

CHAPTER 28 – SPECIAL VOTES

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1 OVERVIEW OF SPECIAL VOTES

1.1 BEFORE YOU BEGIN

Ensure you have received all necessary supplies for the special vote processing team. A full list of required supplies can be found in Chapter 21 – Preparing for the post-election period.

1.2 CHANGES TO REGISTRAR OF ELECTORS

There has been a change since 2020 to the role of the Registrar of Electors. Under the new structure of the Enrolment and Community Engagement group, the functions of the Registrar of Electors (RoE) are now carried out by the team leader of the three regional Processing Teams. These teams are based in Auckland, Wellington, and Christchurch. It should not be presumed that your electorate's special votes will be processed by the nearest regional team.

Because the Registrar of Electors holds responsibilities under legislation, you will still see the terms Registrar of Electors, Registrar, or RoE used on some forms and in ERSA. In these instances, the Team Leaders of the Regional Enrolment Processing Teams are fulfilling this role.

1.3 PURPOSE OF SPECIAL VOTE PROCESSING

The purpose of special vote processing is to determine whether each vote can be included in the official count. Special votes are included in the official count if:

- the vote was received on time and the special vote declaration was filled in correctly; this means the special vote declaration is **valid**
- the voter is found on the electoral roll; this means the voter is **qualified**.

1.4 WHAT IS A SPECIAL VOTE?

Any voter who cannot be marked off a voting place roll casts a special vote. This happens if the voter:

- is not enrolled by Writ Day, so their name is not on a printed roll at a voting place
- votes outside their electorate at a voting place not issuing ordinary votes for their electorate
- casts a takeaway vote because they are unable to visit a voting place
- uses the telephone dictation voting service because they are unable to vote independently at a voting place
- votes from overseas
- is on the unpublished roll.

1.5 PRINCIPLES FOR SPECIAL VOTE PROCESSING

When processing special votes, you need to ensure that:

- all special votes are included in the official count unless there is a legal reason to disallow them

- special votes are held in a secure area
- the secrecy of the vote is always maintained
- ballot papers are **not** scanned or sent to the Team Leader of the Regional Enrolment Processing Teams.

1.6 WHAT SPECIAL VOTES WILL MY HEADQUARTERS PROCESS?

You will process special votes cast for your electorate. You will send special votes cast in your voting places for other electorates back to the relevant electorate for processing as part of the sort and send process (see Chapter 24 – Sort and send).

You will not need to process overseas special votes, as this will be done at National Office. If you receive any overseas votes, please contact the National Support Team [REDACTED]

1.7 MĀORI ELECTORATE MANAGERS

Māori Electorate Managers need to process:

- all special votes cast for their Māori electorate
- all special votes cast for their home general electorate.

Māori and general electorate special votes must be processed separately. You need a separate processing area and will appoint another Process Leader and Administrative Support staff to process Māori electorate special votes.

You may only have a few Māori electorate special votes for processing on Tuesday E+3, so you may not need all your processing staff until Wednesday E+4.

1.8 TYPES OF SPECIAL VOTE DECLARATIONS

Each special vote consists of a special vote declaration and the ballot paper. There are 2 types of declarations. The type of declaration a voter requires depends on whether or not the voter attends a voting place in person to vote, or whether they were not present at a voting place and were instead issued with a takeaway vote.

The table on the following page contains the number identifying the declaration used in each case.

Voter was present

E81 – In Person Declaration

Voter was not present
(Takeaway vote)

E83 – Takeaway Declaration

*For more information on takeaway voting services refer to in Chapter 20 – Delivering voting services.

1.9 WITNESSING DECLARATIONS

Normally all special vote declarations must be witnessed by a person other than the voter:

- the E81 declaration is completed by the voter in front of the Issuing Officer who will be the witness
- the E83 declaration is completed away from the voting place, so a person other than the voter is required to witness the declaration.

Under some circumstances, some voters may be exempt from this requirement for this election. Information on this is contained within Chapter 12 – Voting services preparations, section 4.9. If a voter is exempt from having their vote witnessed, the witness section of their declaration will be stamped “Witness not required”.

1.10 SPECIAL VOTE PACKS

Depending on the type of special vote and where it is issued, it may be returned to the headquarters (HQ) in different ways and in different types of envelopes. Different special vote envelopes require slightly different processing.

The following page provides images of the different special vote envelopes. It is recommended that you photocopy this page and display it in the special vote processing area.

How the vote is issued	Declaration type	How the vote is returned	Consists of ...
At a voting place to a voter present	E81	Returned with voting place materials	Single envelope with two compartments: <ul style="list-style-type: none"> • one for the declaration • one for the voting papers
Issued at a voting place or HQ to a person who delivers it the voter (takeaway vote).	E83	Can be returned: <ul style="list-style-type: none"> • With voting place materials. • By courier. 	
Takeaway vote issued at the HQ	E83		

2 SPECIAL VOTE PROCESSING TEAM

2.1 ROLES AND RESPONSIBILITIES

Role	Responsible for
Electorate Manager (EM)	<ul style="list-style-type: none"> overall accountability final decisions on whether a special vote declaration is valid
Post-election Manager	<p>overseeing the special vote processing and ensuring that:</p> <ul style="list-style-type: none"> the Process Leader and staff are trained and follow the processes there is enough staff to complete the processing within the set timeframes any issues are escalated to the Electorate Manager for decision the Electorate Manager makes the final decision on the validity of declarations the ballot boxes and count numbers provided to the official count team are accurate
Special Votes Process Leader	<p>ensuring that:</p> <ul style="list-style-type: none"> special votes are processed in accordance with the procedures outlined in the Operations Manual (see Chapter 22 – Election Day and Night for required tasks on Election Day) the flow of special votes between the various stages is managed in a coordinated manner to avoid bottlenecks votes are processed in the correct batch type (valid or invalid) declarations are scanned and ready for processing by the Team Leader of the Regional Enrolment Processing Team the checking and marking of the electronic electoral roll and entry of “not on roll” information is monitored in ERSA Registrar qualification decision stickers are applied correctly to declarations envelopes are separated into the correct counts special vote declarations required by the dual votes team are provided in a timely manner the Post-election Manager is informed about progress or any issues
HQ Support Staff	<ul style="list-style-type: none"> processing special votes in accordance with the instructions in the Operations Manual

2.2 TRAINING

Training for the Post-election Manager and Special Vote Process Leader will occur one week before advance voting begins. Your Regional Manager (RM) or Regional Advisor (RA) will be in contact with the Electorate Manager to advise on the date of your electorate’s session. Staff will be required to read this chapter and complete some eLearning before attending training.

3 CHECKLIST FOR SPECIAL VOTE ACTIVITIES

3.1 CHECKLIST

These tasks must be completed each day from Monday E+2 to Friday E+13.

