



# Voter Service Center Procedure Manual

County of Hawaii, Elections Division | July 2020

# OVERVIEW

Pursuant to HAR §3-177-500 unless otherwise provided, the clerk shall operate the voter service center in substantially the same manner provided by law.

Voter Service Centers shall be open from the 10<sup>th</sup> business day preceding the day of the election during regular business hours

Voter Service Centers is established to service all of the following purposes:

- 1) Receive return envelopes for absentee ballots;
- 2) Received returned identification envelopes in an election by mail;
- 3) Provide voting machine services for persons with disabilities;
- 4) Provide any other voting services as provided by laws; and
- 5) Any other purposes the chief election officer or clerk may deem necessary

# APPLICATION FOR VOTING AND REGISTRATION

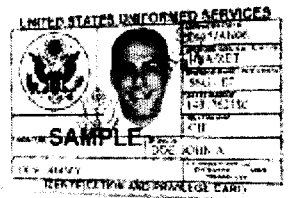
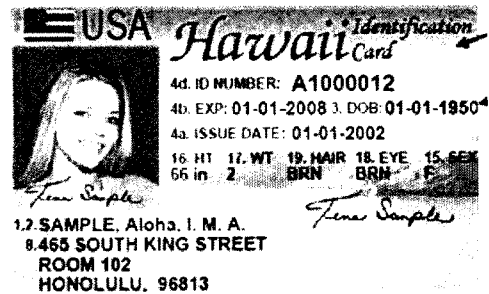
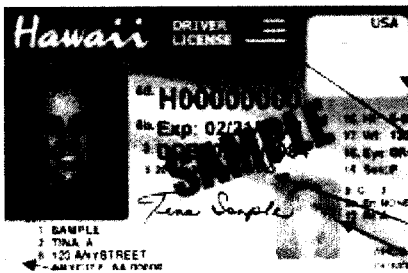
- Instruct voter to complete an Application for Voting and Registration. Make certain that all blocks are properly completed. Be especially concerned with the applicant's Signature and Date. The application serves as the record of the voter's presence at the polling site.

APPLICATION FOR VOTING AND REGISTRATION				
<b>1</b>	Hawaii Drivers License or State ID#	<b>2</b>	Date of Birth	<b>3</b>
			Telephone Number	
<b>4</b>	Last Name	First Name		MI
			Suffix	
<b>5</b>	RESIDENCE Address in Hawaii (P.O. not acceptable)	Apt. No.	City/Town	Zip
<b>6</b>	MAILING Address in Hawaii		City/Town	Zip
<b>7</b>	If no street address, describe location of residence. (Leave blank if not completed)		City/Town	Zip
<b>8</b>	Gender <input type="checkbox"/> F <input type="checkbox"/> M	<b>9</b>	Registered to vote in another state? If yes, please provide your last registered address, county, state, and zip. I hereby authorize cancellation of my previous registration.	
<b>READ AND SIGN BELOW</b>				
<b>READ AND SIGN BELOW</b>				
<b>Warning:</b> Any person who knowingly furnishes false information may be guilty of a class C felony.				
I hereby swear (or affirm) that:				
<b>10</b>	A. I am a citizen of the United States of America _____ [ ] YES _____ [ ] NO Non-U.S. citizens including U.S. national do NOT qualify.			
	B. I am at least 16 year of age and I understand that I must be 18 years old by election day to vote _____ [ ] YES _____ [ ] NO			
	C. I am a resident of the State of Hawaii. The residence stated in this affidavit is not simply because of my presence in the State, but that the residence was acquired with the intent to make Hawaii my legal residence with all the accompanying obligations therein. _____ [ ] YES _____ [ ] NO			
	D. I have not voted and will not vote at any other polling place for this election and have not cast and will not cast any absentee ballot pursuant to chapter 15, Hawaii Revised Statutes. _____ [ ] YES _____ [ ] NO			
	E. I acknowledge that providing false information on this affidavit may result in a class C felony, punishable by a fine not exceeding \$1,000 or imprisonment not exceeding five years, or both. _____ [ ] YES _____ [ ] NO			
If you checked "NO" in response to any of the above affirmations, you are not eligible to register to vote and/or vote. Do not complete this affidavit.				
Signature _____ Date _____				
<b>11</b>	Witness Signature, Address and Phone Number (Required only if applicant makes a mark)			
<b>OFFICE USE ONLY</b>				
District/Precinct		New Voter [ ]		CO #
DRE		Place ABW Label here		

