

FAQs
NCOA 2016 Webinar
July 7, 2016

Q: Our board has some records in our in-county NCOA file where the address field is blank. How do we process those?

A: Occasionally, an individual submits a change of address notice to the USPS without a new address, so the address field appears blank in the NCOA list. Your board does not need to process a record if the address field is blank.

Q: Can our board shrink down the 10-S-1 and 10-S-2 to letter size instead of legal size?

A: No. The forms were designed to be printed on legal-size paper. The font appears too small on letter-size paper.

Q: If a voter listed in our in-county NCOA file is currently in provisional status, the instructions indicate that when we update the voter's address, we remove the provisional flag. Is that correct?

A: Yes. After you update the voter's address, you need to change the voter's status to "active-active" or your voter registration system's equivalent.

Q: How should our board handle an in-county address update where the new address is a known business address?

A: Though rare, it is possible for an individual to reside at a business address. If the board is able, it should contact the voter to confirm the change of address. If the board is unable to contact the voter, it should make the address change and mail a Form 10-S-2 to the voter.

Q: There are addresses in our county where the voter must have a P.O. Box, because the post office will not deliver to the street address. The notice mailed to the address will be returned as undeliverable, and the voter will then be placed in "provisional" status. How can we avoid this?

A: If the board is able to obtain a mailing address that corresponds to the street address, it can include a mailing address on the back of the Form 10-S-1 or 10-S-2 and send the form to the mailing address.

If a Form 10-S-1 or 10-S-2 that is mailed to a voter pursuant to the NCOA process is returned to the board as undeliverable, that voter remains in the same status in the county's voter registration database. **The voter must not be placed in "provisional"**

status solely because his or her Form 10-S-1 or 10-S-2 is returned to the board as undeliverable.

Q: When an acknowledgement notice comes back undeliverable, we put that voter in a provisional status. Why do we not do the same thing if a 10-S-2 comes back undeliverable?

A: The NCOA process is different from the process outlined in Ohio law for mailing an acknowledgment notice upon receipt of a new or updated voter registration and handling an acknowledgment notice that has been returned as undeliverable.

Q: Form 10-S-2 is not fillable.

A: An InDesign version of the new forms can be accessed here: <ftp://sosftp.sos.state.oh.us/free/publications/10-S/>. A fillable version can be located on the forms page on the SOS website here: <http://www.sos.state.oh.us/SOS/elections/electionofficials/forms.aspx>.

Q: When we send the 10-A do we need to include a postage paid envelope?

A: You are not required to include a postage prepaid envelope when you mail Form 10-A to a voter.

Q: Does the new polling place have to be included on the in-county notice, Form 10-S-2?

A: The voter's new polling place must be included on the Form 10-S-2.

Q: Our board's in-county NCOA file contains addresses that are outside of our county. How should we process those records?

A: If an "in-county" record is truly an "out-of-county" record, you should process the record as an "out-of-county" record, following the procedures outlined in Directive 2016-17 for processing an "out-of-county" record.

Q: We have a voter with a change of address on our in-county NCOA file. On July 1, 2016, the voter submitted a change of address with our board of elections, and our board sent an acknowledgment notice to the voter.

A: If a voter submitted a change of address to the board on or after July 1, 2016 and your board processed that change, you should not process a change of address for that voter if one is included in your county's NCOA files.

Q: Are you permanently replacing the regular Form 10-S, or are these new forms only used for the NCOA mailing?

A: Form 10-S-1 replaces the Form 10-S, Confirmation Notice. You should continue to use Forms 10-C and 10-D for BMV/SSA mismatches.

Q: Does our board cancel a voter who returns a confirmation indicating that he or she has moved out of state, or does our board need to receive a completed Form 10-A from the voter?

A: Your board cannot cancel a voter based on a returned confirmation notice that indicates an out-of-state move. It must receive a completed and signed cancellation request (Form 10-A) from the voter before cancelling the voter's registration.

Q: We are concerned that the new forms do not provide space for a voter to provide a mailing address and/or a phone number or email.

A: Your board can provide space on the back of the Form 10-S-1 and/or 10-S-2 for a voter to provide a mailing address or other contact information to the board of elections. Please forward any proposed modification to the forms to Pat Wolfe at pwolfe@OhioSecretaryofState.gov. Modifications outside of providing space for voters to provide a mailing address and/or a phone number or email will not be considered.

Q: Will any data need to be hand-keyed by board staff?

A: If the board's voter registration system vendor cannot provide an upload or batch process, then the board likely will need to process manually its in-county NCOA file.

Q: If our county receives an incomplete confirmation notice that indicates that the voter has moved to a new county, does our county cancel the voter's registration?

A: Your board needs to follow up with the voter and ask the voter to complete fully a new confirmation notice before cancelling that voter's registration in your county.

Q. If the Form 10-S-2 is returned and the voter confirms his or her address, does the board need to send a Form 10-J (Acknowledgment Notice) to the voter?

A. No. The Form 10-S-2 provides the same information to the voter as the acknowledgment notice (i.e., polling location information).