

# The Mail Must Go Through: USPS & California Elections

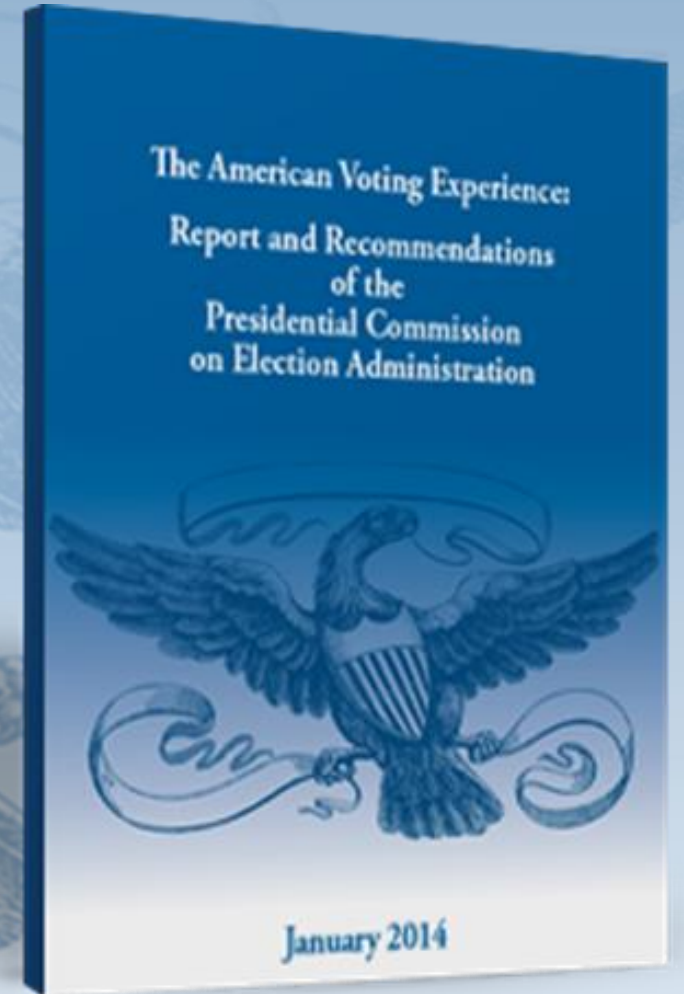


CACEO  
SACRAMENTO, CA  
DECEMBER 15, 2016

[WWW.BIPARTISANPOLICY.ORG](http://WWW.BIPARTISANPOLICY.ORG)

# PCEA Recommendations & USPS

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





BIPARTISAN POLICY CENTER

# Communication

# 2016: A year of collaboration



Since January USPS® officials, including the Deputy Post Master General on numerous occasions, have been engaging with election officials across the country to identify issues and propose solutions.



# National Postal Forum 2016

## Regional Focus Group



# Delivering Democracy: The Critical Role of USPS® in American Elections

**Tammy Patrick**  
**Bipartisan Policy Center Fellow**

Webinar conducted  
for USPS on July 6<sup>th</sup>  
that shared by over  
980 Postal Service  
employees

Presentation July  
18<sup>th</sup> for Election Mail  
Specialists

## 2016 Election Season

An increasing number of Americans are voting by mail



Election administrators rely on the partnership with their vendors and USPS® to inform them of the best ways to leverage voting by mail.

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## Consistent Advice Around Election Mail is Essential

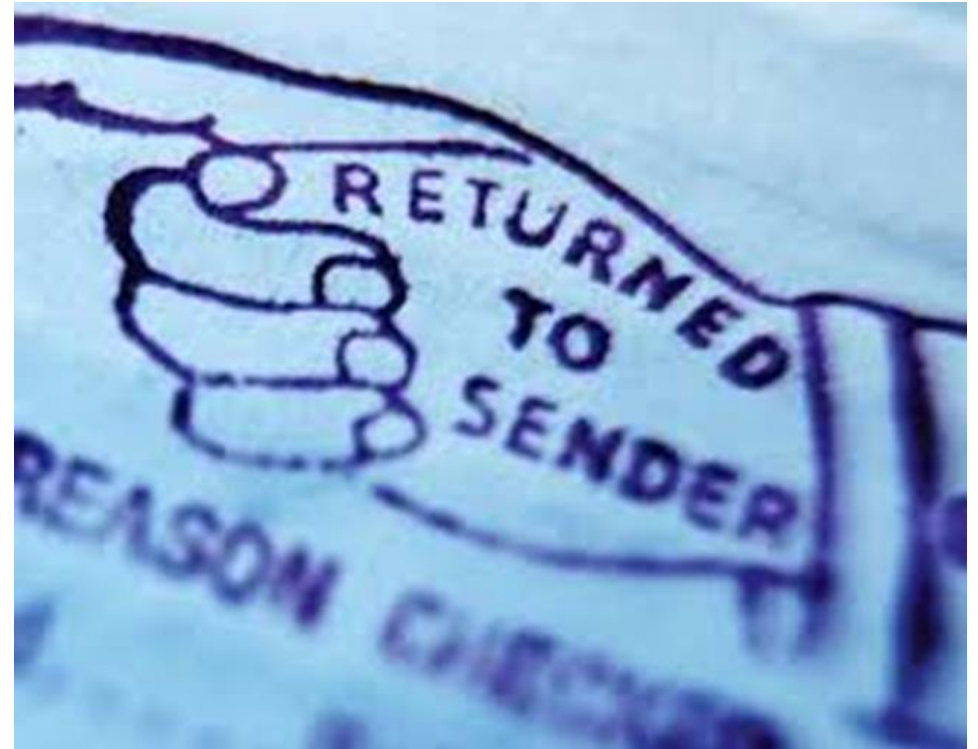


Poll workers, USPS® employees and the Mailing Industry are on the front lines in providing consistent guidance and service to election customers.

# NVRA

## National Voter Registration Act

Election officials use mailings to verify that voters still reside where they are registered.



# NVRA

## National Voter Registration Act

When information from USPS® states that a voter is no longer at an address the voter is put on an inactive list and, if they do not vote during two federal election cycles, their voter registration is cancelled.

Depending on the state, this can impact their ability to vote in other elections.



# Legislature

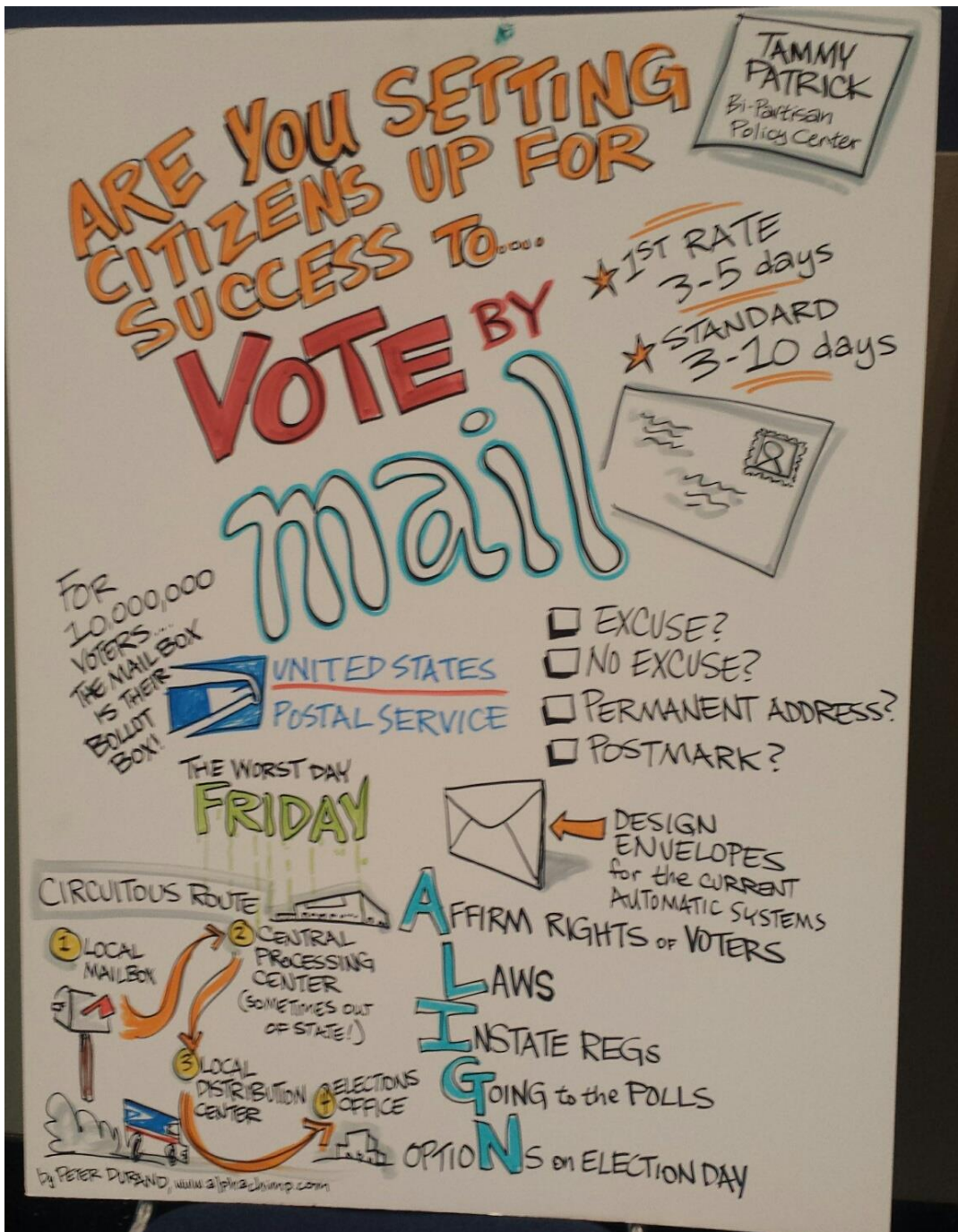
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Deadlines to request vary greatly across the states, with some allowing for requests as late as the Monday before Election Day Tuesday.