\*Notice: Pursuant to Section 7 of the Federal Privacy Act (P.L. 93-579), be advised that this information may be released to government agencies for government purposes. The office at which a person registers to vote is confidential. A person's decision to register to vote is also confidential and is used for voter registration purposes only (National Voter Registration Act of 1993).

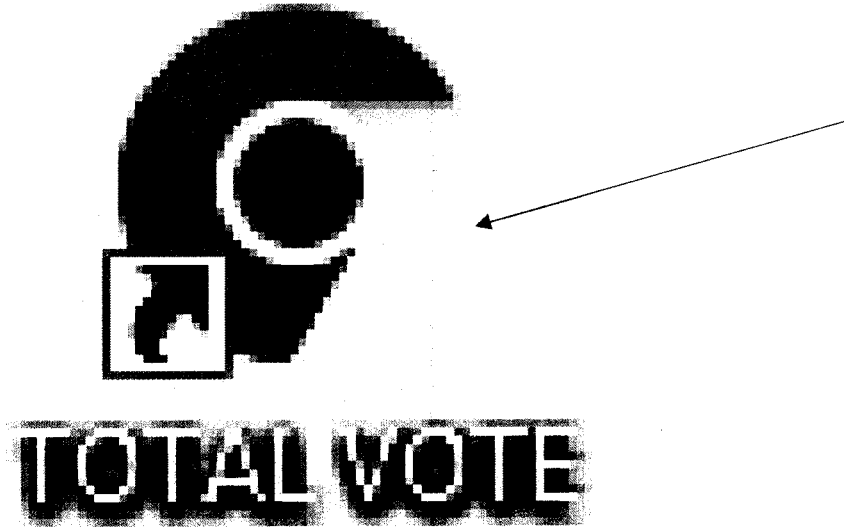
# IDENTIFICATION

- Ask voter for a picture ID. Any of the following forms of picture identification is acceptable:
  1. Hawai'i Drivers License
  2. Hawai'i State I.D.
  3. Military I.D.
  4. U.S. Passport
  5. If voter has no identification, ask voter to verify Birth Date



## HOW TO SIGN ON TO THE COMPUTER

- Click on the TOTAL VOTE Icon on your desktop



- Enter Valid Username and Password and click Sign in.

Sign in

<https://svrs.hawaii.gov>

Username

Password

Sign in

Cancel

# APPLICATION PROCESSING

1. Enter voters first and last name, or Hawaii drivers license number. See example below:

voter	sample	
Last Name	First Name	SSN/DL/Voter ID/Barcode

Last Name

First Name

		h000000000
Last Name	First Name	SSN/DL/Voter ID/Barcode

Hawaii Drivers License #

## 2. Verify voters personal information matches *Application for:*

- Name
- Date of Birth
- Hawaii Drivers License #/Hawaii State ID #
- Residence Address
- Mailing Address

**Voter Record**

[Previous Voter](#)
[Next Voter >](#)

Voter ID	Name	DOB	Age	SSN	Gender	Status	Status Flag	County	D-P
1751049	VOTER SAMPLE A	02/14/1990	28	XXX-XX-0000	M	Active		Hawaii	C201

[Voter Info](#)
[Absentee Info](#)
[Images](#)
[Voting History](#)
[Mailings](#)
[Validations](#)
[Audit Trail](#)

