IN THE UNITED STATES DISTRICT COURT
FOR THE WESTERN DISTRICT OF WISCONSIN

---

ONE WISCONSIN INSTITUTE, *et al.*,

Plaintiffs,

v. Case No. 15-CV-324

MARK L. THOMSEN, *et al.*,

Defendants.

---

**DECLARATION OF KRISTINA BOARDMAN REGARDING REPORT OF EFFORTS TO INFORM THE GENERAL PUBLIC THAT IDS FOR VOTING ARE AVAILABLE TO THOSE WHO ENTER THE IDPP**

---

I, Kristina Boardman, pursuant to 28 U.S.C. § 1746, hereby declare as follows:

1. I am the Administrator of the Wisconsin Department of Transportation, Division of Motor Vehicles (DMV). I have held this position since February of 2016.

2. Attached as Exhibit A is a true and correct copy of a memorandum prepared by me, with assistance from my staff, describing the DMV's efforts to inform the public that receipts valid for voting are available to those who enter the IDPP.

3. Attached as Exhibit A1 is a list of links to media sources that have run stories about DMV's ID issuance process, which is also exhibit 1 to the memorandum attached as Exhibit A.

4. Attached as Exhibit A2 is a media release list, which is also exhibit 2 to the memorandum attached as Exhibit A.

5. Attached as Exhibit A3 is a guide that field staff has been instructed to use when IDPP customers do not have all their documents. This document is also exhibit 3 to the memorandum attached as Exhibit A.

6. Attached as Exhibit A4 is an IDPP checklist that field staff is instructed to use. This document is also exhibit 4 to the memorandum attached as Exhibit A.

7. Attached as Exhibit A5 is the updated DEU guidelines for Processing ID Petition Process Applications, which is also exhibit 5 to the memorandum attached as Exhibit A.

8. Attached as Exhibit A6 is the updated IDPP Processing Procedures for the Compliance, Audit and Fraud Unit (CAFU), which is also exhibit 6 to the memorandum attached as Exhibit A.

9. Attached as Exhibit A7 is a sign posted at all permanent DMV locations across the state, which is also exhibit 7 to the memorandum attached as Exhibit A.

10. The Wisconsin DOT twitter feed has 10,600 followers.

11. The Wisconsin DOT Facebook profile has 9,151 followers.

12. My staff has reviewed the files of all IDPP petitioners who were in "denied" or "suspended" status as of the effective date of Wis. EmR1618. My understanding is that this is the "about 100" people referenced on Page 4 of the Court's July 29, 2016 decision. Each of those people has been mailed a photo ID that will be valid on November 8, 2016.

13. Some of the receipts for individuals previously in "denied" or "suspended" status were returned with an indication that the address provided by the petitioner is not valid. For those returned receipts, if DMV had a phone number, then DMV staff attempted to call the petitioner and get an updated mailing address, and sent a receipt to that address.

14. DMV service center staff have been trained to inform IDPP applicants that their temporary ID will be mailed to them within six business days, that the ID will be valid for 60 days, and that the temporary ID will be renewed, automatically and indefinitely, while the petition is being processed.

I declare under penalty of perjury that the foregoing is true and correct.

Dated this 22nd day of September, 2016.

KRISTINA BOARDMAN

**Wisconsin Department of Transportation**
www.wisconsindot.gov

Scott Walker
Governor

Mark Gottlieb, P.E.
Secretary

Division of Motor Vehicles
4802 Sheboygan Ave.
P O Box 7911
Madison, WI 53707-7911

## MEMORANDUM

**DATE:** **September 22, 2016**

**FROM:** **Kristina H. Boardman, DMV Administrator**

**RE:** **ID Petition Process (IDPP) Public Communication Efforts**

The Wisconsin Department of Transportation is responsible for informing the general public that receipts valid for voting are available to those that enter the ID Petition Process (IDPP). This memorandum provides a written description of these efforts to date, as well as a summary of planned future actions.