*Laws should allow time for the voter to be successful.*

*What will the deadline be for replacement ballots?*





Review your statutes to make sure that voters can be successful given the delivery standards.

“The bottom line – The Postal Service Our commitment – Election Mail will be processed within our Delivery Standards”

These standards  
changed early in 2015.

## **First-Class Mail:** DMM 333.2.0

- Personal, handwritten, or typed information
- ***2-5 day delivery (50 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

# USPS NEW REALITY

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Although USPS processes billions of mail pieces a month, their volume is down in this digital age.

For the last few years they have been optimizing their processing capacity with a network rationalization plan.

This plan has closed many smaller processing plants and eliminated direct local delivery resulting in all mail going to the larger facilities for processing.

For many, mail isn't just "going across town" any more...

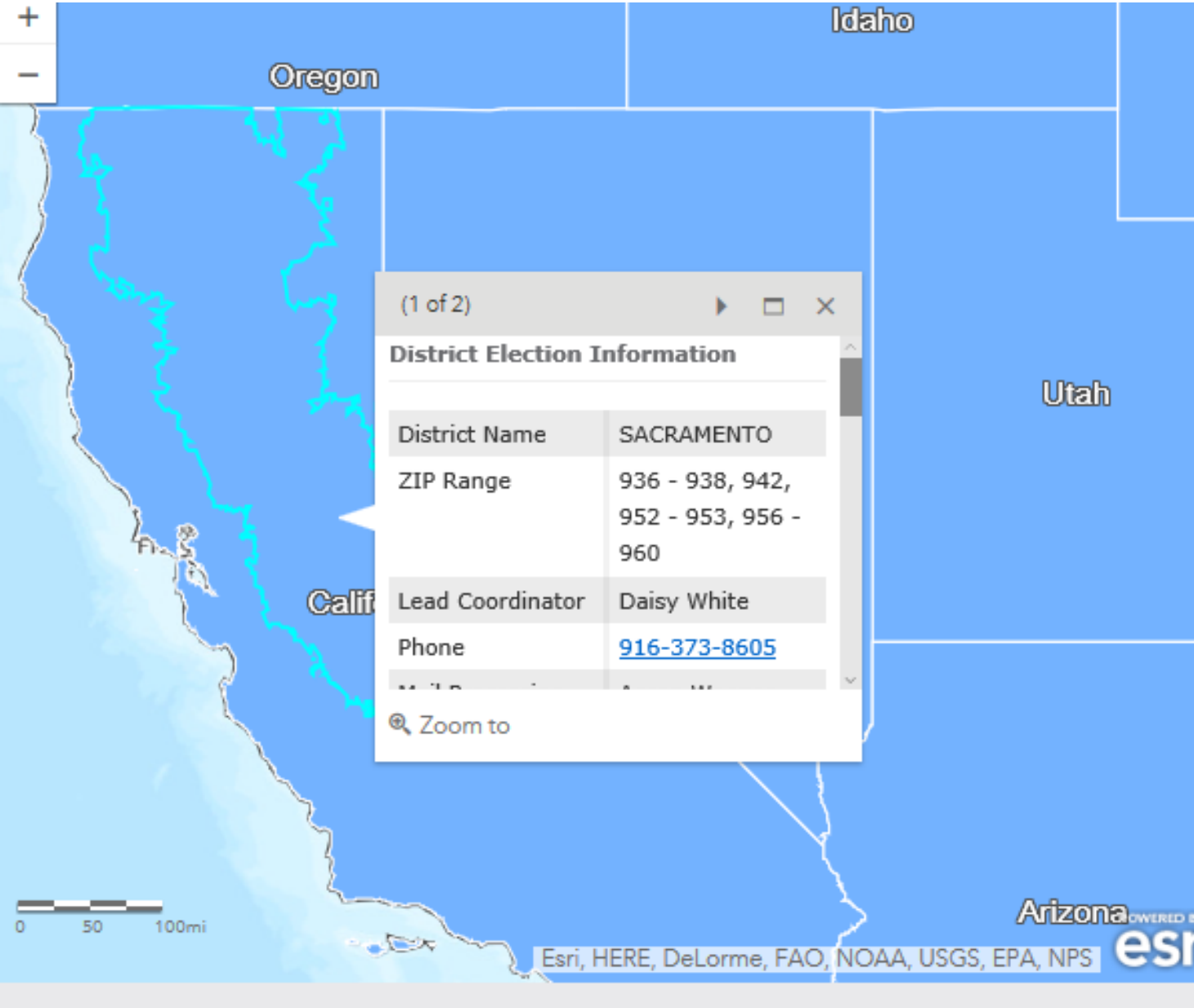
# Communication: With USPS

## USPS:

- Local Post Master
- Mail Design Analyst: MDA Support Center (855) 593-6093 or [mda@usps.gov](mailto:mda@usps.gov)
- Regional Election Mail representatives found online:
- <http://about.usps.com/gov-services/election-mail/>

Lead Coordinators											
Area	Area	Atlanta	Baltimore	Capital	Greater South Carolina	Greensboro	Mid-Carolinas	Northern Virginia	Richmond		
CapMetro	Kevin Bray	Nicole Spencer	Judy Wood	Sylvia Moss	Mike Lance	Paul Ludwig	Steve Place	Lisa Jones-Brown	Robin Stinson		
	404-792-3141	(770) 717-3708	(410) 347-4432	(202) 636-1027	(803) 926-6060	(336) 931-9497	(704) 393-4566	(703) 696-6491	(804) 737-3571		
Eastern	Area	Appalachian	Central Pennsylvania	Cincinnati	Kentuckiana	Northern Ohio	Philadelphia Metro	South Jersey (1)	South Jersey (2)	Tennessee	Western
	Gene Schwemmer	Cynthia Coles	Angela Barto	Debbie Bleile	Alisa Zanetti	Leslie Farr	Joe Weygand	Nick Lamantia	Joe Paini	Kelly Hirtzer	Diane
	(412) 494-2197	(304) 561-1058	(717) 396-6994	(513) 684-5523	(502) 454-1789	(216) 443-4184	(215) 863-5048	(856) 933-4263	(856) 933-4397	(615) 885-9113	(716) 8
Great Lakes	Area	Central Illinois	Chicago	Detroit	Gateway	Greater Indiana	Greater Michigan	Lakeland			
	Tim Anderson	Robert Petrowski	Elaine Ferba	Brenda Orton	Laurentine Owens	Staci Yerkes	Paula Carlson	Susan Janusz			
	(630) 539-7471	(708) 563-7476	(312) 983-7661	(248) 758-5715	(314) 436-3509	(317) 464-6282	(616) 977-4745	(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	Bob Matarese	Martin Caballero	Pat Dzialo	Rob Carrillo	Adriana Sallows	Chee K Chow	Kevin Clark	Rick Miller	Harold Spector	Catherine
	(860) 285-7099	(518) 452-4006	(787) 622-1791	(860) 524-6361	(617) 654-5892	(516) 221-1390	(212) 330-3872	(207) 482-7215	(973) 468-7178	(718) 348-3135	(914) 6
Pacific	Area	Bay Valley	Honolulu	Los Angeles	Sacramento	San Diego	San Francisco	Santa Ana	Sierra Coastal		
	Kelly Porter	Sonja Thomas Warner	Sandra McDaniel	Mike McKoy	Aaron Wagner	Robert Davidson	Fernando Balcazar	Anthony Loera	John Chacanaca		
	(858) 674-2681	(510) 874-8427	(808) 423-3830	(323) 586-1240	(916) 373-8054	(858) 674-0182	(415) 550-5024	(714) 662-6447	(661) 775-7834		
Southern	Area (1)	Area (2)	Alabama	Arkansas	Dallas	Fort Worth	Houston	Louisiana	Mississippi	Gulf Atlantic	Oklahoma
	Teresa Farley	Erika Ramirez	Andree Kater	Chris Phillips	Yolanda Applon	Rich Ward	Lewis Kindle	Mark Gilbert	Kathy Horne	Robin Lang	William F
	(214) 912-1841	(214) 783-5313	(205) 521-0349	(501) 228-4121	(972) 462-2209	(817) 317-3863	(713) 226-3201	(504) 589-1104	(601) 351-7125	(904) 645-3220	(405) 8
Western	Area	Alaska	Arizona	Central Plains	Colorado/Wyoming	Dakotas	Hawkeye	Mid-America	Nevada-Sierra	Northland	Port
	Al Guinnighm	Tito Tungul	Kevin Kisczak	Sheila Othling Badge	Donna Walker	Ken Rothenbuehler	Dan Wilson	Anitra Warren	Debra Fletcher	Linda Engman	Ron F
	(303) 313-5973	(907) 266-3368	(602) 225-3150	(316) 946-4633	(303) 853-6558	(605) 333-2642	(515) 283-7608	(816) 504-3200	(702) 361-9286	(651) 681-2604	(503) 2

# Communication: With USPS



# Communication: With USPS

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## USPS:

- They tasked all of their Election Mail Specialists with reaching out to every local jurisdiction in the country by AUGUST 15<sup>th</sup>.
- They have to enter in their contacts into a centralized reporting system where efforts were tracked and they were held accountable.