**VOTER INFO**

[Add To Contest](#)
[AB Walk](#)
Primary: 8/24/2016

SSN	DOB	Phone	HI State ID#	Update Voter	
XXX-XX-0000	02/14/1990	(808) 111-1222	H00000000	Districts	Code
Last	First	Middle	Suffix	District Precinct	1201
VOTER	SAMPLE	A		Congressional Dist	E
Residence Address	Apt/Suite/Other	City	Zip	Senate Dist	11
25 AUPUNI ST		HILO	96720	House Dist	02
CPA Description	City	Zip		County Dist	02
25 AUPUNI ST 96720	HILO	96720		Polling Place	
Mailing Address	City	Zip		Poll Address	
25 AUPUNI ST	HILO	96720		Hilo High School	355 Waianuenue Ave, Hilo, HI 96720
Gender	Email	Language			
	sample@voter.com	English			
Confidential Voter	Questionable Address	Incomplete Re-Registration			
Original Reg Date	EDoR				
7/10/2018	7/10/2018				
Permanent Absentee					

VALID W/O SIGNATURE

\*If there are any changes please call Debbie @961-8982 to update the voter's record and write CO# 1 in the for *Office Use Only* section of the *Application for Voting and Registration*.

### 3. Verify voter status says *Active*.

**Voter Record**

Previous Voter	Name	DOB	Age	SSN	Gender	Status	Status Flag	County	D/P	Next Voter
1791049	VOTER, SAMPLE A	02/14/1990	28	XXX-XX-0000	M	Active		HAWAII	02/01	

**VOTER INFO**

SSN	DOB	Phone	Hi State ID#	Update Voter
XXX-XX-0000	02/14/1990	808-111-2222	H00000000	

**VOTER INFO**

Last	First	Middle	Suffix	Code
VOTER	SAMPLE	A		00

**Residence Address**

Appt/Suite/Other	City	Zip
	HILO	96720

**CPA Description**

City	Zip
HILO	96720

**Mailing Address**

City	Zip
HILO	96720

**Gender**

Gender	Email	Language
	sample@voter.com	

**Confidential Voter** **Questionable Address** **Incomplete Re-Registration**

**Original Reg. Date** **EDoR**

Original Reg. Date	EDoR
7/10/2016	7/10/2016

**Permanent Absentee**

**VALID W/O SIGNATURE**

If any of the below appear in the *Status*, follow instructions:

Check status field for one of the following codes:

1. Canceled- Deceased
2. Canceled- Voter Request
3. Canceled- Moved to Mainland
4. Late VR

If any of the above appear, voter will need to re-register.

Do not allow voter to vote if any of the below appear in the *Status*:

1. Underage
2. Canceled- Felony – Call Debbie for instructions

If voters status is *CONFIDENTIAL*, call:

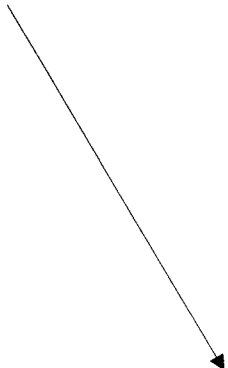
Debbie: 961-8982  
Cori: 961-8981



# Same Day Voter Registration Procedures

- If voter is not registered:
  1. Have voter complete Application for Voting and Registration.
  2. Have voter proceed to the computer operator with forms.
  3. Computer operator shall call Debbie @961-8982 to register voter.
  4. Once voter is registered, proceed with Voting Procedures.

4. Verify that the voter has not yet voted. If you see **VOTED** do not allow the voter to vote again.



◀ Previous Voter Voter Record **VOTED 7/10/2018** Next Voter ▶

Voter ID	Name	DOB	Age	SSN	Gender	Status	Status Flag	County	D/P
1791046	VOTER SAMPLE A	02/14/1990	28	XXX-XX-0000	M	Active		Hawaii	02-01

Vote Info: **Absentee Info** | Images | Voting History | Mailings | Validations | Audit Trail