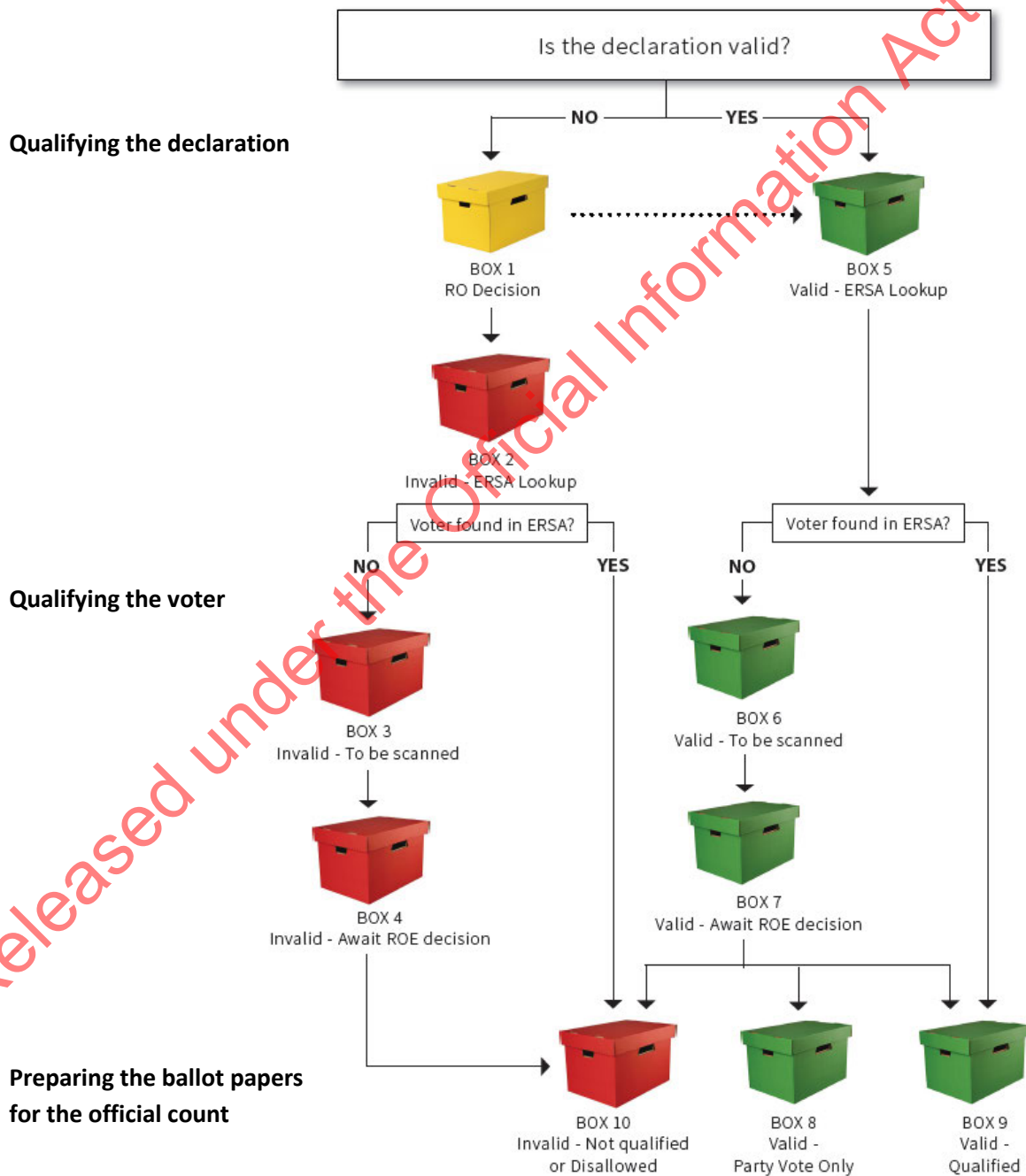
Task	E+2	E+3	E+4	E+5	E+6	Labour Day	E+10	E+11	E+12	E+13
	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Monitoring progress against deadlines		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Validation										
Validate special vote declarations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electorate Manager (EM) reviews potential 'invalid' declarations (Box 1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confirm all special votes received have been validated							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Qualification										
Qualify special votes in ERSA				<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scan and upload declarations not found in ERSA				<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confirm that all votes received have been looked for in ERSA							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Process ROE qualification decisions										
Enter 'Not on Roll' information in ERSA as required				<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Print and apply RoE qualification decision stickers to declarations					<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check in ERSA that all SV batches have been processed completely							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check that all disallowed votes have been processed and recorded correctly							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preparing for the official count										
Prepare special votes for the official count									<input type="checkbox"/>	<input type="checkbox"/>
Support										
Provide special votes to the dual votes team as required				<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 THREE STAGES OF SPECIAL VOTE PROCESSING

4.1 SPECIAL VOTE FILING SYSTEM

You will use a vote filing system through the different stages of processing. The filing boxes should be set up on a filing table in the processing area as explained in section 5.1.3 of Chapter 21 – Preparing for the post-election.

4.2 THREE STAGES OF PROCESSING



5 STAGE 1: VALIDATION

The first stage is to determine whether each special vote declaration has been received on time and correctly filled in. This is crucial as whether a declaration is valid or invalid affects whether it is included in the official count. Any special votes received after **7pm on E+13 (Friday 27 October)** must be disallowed under *Regulation 34* of the *Electoral Regulations 1996*.

After E+10, any special vote declarations found which need to be repatriated to their home electorate must be considered carefully. Can you rely on a courier to get that declaration to the correct HQ before the cut-off date? Can you hand-deliver the special vote declaration in time? If you are concerned that you will not be able to get a special vote declaration to its home electorate in time, contact your regional team immediately.

Note that when receiving declarations at the electorate headquarters, HQ admin staff will identify potentially late special votes and put these in filing Box 1 for the Electorate Manager to review. This is covered in Chapter 24 – Sort and send.

As part of the special vote validation checks HQ Support staff determine whether a declaration should be reviewed by the Electorate Manager.

The Electorate Manager **must** review each declaration that may have been received late or fail an initial validation check and make a final decision on whether it is valid or not. They then place the declaration and envelope in the appropriate filing box for qualification stage.

The validation stage has two components:

- opening the envelope, this will depend on the type of special vote issued
- checking that the key fields have been filled in by the voter.

5.1 PREPARING FOR VALIDATION STAGE



The Process Leader needs:

- an E208 box with the sticker – Box 1 ‘EM to Review’
- a set of folders labelled as follows:
 - the declaration was received late
 - reason to be checked by Electorate Manager
 - the declaration failed validation
 - the declaration is for another electorate
 - there was something other than one declaration, eg. no declaration, more than one declaration or contained the ballot paper.

Note that special votes that are potentially late will be placed in the “declaration was received late” folder as part of the “sort and send” process. The Electorate Manager will review these together with other special votes that fail validation.

5.2 OPENING SPECIAL VOTE ENVELOPES

These instructions are for all special votes, which are returned in envelopes with separate compartments for the declaration and voting papers. From Monday E+2, HQ Support staff can prepare declarations for their validity check.

Step	Instructions
1	Place filing Box 1 – “EM to Review” in the middle of the processing table.
2	<p>Get a special vote envelope.</p> <p>Open the declaration compartment of the special vote envelope and take out the declaration.</p> <p> Do not open the ballot compartment of the envelope!</p> <p>Note: for most special votes, tear down the perforated strip in the middle of the envelope and remove the declaration side’s strip.</p>
3	<p>If there is only one declaration in the envelope, go to step 4.</p> <p>If there is anything other than a single declaration, eg. it is empty, has a ballot paper or has more than one declaration:</p> <ul style="list-style-type: none"> • put every piece of paper back into the declaration side of the envelope • place it in Box 1 on the table, for the Electorate Manager to review • go back to step 2.
4	<p>Check that the declaration is made out for your electorate. If it is, go to step 5.</p> <p>If the declaration is not for your electorate:</p> <ul style="list-style-type: none"> • put it back into the envelope • place it in Box 1 for the Electorate Manager to review • go back to step 2.
5	<p>Check that the declaration number on the declaration matches the declaration number on the envelope. If they match, go to step 6.</p> <p>If they don’t match, or there is no declaration number on the envelope, correct/write the declaration number on the envelope using a red pen.</p>
6	<p>Staple the declaration to the envelope in the top left-hand corner. Staple the declaration to the declaration pocket side of the envelope, not the ballot paper side.</p> <p>Important: Never staple the QR code or declaration number.</p> 
7	Put the declaration and envelope in a pile on the table, face down, ready for a validation check.

5.3 VALIDATION CHECK

Each declaration must be checked to see if the three checkpoints have been completed correctly. The checkpoints for the different types of declarations are shown on the following pages. The checkpoints are:

- Reason for casting a special vote. This is circled in **Blue** in the following examples
- Signed by voter. This is circled in **Red** in the following examples
- Completed and signed by witness. This is circled in **Purple** in the following examples.