**Public Website:**

http://wisconsindot.gov/Pages/dmv/license-drvs/how-to-apply/petition-process.aspx

The Wisconsin Department of Transportation website includes detailed information regarding the process to obtain a free ID for voting purposes, including how to make use of the petition process. The text included on the webpage clearly indicates that DMV will mail an identification card receipt (valid for the purposes of voting) if the information provided on the petition application cannot be verified within five working days. If the ID petition process application is made the week prior or the week of a statewide election, the department shall issue the receipt the same day as application and send via overnight mail.

http://wisconsindot.gov/Pages/home.aspx

The DOT Home Page also includes a quick link to free ID for voting information:

> Need ID to vote? Get it now
>
> Most Wisconsin residents have a valid driver license or ID to vote. For those who don't, start here.

**Press Releases:**

May 11, 2016
http://wisconsindot.gov/Pages/about-wisdot/newsroom/news-rel/063a-co-dmv.aspx

August 12, 2016
http://wisconsindot.gov/Pages/about-wisdot/newsroom/news-rel/119a-co-dmv.aspx

Division of Motor Vehicles
DMV
wisconsindmv.gov

August 30, 2016
http://wisconsindot.gov/Pages/about-wisdot/newsroom/news-rel/699-co-dmv.aspx

September 15, 2016
http://wisconsindot.gov/Pages/about-wisdot/newsroom/news-rel/139a-co-dmv.aspx

September 16, 2016 – Release in Spanish
http://wisconsindot.gov/Pages/about-wisdot/newsroom/news-rel/140a-co-dmv.aspx

The Spanish release was sent to the following media outlets:

- El Conquistador
- La Comunidad
- Voz Latina
- La Movida - WLMV 1480
- El Hispano

A list of several resulting stories in popular media is attached as Exhibit 1.

Beginning the week of September 19, 2016, press releases will be issued weekly regarding free IDs for voting and the ID petition process. Each release will feature a new story angle, but all will include reference to the ID petition process.

All releases are sent to nearly 580 contacts. The list of contacts is attached as Exhibit 2.

**Social Media Communications:**

Beginning September 15, 2016, the following social media contacts will be initiated referencing the ID petition process, and generally how to obtain a free ID for voting:

- Two Facebook posts per week
- Five Twitter Tweets per week

Example social media posts include:

**Twitter Post – September 16, 2016:**

**Twitter Post – September 19, 2016:**

**Facebook Post – Septmeber 16 2016:**

**Wisconsin Department of Transportation**
September 16 at 8:58am ·

Want an ID to vote? Start here now: http://bit.ly/_WIVoterID Lost your birth certificate? No problem. DMV will start an ID Petition Process for you to verify your information. A receipt that's valid to vote while the process is underway will be mailed to you directly.

#WIVoterID

Already have a Wisconsin driver license, a military card or other acceptable form of ID? See the Wisconsin Elections Commission for examples. You have what you need to vote. There is no such thing as a separate 'voter ID'

Like Comment

The specifics of these contacts will be adjusted based upon analytics. The post getting the most engagement will be rotated more frequently. The URL link will have a tag (#WIVoterID) so referrals can be tracked back to the source for improved outreach week to week.

The WisDOT Office of Public Affairs has contacted Communications Directors of the Department of Administration, the Department of Children and Families, the Department of Agriculture, Trade and Consumer Protection, the Department of Tourism, the Department of Workforce Development, and the Department of Veteran Affairs to encourage them to follow WisDOT on social media and share content. Certain agencies will be tagged and have content written specifically targeted to their followers. WisDOT will also encourage these state partners to include this information in other outreach efforts, such as newsletters (WisDOT will provide content and graphics).

The WisDOT Public Affairs office reached out to Wisconsin voter-related organizations to encourage them to share WisDOT provided ID petition process material through social media.

The following contacts were made on September 16, 2016:

- Common Cause in WI
- League of Women Voters of WI lwvwi.org
- Urban League Madison
- wearewisconsin.org
- news about politics
- WI Election Protection
- Veterans Party of WI
- Madison Clerk

WEC has been contacted for additional voter-related contacts.

**Confirmation of IDPP Processes to DMV Service Center Staff:**

Updated training procedures and checklists have been distributed to all field office personnel regarding expedited procedures for IDPP enrollment and receipt issuance. These updated procedures clarify that if a customer completes an ID card application (MV3004) and petition application (MV3012), the processor shall scan whatever documentation is available, and forward the petition application for processing in central office. These updated training procedures have been designed to ensure that any customer making a petition application will be enrolled in the process and issued a 60-day receipt valid for voting within six business days while the application and any accompanying documentation is reviewed by specially trained central office personnel. The petitioner may be required to submit additional available documentation to complete the ID card issuance process, but will maintain an automatically renewed 60-day receipt during this verification process. The guide for customers without all documents available is attached as Exhibit 3. The IDPP Checklist is attached as Exhibit 4.