# Communication: With USPS

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## 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?)

# Communication: Mail House/Vendor

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Ask about ballot tracking – you may be mailing out with an IMB, but not getting the benefit. Be sure you are getting a unique identifier from your vendor.

If you are still keying all the yellow move tags, ask about Address Change Service (ACS) & get that information electronically



# Communication: Voter

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Be certain to set the proper expectations on:

- When to expect the ballot in the mail.
- Steps that the voter must take to be certain their ballot counts (sign, return in time, etc.).
- Options in returning the ballot and the deadlines for those options.



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# Design

# Official Election Material Mail Logo Use

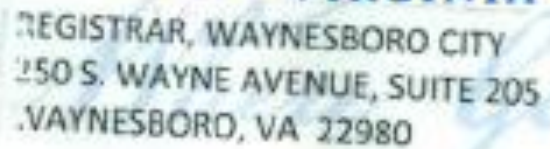
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[Official Election Mail — Graphic Guidelines and Logos](#)

[State and Local Election Mail — User's Guide](#)

Automation compatibility is a challenge with some jurisdictions design choices as well as size/format of return envelopes.



Returned  
3/3/16

~~RICHMOND VA 230~~

08 OCT 2013 PM 9 T



ENERGY RATION  
MONTH

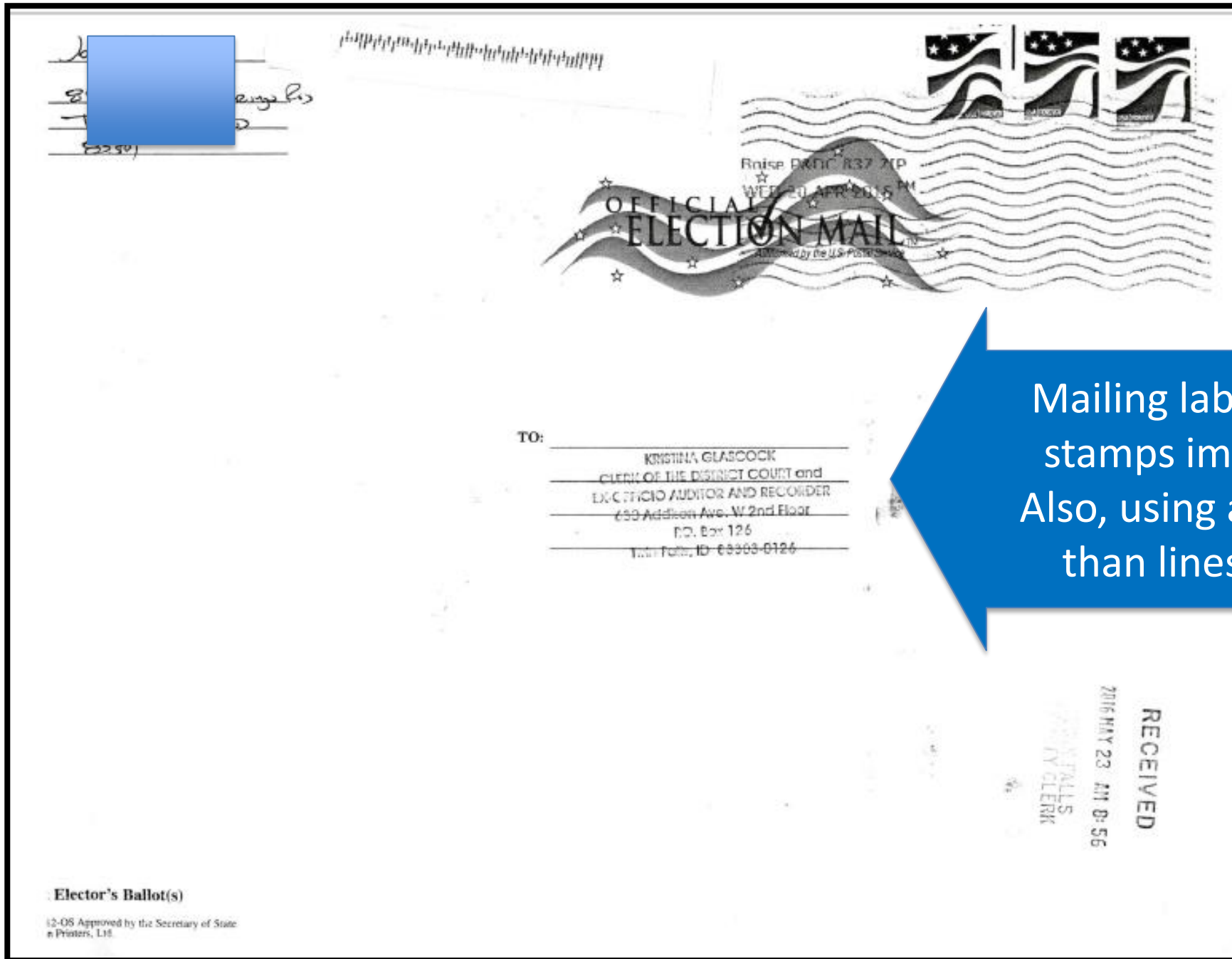
HEIDI Smart  
626 S RACINE AVE  
Chicago, IL 60607

NIXIE 600 6E 1 0202/24/16

RETURN TO SENDER  
ATTEMPTED - NOT KNOWN  
UNABLE TO FORWARD

SC: 22980454250 \*0617-02509-08-39

6060789854542



Mailing labels instead of rubber stamps improves the legibility. Also, using an address box rather than lines that don't line up.

# Envelope Design Considerations

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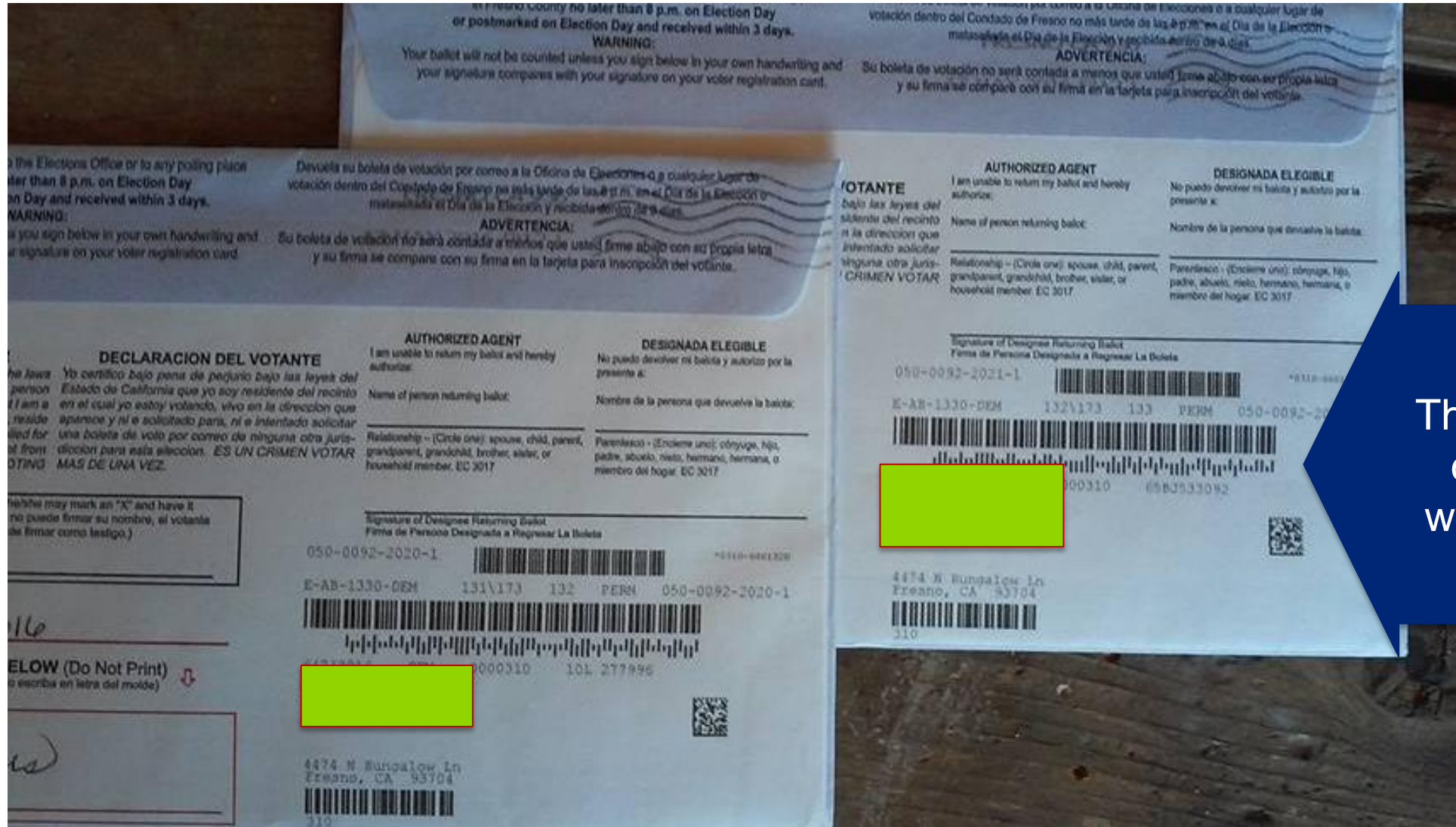
Consider also the design of the back of your envelope.