Step	Instructions
1	Place filing Box 1 – “EM to Review” in the middle of the processing table.
2	The Process Leader gets the declarations that were stapled to the envelopes and distributes them face up and to the left of the person at the validation table.
3	Processing one declaration at a time, the HQ Support staff checks that all three checkpoints have been filled by the voter. <ul style="list-style-type: none"> • reason for casting a special vote • signature of the voter • the witness section is filled out and signed.
4a	If the declaration is type E83 and the voter ticked the final reason ‘I have satisfied the Issuing Officer/Electorate Manager that...’ on the list: <ul style="list-style-type: none"> • place the declaration and envelope in Box 1 on the table • go back to step 3.
4b	If one or more of the three checkpoints are not complete: <ul style="list-style-type: none"> • place the declaration and envelope in Box 1 on the table • go back to step 3.
4c	If all three checkpoints are complete, the declaration is valid. Place the declaration and envelope to your right, face down.
5	The Process Leader then collects the piles of valid declarations from the table and puts them in Box 5, ready for qualification on the filing table .
6	The Process Leader takes the declarations with issues from Box 1 on the processing table and sorts them into folders by issue: <ul style="list-style-type: none"> • the declaration failed validation • reason to be checked by Electorate Manager • the declaration is for another electorate • there was something other than one declaration, eg. no declaration, more than one declaration or contained the ballot paper. <p>When done, put the declarations in Box 1 on the filing table for the Electorate Manager to review (see section 6).</p>

Declaration by Special Voter

1 480 001

STEP 1

I believe I am eligible to vote in the electorate of:

STEP 2

My family name is:

My first names are:

Previous name I may be enrolled under (if applicable):

My date of birth is:

My occupation is:

My contact telephone number is:

STEP 3

My current address is:

I have lived at this address for 1 month or more.

YES (go to Step 4)

NO, the previous address where I lived for 1 month or more is:

STEP 4

I am making a special vote because: (tick at least **ONE** option)

- My name is not on the printed roll for this electorate or has been wrongly deleted.
- I am, or will be, outside of my electorate on election day.
- I intend to be outside New Zealand on election day.
- I am, or will be, unable to attend a voting place in my electorate on election day because of illness, infirmity, pregnancy or recent childbirth.
- I have a religious objection to attending a voting place on election day.
- I have satisfied the Issuing Officer that I cannot attend a voting place in the electorate, without suffering hardship or serious inconvenience for the following reason:

STEP 5

I declare that to the best of my knowledge and belief the details given in this declaration are true.

OFFICIAL USE ONLY



Blue = Reason for casting a special vote

Red = Voter signature

Purple = Witness section

RETURNING OFFICER USE

OFFICIAL USE ONLY

ISSUING POINT STAMP

I confirm that the voter signed the declaration in my presence.



Declaration by Special Voter

TAKEAWAY VOTE - Where the voter is not present at a voting place

3 480 001

E83

STEP 1

I believe I am eligible to vote in the electorate of:

STEP 2

My family name is:

My first names are:

Previous name I may be enrolled under (if applicable):

My date of birth is:

My occupation is:

My contact telephone number is:

STEP 3

My current address is:

I have lived at this address for 1 month or more.

YES (go to Step 4)

NO, the previous address where I lived for 1 month or more is:

STEP 4

I am making a special vote because: (tick at least **ONE** option)

- My name is not on the printed roll for this electorate or has been wrongly deleted.
- I am, or will be, outside of my electorate on election day.
- I intend to be outside New Zealand on election day.
- I am, or will be, unable to attend a voting place in my electorate on election day because of illness, infirmity, pregnancy or recent childbirth.
- I have a religious objection to attending a voting place on election day.
- I have satisfied the Issuing Officer that I cannot attend a voting place in the electorate, without suffering hardship or serious inconvenience for the following reason:

STEP 5

I declare that to the best of my knowledge and belief the details given in this declaration are true.

OFFICIAL USE ONLY

ISSUING POINT



Blue = Reason for casting a special vote

Red = Voter signature

Purple = Witness section

RETURNING OFFICER USE

STEP 6

WITNESS

My family name is:

My first names are:

My current address is:

My contact number:

I am qualified to be a witness and the voter has signed the declaration in front of me.

- Person authorised to take a statutory declaration
- Person approved by Returning Officer
- Relative, or member of the household
- Registered New Zealand elector

WITNESS SIGNATURE

6 ELECTORATE MANAGER'S REVIEW OF DECLARATIONS

6.1 REVIEW AND DECIDE

The EM should review Box 1 twice a day between E+2 and E+13 to determine whether a declaration is valid or not. Declarations will be sorted into groups depending on the type of issue, such as:

- the declaration was received late
- the declaration is for another electorate
- reason to be checked by Electorate Manager
- the declaration failed validation
- there is something other than one declaration, eg. no declaration, more than one declaration or contains the ballot paper.



Do not open the ballot side of the envelope unless the following instructions tell you to.

Regulation 33 of the Electoral Regulations 1996 allows the Electorate Manager or somebody with your delegated authority to open the ballot side of the envelope if there is reason to believe it may contain the declaration. If you need to open the ballot side of the envelope you must take all possible care to preserve the secrecy of the voter's ballot paper.

6.2 DEALING WITH LATE DECLARATIONS

Use these instructions to process declarations that arrive late.

Step	Instructions
1	<ul style="list-style-type: none">• Open the declaration side of the envelope.• Check that the declaration number matches the number on the envelope:<ul style="list-style-type: none">○ if not, correct the envelope using a red pen.• Check the declaration is for your electorate:<ul style="list-style-type: none">○ if not, contact the National Support Team [REDACTED]• Staple the declaration to the envelope in the top left corner.
2	<p>Check that the declaration was received within the timeframes shown below.</p> <ul style="list-style-type: none">• If you think the declaration was received on time:<ul style="list-style-type: none">○ put the declaration and envelope in Box 5.• If you think the declaration was received late:<ul style="list-style-type: none">○ write or stamp on the declaration "Disallowed – Received Late" and sign the declaration.○ put the declaration and envelope in Box 2.

Use this table to determine if the declaration was received on time.

Source	Definition of “received on time”
Returned from voting places / teams in your electorate	<ul style="list-style-type: none"> Assume it was returned on time by 7pm on Election Day, unless stated otherwise on the envelope.
Advance voting (AV) and Election Day (ED) special votes delivered by hand or courier to your HQ	<ul style="list-style-type: none"> Must be received by 7pm on Election Day.
Returned from other electorates	<ul style="list-style-type: none"> Assume it was returned on time by 7pm on Election Day at the other electorate, unless stated otherwise on the envelope. Must be received at your headquarters by 7pm, Friday E+13.
AV and ED special votes returned by post to your HQ PO Box	<p>Must be:</p> <ul style="list-style-type: none"> postmarked or date-stamped on or before Friday E-1 and received by noon, Wednesday E+4.
Overseas votes	<p>If you receive any of these contact the National Support Team</p> <p>██████████</p>

6.3 DECLARATIONS FOR A DIFFERENT ELECTORATE

Use these instructions if you find a declaration for a different electorate.

Step	Instructions
1	<p>If you find a declaration for another electorate:</p> <ul style="list-style-type: none"> check that the number on the declaration matches the number on the envelope. If not, correct the envelope using a red pen write the electorate name and number on the envelope.
2	Seal the declaration inside the declaration side of the envelope.
3	Send the special vote to the electorate it is for (see Chapter 24 – Sort and send).

6.4 MORE THAN ONE DECLARATION IN THE ENVELOPE



If there is more than one declaration in the envelope, **do not** open the ballot paper side of the envelope until you reach step 3.

Step	Instructions
1	<ul style="list-style-type: none"> Compare the declaration numbers on the declarations with the declaration number on the envelope. Staple the matching declaration to the envelope in the top left corner. <p style="text-align: right;"><i>Continued on next page</i></p>

2	<p>Prepare a separate special vote envelope for each extra declaration.</p> <ul style="list-style-type: none"> • Take fresh envelopes from your headquarters supply. Don't use leftover voting place supplies. • Use a red pen to cross out the declaration number on each special vote envelope and write the number from the declaration. • Write the electorate name from each declaration on the front of the corresponding envelope. • Stamp the new envelope with an issuing point stamp to show that the votes were received on time.
3	Open the ballot side of the original envelope and remove the ballot paper(s).
4	<p>Taking care to preserve the secrecy of the vote, compare the number under the black sticker on each ballot paper and match it to the declaration with the same number.</p> <p>You can shine a light through the paper, so you don't need to remove the sticker. If you remove the sticker, you must replace it.</p>
5	Seal each ballot paper into the ballot paper side of the correct envelope.
6	Stamp each envelope with the "Opened pursuant to reg 33" stamp and sign the envelope.
7	<ul style="list-style-type: none"> • If the declaration is for another electorate, follow the instructions in section 6.3. • If the declaration is for your electorate: <ul style="list-style-type: none"> ○ staple the declaration to the front of the corresponding envelope ○ do a validation check (see section 5.3) ○ put the declaration and envelope in either Box 5 (valid) or Box 2 (invalid) for processing.