**Updated Procedures for DMV Central Office Personnel:**

IDPP Procedures have been updated for both the Driver Eligibility Unit (DEU) and Compliance, Audit and Fraud Unit (CAFU) regarding how to process IDPP applications. These updated procedures clarify tracking procedures, the responsibilities of each unit, and how to handle incoming petition applications that may be incomplete. The updated IDPP Processing Procedure (DEU) and Processing ID Petition Applications (CAFU) are attached as Exhibit 5 and Exhibit 6, respectively.

**Receipt Issuance to all IDPP Applicants:**

Emergency Rule 1618 ch. Trans 102 went into effect on May 13, 2016. This emergency rule included a requirement for Wisconsin DMV to issue 60-day temporary identification card receipts usable for voting purposes while the petition application is being processed. DMV is required to send out a receipt to the petitioner no more than 5 working days after the petition application is submitted. The receipt is automatically renewed for an additional 60 days if the application has not yet been resolved.

The DMV Compliance, Audit and Fraud Unit is responsible for the issuance, tracking and reissuance of the 60-day temporary receipts. The first mailing of receipts took place on May 13, 2016. These petitioners were issued renewal receipts on July 1, 2016, and again on August 31, 2016 – unless their

application has since been approved for ID card issuance, the customer initiated a cancellation, or the receipt has been returned to DMV as undeliverable without a forwarding address or phone number on file. The receipts issued on August 31, 2016 remain valid through November 9, 2016. Additional renewals will be sent 10 days prior to expiration, ensuring that there will be no gap where a petitioner will not have a valid ID.

**Prioritize ID Card Issuance Service in Full-Time Service Centers**

All Monday-Friday and Monday-Saturday service centers have ticketed queuing services in effect which allow customers to sit down and wait for their number to be called for service, rather than standing in a physical line. Tickets are coded by service request type. Between November 1st and November 11th 2016, service tickets for ID card issuance (including ID petition process requests) will be prioritized ahead of other service types for expedited processing.

**Signage in DMV Service Centers**

Graphic has been established for display on all service center media screens. This graphic will cycle through with other planned messages.

Attached as Exhibit 7 is a sign that has been posted in all 81 permanent DMV service centers statewide.

Reader Review for Voter ID:

Some could have trouble getting ID near election
Milwaukee Journal Sentinel
August 31
http://www.jsonline.com/story/news/politics/elections/2016/08/30/some-could-have-trouble-getting-id-near-election/89586538/

Wisconsin DOT to issue voting credentials overnight during election week
WITI-TV Fox 6 News Milwaukee
August 31
http://fox6now.com/2016/08/31/dot-to-issue-voting-credentials-overnight-during-election-week/

Wisconsin DMV urges those who need voter ID to act early
Wisconsin Radio Network
August 31
https://www.wrn.com/2016/08/wisconsin-dmv-urges-those-who-need-voter-id-to-act-early/

WI DOT: Apply for free photo IDs to vote now
WEAU-TV News 13 Eau Claire
August 30
http://www.weau.com/content/news/WI-DOT-Apply-for-free-photo-IDs-to-vote-now-391818131.html

Wisconsin voters urged not to wait to get voter ID for November election
WKOW-TV News 27 Madison
August 30
http://www.wkow.com/story/32927645/2016/08/Tuesday/wisconsin-voters-urged-not-to-wait-to-get-voter-id-for-november-election

State plans to ship voting credentials overnight
Dubuque Telegraph Herald
September 1
http://www.thonline.com/news/iowa-illinois-wisconsin/article_eba5dc0e-4d70-5d02-8e5e-755cf25940a1.html

Elections official questions timing of voting credentials
La Crosse Tribune (Associated Press)
August 31
http://lacrossetribune.com/news/local/state-and-regional/elections-official-questions-timing-of-voting-credentials/article_e1e304f0-195a-5e77-8d77-f908fea55383.html
Also in Minneapolis Star Tribune: http://www.startribune.com/elections-commission-questions-timing-of-voting-credentials/391754431/