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

# Envelope Design Considerations

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Just because it passes the Mail Design Specialist specifications and perimeters doesn't mean it is the best design or that the design won't cause issues.



# Envelope Design Considerations

FOR  
CLERK'S  
USE ONLY

Ballot Envelope Returned: Date \_\_\_\_\_ Time \_\_\_\_\_ Received By \_\_\_\_\_

I certify that I have checked the signature on this envelope with the signature on file and they agree.

X

Election Official

Ballot No. \_\_\_\_\_ Precinct No. \_\_\_\_\_

Election Date \_\_\_\_\_ Ward No. \_\_\_\_\_

TO BE COMPLETED BY THE ABSENT VOTER

I assert that I am a United States citizen and a qualified and registered elector of the city, township or village named below. I am voting as an absent voter in conformity with state election law. Unless otherwise indicated below, I personally marked the ballot enclosed in this envelope without exhibiting it to any other person.

I further assert that this absent voter ballot is being returned to the clerk or an assistant of the clerk by me personally; by public postal service, express mail service, parcel post service, or other common carrier; by a member of my immediate family; or by a person residing in my household.

SIGNATURE REQUIRED

SIGN HERE: X

Signature of Absent Voter

Date

THE ABOVE FORM MUST BE SIGNED OR YOUR VOTE WILL NOT BE COUNTED.

AN ABSENT VOTER WHO KNOWINGLY MAKES A FALSE STATEMENT IS GUILTY OF A MISDEMEANOR.

▼ VOTER'S NAME, ADDRESS, CITY, STATE, ZIP ▼

08/11

DAY

292

GR

00000133

R NE

9525

TO BE COMPLETED ONLY IF VOTER IS ASSISTED IN VOTING BY ANOTHER PERSON

I assisted the herein named absent voter who is disabled or otherwise unable to mark his/her absent voter ballot pursuant to his/her directions. The absent voter ballot was inserted into the return envelope without being exhibited to any other person.

Signature of Person Assisting Voter \_\_\_\_\_

Print Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

A PERSON WHO ASSISTS AN ABSENT VOTER AND WHO KNOWS

Many examples of this

Ballot No. 133 Precinct No. 7

# Envelope Design Considerations

<https://m.facebook.com>

A yellow return sticker on the back of the envelope demonstrates that it was disoriented in the system

BC: 85024121008 1679-01826-10-19  
UNABLE TO FORWARD  
ATTEMPTED - NOT KNOWN  
RETURN TO SENDER  
5603/10/16  
NIXIE 850 4C 1

FOR PAR

When returning the voter's ballot, I marked or returned the ballot as directly instructed by the voter. I provided the assistance because the voter was physically unable to mark the ballot solely due to illness, injury or physical limitation or was otherwise unable to return the ballot and I understand that there is no power of attorney for voting and that the voter must be able to make the voter's selection even if they cannot physically mark the ballot.

Name of Voter Assistant: \_\_\_\_\_  
Address of Voter Assistant: \_\_\_\_\_

**DECLARACIÓN JURADA DE LA BOLETA DE VOTACIÓN TEMPRANA  
DEL CONDADO DE MARICOPA – ESTADO DE ARIZONA**

Declaro lo siguiente bajo pena de perjurio: Soy un votante inscrito en el Condado de Maricopa de Arizona, no he votado y no votaré en esta elección en ningún otro condado o estado, entiendo que votar más de una vez a sabiendas en cualquier elección es un delito grave de Clase 5 y voté en la boleta adjunta y firmé esta declaración jurada personalmente a menos que lo indique a continuación.

SI OTRA PERSONA AYUDÓ AL VOTANTE A MARCAR O DEVOLVER LA BOLETA, COMPLETE LO SIGUIENTE: Declaro bajo pena de perjurio: a petición del votante inscrito que ayudé al votante identificado en esta declaración jurada a marcar o devolver la boleta del votante, yo marqué o devolví la boleta de acuerdo a lo que el votante me indicó directamente, proporcioné ayuda porque el votante físicamente no pudo marcar la boleta debido únicamente a enfermedad, lesión o limitación física o porque no podía devolver la boleta y entiendo que no hay ningún poder notarial para votar y que el votante debe hacer su selección aunque físicamente no pueda marcar la boleta.

Nombre del Asistente del Votante: \_\_\_\_\_  
Dirección del Asistente del Votante: \_\_\_\_\_

ANNA JANE STRAKA

**SIGNATURE REQUIRED/FIRMA REQUERIDA**

BALLOT WILL NOT BE COUNTED WITHOUT YOUR SIGNATURE. POWERS OF ATTORNEY are not valid for voting purposes.

LA BOLETA NO SE TRAMITAR SIN SU FIRMA. PODER DE ABOGADO no es válido para fines de votación.

(PHONE: If signature is challenged)  
(TELÉFONO: si la firma es cuestionada)

(DATE / FECHA)

March 8, 2015

IF YOU MISMARKED YOUR BALLOT AND NEED ANOTHER, CALL 602-506-1511.  
SI MARCÓ SU BOLETA INCORRECTAMENTE Y NECESITA OTRA, LLAME AL 602-506-

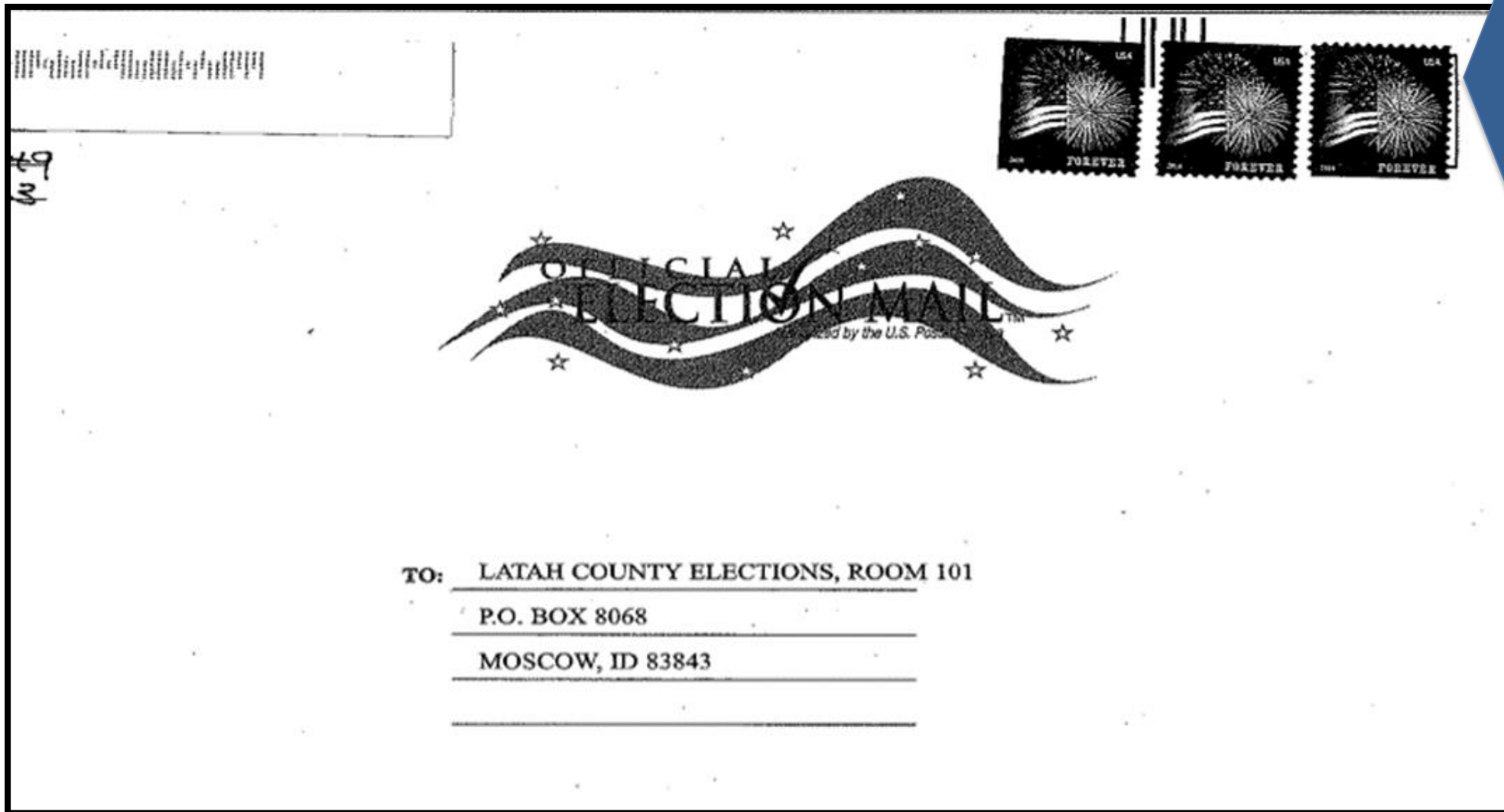
This is one of the most important aspects of your design. It is like the header code of a ballot and orients the mail piece in the automation system.