6.5 NO DECLARATION OR BALLOT PAPER FOUND IN THE DECLARATION SIDE

If the declaration side of the envelope has neither a declaration nor a ballot paper in it, then you may open the **ballot paper side** of the envelope.

Step	Instructions
1	Open the ballot paper side of the envelope.
2	Stamp the envelope with the "Opened pursuant to reg 33" stamp and sign the envelope.
If there is a declaration and a ballot paper in the ballot side:	
3A	Seal the ballot paper back in the ballot side of the envelope.
3B	<ul style="list-style-type: none"> • If the declaration is for another electorate, follow the instructions in section 6.3. • If the declaration is for your electorate: <ul style="list-style-type: none"> ○ check that the number on the declaration matches the number on the envelope. If not, correct the envelope using a red pen ○ staple the declaration to the front of the envelope in the top left corner ○ complete a validation check (see section 5.3) ○ put the declaration and envelope in either Box 5 (valid) or Box 2 (invalid) for processing.
If there is a declaration but no ballot paper in the ballot side:	

4A	Stamp or write “No ballot paper” on the declaration.	
4B	<ul style="list-style-type: none"> • If the declaration is for another electorate, follow the instructions in section 6.3. • If the declaration is for your electorate: <ul style="list-style-type: none"> ○ check that the number on the declaration matches the number on the envelope. If not, correct the envelope using a red pen ○ staple the declaration to the front of the envelope in the top left corner ○ complete a validation check (see section 5.3) ○ put the declaration in Box 1 until E+13 in case you find the ballot paper. 	
4C	<p>On E+13, if no ballot paper has been found:</p> <ul style="list-style-type: none"> • validate and qualify the declaration as normal • edit the special vote in ERSA (see section 10.3) and select “No ballot paper enclosed” from the Disallowed Status panel. <p>Note: You can’t select “No ballot paper enclosed” as a reason for invalidity when initially entering the declaration, so if there is nothing else wrong with the declaration, it should be entered as “Valid” and then edited as above.</p>	
5	If there is a ballot paper but no declaration in the ballot side of the envelope:	
	If the ballot paper is for:	Then...
	your electorate and was issued in your electorate (check the issuing stamp)	<ul style="list-style-type: none"> • seal the ballot paper into the ballot paper side of the envelope • stamp the envelope “No declaration” and put in Box 1, in case the declaration is found • have the electorate’s Logistics and Supplies Manager (LS Manager) organise staff to look for the declaration amongst the voting place materials, eg. in a close of poll envelope, loose in the supplies box or other ballot boxes. <p>If the declaration is found, follow the instructions in section 5.3</p>
your electorate but was issued in a different electorate	<ul style="list-style-type: none"> • seal the ballot paper back into the ballot paper side of the envelope • stamp the envelope “No declaration” and put in Box 1, in case the declaration is found • contact the Electorate Manager of the issuing electorate • give them the declaration number and issuing point stamp number on the envelope • ask them to look for the declaration amongst the voting place materials, eg. in a close of poll envelope, loose in the supplies box or other ballot boxes. If found, have them send it to you by courier. • If the declaration is found, follow the instructions in section 5.3 <p style="text-align: right;"><i>Continued on next page</i></p>	

another electorate	<ul style="list-style-type: none"> • check and correct the electorate name on the envelope using a red pen if necessary • seal the ballot paper back into the ballot paper side of the envelope • stamp the envelope “No declaration” • contact the National Support Team [REDACTED] for further instructions.
If the declarations have not been found by Friday E+13, then:	
<ul style="list-style-type: none"> • write “Disallowed – Declaration Missing” on each envelope and sign the envelope • enter the vote in ERSA as an invalid declaration using the number on the envelope • record the reason the vote is invalid as “no declaration” • enter the issuing point information from the envelope • print the batch header, then check and place in Box 10. 	

6.6 IF YOU FIND A MISSING DECLARATION

Use these instructions if you find a missing declaration.

Step	Instructions
1	Find the envelope that matches the declaration in Box 1.
2	<p>If the declaration is for your electorate:</p> <ul style="list-style-type: none"> • staple the declaration to the front of the envelope • complete a validation check (section 5.3) • put the declaration and envelope in either Box 5 (valid) or Box 2 (invalid) for processing.
3	<p>If the declaration is for another electorate:</p> <ul style="list-style-type: none"> • check and if necessary, correct the electorate name on the envelope using a red pen • seal the declaration inside the declaration side of the envelope • send the special vote envelope to the other electorate. See Chapter 24 - Sort and send.

6.7 ELECTORATE MANAGER CHECK OF DECLARATION VALIDITY

The EM can accept a declaration that has not been correctly completed under certain circumstances. Use a hard copy of the electoral roll to complete this process, as the data in ERSA will have changed since the roll was printed for Election Day. Use this table to determine whether a declaration is valid or invalid.

Situation	Process	Put in box
Issued in error		
<p>If the voter voted in voting place where ordinary votes were issued for your electorate and the voter's name is on the hard copy certified roll for your electorate, you can consider the declaration valid, regardless of any fault in it.</p> <p>The voter was not required to complete a declaration and should have been issued an ordinary vote. The voter cannot be penalised for an administrative error.</p>	<p>Check whether the voting place indicated by the issuing point stamp issued ordinary votes for your electorate. If it did, check the certified roll for the voter.</p> <p>In the "Electorate Manager use" space on the declaration, write "Allowed – voter is on a certified roll available where they voted" and initial.</p>	5
No reason stated		
<p>If the declaration is witnessed by an electoral official, eg. an issuing officer you can consider the declaration valid. The official was required to check that the reason was ticked. The voter cannot be penalised for an administrative error.</p>	<p>In the "Electorate Manager use" space on the declaration, write "Allowed – reason waived due to official error" and initial.</p>	5
<p>If the voter's name does not appear on the hardcopy certified roll for your electorate, you can consider the declaration valid. The grounds for casting a special vote can be inferred.</p>	<p>Use a red pen to tick the reason "My name is not on the printed roll" and initial the change.</p>	5

Situation	Process	Put in box
If the vote was cast in another electorate on Election Day, ie, it is an Election Day vote with an issuing point stamp from another electorate, you can consider the declaration valid . The ground for casting a special vote can be inferred.	Use a red pen to tick the reason “I am, or will be, outside my electorate on Election Day” and initial the change.	5
In all other cases, you must consider the declaration invalid and disallow the vote.	In the “Electorate Manager use” space, write “Disallowed – no reason stated” and sign in full.	2
Voter ticked the final reason in the list: “I have satisfied the Issuing Officer/ Electorate Manager that...”		
Chapter 12 – Delivering voting services goes through the valid reasons why you may be satisfied that a voter would have suffered hardship or serious inconvenience if they had voted in person at a voting place. Disallow or allow the vote according to that guidance.	In the “Electorate Manager use” space write either of the following and sign in full: <ul style="list-style-type: none"> • “Allowed – I am satisfied the voter was unable to go to a voting place” • “Disallowed – I am not satisfied the voter was unable to go to a voting place” 	5 (valid) or 2 (invalid)
Not signed by the voter		
You must consider the declaration invalid and disallow the vote. Every declaration must be signed by the voter, or if the voter is unable to sign, then by a person nominated by the voter to sign on their behalf and in their presence. A declaration may still be valid if it is not dated.	In the “Electorate Manager use” space, write “Disallowed – not signed” and sign in full.	2