Wisconsin DOT to Mail IDs Using Overnight Shipping; Will Solve Provisional Ballot Issue
Provisional ballots cast on election day by those without ID would be invalidated because ID cards would arrive too late
Greendale Patch
September 1
http://patch.com/wisconsin/greendale/wisconsin-dot-mail-ids-using-overnight-shipping-will-solve-provisional-ballot

People who need an ID encouraged to get it
Fond du Lac Reporter
September 5
http://www.fdlreporter.com/story/news/2016/09/04/people-who-need-id-encouraged-get/89724588/

DMV Hopes People Needing Voter ID's Do It Soon
WXPR Wisconsin Public Radio
September 5
http://wxpr.org/post/dmv-hopes-people-needing-voter-ids-do-it-soon

DMV offers online service for free ID
Superior Telegram
September 6
http://www.superiortelegram.com/news/4108478-dmv-offers-online-service-free-id

People who need an ID to vote are encouraged to get it now
Washburn County Register/Inter-County Leader
September 8
http://www.wcregisteronline.com/content/people-who-need-id-vote-are-encouraged-get-it-now

What to Know About Photo ID and Voting
Door County Pulse
September 8
https://doorcountypulse.com/know-photo-id-voting/

The Wire Explains: Voter registration
Marquette Wire
September 13
http://marquettewire.org/3953284/tv/tv-news/the-wire-explains-voter-registration/

ID procedures for upcoming voting outlined by the DMV
Antigo Times
September 16
https://www.antigotimes.com/2016/09/16/id-procedures-for-upcoming-voting-outlined-by-the-dmv/

DMV urges voters to get IDs sooner rather than later for November election
WITI-TV Fox News 6 Milwaukee
September 15
http://fox6now.com/2016/09/15/dmv-urges-voters-to-get-ids-sooner-rather-than-later-for-november-election/

Free identification cards for voting available at DMV
WEAU-TV News 13 Eau Claire
September 15
http://www.weau.com/content/news/Free-identification-cards-for-voting-available-at-DMV-393647571.html

How to get a Free ID for Voting
WDJT-TV News 58 Milwaukee
September 16
http://www.cbs58.com/story/33110589/how-to-get-a-free-id-for-voting

**WisDOT Media Release List**

AAMVA
AAMVA
AASHTO - Communications
Adams County Times
Adams-Friendship Times Reporter Newspaper
Advertiser Community News
Algoma Record Herald
AM 800 kHz WDUX-FM 92. 7 MHz
Amery Free Press
Antigo Daily Journal
Antigo Daily Journal
Antigo Shopper
Antigo Times
Antigo Times
Appleton Post-Crescent
Appleton Post-Crescent
Appleton Post-Crescent - Behnke
Ashland Daily Press
Associated Press
Attoe News
Badger Herald
Baldwin Bulletin
Baraboo News Republic
Barron County News-Shield
Beaver Dam Daily Citizen
Beloit Daily News
Beloit Daily News
Berlin Journal Company
Berlin Journal Company
Black Earth News Sickle-Arrow
Black River Banner Journal
Blair Press
Bloomer Advance
Bob Hague
Boscobel Dial
Brillion News
Brodhead Independent
Buffalo County Journal
Burlington Standard Press
Burnett County Sentinel
Business Journal
Business Journal of Milwaukee
Cambridge News/Deerfield Independent
Capital City Hues
Capital Times
Catholic Herald
CBS-58 Milwaukee
Central St. Croix News
Central Wisconsin Broadcasting
Chetek Alert
Chilton Times-Journal
Chippewa Herald
Chris Murphy
City Channel 25
City Pages
City Pages
Clark County Press
Clear Channel
Clear Channel Milwaukee
Clintonville Chronicle
CNN
Cochrane-Fountain City Recorder
Colfax Messenger
Community Newspapers Inc.
Cornell & Lake Holcombe Courier / Cadott Sentinel
Coulee News
County Line Connection
Crawford County Independent & Kickapoo Scout
Cumberland Advocate
Daily Cardinal
Daily News - Lakeshore Newspapers
Daily Reporter
Dave Brommerich
De Pere Journal
DeForest Times Tribune/Poynette Press
Delavan Enterprise
Discover Hometown Publications
DOA Communications
Dodge County Pioneer
Dodgeville Chronicle
Door County Advocate
Door County Daily News
DrydenWIRE
DTSD SE Region
DTSD-NC Region communications
DTSD-NE Region communications
DTSD-NW Region communications
DTSD-SE Region communications
DTSD-SW Region communications
Dubuque Telegraph Herald
Duluth News Tribune
Dunn County News
Durand Courier-Wedge
East Troy News
East Troy Times
Eau Claire Leader Telegram
Edgerton Reporter
El Conquistador
El Hispano
Enterprise News
Episcope
Epitaph News
Evansville Review
Federal Highways Administration (FHWA)
Fitchburg Access Community Television (FACTv)
Fitchburg Star
Florence Mining News
Florence Mining News
FM 92. 1 MHz WRJC-AM 1270 kHz
FM 92. 5 WJJQ-AM 810
Fond du Lac Reporter
Forest Republican
Frederica Freyberg
Gannett Wisconsin Media
Gazette Extra
Gazette Extra - S Schwartz
Glenwood City Tribune-Press-Reporter
Glidden Enterprise
Governor's office
Greater Milwaukee Today
Green Bay News
Green Bay Press Gazette
Hastings Star Gazette
Hocak Worak Newsletter
Hub City Times
Hudson Star Observer
In Business Magazine
Indian Country Today
Isthmus
Isthmus/Progressive
Jackson County Chronicle