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



PLACE  
FIRST-CLASS  
POSTAGE  
HERE





Where the voter  
puts the stamps is  
also impactful!

# Ballot Delivery to the Voter



# Mailing Ballots at Standard Rate

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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!!





Make it easy to know that  
these are ballots!

# SERVICE TYPE ID FOR BALLOTS

The Intelligent Mail barcode



The POSTNET barcode



6-digit Mailer Identifier

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Barcode ID [2N]		Service Type ID [3N]			Mailer ID [6N]						Serial Number [9N]									Routing Code [none, 5, 9, or 11N]										

# 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.



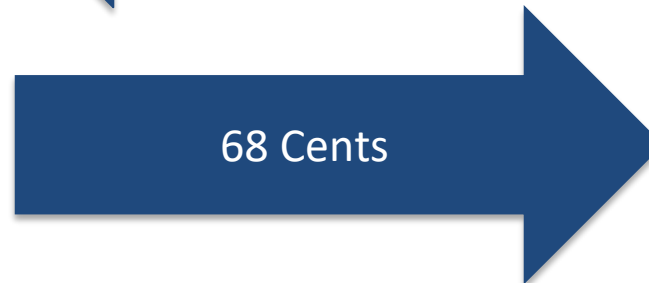
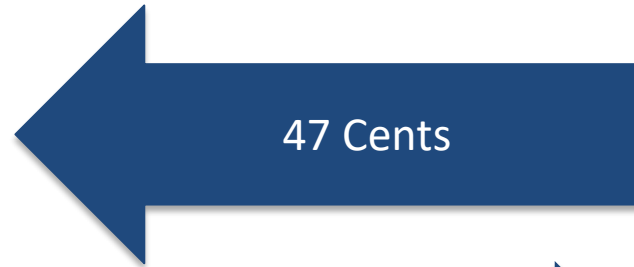
An insert with the information is ok.  
REMEMBER: Rates ***DROPPED***  
April 10<sup>th</sup>



# CONSISTENCY OF MESSAGE IS CRITICAL

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2 Jurisdictions with exact same ballot material envelope recently were told 2 different costs for voters to return their ballots.  
One was 47 cents, the other 68:



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Now the one that put 47 cents on their return envelopes is getting calls from voters that

- 1) they're being told when they mail them that they need additional postage and, even worse
- 2) some voters are getting their ballots back in the mail as insufficient funds...

Be sure to document the weighing and talk to your Post Master about the importance of this.



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# Ballot Return





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



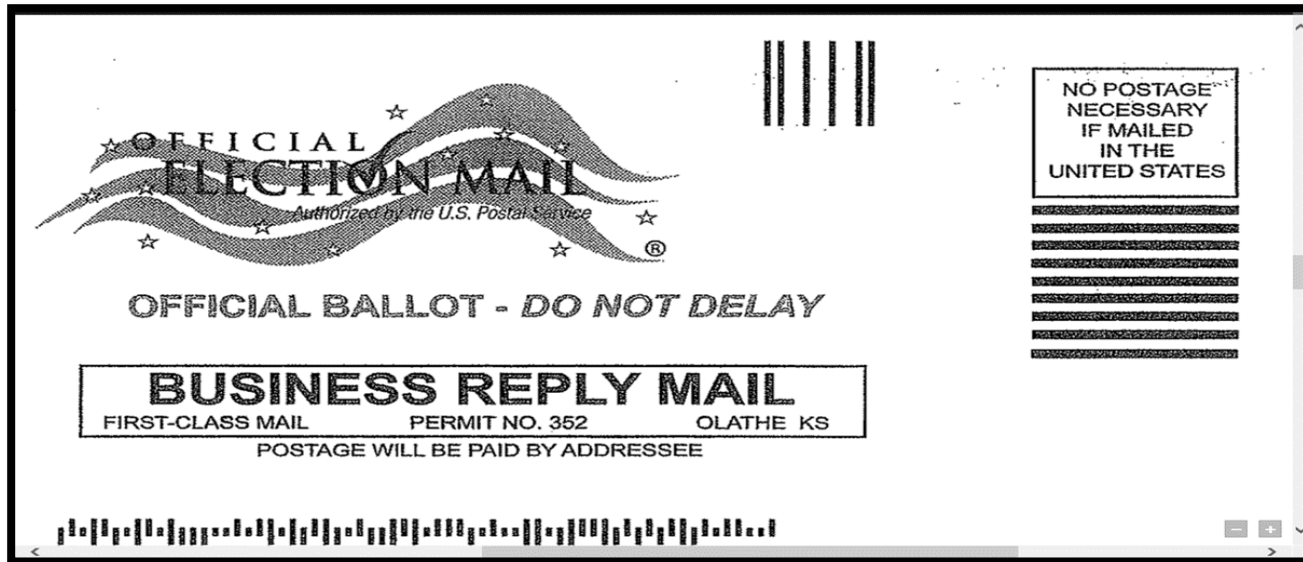
And how smart is this?  
This ensures the  
envelope is empty and  
they are bundled in  
batches for ease of  
counting and auditing

# What to Look Out For



# Business Reply Mail

- Remember that BRM can add time to the return of the ballots or request cards 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.

# BRM & Insufficient Postage

Many election offices will use BRM and/or have accounts to cover insufficient postage.

Official election mail should follow postal regulations and ***NEVER*** be sent back to the voter for insufficient postage — that is someone's VOTE!



# DEADLINES & Options!!

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

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

USPS was advising:

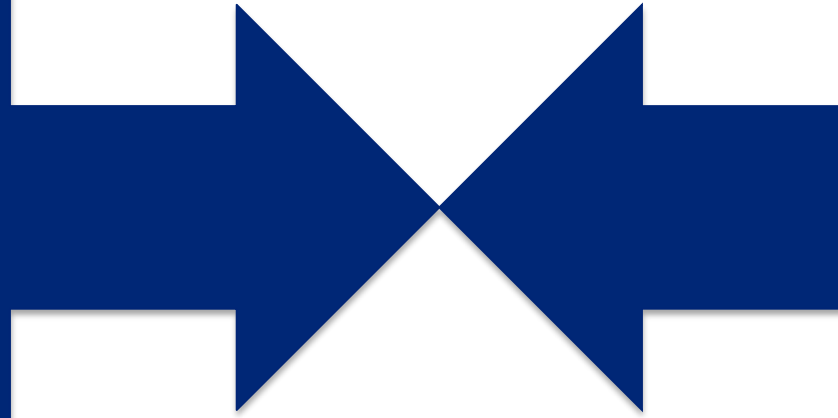
***IN HAND***      ***Mail 5 days prior***

***POSTMARK***   ***Mail 2 days prior***

Recently came out with a uniform, national message

“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”