Situation	Process	Put in box
Not signed by a witness – takeaway votes only		
<p>The declaration can be considered valid if:</p> <ul style="list-style-type: none"> the witness section has been stamped “witness not required” the voter’s name is recorded on the M55-TAKEAWAY as being given exemption from having their declaration witnessed (see section 5 of Chapter 20 – Delivering voting services). In these cases it is likely “witness not required” will be written on the section in handwriting. 	Initial beside the “witness not required” stamp.	5
In all other cases, you must consider the declaration invalid and disallow the vote.	Write “Disallowed – improperly witnessed” in the “Electorate Manager use” space and sign in full.	2
Not signed by an authorised witness		
<p>Regulations require each declaration to be witnessed.</p> <ul style="list-style-type: none"> If the witness has not signed the declaration, the Electorate Manager must try to determine whether the voter signed the declaration in the presence of an authorised witness. An issuing point stamp or other official mark in the witness section of the declaration is enough to declare the declaration valid. If an authorised witness did not sign a takeaway declaration (E83), but provided their details, try to contact the witness. If the witness confirms that they witnessed the voter signing the declaration, you can consider it valid. 		
If there is evidence that the voter signed the declaration in the presence of an authorised witness, you can consider the declaration valid .	In the “Electorate Manager use” space on the declaration, write “Allowed – witness present but didn’t sign” and initial.	5
If the voter did not sign the declaration in the presence of an authorised witness, or you cannot determine whether they did, the declaration must be considered invalid and the vote disallowed .	Write “Disallowed – improperly witnessed” in the “Electorate Manager use” space and sign in full.	2

7 STAGE 2: QUALIFICATION

7.1 WHAT IS QUALIFICATION?

Once you have determined whether a declaration is valid or invalid, it moves to the next stage of the process – qualification. Qualification is about determining whether a voter is eligible to vote by checking that they are on the roll.

Initial qualification is undertaken by electorate staff using the ERSA system. If the voter's details – name and address – match what is on ERSA, then the voter is “marked off” the electronic roll. If the details do not match or the voter is not in ERSA, then they are marked as “not found” and will be referred to the Regional Enrolment Processing Team Leader for a final qualification decision.

7.2 WHEN CAN I START QUALIFYING SPECIAL VOTES?

The Regional Enrolment Processing Team will need to finish entering all the enrolment forms collected during advance voting and on Election Day. Having these all processed will reduce the number of declarations that need to be scanned and sent to the Regional Processing Team Leader for checking.

The roll must be closed before qualification begins. You will be able to qualify special votes **from Thursday E+5**.

7.3 PREPARING FOR THE QUALIFICATION STAGE

The processing team will need:

- trays for data entry operators to place qualified and not found declarations in
- stapler removers for removing staples for batches being scanned to the Regional Enrolment Processing Team
- green and red highlighters for marking batch headers.

7.4 CHECKING WHETHER A VOTER IS QUALIFIED


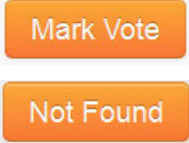


Staff will check the valid declarations in Box 5 and the invalid declarations in Box 2 in ERSA to determine whether the voter is qualified to vote. They **must** process valid declarations before invalid declarations, so they are ready for the official count.



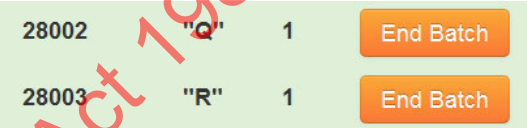
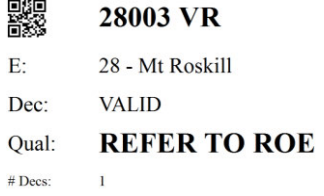
You can only process one declaration type (valid or invalid) at a time. If you have been processing “Valid” declarations, you need to close any open “Q” and “R” batches before using the “Change Mode” button to process “Invalid” declarations.

Step	Instructions	
1	Take the special vote declarations and envelopes from Box 5 (Valid) or Box 2 (Invalid). In ERSA select “Special Votes” and then “Special Vote Entry” from the menu.	
2	<p>Select the type of declarations you want to process – “Valid” or “Invalid”.</p> <p>Note: If you have access to a Māori and a general electorate, you will need to process them separately by selecting the appropriate electorate at this stage.</p>	
3	<p>Process one declaration at a time.</p> <p>For takeaway votes – E83:</p> <ul style="list-style-type: none"> Using your handheld scanner, click into the “declaration QR code” and scan the QR code on the special vote declaration. Once complete, go to step 6. <p>For all other special vote declarations:</p> <ul style="list-style-type: none"> Enter the voter’s surname and forenames and click “Search”. <p>To use search you must enter at least one letter in the surname field. Searches match from the beginning, eg. ‘Wrig’ will find ‘Wrigley’, ‘Wright’ and ‘Wright-Henare’ but not ‘Wainwright’ or ‘Henare-Wright’. The search terms you enter are determined by:</p> <ul style="list-style-type: none"> how common the names are how clearly the names are written on the declaration. 	

Continued on next page

4	<p>Your search results will be displayed.</p> <p>If you get too many matches, enter more information if available.</p> <p>If you get no matches, consider reducing the characters in a name search, especially if they are unclear.</p>	
5	<p>Check the voter's name and address against the search results.</p> <ul style="list-style-type: none"> • If both the name and address match, click Mark Vote on the corresponding line. • If the name or address do not a match, click Not Found. 	
6	<p>In the "Mark Special Vote" box.</p> <ul style="list-style-type: none"> • If the voter's name and address are displayed, check that they are correct. • Enter the 7-digit declaration number (top right on declaration). Make sure it is correct. • If you are processing "Valid" declarations, click "Mark Vote". Go to step 8. • If you are processing "Invalid" declarations – go to step 7. 	
7	<p>For invalid declarations only, ERSA displays an "Invalid Declaration Reason" section.</p> <ul style="list-style-type: none"> • Tick all reason(s) for the declaration being invalid. • Enter the electorate and issuing point where the special vote was cast (from the issuing point stamp). • Click "Mark Vote". Go to step 8. 	
8	<p>ERSA will display whether the declaration is qualified "Q", or needs to be referred to the Registrar "R".</p> <ul style="list-style-type: none"> • Place the declaration in the appropriate tray on your desk. • Click OK. 	<p>Q R</p> <p><i>Continued on next page</i></p>

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9	<p>Repeat steps 1-8 for each declaration.</p> <p>As you process a declaration it will be added to either a “Q” or “R” batch. There is a different batch header for each type of batch. The maximum number of declarations per batch is 48. The batch will automatically close once it reaches the maximum and ask you to print the batch header.</p>	
10	<p>Click End Batch to close a batch at any time, including whenever you finish processing declarations to move to another task, take a break or leave for the day. The batch header and a print dialog box will display.</p> <p>Make sure you print the batch header double-sided so you get a list of declaration numbers on the reverse side.</p> <p>Click OK to print the header.</p>	
11	<p>Match the batch header to the declaration on top of the pile to make sure you have the correct header. The top declaration should match either the first or last number listed on the back of the batch header. Secure with a rubber band.</p>	
12	<p>Go to the instructions in section 7.7. Checking a special vote batch.</p>	

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7.5 TROUBLESHOOTING



Issue	Solution
Didn't print the batch header when closing the batch.	Go to the ERSA "SV Batch Management" screen and select the batch number. The "SV Batch Detail" screen will appear with the "Print batch header" button at the top right.
The system timed out while entering a batch.	Log back into ERSA. Go into the "Special Vote Entry" screen and continue processing the batch.
The voter already has a special vote declaration recorded by their name.	Process the declaration as normal. This will be investigated by the dual votes team.
The batch header is not printing double-sided.	Check your printer instructions.
Same declaration number appears twice in one batch.	Check declaration numbers for both special votes have been entered correctly. If the number has been correctly entered twice, contact NST.

7.6 BATCH HEADERS

At the end of the qualification process each special vote declaration is placed into a batch and the ERSA system creates a batch header. The batch header shows:

- the batch number and type (VQ, VR, IQ, IR)
- the electorate name and number
- whether the batch is valid or invalid
- the qualification decision – “qualified” or “Refer to ROE”
- the number of declarations in the batch
- who printed the batch header
- what are the next actions for the batch
- on the back of the batch header are the declaration numbers in the batch and for “qualified” batches the names of the voters that have been marked off in ERSA.

The table below shows what the four types of batch headers will look like.

