

HANDLING POLL PAD SITUATIONS

1. SUSPENSE

Voter MUST complete the STATEMENT of RESIDENCE form and return it before being processed any further. They do not wait in line again and do not have to return to the same poll pad. Check the completed STATEMENT of RESIDENCE to make sure they live in Van Zandt County. If not, they cannot vote here. They must vote in the county of residence. If they insist, offer them the option to vote a PROVISIONAL BALLOT.

If the voter complains that they have corrected this before just apologize and tell them this form will be sent to the Courthouse *tonight* and it will be corrected right away. It is perfectly fine to circle something on the form that needs special attention. Sometimes there is just a *minor* DOB or a typo to correct.

2. VOTER NOT FOUND

First try a manual entry. Then try the address. Finally, call the Courthouse to get instructions. It could be that the voter registration did not get processed in time. The courthouse may tell you to issue a regular ballot (printed by the JUDGE only) and list it on the VOTER NOT ON LIST OF REGISTERED VOTERS form. It could be that they are registered in another county and the Courthouse will tell you how to proceed. They MUST vote in the county WHERE THEY LIVE (defined as where they lay their head at night). If they live in VZC they may vote a PROVISIONAL BALLOT *on Election Day*. During *Early Voting ONLY* they may vote a LIMITED BALLOT. The provisional ballot will get them registered here. If they do not live in VZC they cannot vote here. If they insist, they may vote a PROVISIONAL BALLOT.

3. SEVERAL NAMES COME UP FOR A MANUAL ENTRY

Ask for their address and DOB to confirm which voter to choose. *You ask them for that information. Do not read it aloud to them.* You will still ask them to confirm everything on the Poll Pad as usual. Be careful that you do not pick a brother, sister, or a Junior rather than a Senior and visa-versa. That's why you confirm the DOB.

4. CONFIRM PHOTO ID

The Poll Pad will ask if the voter PRESENTED AN ACCEPTABLE FORM OF ID. Is it an ACCEPTABLE form of ID? Look at their PHOTO ID as usual. Choose YES or NO. If YES, the next screen will prompt you to choose which type of ACCEPTABLE PHOTO ID they presented. If NO, they may vote a PROVISIONAL BALLOT.

5. POLL PAD SCREEN WENT BACK TO THE PREVIOUS SCREEN

Just enter that page again.

6. POLL PAD SCREEN GOES BLANK

Push the button on the right side of the screen.

7. CURBSIDE VOTING, SPOILED BALLOTS, PROVISIONAL BALLOTS

STOP THE LINE for these to be processed. Only JUDGES should print Spoiled Ballot replacements and Provisional Ballots.

Voter Identification Procedures

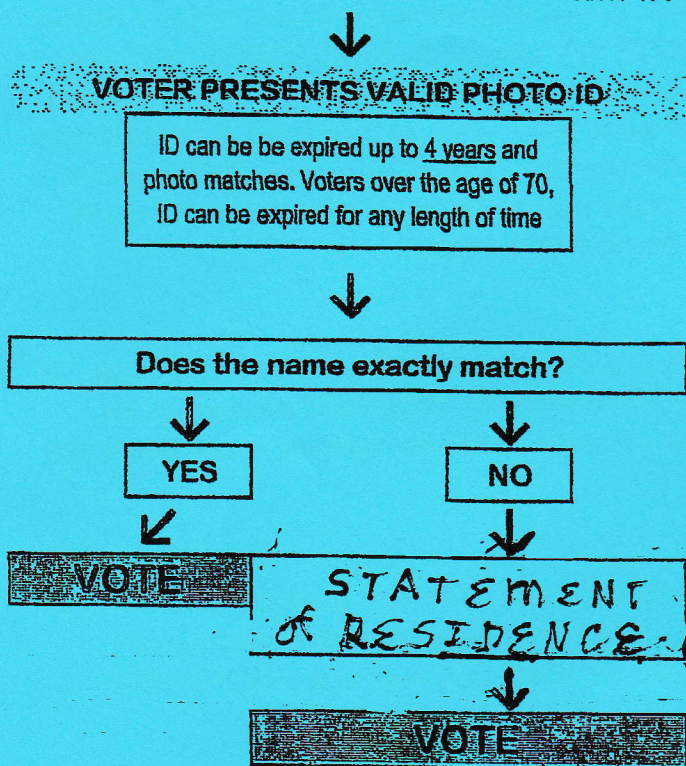
LIST A - Photo ID's

- Texas Driver License issued by DPS
- Texas Election Identification Cert. (DPS)
- Texas Personal Identification Card (DPS)
- Texas License to carry a handgun (DPS)
- US military identification card
- US citizenship certificate
- US passport