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

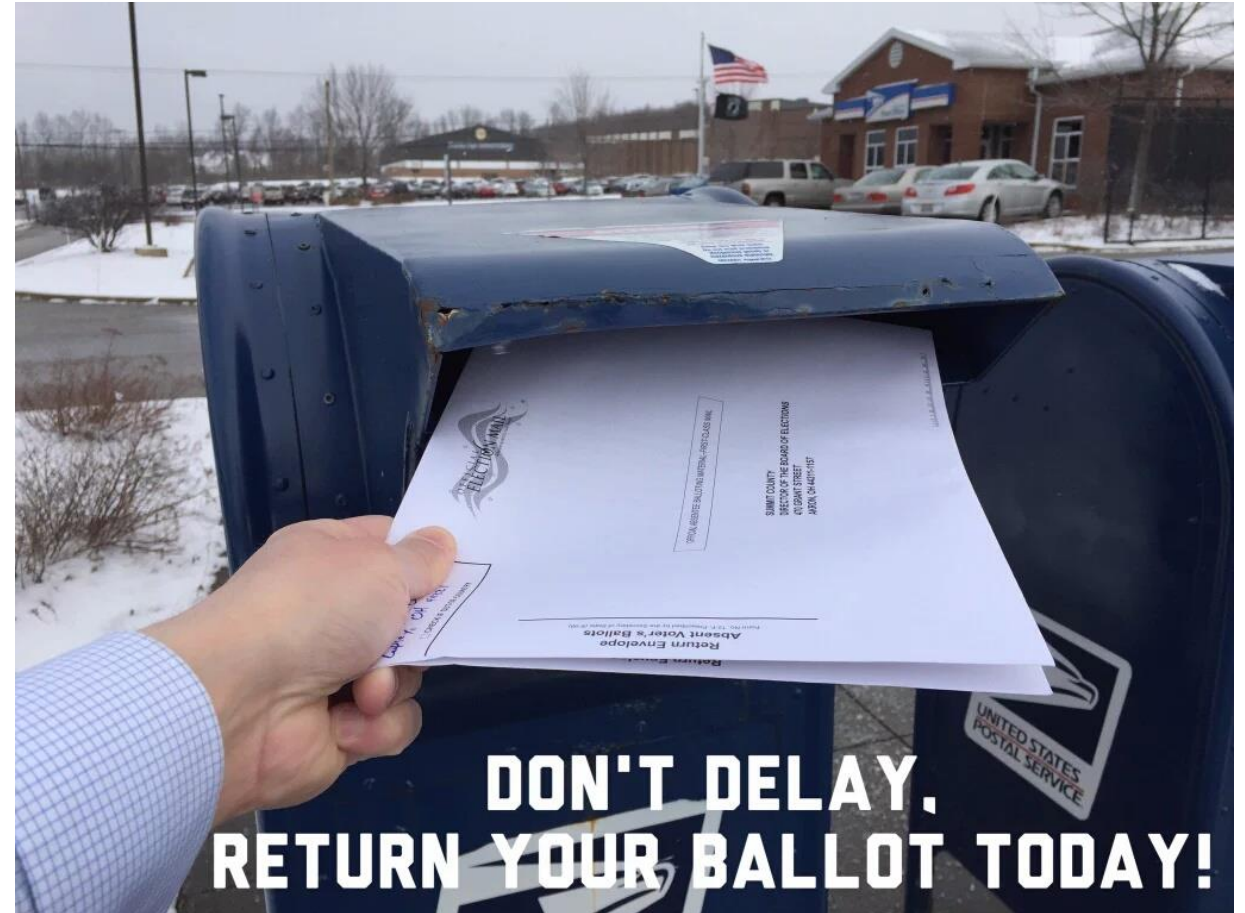


States using postmarks have issue with lack-of or illegible ones. Considering going back to in-hand or other alternatives.

# DEADLINES & Options!!

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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!!

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

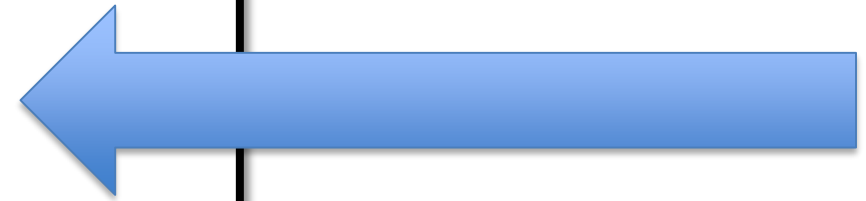




## Postal Service Recommendations

### Postal Service Recommendations *(cont'd)*

- Helpful information about postmarks:
  - ▶ Home or Business Mailboxes – Your ballot will be postmarked the day the Postal Service mail carrier collects it
  - ▶ Local Post Office – Take your ballot to a Local Post Office and confirm with the counter representative that the ballot will be postmarked that day
  - ▶ USPS Blue Collection Boxes -- If you deposit your ballot after the printed collection time on the collection box, the ballot will not be postmarked until the next day



# DEADLINES & Options!!

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USPS postmarks are applied for the collection date even if the actual processing occurs after midnight on that day.

It is only after the plant has the “all-clear” that the date is changed.

*This is another point to verify that is happening locally.*

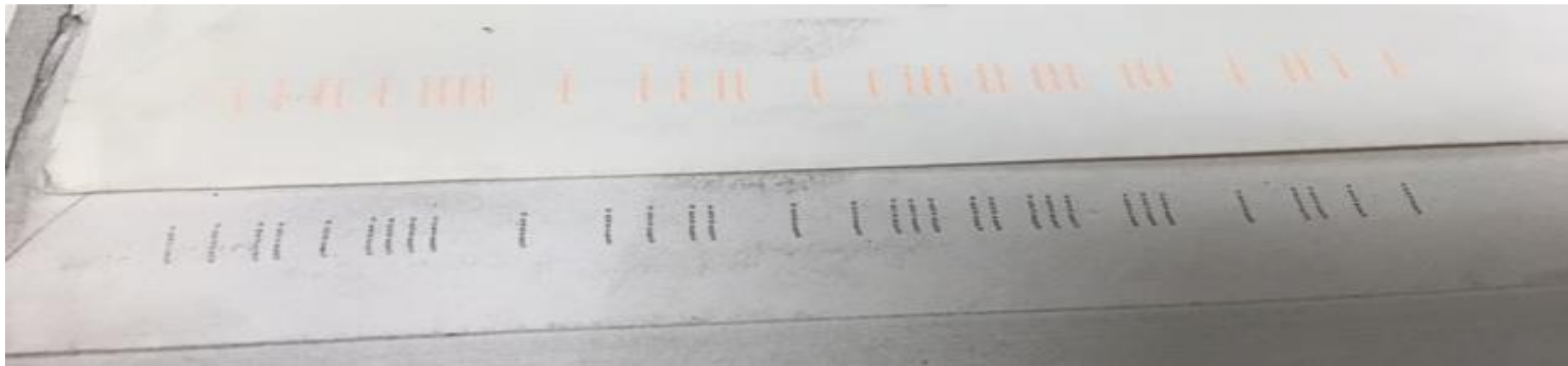
# Ballot Return Considerations



Postmarking/cancellation issues have driven states to allow for other methods to ensure that the voter submitted the ballot in the statutory timeframe:



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





## Iowa Legislation: Allow IMb™ data

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 canvass the votes earlier than

# DEADLINES & Options!!

Having drop boxes will be helpful, understanding the possible volumes is important to be certain that they don't get too full...



## **DEADLINE: 8 Days**

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Consider having a uniform mailing packet to get the voted ballots dropped in one county back to their county of origin.

Be certain that the official election mail logo & the Green Ballot Tag 191 are used.

Communicate what these packets will look like with USPS so that they know what to be watching out for.

# Data Collection

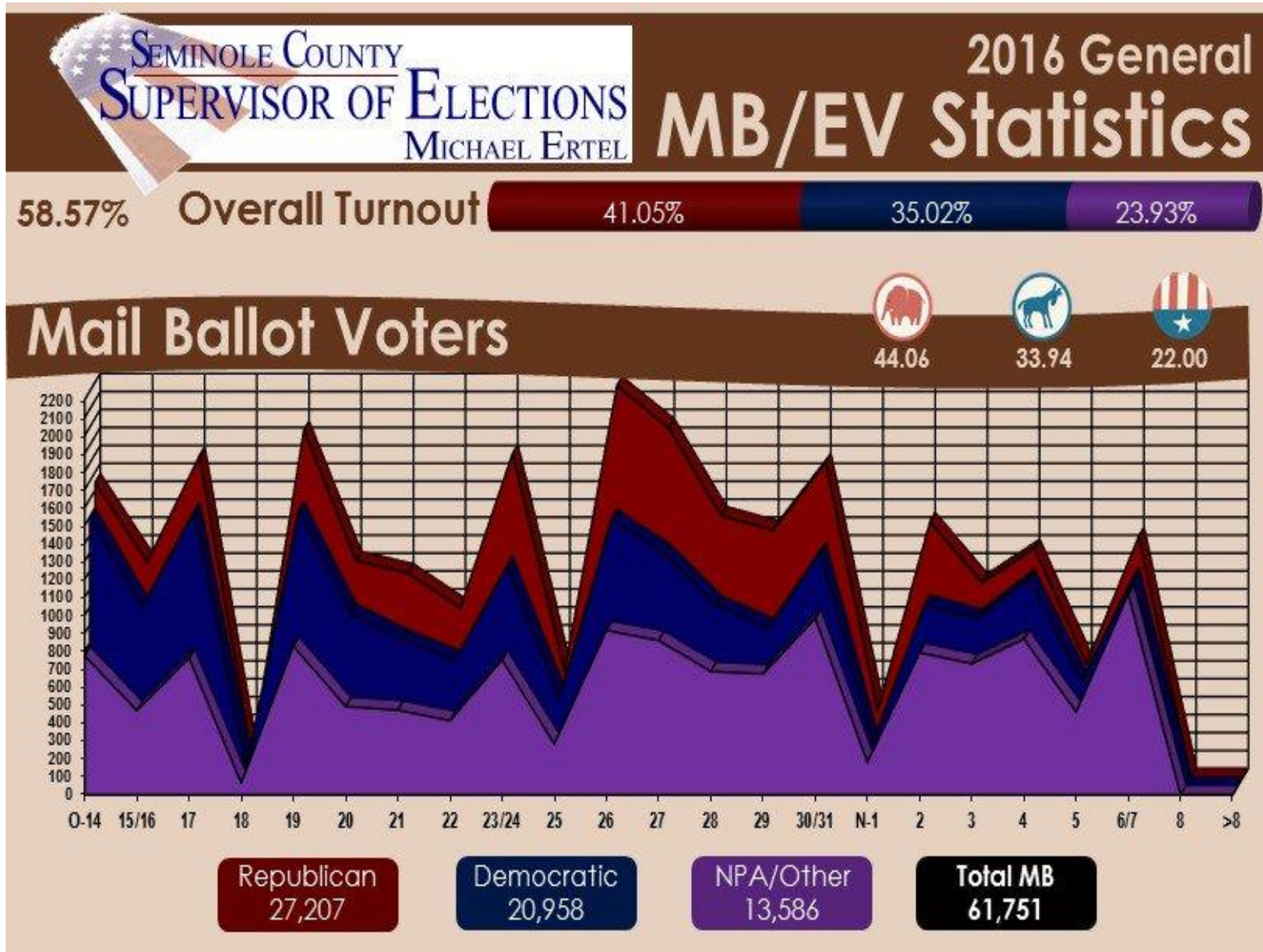
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Don't wait until it is too late to discover if there are issues!