**WisDOT Media Release List**

Janesville Gazette
John Colbert/ WIBA
JR Ross / WisPolitics
Juneau County Star
Kalihwisaks
KARE-11
Kaukauna Times-Villager
Kenosha News
Kewaskum Statesman
Kewaunee Enterprise
Key Milwaukee Magazine
KMSP TV
KQDS TV Channel 17
KSTP 1500 am Radio
KSTP TV
KUMD Radio 103. 3 FM
La Comunidad
La Crosse Tribune
La Crosse Tribune - Jungen
La Crosse Tribune - News
La Movida - WLMV 1480
Labor Paper
Lac du Flambeau Community Bulletin
Ladysmith News
Lake Country Publications
Lake Geneva Regional News
Lake Geneva Regional News
Lake Mills Leader
Lakeland Times
Landline Magazine
Ledger Publications
Lodi Enterprise
Loyal Tribune-Record-Gleaner
Luxemburg News
Madison City Channel 12
Madison Times
Manitowoc Herald Times Reporter
Marinette EagleHerald
Marinette/Menominee EagleHerald
Marion Advertiser
Marquette County Tribune
Marquette Tribune
Marshfield News Herald
Mass Transit Magazine
Matt Pommer
Medford Star News
Menominee Nation News
Menominee Nation News
Merrill Courier
Merrill Foto News
Metro Network
Michael Leland
Middleton Times-Tribune
Midwest Communications Superior
Midwest Family Broadcasting
Midwest Radio Group
Milton Courier
Milwaukee Journal Sentinel
Milwaukee Journal Sentinel - Ozaukee and Washington counties
Milwaukee Journal Sentinel - Waukesha County
Milwaukee Journal Sentinel - Waukesha County
Milwaukee Journal Sentinel-Marley
Milwaukee Journal Sentinel-Stein
Minnesota News Network
Minnesota Public Radio
Minnesota Public Radio Duluth
Mohican News
Mosinee Times
Mt. Horeb Mail
Mukwonago Chief
New Glarus Post Messenger
New North B2B
New Richmond News
News
News from Indian Country
News Graphic - Lakeshore Newspapers
News Graphic - Lakeshore Newspapers
Northland College Radio
Northland NewsCenter
Northwoods River News
Oconomowoc Enterprise
Oconto Beacon
Oconto County Times Herald
Office of the Secretary
Oregon Observer
Osceola Sun
Oshkosh Cable channel 2, 10, 101.9 FM
Oshkosh Northwestern
Oshkosh Northwestern - Ebert
Owens-Withee Enterprise
Ozaukee Press
Peshtigo Times
Pierce County Herald
Pioneer Express
Pioneer Press
Plymouth Review
Portage County Gazette
Portage Daily Register
Potawatomi Traveling Times
Prescott Journal
Price County Review
Public Access 4
Pulaski News
Q102 WVRQ-FM * WVRQ-AM 1360 * WKPO 105. 9FM
Racine Journal Times
Record Review
Red Cliff Band
Red Wing Republican Eagle
Reedsburg Independent
Rice Lake Chronotype
richland observer
River Cities Community Access
River Falls Journal
RiverTown Multimedia
RiverTown Newspaper Group
Sauk Prairie Eagle
Sauk Prairie Star
Sawyer County Gazette
Sawyer County Record
Shawano Leader
Shawn Johnson /WPR
Sheboygan Daily
Sheboygan Falls News
Sheboygan Press
Sheboygan Press - Litke
Shepherd Express
Slinger Police Department
Small Business Times
Spooner Advocate
Stan Milam / Capitol News
Star Tribune

