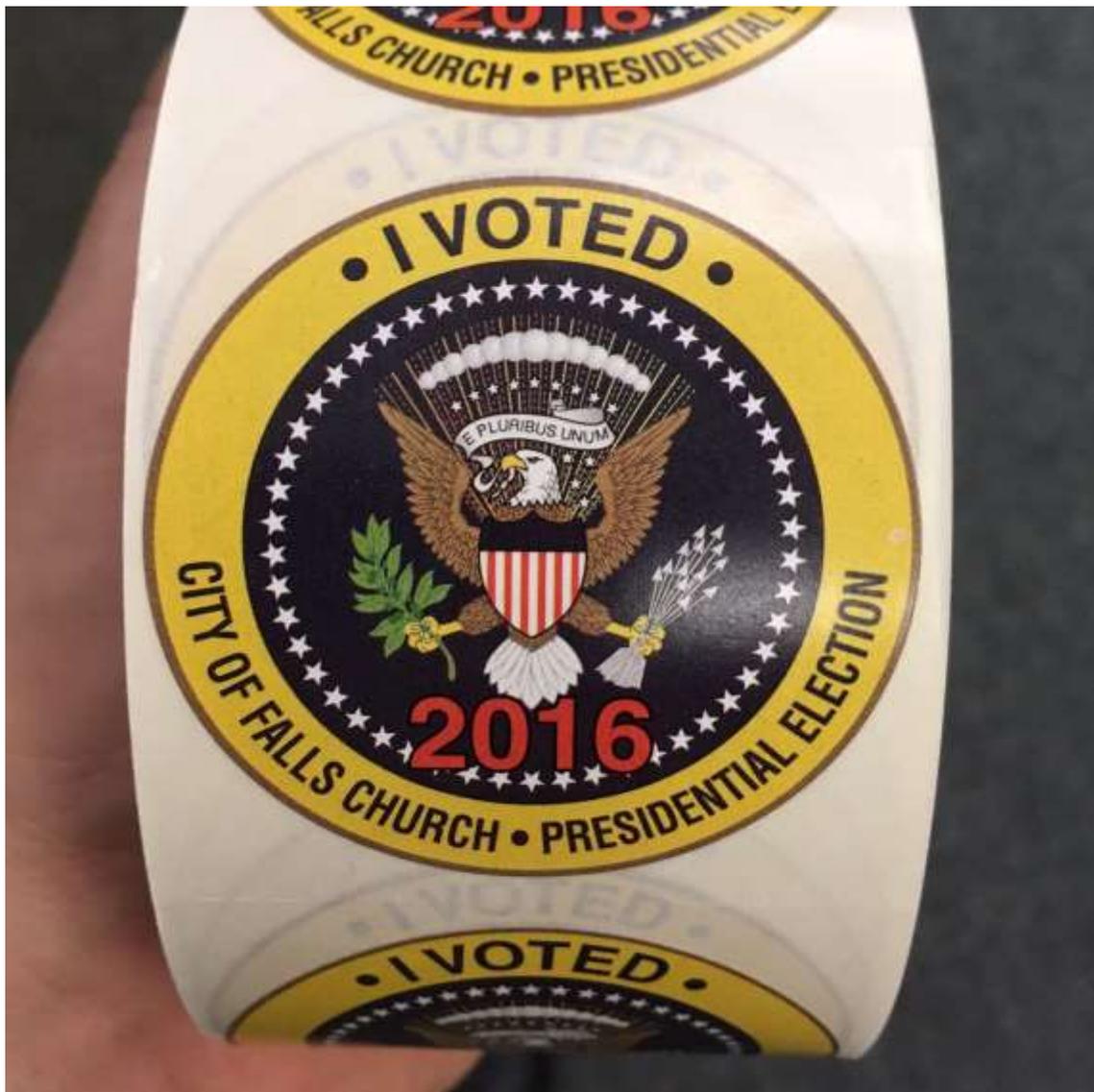
← Checklist for USPS®





& always the sticker...





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