**VOTER INFO**

Add To Contest  RE-REG  **VOTED 7/10/2018**

SSN	DOB	Phone	HI State ID#	Update Voter	<b>AB Exists</b>
XXX-XX-0000	02/14/1990	(808) 111-2222	H00000000		
Last	First	Middle	Suffix	District	Code
VOTER	SAMPLE	A		District Precinct	02-01
Residence Address	Apt/Suite/Other	City	Zip	Congressional Dist	01
25 AUPUNI ST		HILO	96720	Senate Dist	02
				House Dist	02
				County Dist	02
CPA Description	City	Zip		Rolling Rate	Roll Address
25 AUPUNI ST 96720	HILO	96720			High School
Mailing Address	City	Zip			550 Waianuena Ave Hilo 96720
25 AUPUNI ST	HILO	96720			
Gender	Email	Language			
	sample@voter.com				
Confidential Voter	Questionable Address	Incomplete Re-Registration			
Original Reg. Date	EDoR				
7/10/2018	7/10/2018				
Permanent Absentee					

VALID W/O SIGNATURE

# 5. Marking the voter as VOTED

If everything is completed and the voter is okay to vote, follow the steps below:

- Click on the AB WALK button

**Voter Record**

Previous Voter	Name	DOB	Age	SSN	Gender	Status	Status Flag	County	D/P
1791049	VOTER SAMPLE A	02/14/1990	25	XXX-XX-0000	M	Active		Hawaii	02/01

**Voter Info**

SSN	DOB	Phone	HI State ID#
XXX-XX-0000	02/14/1990	808-111-0000	H90000000

**AB Walk** Primary 8/24/2016

**VALID W/O SIGNATURE**

- Select Location of the AB WALK site you are located at (this will be done daily for the first voter only)

**AB Walk**

Voter ID	Name	Status	Status Flag	County	Language	PAB D/P
1791049	VOTER SAMPLE A	ACTIVE		HAWAII	ENGLISH	02/01

**Process Voter** **Return to Voter**

**Process Voter**

Election App Received Absentee Type Ballot Mailing Address Current Requests HFA LOCAL/A Errors Ball Sent Ball Received Rejected # Ballots

- Click on the PROCESS VOTER button, a label will print with voters name and barcode.

## 6. Complete *Office Use Only* section of the application

Previous Voter
**Voter Record**
Next Voter >

Voter ID	Name	DOB	Age	SSN	Gender	Status	Status Flag	Count	D/P
1791049	VOTER SAMPLE A	02-14-1990	25	XXX-XX-0000	M	Active			02-01

Voter Info
Absentee Info
Images
Voting History
Mailings
Validations
Audit Trail

**VOTER INFO**

Add To Contest
AB Walk
Primary 0-24-2016

SSN	DOB	Phone	HI State ID#	Update Voter
XXX-XX-0000	02-14-1990	(808) 211-2222	H00000000	
Last	First	Middle	Suffix	
VOTER	SAMPLE	A		
Residence Address	Apt/Suite/Other	City	Zip	
25 AUPUNI ST		HILO	96720	
CPA Description	City	Zip		
25 AUPUNI ST 96720	HILO	96720		
Mailing Address	City	Zip		
25 AUPUNI ST	HILO	96720		
Gender	Email	Language		
	sample@voter.com	English		
Confidential Voter	Questionable Address	Incomplete Re-Registration		
Original Reg. Date	EDoR			
7-10-2018	7-10-2018			
Permanent Absentee				

**OFFICE USE ONLY**

District/Precinct	New Voter <input type="checkbox"/>	CO =
Circle one DRE      Paper	Place ABW Label here	
Balloon Stub #		

VALID W/O SIGNATURE

- Write in the voters District/Precinct
- Circle DRE or Paper Ballot
- If the voter is a new voter check the New Voter box
- If any updates were made by Debbie/Kayla add #1 next to the CO#
- Stick the voters label in the space that says *Place ABW Label Here*

If the voter decides to vote DRE Give the voter their application and direct them to the JBC Official



- JBC Official will issue the voter an Access Code based on the voter's district/precinct
- JBC Official will direct the voter to an eSlate Voting Machine and provide instructions on how to operate.
- Remind the voter that voting is not complete until you see the American Flag.