**WisDOT Media Release List**

Statewide Traffic Operations Center
Stevens Point City Times
Stevens Point Journal
Stillwater Gazette - MN
Sun Argus
Sun Prairie Star
Superior Daily Telegram
Superior Daily Telegram - Nelson
TCT News
The Cashton Record
The Daily Globe
The Daily News
The Daily Reporter
The Democrat Tribune
The Denmark News
The Messenger of Juneau County
The Milwaukee Courier
The Milwaukee Times Weekly
The Sentinel and Rural News
The Sounder
The Vision
Thom Gerretsen / Wheeler News
Today's TMJ4
Todd Richmond
Tomah Monitor Herald/Tomah Journal
Tomahawk Leader
Travel Midwest
Trempealeau County Times
Tri-County News
Tri-County Record
Turtle Lake Times
University of Wisconsin-RF
Urban Milwaukee
UW-Milwaukee Post
Valders Journal
VCY America
Verona Press
Vilas County News Review
Vilas County News Review
Voz Latina
WACD-FM 106. 1 WATK-AM 900
WAOW TV - Channel 9
WAOW TV - Channel 9/WYOW - Channel 34
Washburn County Register
Waterford Post
Waterloo/Marshall Courier
Watertown Daily Times
Waukesha Freeman
Waukesha Freeman - Shanks
Waukesha News Online
Waunakee Tribune
Waupaca County Post East
Waupaca County Post East
Wausau Daily Herald
Waushara Argus
WBAY TV Channel 2
WBDK-FM 96. 7
WBKV-AM & WBWI-FM
WCCO Radio
WCCO Radio
WCCO TV
WCCX-FM 104. 5 MHz
WCFW Radio 105. 7 FM
WCLQ-FM 89. 5 MHz
WCQM 98Q Country/Freedom Talk 980AM WPFP
WCUB-AM & WLTU-FM
WCWI-FM 106. 1 MHz
WDIO/WIRT TV Channel 10
WDOR AM & FM
WDOR-AM & FM
WDSE TV Channel 8
WDUZ-WQLH-WOGB-WKRU-WPCK
WEAU TV Channel 13
WEGZ Radio 105. 9 FM
West Bend Daily News
West of the I
Westby Times
Westine Report
Westosha Report
WFHR-AM 1320/WRCW-FM 105.5
WFRV TV - Channel 5
WGBA TV - Channel 26
WGLB-AM 1560 kHz
WGNV-FM 88. 5 MHz
WGTD-FM 91. 1 MHz
WGTD-FM 91.1
WGWI Publications
WHAD-FM 90. 7
WHBL-AM 1330
WHBY-AM 1150 kHz
WHBY-AM 1150 kHz - News tips
Wheeler Report
Whitewater Register/Palmyra Enterprise
WHRM 90.0
WHSM Radio
WHTL 102. 3 FM
WHWC TV Channel 28
WIBA-AM
WIKB-FM 99 1
Winona Daily News
WisBusiness. com
WISC TV - Channel 3
Wisconsin Catholic Newspapers
Wisconsin Dells Events
Wisconsin DOT
Wisconsin Eye
Wisconsin Public Radio
Wisconsin Public Television
Wisconsin Radio Network
Wisconsin Radio Network
Wisconsin Rapids Daily Tribune
Wisconsin Reporter
Wisconsin State Journal
Wisconsin West
WISC-TV Channel 3 Madison
WISN TV - Channel 12
WISN-AM 1130 kHz
WisPolitics. com
WisPolitics.com
WITI-TV Milwaukee
WITI-TV Milwaukee (Bryan Polcyn)
WITI-TV Milwaukee (Mark Krueger)
WITI-TV Milwaukee (Mark Weiss)
WIXK Radio 1590 AM
WIZM-AM 1410 kHz
WJFW TV - Channel 12
WJMC Radio 96. 1 FM and 1240 AM
WJMT-AM 730
WJNR-FM 101 5
WJNR-FM 101 5
WJUB-AM 1420 kHz
WJUB-AM 1420 kHz
WKBT TV - Channel 8

