**Scenario 1: SBE-701 applicant that has NOT received an absentee ballot:**

1. When the voter contacts the office about their political party primary change:
	1. Identify the voter in VERIS and add a comment to the voter’s record that a change in political party participation is pending. The comment will assist in eliminating a phone call by an unfamiliar processor when the applicant’s new SBE-701 form is submitted.
	2. Tell the voter:
		1. The voter needs to complete another SBE-701 application with the desired political party primary selected.



* + 1. The voter may submit another SBE-701 form by using ELECT’s Citizen Portal or by printing the SBE-701 form from ELECT’s website and either emailing or mailing the completed form to the general registrar’s office.
		2. There is a 3-day processing window on submitted applications and mailed ballots will take 3-5 days to arrive once absentee voting starts.
1. When processing received SBE-701 applications, if you see that they already have an approved application on file for the other party’s primary, review the comments on the voter’s record.
	1. In situations where a comment is not present on the voter’s record, contact the voter by phone or email to inquire if a political party change was intended or if the voter believes that it was permissible to vote in both political party’s primaries.
	2. Based on the comments on the voter’s record or the voter’s response when contacted, the second application will either be processed after his or her first application is deleted, or the second application will be denied.
2. To delete the voter’s initially approved SBE-701 application, perform an “Absentee Search” using the applicant’s application.
	1. In the “Absentee Applications” section, click on the pencil icon for the appropriate election (the incorrect primary).
	2. Select “Deleted” from the “Application Status” drop down menu and click the “Save” button. Deleting the application will remove the voter’s ABS mailing labels from the batch file.
3. Process the new OAB or paper application.
	1. **Online absentee ballot application processors** need to pay attention on the “OAB View” page to check for approved political party primary applications in the “Absentee Applications” section.
		1. If an approved application is present, the processor will need to click the “Return” button.
		2. If the “Return” button is not clicked, VERIS will provide a warning stopping the approval of another application in a dual primary.



* 1. **Paper absentee ballot application processors** need to pay attention on the “Absentee History” page to check for approved political party primary applications in the “Absentee Applications” section.
		1. If an approved application is present, the processor will need to move the cursor across VERIS’ blue tool bar, stopping on the “Voter Overview” tab, and click on “Comments.”
		2. Make the following notes on the new application:
			1. “VCM” or “Voter changed mind”.
			2. “Pull voter’s SBE-701 from the (Democratic or Republican Primary files).

**Scenario 2: SBE-701 applicant that has received an absentee ballot:**

1. Direct voter to return to the correct mailing address (i.e., not the BRM or QBRM mailing address):
	1. The unopened absentee ballot envelope
	2. Another SBE-701 application with the desired political party primary selected (See illustration in Scenario 1, item 1 on the first page).
		1. **NOTE**: The voter is responsible for mailing the unused ballot back to the office. Title 24.2 only covers postage for returning voted ballots.
		2. Another recommendation would be to offer the voter to return the unvoted ballot in person during early voting.
2. Follow the VERIS OAB or paper application processing steps outlined in Scenario 1 on the first page.

**Best Practices**: Make absentee application processing staffers aware that in a dual party primary absentee voters are allowed to change their minds in selecting a political party primary as this document indicates. This may resolve or reduce the need to reprocess an application(s) processed as a “Denial or Duplicate.”

Staff should attempt to coordinate the simultaneous return of the second application along with the unvoted ballot as much as possible to avoid missed political party ballot changes.