



ABSENTEE PROBLEMS AND SOLUTIONS

All (returned) ballot envelope applications must be presented to the Board for approval or disapproval. Any questionable or problematic applications will be brought before the Board. The following general guidelines, pursuant to Numbered Memo 2021-03, Numbered Memo 2025-01, and Numbered Memo 2020-23 may be used to determine whether an application should be approved or disapproved if there is uncertainty. Office staff have the Board's approval to contact voters whose envelope applications will be disapproved before the Board meeting for the reasons listed below. If an application is held for a Board decision, the voter will be notified of their voting options as soon as possible after the Board issues its disposition. If an application is disapproved, the voter may request a replacement ballot (if time allows), vote during early voting, or vote on Election Day.

APPROVE

1	Witness or Assistant's address is missing on back of envelope.	Approve if the address can be identified (e.g., only city/state or zip missing) (Numbered Memo 2021-03 (3.1 section 5)).
2	Witness or Assistant signs in the wrong place or witness did not print name but signature is legible.	Approve if all required information is present but not in the correct line (Numbered Memo 2021-03 (3.1 section 4)).
3	Voter/Witness Certification dates differ.	Approve (Numbered Memo 2019-02).
4	Voter did not include their NCDL/ID or the last 4 digits of their social security number on the Photo Exemption Form. However, if the voter checked an additional box indicating another reasonable impediment, the form cannot be found deficient for missing the NCDL/ID or SSN number.	Approve (Numbered Memo 2021-03 (2.1 Section 5d)).
5	Voter signs with an X or mark.	Approve (Numbered Memo 2021-03 (2.1 Section 1)).
6	The ballot is received in a return envelope that is not sealed or appears to have been opened and re-sealed, but the ballot is inside the ballot envelope that is sealed.	Approve (Numbered Memo 2021-03 (4.1 Section 1)).
7	The ballot is inside the ballot envelope, which is not sealed, and the voter hand delivers the ballot envelope to an early voting site or the BOE.	Approve - Before accepting the receipt of the ballot envelope, staff should request that the voter first seal the ballot envelope (Numbered Memo 2021-03 (4.1 Section 2)).

8	If voter is physically unable to sign or make a mark due to disability, the person assisting with the ballot should write in the signature line “Disable – cannot sign” and must complete the Voter Assistant Certification session located on back of the return ballot envelope.	Approve (Numbered Memo 2022-11).
9	The voter checks the “Other” box on the Photo Exemption form due to being a confidential voter.	Approve. (Refer to Adam Steele’s email on 3/7/24)
10	Two voters’ ballots and ballot envelopes were switched.	Approve. Do not automatically spoil the ballots. The county board should consider the two ballots and envelopes together and determine whether the circumstances support approval. In particular: If the two voters had their absentee ballots sent to the same address, and there are no other problems with either application, then the memo says the county board should not spoil the ballots. (Numbered Memo 2021-03 (4.3 Section 3)).
11	Witness Signed the ballot in the wrong spot, but all required information is there.	Approve (Numbered Memo 2021-03 (3.1 Section 7)).
12	If the voter writes a reason for “Other” but does not check the “Other” box on the form, then the form is not deficient for that reason alone, because the voter has completed the statement identifying their reasonable impediment to providing a photo ID.	Approve (Numbered Memo 2021-03 (2.1 Section 5d)).
13	The voter provides an NCDL Class C that expired July 1, 2025 or after.	Approve Senate Bill 39 (S.L. 2025-47) & House Bill 834. Only good for Nov 3 rd , 2026 election

CURE

14	The voter signature is missing on the back of ballot envelope.	Send a cure letter and notify the voter via a documented telephone call. Approve the ballot when the letter is returned with the issue resolved. The cure deadline is noon on the fifth business day after Election Day. (Numbered Memo 2021-03 (2.1. section 1))
15	The voter signs in the wrong place on the ballot envelope.	Send a cure letter and notify the voter via a documented telephone call. Approve the ballot when the letter is returned with the issue