**WisDOT Media Release List**

WKEB/WIGM Radio
WKLH
WKOW TV
WKTI-FM 94. 5 MHz
WLDB-FM B93. 3
WLGE-FM
WLKG-FM 96. 1 MHz
WLSL WCYE-FM 93 7
WLST Marinette Radio
WLSU
WLSU - Davis
WLTU-FM 92. 1 MHz WCUB-AM 980 kHz
WLUK TV - Channel 11
WLUM-FM 102. 1 MHz
WMGN-FM 98. 1 MHz
WMMM
WMSE-FM 91. 7 MHz
WMTV NBC 15 Madison
WNFM WBDL WRDB
WOCO
WOJB Radio 88. 9 FM
WOLX, WCHY & WMMM
Women in Trucking
Woodville Leader
WORT
WOWN WTCH
WPCN/Muzzy Broadcasting
WQOW TV Channel 18
WRCO
WRCO-AM
Wrightstown Area Spirit
WRJN-WEZY Radio
WRJO-FM 94. 5 WERL-AM 950
WRLS Radio 92. 3 FM
WRPQ
WRST
WSAU
WSAW TV - Channel 7
WSLD-FM 104. 5 MHz
WSUM
WTAQ, WIXX, & WGEE
WTKM-AM 1540 kHz/FM 104. 9 MHz
WTMJ 620 AM Radio
WTMJ-AM 620 kHz
WTTN
WUWM-FM 89. 7 MHz (public)
WVCF-WEGZ
WVCY-FM 107. 7 MHz FM
WWIB Radio 103. 7 FM
WWJC Radio 850 AM
WWSP-FM 89 9
WXCE Radio 1260 AM
WXOW-Channel 19
WXPR-FM 91 7
WZTI-Martini radio

# IDPP Customer does not have all documents available

- Photo will be taken following normal DL/ID process
- BFS MUST have customer complete:
  - MV3004
  - MV3012
- Processor will ask customer what documentation they have brought with them
  - The processor must use either the electronic or paper version of the IDPP checklist when processing
    - The electronic IDPP checklist
    - The paper IDPP checklist
- Enter/create customer in issuance
- BFS will continue to process even if the customer is unable to provide the following documents:
  - Identity document (notate on email template and checklist if missing)
  - Residency document (notate on email template and checklist if missing)
- In Issuance, scan all documentation submitted by the customer
- Process the application to "PAID" status in DL/ID issuance
- Send email using template provided on the BFS Corkboard
  - Templates are found under
    - Email Templates - Customer Not Waiting – Driver's Services
    - IDPP page
- Send only the MV3004, checklist and MV3012 to CAFU
  - Do NOT send any additional documentation