VQ			IQ		
60014 VQ			44005 IQ		
E: 60 - Wellington Central			E: 44 - Rimutaka		
Dec: VALID			Dec: INVALID		
Qual: QUALIFIED			Qual: QUALIFIED		
# Dees: 1			# Dees: 1		
Printed by: [REDACTED]			Printed by: [REDACTED]		
Box	Action	Initial	Box	Action	Initial
	Check Declaration numbers are correct			Check Declaration numbers are correct	
9	Allowed		10	Disallowed / Not Qualified	
VR			IR		
 28037 VR			 28052 IR		
E: 28 - Mt Roskill			E: 28 - Mt Roskill		
Dec: VALID			Dec: INVALID		
Qual: REFER TO ROE			Qual: REFER TO ROE		
# Dees: 48			# Dees: 19		
Printed by: [REDACTED]			Printed by: [REDACTED]		
Box	Action	Initial	Box	Action	Initial
	Check Declaration numbers are correct			Check Declaration numbers are correct	
6	To be scanned		3	To be scanned	
7	Awaiting ROE decision		4	Awaiting ROE decision	

7.7 CHECKING A SPECIAL VOTE BATCH

Data entry staff need to check each batch after they have entered them into ERSA. It is important that for each batch:

- they have correctly entered the declaration numbers into ERSA
- the number of declarations in the batch matches the number shown on the batch header.

Step	Instructions
1	<p>Check the declaration numbers against the numbers on the back of the batch header.</p> <p>If the declaration numbers on the batch header are:</p> <ul style="list-style-type: none"> • correct, go to step 2 • incorrect, tell the special vote Process Leader. They can amend (see section 10.3) and print a new batch header for checking.
2	<p>When the declaration numbers are correct on the batch header, initial the “Check declaration numbers are correct” box.</p>
3	<ul style="list-style-type: none"> • For valid batches (VQ/VR) use a green highlighter to highlight the batch number. • For invalid batches (IQ/IR) use a red highlighter to highlight the batch number.
4A	<p>For qualified (VQ or IQ) batches:</p> <ul style="list-style-type: none"> • put a rubber band around each batch • put in the box shown on the batch header – Box 9 (VQ - Valid) or Box 10 (IQ - Invalid).
4B	<p>For batches for the Regional Processing Team Leader (VR or IR):</p> <ul style="list-style-type: none"> • use a staple remover to separate the declarations from the envelopes • place the declaration face down on one pile and the envelope, number side face down in a separate pile. Keep them in order • continue until all declarations have been separated from the envelopes • place the declarations on top of the envelopes, with the batch header on top • place in the box indicated on the batch header – either Box 6 (VR - Valid) or Box 3 (IR - Invalid).

7.8 SCANNING DECLARATIONS

You will probably scan and send around 35% of your special vote declarations to the Regional Processing Team Leader for qualification.

Starting at noon on Thursday E+5, the scanning team needs to:

- prioritise the scanning of batches in Box 6 Valid – VR
- then the scanning of batches in Box 3 Invalid – IR

They need to meet the following timeframes.

% Special votes processed	Uploaded by:
10%	Thursday 5pm (E+5)
50%	Friday 5pm (E+6)
80%	Tuesday 5pm (E+10)
100%	Wednesday 5pm (E+11)
Stragglers	ASAP

See the instructions in Chapter 25 – Scanning for how to scan special vote declarations.

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8 RECEIVING QUALIFICATION DECISIONS

8.1 QUALIFICATION DECISIONS

The Team Leader returns a qualification decision for each declaration as they are being processed. Once **all** decisions have been received for a batch, the batch status will change to “Print ROE Stickers” and staff can then enter “not on roll” information (if required) and print the ROE decision stickers.

From Friday E+6, the special vote Process Leader must regularly check the progress of each batch in the ERSA “Batch Management” screen.

Step	Instructions												
1	<p>In ERSA:</p> <ul style="list-style-type: none"> • select Special Votes from the top menu • select Batch Management from the dropdown menu • select Print ROE Stickers from the Status dropdown menu • click the View Batches button. <p>Completed batches are listed.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <h3 style="text-align: center;">Special Vote Batch Management</h3> <p>Electorate: <input type="text" value="60 Wellington Central"/></p> <p>Status: <input type="text" value="Print ROE Stickers"/></p> <p>Batch number: <input type="text"/></p> <p style="text-align: center;"><input type="button" value="View Batches"/></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Batch #</th> <th>Type</th> <th>Status</th> <th># of SV's</th> <th>ROE Decisions</th> <th>Stickers Printed</th> </tr> </thead> <tbody> <tr> <td>60013</td> <td>VR</td> <td>Print ROE Stickers</td> <td>2</td> <td>2</td> <td>0</td> </tr> </tbody> </table> </div> <p>Get these batches from Box 7 (Valid - VR) or Box 4 (Invalid - IR) and have HQ support staff enter “not on roll” information and print RoE stickers (see section 8.2).</p>	Batch #	Type	Status	# of SV's	ROE Decisions	Stickers Printed	60013	VR	Print ROE Stickers	2	2	0
Batch #	Type	Status	# of SV's	ROE Decisions	Stickers Printed								
60013	VR	Print ROE Stickers	2	2	0								
2	<p>In ERSA Special Vote Batch Management:</p> <ul style="list-style-type: none"> • select Returned with Issues from the Status dropdown menu • click the View Batches button. <p>If any batches appear here, it means that at least one declaration needs to be reprocessed. Contact the National Support Team for instructions [REDACTED]</p>												

In ERSA Special Vote Batch Management:

- select **“Batch with ROE for decision”** from the **“Status”** dropdown menu
- click the **“View Batches”** button.


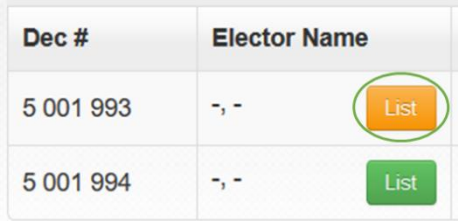
3 Keep track of these batches. Most batches will be processed in order. Occasionally a batch may have most decisions returned but take longer for the last one or two. This happens when the Regional Enrolment Processing Team needs to make enquiries to come to a decision.

If any batches remain unfinished for an unusually long time, ask the EM to follow up with the Regional Enrolment Processing Team.

8.2 PRINTING QUALIFICATION STICKERS

From Friday E+6, when qualification decisions for all of the declarations in a batch have been returned, HQ Support staff will enter “not on roll” information as required and print the RoE decision stickers.

Resources	Purpose
Avery L7162 labels	To show qualification decision

Step	Instructions
1	Get a batch of declarations from either Box 7 (Valid - VR) or Box 4 (Invalid - IR).
2	<p>In ERSA:</p> <ul style="list-style-type: none"> • select Special Votes from the top menu • select Batch Management from the dropdown menu • select Print ROE Stickers from the Status dropdown menu • click the View Batches button • select the batch number. <p>The Batch Detail screen will display.</p> 
3	<p>If a declaration has an orange List button next to it, you must enter “not on roll” information before you print the sticker.</p> <ul style="list-style-type: none"> • Click the List button. • Enter the name and address information from the declaration. If the name or address is missing from the declaration, record as ‘Not stated.’ • Click Save and Close. <p>The list button will turn green.</p> <p>This information is used to produce the “List of Voters not on the Roll”, which becomes a public record after the election.</p> 

Continued on next page

4

When all “not on roll” information is entered for the batch, select the stickers to be printed. Either:

- tick the “**Select All**” box to select all stickers that are ready to print
- or print individual stickers by ticking the corresponding “**Print Sticker**” boxes.

Select All <input checked="" type="checkbox"/>	
Printed	Print Sticker
No	<input checked="" type="checkbox"/>
No	<input checked="" type="checkbox"/>

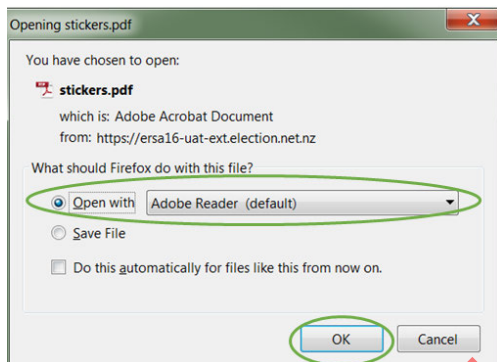
5

Click the “**Print Stickers**” button at the top right of the screen.