		resolved. The cure deadline is noon on the fifth business day after Election Day. (Numbered Memo 2021-03 (2.1. section 2))
16	The voter does not include a photocopy of an acceptable photo ID or a Photo ID Exception Form for Absentee Voting.	Send a cure letter and notify the voter via a documented telephone call. Approve the ballot when the letter is returned with the issue resolved. The cure deadline is noon on the fifth business day after Election Day. (Numbered Memo 2021-03 (2.1. section 3))
17	The voter included a photocopy of an ID, but one or more of the following applies: *The photocopy is not readable. *ID is not a type of an acceptable ID for voting. *ID does not meet expiration requirements. *The name on the ID is not the same as or substantially equivalent to the name on voter's registration record. *Photo ID Exception form was included but not completed.	Send a cure letter and notify the voter via a documented telephone call. Approve the ballot when the letter is returned with the issue resolved. The cure deadline is noon on the fifth business day after Election Day. (Numbered Memo 2021-03 (2.1. section 4 a-d))
18	The voter did not print their name on the Photo ID Exception form and the voter's signature is not legible such that the name be determined. If the voter signed the form, the county board must presume the signature is the voter's even if it is illegible	Send a cure letter and notify the voter via a documented telephone call. Approve the ballot when the letter is returned with the issue resolved. The cure deadline is noon on the fifth business day after Election Day. (Numbered Memo 2021-03 (2.1. section 5b))
19	The voter did not check a box for at least one claimed exception from the photo ID requirements, or if the exception is a reasonable impediment, the voter failed to identify their specific reasonable impediment (including by writing their reason if they chose "Other")	Send a cure letter and notify the voter via a documented telephone call. Approve the ballot when the letter is returned with the issue resolved. The cure deadline is noon on the fifth business day after Election Day. (Numbered Memo 2021-03 (2.1. section 5d))
20	The reasonable impediment chosen is that the voter is unable to make a photocopy of their ID to include with their ballot and the voter did not include their NCDL/ID or the last 4 digits of their social security number.	Send a cure letter and notify the voter via a documented telephone call. Approve the ballot when the letter is returned with the issue resolved. The cure deadline is noon on the fifth business day after Election Day. (Numbered Memo 2021-03 (2.1. section 5c))
21	The reasonable impediment chosen is that the voter is unable to make a photocopy of their ID to include with their ballot and the voter included their NCDL/ID or the last 4 digits of their social	Send a cure letter and notify the voter via a documented telephone call. Approve the ballot when the letter is returned with the issue resolved. The cure deadline is noon on the fifth

	security number, but the numbers do not match.	business day after Election Day. (Numbered Memo 2021-03 (2.1. section 5c))
22	The Voter did not sign the Photo Exemption Form.	Send a cure letter and notify the voter via a documented telephone call. Approve the ballot when the letter is returned with the issue resolved. The cure deadline is noon on the fifth business day after Election Day. (Numbered Memo 2021-03 (2.1. section 5a))
23	Military or Overseas voter return the ballot without the Affirmation of Military or Overseas Voter form.	Notify the voter. Curable when form is sent back with issue resolved. The cure deadline is the 5 th business after Election Day at noon. (Numbered Memo 2012-01.)
24	UOCAVA voter did not supply an acceptable photo ID or photo ID exception form.	Send a Cure Letter and notify the voter via a documented telephone call. If not cured by the 5 th business day by noon their ballot will be re-marked to only count the federal contests. If there are no federal contests on the ballot, their ballot will not count. (Numbered Memo 2025-01)
25	The ballot is inside the container-return envelope that appears to have been opened and re-sealed, and it is received in a sealed outer return envelope	Send a cure letter and notify the voter via a documented telephone call. Approve the ballot when the letter is returned with the issue resolved. The cure deadline is noon on the fifth business day after Election Day. The voter can request their ballot be spoiled and reissued (Numbered Memo 2021-03 (4.2))

BOARD REVIEW

26	The ID was not provided due to natural disaster, reasonable impediment, or religious objection; Envelope was properly executed, and Exception form fully completed and signed.	After board review, ballot status will change from "Affidavit Pending" to "Approved".
27	If an absentee ballot arrives in person (BOE or Early Voting Site) without a complete delivery log entry.	If an absentee ballot arrives without a completed delivery log, the county cannot simply say, "No log = reject the ballot." The county must look at the other evidence surrounding the ballot before deciding whether there is a problem. (Numbered Memo 2020-23)