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



# Data Collection



Tuesday delivery is lighter with the new delivery standards.

Looking at the postmark dates on Wednesday's mail can inform when voters are dropping off and help with your messaging to voters.



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# Resources

# USPS

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

It was updated for 2016 with current information:

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

Transforming Our Business

Current Initiatives

Securing The Mail

REDRESS

Sustainability

Corporate Social Responsibility

Government Services >

Postal Customer Council

Service Performance Results

## Election Mail Kit & Resources

Make their mailbox and ballot box. At USPS® we're committed to providing you with the resources necessary to implement a successful and cost-effective mail strategy for your election mailing. Find everything you need to prepare, design, and send your election mail.

### USPS Election Mail Contacts

2016 Election Mail Coordinators [PDF](#) (70KB) | [XLS](#) (35KB) | [CSV](#) (4KB)

USPS District Sales Managers [PDF](#) (24KB) | [XLS](#) (48KB) | [CSV](#) (7KB)

## For Officials

### Election Mail Program Kit

- 2016 Election Mail Kit Letter [PDF](#) (270KB)
- Election Mail Kit Folder [PDF](#) (568KB)
- Election Mail Fact Sheet [PDF](#) (37KB)
- Tag 191 Sample Tag [PDF](#) (114KB)
- IMb Tracing® Fact Sheet [PDF](#) (37KB)
- Steps to Creating an IMb Fact Sheet [PDF](#) (96KB)
- Special Procedures APO/FPO Fact Sheet [PDF](#) (144KB) | [HTM](#)
- Check Box Sheet [PDF](#) (227KB)
- Cancellation Fact Sheet [PDF](#) (371KB)
- User's Guide Brochure [PDF](#) (423KB)
- Graphic Guidelines & Logo Brochure [PDF](#) (722KB)

**Free Absentee Ballots** are balloting materials consisting of postcard applications, ballots, voting instructions, and envelopes that may be sent through the mail without prepayment of postage to overseas military personnel and their spouses. Certain other individuals may be



# USPS

- 2016 Election Mail Kit Letter [PDF](#) (270KB)
- Election Mail Kit Folder [PDF](#) (568KB)
- Election Mail Fact Sheet [PDF](#) (37KB)
- Tag 191 Sample Tag [PDF](#) (114KB)
- IMb Tracing® Fact Sheet [PDF](#) (37KB)
- Steps to Creating an IMb Fact Sheet [PDF](#) (96KB)
- Special Procedures APO/FPO Fact Sheet [PDF](#) (144KB) | [HTML](#)
- Check Box Sheet [PDF](#) (227KB)
- Cancellation Fact Sheet [PDF](#) (371KB)
- User's Guide Brochure [PDF](#) (423KB)
- Graphic Guidelines & Logo Brochure [PDF](#) (722KB)



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.

# Contingency Planning

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

168%

United States Postal Service®

**INDUSTRYALERT**

**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. 24<sup>th</sup>.**

- Appraiser Stores Finance Station, 10036 – located at 580 5<sup>th</sup> Ave

**There will be no mail delivery at the following location on Fri. Sept. 25<sup>th</sup>**

- World Trade Center

# 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](http://www.electionmail.org)

Captures basic information regarding the postal issue that you are experiencing and report it directly into the USPS reporting system!

The screenshot shows the 'REPORT A PROBLEM WITH ELECTION MAIL' form on the ELECTIONMAIL.ORG website. The form is titled 'REPORT A PROBLEM WITH ELECTION MAIL' and includes a header with the site name and navigation links. The main content area contains a disclaimer and a form with several required fields.

**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 are 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.

**Does this issue impact? \***

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

Solutions will be posted.

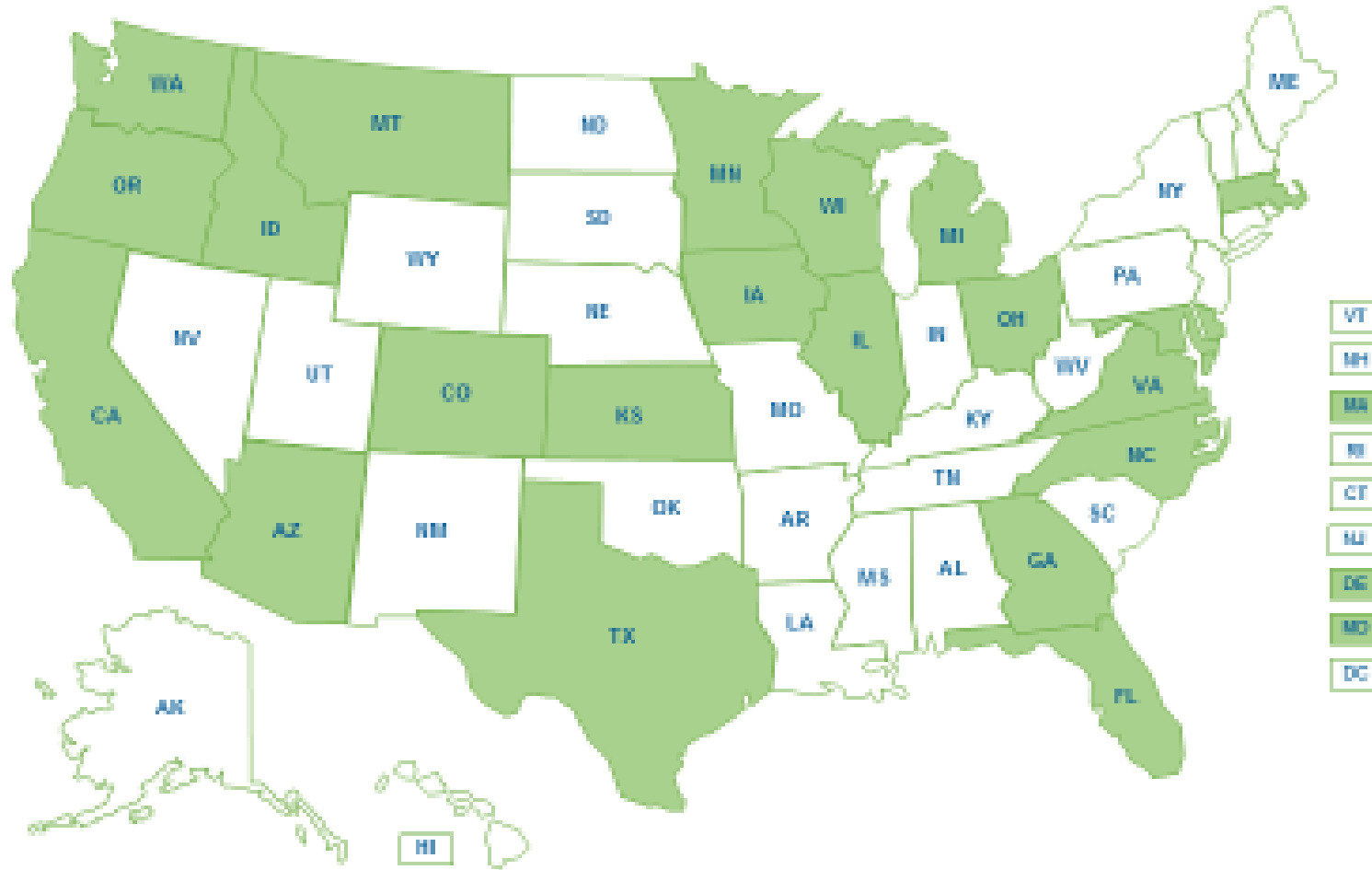
Individual reports will not.