6

This dialog box will appear. Select “**Open with Adobe Reader**” and click “**OK**”.



This will open the qualification labels in Adobe Reader.



7

- Load Avery 7162 labels into a print tray (the bypass tray is usually best) and ask other staff not to print.
- Click the print icon.
- Change the paper type to “labels” in print settings.
- Select the tray where you have loaded the labels.
- Print the labels.

Once a declaration qualification sticker is generated for printing, the “Batch Management” screen will be updated to show the number of stickers printed for that batch.

When all stickers have been generated for a batch, the batch status changes to “Done”.

8.3 ATTACHING QUALIFICATION STICKERS TO DECLARATIONS

Once stickers are printed, staff can start attaching them to special vote declarations. Process one batch at a time and **do valid batches first**.

You don't need to separate declarations and envelopes for invalid batches. Put these batches straight into Box 10.

Step	Instructions
1	Get the qualification stickers that match the batch being processed.
2	Find the declaration that matches the sticker. Check that the: <ul style="list-style-type: none">• declaration and sticker numbers match• the voter's name matches. Occasionally the name may be different, eg. due to marriage or other name changes. If you are concerned that the sticker may not be for the right person, ask the Process Leader to contact the Enrolment team.
3	Double check that the declaration number on the sticker matches the declaration. Place the sticker vertically in the "Registrar of Electors use" section on the declaration. Make sure that the number on the sticker is at the top. The sticker can cover the QR code, as it is no longer needed.
4	When all the qualification stickers for the batch have been placed on the declarations: <ul style="list-style-type: none">• bundle the declarations and envelopes together• put the batch header on top, then secure with a rubber band. Put the batch to one side ready for sorting based on qualification decision (see section 8.4).
5	Repeat for the next batch.
If you're not going to separate the declarations and envelopes straight away, put the batches in an E206 box labelled "Qualification stickers attached".	


8.4 SORTING SPECIAL VOTES BASED ON QUALIFICATION DECISIONS

Following on from section 8.3, you have placed RoE decision stickers on VR batches, you now need to sort these by qualification outcome.

Note: before starting check with the Dual Votes Process Leader that no more special vote declarations are needed for investigations. Once they are separated, they are more difficult to find.

You need the following for this task:

- special vote processing sorting cards (M75-OUTCOME)
- E206 box - qualification stickers attached (if you did this in section 8.3)
- rubber bands.

Step	Instructions
1	Process one batch at a time.
2	Photocopy the batch header twice , so you have three copies.
3	Place the special vote qualification sorting cards on a table as shown. <div style="text-align: center; margin-top: 10px;">  </div>
4	Count the number of declarations in the batch. Check it matches the number shown on the batch header. If it doesn't match, tell the Special Vote Process Leader.
5	For each declaration check that the declaration number and qualification sticker number match and find the matching envelope by checking the numbers.
6	Put each envelope and declaration, with the number side up, on the appropriate qualification sorting card.
The next steps must be completed by a different person	
7	Check each declaration has been placed on the correct qualification sorting card.
8	For each pile of "Q", "PV Only" and "NQ": <ul style="list-style-type: none"> • confirm the number of envelopes and declarations in each pile match • put a batch header on top of the declaration pile • in the top-right corner of the batch header, write the appropriate pile letter, ie, "Q", "PV" or "NQ" and number of declarations in that pile • secure with a rubber band.
9	Confirm that the combined number of declarations in each pile matches the original number shown on the batch header.
10	Place the envelopes and declarations from the:

	<ul style="list-style-type: none">• “PV Only” pile in filing Box 8• “Q” pile in filing Box 9• “NQ” pile in filing Box 10.
11	Repeat until all batches are finished.

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9 STAGE 3: PREPARING FOR THE OFFICIAL COUNT

9.1 SEPARATING FOR THE OFFICIAL COUNT – BOXES 8 AND 9

From Thursday E+12 to Friday E+13, your staff will need to process boxes 8 and 9.

You will need:

- Special vote count cards (M75-SIGN)
- 3 x E208 boxes labelled – ‘Advance’, ‘Election Day’ and ‘Party Vote Only’
- 3 x E206 boxes labelled – ‘Advance’, ‘Election Day’ and ‘Party Vote Only’
- 1 or more E206-CLERK box labelled – ‘Qualified/PV Only declarations’
- 3 x Ballot boxes labelled – ‘Advance’, ‘Election Day’ and ‘Party Vote Only’.

Step	Instructions						
1	Lay out the special vote count cards on a table as shown: 						
2	<ul style="list-style-type: none"> • Place the corresponding E208 box behind the count card on the table. • Place the corresponding E206 box below the table. • Put the E206-CLERK box on the table for declarations and batch headers. 						
3	<ul style="list-style-type: none"> • Take a batch from Box 9. • Separate the batch header and declarations from the envelopes. You will need to remove the staples from VQ batches. • Put the batch header and declarations face-up in the ‘Qualified/PV Only declarations’ E206-CLERK box. 						
4	<p>Place each envelope on the appropriate count card:</p> <table border="1"> <thead> <tr> <th>Count card</th> <th>Stamp in ‘Official Mark’ box</th> </tr> </thead> <tbody> <tr> <td>Advance</td> <td>  </td> </tr> <tr> <td>Election Day</td> <td>  </td> </tr> </tbody> </table>	Count card	Stamp in ‘Official Mark’ box	Advance		Election Day	
Count card	Stamp in ‘Official Mark’ box						
Advance							
Election Day							
5	After each batch, place the envelopes in the corresponding E208 box.						

	Repeat steps 2 to 5.
6	<p>When the E208 boxes are getting full, finish the batch you are working on. Have a second person check the count. Then:</p> <ul style="list-style-type: none"> count the envelopes in the E208 box into piles of 50. secure each pile of 50 with a rubber band put the piles into the corresponding E206 box.
When Box 9 is complete – process Box 8	
7	Put the PV Only count card and the E208 ‘PV Only’ box behind it on the table.
8	Take a batch from Box 8 and check all declarations have been marked PV Only.
9	<p>Separate the declarations from the envelopes.</p> <p>Put the batch header and declarations face-up in the ‘Qualified/PV Only declarations’ E206-CLERK box.</p>
10	<p>Place the envelopes on the marker card. Repeat until all ‘PV Only’ batches have been processed.</p> <p>Count the number of envelopes and have a second person check the count.</p> <ul style="list-style-type: none"> Count the envelopes in the E208 box into piles of 50. Secure each pile of 50 with a rubber band. Put the piles into the corresponding E206 box ‘PV Only’.

9.2 MOVING ENVELOPES INTO BALLOT BOXES

Depending on the number of special votes your electorate has, you may choose to do this gradually so that the official count team can start the count, rather than providing all the special votes at once. The count of special votes is due to start on Friday E+13.

Special votes are counted in separate counts for votes cast during advance voting, on Election Day, and a “party vote only” count.

Prepare ballot boxes for each of the counts by labelling them as “Advance”, “Election Day”, and “PV Only”.

Ideally, you’ll break each count into around 500 special votes by putting them in different ballot boxes. This will make it easier for the official count team to complete the count. Ensure that the number of votes in each ballot box you provide to the official count team is accurate, otherwise they will need to conduct the count at least twice.

Step	Instruction
1	Process one count at a time.
2	Get the E206 box(s) for the count.

Continued on next page

3	<ul style="list-style-type: none"> Count the piles of 50 envelopes and place in the ballot box. Keep a running total of envelopes placed in the ballot box. When you reach approximately 500 votes (10 piles) or when all envelopes for that count have been placed in the ballot box, clearly write the number on the top of the ballot box. <p>If you use multiple ballot boxes for a count, record the number of ballot papers in each box plus what ballot box number is – eg. Advance count, box 3, 513 votes.</p>
4	Repeat for each count.

9.3 CHECKING THAT PROCESSING IS COMPLETE

The Special Vote Process Leader and Post-election Manager should check each filing box.