DISAPPROVE

28	The Witness, Notary or Assistant did not sign the envelope.	Disapprove. Spoil the ballot, notify the voter via the appropriate spoil letter and a documented telephone call, and send a new ballot (as long as it is the Friday before Election Day). (Numbered Memo 2021-03 (3.1 Section 6)).
29	The Witness or Assistant's printed name is missing on back of ballot envelope - signature is not legible, and name cannot be determined.	Disapprove. Spoil the ballot, notify the voter via the appropriate spoil letter and a documented telephone call, and send a new ballot (as long as it is the Friday before Election Day). (Numbered Memo 2021-03 (3.1 Section 4)).
30	The Witness or Assistant's address is missing on the back of ballot envelope.	Disapprove. Spoil the ballot, notify the voter via the appropriate spoil letter and a documented telephone call, and send a new ballot (as long as it is the Friday before Election Day). (Numbered Memo 2021-03 (3.1 Section 5)).
31	The Witness or Assistant signs in place of the voter's signature.	Disapprove. Spoil the ballot, notify the voter via the appropriate spoil letter and a documented telephone call, and send a new ballot (as long as it is the Friday before Election Day). (Numbered Memo 2021-03 (3.1 Section 3)).
32	The signature of the voter is someone other than voter.	Disapprove. Spoil the ballot, notify the voter via the appropriate spoil letter and a documented telephone call, and send a new ballot (as long as it is the Friday before Election Day). (Numbered Memo 2021-03 (3.1 Section 3)).
33	Upon arrival at the BOE office, the ballot and return envelopes are unsealed or appear to have been opened and re-sealed.	Disapprove. Spoil the ballot, notify the voter via the appropriate spoil letter and a documented telephone call, and send a new ballot (as long as it is the Friday before Election Day). (Numbered Memo 2021-03 (4.3 Section 1)).
34	The notary's seal is missing.	Disapprove. Spoil the ballot, notify the voter via the appropriate spoil letter and a documented telephone call, and send a new ballot (as long as it is the Friday before Election Day). (Numbered Memo 2021-03 (3.1 Section 8)).
35	The ballot envelope indicates the voter is requesting a replacement ballot.	Disapprove. Spoil the ballot, notify voter, and send a new one (as long as before Election Day). (Numbered Memo 2021-03 (3.1 Section 2)).
36	Voter requested a ballot and moved out of the county. BOE receives notification that the voter is registered elsewhere.	Disapprove ballot and notify the voter.

37	A candidate signs as a witness and is not a near relative of the voter.	Disapprove. Spoil the ballot, notify the voter via the appropriate spoil letter and a documented telephone call, and send a new ballot (as long as it is the Friday before Election Day). (GS 163-237(c)).
38	The ballot is inside the ballot envelope but not sealed. Someone other than the voter hand delivers the ballot envelope to an early voting site or BOE office and the return envelope is also unsealed, or there is no return envelope. Even if the person is authorized to return this ballot, they cannot seal the ballot without the voter being present. The voter must direct that the ballot be sealed in the voter's presence.	Disapprove. Spoil the ballot, notify the voter via the appropriate spoil letter and a documented telephone call, and send a new ballot (as long as it is the Friday before Election Day). (Numbered Memo 2020-23)
39	There is no ballot inside the ballot envelope.	Disapprove. Spoil the ballot, notify the voter via the appropriate spoil letter and a documented telephone call, and send a new ballot (as long as it is the Friday before Election Day). (Numbered Memo 2021-03 (3.1 Section 9a)).
40	The Witness signed the wrong location and did not provide all required information.	Disapprove. Spoil the ballot, notify the voter via the appropriate spoil letter and a documented telephone call, and send a new ballot (as long as it is the Friday before Election Day). (Numbered Memo 2021-03 (3.1 Section 7)).
41	There is more than one ballot in the ballot envelope.	Disapprove. Spoil the ballot, notify the voter via the appropriate spoil letter and a documented telephone call, and send a new ballot (as long as it is the Friday before Election Day). (Numbered Memo 2021-03 (3.1 Section 9b)).
42	If the ballot is in an unsealed ballot container-return envelope, even if it is received in a sealed outer return envelope	Disapprove. Spoil the ballot, notify the voter via the appropriate spoil letter and a documented telephone call, and send a new ballot (as long as it is the Friday before Election Day). (Numbered Memo 2021-03 (4.3 Section 1)).
43	If the ballot is outside of the ballot container-return envelope when it is received, even if it is received in a sealed outer return envelope.	Disapprove. Spoil the ballot, notify the voter via the appropriate spoil letter and a documented telephone call, and send a new ballot (as long as it is the Friday before Election Day). (Numbered Memo 2021-03 (4.3 Section 2)).
44	If staff happen to realize the ballot inside the envelope is one the voter isn't eligible to vote.	Disapprove. Spoil the ballot, notify the voter via the appropriate spoil letter and a documented telephone call, and send a new ballot (as long

		as it is the Friday before Election Day). (Numbered Memo 2021-03 (4.3 Section 3)).
45	If election officials have specific, firsthand information that an unauthorized person delivered the ballot.	Disapprove. Spoil the ballot, notify the voter via the appropriate spoil letter and a documented telephone call, and send a new ballot (as long as it is the Friday before Election Day). The incident should be documented and reported to the State Board's Investigations Division. (Numbered Memo 2020-23)
46	Overseas ballot received but the voter provides a domestic address.	Disapprove and notify the voter. The voter is no longer eligible for UOCAVA voting options.
47	The CIV number on the ballot does not match the voter.	Disapprove. Spoil the ballot, notify the voter via the appropriate spoil letter and a documented telephone call, and send a new ballot (as long as it is the Friday before Election Day). (Numbered Memo 2021-03 (4.3)).