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

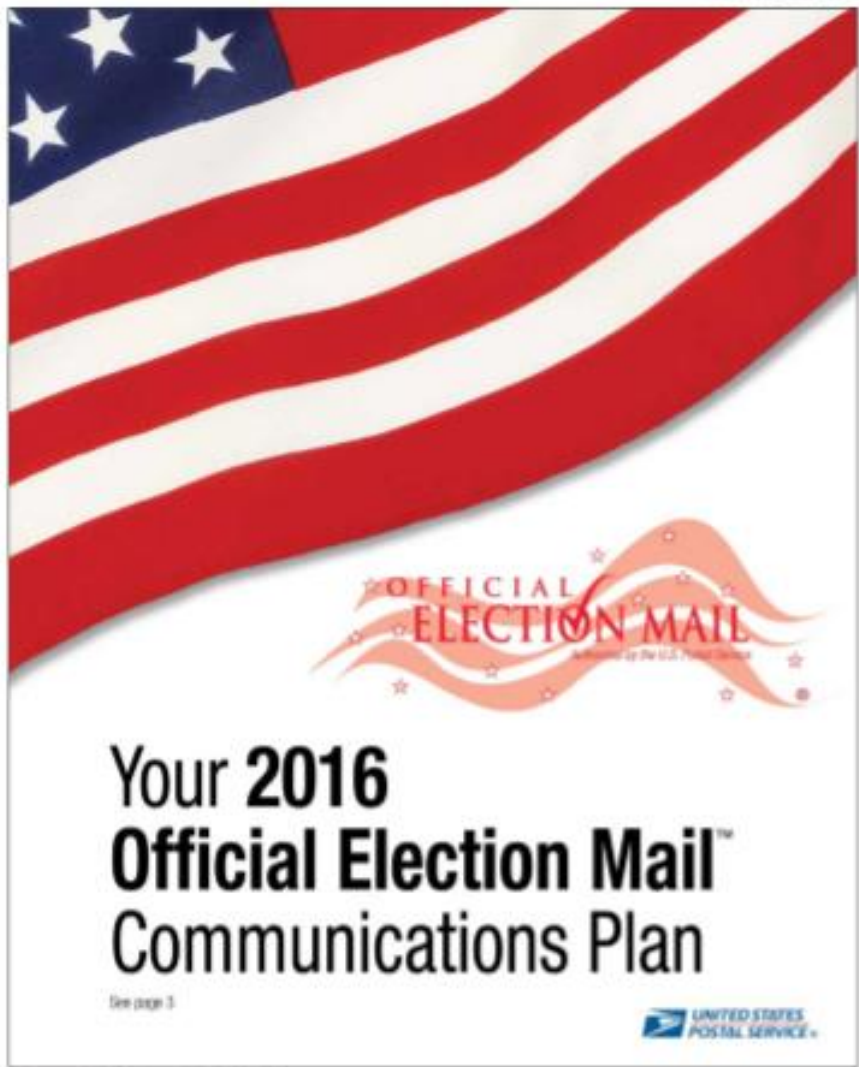
# STATES WHICH USED ELECTIONMAIL.ORG IN 2016

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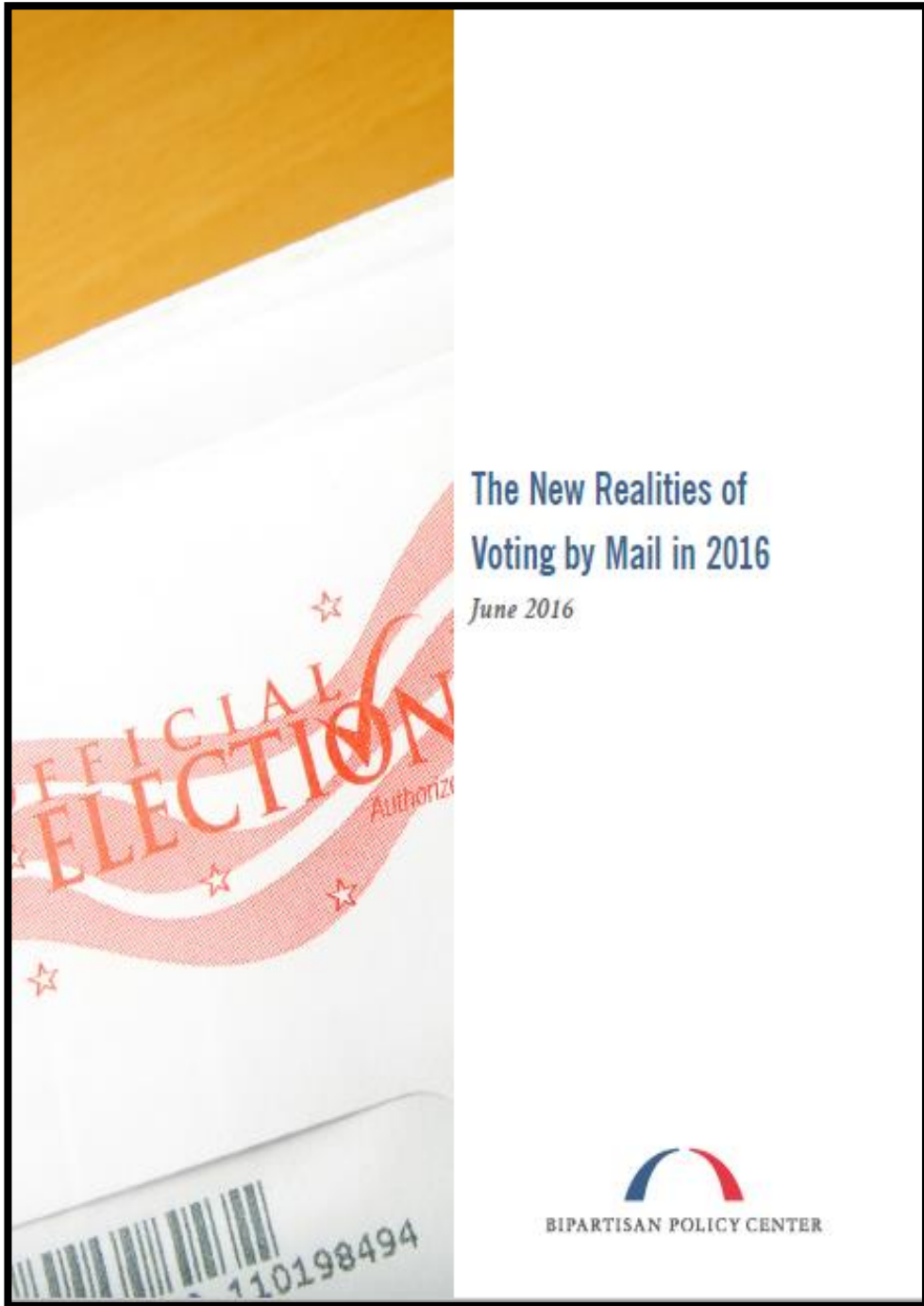




Additionally, the Standards Board has a Postal Committee to aid in identifying issues and distributing information.



**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!**



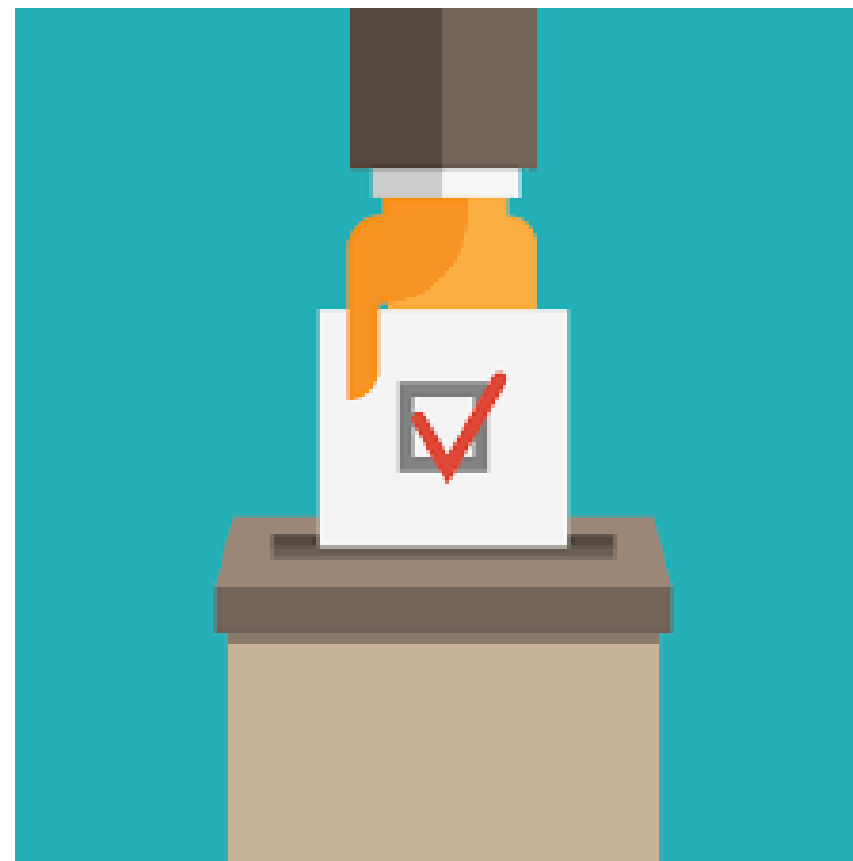
Checklist for voters who vote by mail

Checklist for election administrators

Checklist for state legislators

Checklist for USPS®

**For tens of millions of voters their mailbox  
is their ballot box**



**By working together we can be certain that  
their voices are heard!**



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