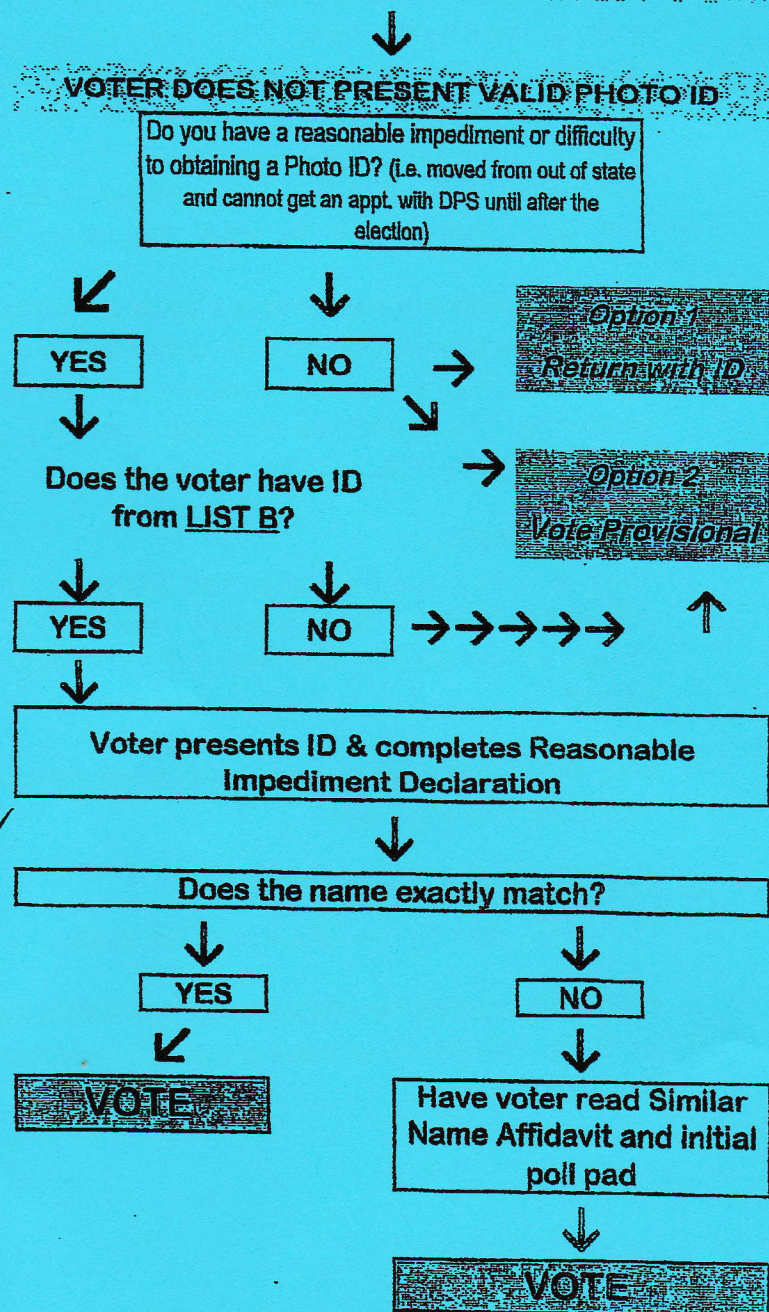
LIST B - Supporting ID's (non-photo)

- Valid voter registration certificate
- Certified birth certificate (original w/ seal)
- Copy/Original - Current utility bill
- Copy/Original - Bank Statement
- Copy/Original - Government check
- Copy/Original - Paycheck
- Copy/Original - Government document w/name addr.

LIST A Procedure:



LIST B Procedure:



Place the Reasonable Impediment Declaration in the Gray envelope for the Statement of Residence and similar correspondence.