Step	Instructions
1	Check that there are no declarations or envelopes in filing boxes 1 to 9.
2	<p>From Box 10 process one batch at a time.</p> <ul style="list-style-type: none"> Check that the declarations have either been: <ul style="list-style-type: none"> stamped or marked “disallowed” and signed by the EM or have an “NQ” qualification sticker. Count the number of envelopes in the batch and keep a running total. Put the envelopes and declarations in an E206-CLERK box labelled “Disallowed special votes declarations and envelopes”.
3	<p>In ERSA:</p> <ul style="list-style-type: none"> select “Special Votes” from the top menu select “Disallowed Votes” from the dropdown menu open or print the csv report compare the total number of votes in Box 10 with the total on the report. <p>If the totals don’t match, contact the National Support Team.</p>
Checking the count of special votes	
4	<p>Add up the numbers of special vote envelopes:</p> <ul style="list-style-type: none"> in the advance count in the Election Day count in the PV only count (don’t include ordinary post-writ transfers) in the disallowed votes E206 box retained by the dual votes team.
5	<p>In the Election Management System (EMS) select Reports > SV Tracking > SV Received Report.</p> <p>Compare the total from step 4 with the total “SV Received”:</p> <ul style="list-style-type: none"> If it doesn’t balance, go to step 6. If it balances, go to step 7.

6

Check whether:

- all batches entered in ERSA have been processed (Status=Done)
- there are no envelopes or declarations in the special vote processing area (check all boxes used during the process).

If the difference is 48 or a multiple of 48, this may mean a batch is missing.

Once you are sure there are no unprocessed declarations and envelopes, go to step 7.

7

Give the ballot boxes to the official count team.

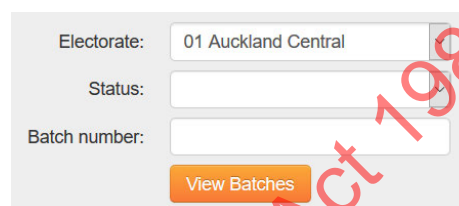
Released under the Official Information Act 1982

10 INFORMATION FOR SPECIAL VOTE PROCESS LEADERS

10.1 CHECKING THAT BATCHES UPLOADED SUCCESSFULLY

The Special Vote Process leader needs to check regularly in the ERSA Special Vote Batch Management screen that batches have been uploaded successfully:

- Select **Special Votes** from the top menu.
- Select **Batch Management** from the dropdown menu.
- Filter the list of batches by selecting a status or entering a batch number if you want to.
- Click **View Batches**.



The batches for your (chosen) electorate will display.

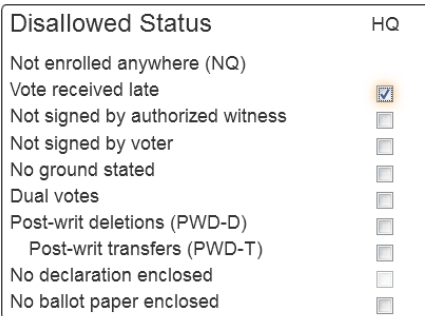
Status	What it means
Mismatch	National Office will resolve this, you don't need to do anything.
Batch with RoE for decision	Batch successfully uploaded.
Scan an upload batch	Batch not uploaded, or upload failed.
Open	Batch still being entered.
Print RoE stickers	Batch returned from RoE, go to section 8.2.
Done	All stickers have been generated.
Returned with Issues	There is an issue with one or more declarations.

10.2 RESOLVING A BATCH WITH A STATUS OF MISMATCH

A small number of declarations will not have a QR code, or the QR code can't be read or was entered incorrectly. National Office will resolve this issue, so if you see a batch with the status of "Mismatch" you don't need to do anything.

10.3 EDITING SPECIAL VOTE INFORMATION: DECLARATION NUMBER OR INVALIDITY REASON

The Special Vote Process Leader can edit a declaration if the wrong person has been marked off or the wrong declaration number or validity reason has been entered.

Step	Instructions
1	In ERSA, from the top menu select Special Votes - Edit Special Votes . 
2	Search for the vote, by either: <ul style="list-style-type: none"> • surname and forenames of the voter • declaration number • batch number. Click Search . 
3	Once you have found the vote you wish to edit, in the Edit column click on the declaration number. This will open the Edit special vote dialog box. 
4	If the wrong person was marked off: <ul style="list-style-type: none"> • click on Delete Vote to remove the vote • process the declaration for the correct person. See section 7.4. 
5	If the wrong declaration number was entered, correct the declaration number then click Update .  Declaration Number: <input type="text" value="5064583"/>
6	If the wrong invalidity reason was entered, click on the reason(s) you want to add or remove and then click Update . 

10.4 REQUESTS FROM THE DUAL VOTES TEAM

During special vote processing, the dual votes team may need a special vote for an investigation. If this happens, they will give you a copy of the M71-INVEST dual vote investigation form. Use these instructions to find a special vote for the dual votes team.

Step	Instruction
1	<p>Take the M71-INVEST and use the batch and declaration numbers on the form to find the special vote, then:</p> <ul style="list-style-type: none">• put the M71-INVEST in its place in the batch• write that the vote has been given to the dual votes team next to the name and declaration number on the back of the batch header• initial and date the note on the batch header.
2	<p>Give the special vote declaration and envelope to the Dual Vote Process Leaders.</p>
3	<p>Some special votes will be returned to you.</p> <p>If the vote is returned to you with no special instructions:</p> <ul style="list-style-type: none">• return the vote to its original batch• return the M71-INVEST form to the Dual Vote Process Leaders• cross out the note on the batch header and write “Returned”• initial and date the amended note. <p>If you are informed that the wrong person has been marked off:</p> <ul style="list-style-type: none">• find the original batch• return the M71-INVEST form to the Dual Vote Process Leaders• in ERSA:<ul style="list-style-type: none">○ delete the vote (see section 10.3)○ re-enter the declaration in a new batch and process normally• cross out the note on the original batch header and write “Re-entered in batch #####”• initial and date the amended note• return the original batch to its place in the process.

11 MONITORING PROGRESS

11.1 BATCH MANAGEMENT

To monitor progress, select **Special Votes - Batch Management**. From here you can:

- check batch types (see section 7.6) and statuses (see section 10.1)
- for each batch, see how many:
 - declarations have been entered (see section 7.6)
 - decisions have been received (see section 8.1)
 - stickers have been generated (see section 8.1)
- enter the “Batch Detail” screen for a batch by selecting the batch number. From here you can:
 - print replacement batch headers (see section 7.6)
 - enter “not on roll” information (see section 8.1)
 - print qualification stickers (see section 8.1)
 - delete a declaration from a batch so that it can be re-entered correctly (see section 10.3 for how to do this using ‘Edit Special Votes’)
 - identify declaration records.

You cannot delete a special vote that is currently “With ROE for Decision”.

You will have to reprint the batch header if you delete a declaration from a batch before it has been scanned and uploaded. You do not need to reprint “R” batch headers that have already been uploaded, or “Q” batch headers. Simply note any changes on the header.

11.2 REPORTS IN ERSA

11.2.1 Special Votes Progress Report

This report shows you how many batches or declarations you have started processing and what stage of the process they are at. The report is split into two sections – batches and declarations, which are broken down by process stage and batch type.

The totals show the number of declarations that have been entered into ERSA, not the number of declarations you still have to process. That number is recorded in EMS. You will need to manually check EMS.

If any batches or declarations have the status of “error” or “failed”, contact National Office. Cases where the status is “mismatch” will be resolved by National Office, you don’t need to do anything.

11.2.2 Disallowed Votes Report

This report summarises and lists all the disallowed special votes for your electorate. It will be used to populate your final official count certificate. It shows the number and reason declarations have been disallowed.

A	Not enrolled
B	Vote received late
C	Not signed by authorised witness
D	Not signed by voter
E	No ground stated
F	Dual votes
G	Post-Writ deletion
H	No declaration enclosed
I	No ballot paper enclosed

A declaration can only appear in one category. If a declaration is disallowed for multiple reasons, it is placed in the first category for which it is disallowed.

The report also shows the electorate where the vote was issued, the issuing point, declaration number, and the reason for it being disallowed for each disallowed vote.

11.2.3 Special Vote Report

This report provides the following information for each declaration entered into ERSA:

- electorate number
- electorate name
- batch number
- declaration number
- date and time entered
- voter surname and forename(s).

National Office will advise if you need to run this report.