**CAFU HFSB room 255**
**Petition Process Paperwork**
**Include date work completed and station ID**

# Voter ID Completion Check List

| PROCEDURE LIST | STEP MET? |
|---|---|
| 1. Application Completed (MV3004) | ☐Yes ☐No |
| 2. Photo and Signature captured | ☐Yes ☐No |
| 3. No prior Wisconsin DL or ID cards (if OOS product exists, do not "VOID" punch the product) | ☐Yes ☐No |
| 4. Request Verification Documents | ☐Yes ☐No |
| 5. Proof of Residence<br>If "NO" continue processing | ☐Yes ☐No |
| 6. Proof of Identity<br>If "NO" continue processing | ☐Yes ☐No |
| 7. Pass SSOLV | ☐Yes ☐No |
| 8. Create Customer in envelope, using Product Type –IDPP | ☐Yes ☐No |
| 9. Documents Scanned in ID Suite:<br>(MV3004, MV3012, Residence and Identity) | ☐Yes ☐No |
| 10. Process envelope through payment – "PAID" Status | ☐Yes ☐No |
| 11. Customer given Take-Away Letter – updated 9/18/14 | ☐Yes ☐No |
| 12. Complete "office Use Only" section of the Petition:<br>Envelope Number, DID and Photo ID | ☐Yes ☐No |
| 13. Scan Petition (MV3012) in ScandAll Pro: SAVE AS PDF File | ☐Yes ☐No |
| 14. Prepare Petition and application for verification by TL/PIC/Designee & Inter-D to CAFU (address below) | Verified By (if required by region):<br>_____ |
| 15. Verification of all needed documents are scanned in issuance. | ☐Yes ☐No |
| 16. MV3012 is scanned and attached to email using template on BFS Corkboard | ☐Yes ☐No |
| Deliver to CAFU HFSTB Room 255<br>Petition Process Paperwork | Date work completed _____<br>Station _____ |

Last Updated 9/6/2016

IDPP Processing Procedure
09/09/2016

## Contents

IDPP General Overview ..... 2
Related IDPP References ..... 2
Processing Application Email from BFS ..... 3
Processing Applications for Foreign-Born Applicants ..... 6
Processing Incomplete Applications ..... 6
Incomplete Application versus BFS Error ..... 7
Processing Letters and CAFU PN Update Requests ..... 8
Processing DHS Response Emails ..... 9
Issuing the IDPP Cards ..... 10
Processing BFS Errors ..... 11
Processing Customer Cancellation of IDPP ..... 14
Direct Customer Contact with DEU ..... 15

## IDPP General Overview

The IDPP is designed help Wisconsin residents over the age of 17 who cannot procure certain documents (those that prove name/date of birth; name change; US Citizenship). The customer must be seeking to obtain an Original ID Card for voting purposes. The DMV's ability to do this arises from § Trans 102.15(3)(b) and Voter ID Law [2011 Act 23 §343.50(5)3]. IDPP applications are high priority and should be handled within two hours of receipt into the IDPP inbox. All issuance needs to be completed by the end of the day.

When applying for an IDPP, customers may or may not show proof of identity and proof of residency. The information provided by the customer will indicate to DEU how their application will be processed.

Effective September 12, 2016:

IDPP application materials submitted by BFS staff will be reviewed by DEU staff for accuracy and completeness. Applications which are fully completed and include all required documentation (such as proof of Wisconsin residency and acceptable proof of identity) will follow the existing IDPP path. Applications which are not fully completed, or which lack residency or identity documentation will not be rejected, but will be forwarded to CAFU for research. BFS errors, like failure to send an email to DEU or get the envelope in PAID status, will continue to be forwarded to CAFU and be adjudicated using their current process.

Please see attached flowchart to see the general process and work flow to verify the name and date of birth information and issue the IDs. DEU primarily serves as the office where all the emails and applications are gathered. Through constant updating of notations and moving sent and received emails to the boxes where they belong, we keep track of the status off all applications.

This process involves forwarding emails and moving them into different subfolders within the IDPP inbox. At the end of the day, you should search your normal work email "sent" folder for "DHS" and look for any IDPP emails you sent to CAFU to make sure all IDPP-related emails are in the Voter ID box and searchable.

This should be counted on the work report as a BFS email for the email shuffle/notation update and the issuance counted as issuance.

## Related IDPP References

Check over documents scanned into OnBase:
O:\QIS\DEU\Procedures\Y - Other\IDPP Processing\IDPP OnBase Check Flowchart.vsd
IDPP Notations Chart:
O:\QIS\DEU\Procedures\Y - Other\IDPP Processing\IDPP Notations.docx

## Processing Application Email from BFS

Example email:

**Example Email**

Customer Not Waiting – Petition Process ID

Photo ID#: 123456789

Customer Name: Donald Duckington

DOB:

Does the customer have each of the following document types?

- Name & Date of Birth / LP Document: (Yes or No)
- Name Change Document (Yes or No):
- Proof of Identity (Yes or No):
- Proof of Residence/Address (Yes or No):

Insert PDF of Petition Application

(Put the cursor in the space below. From the ribbon above, Select the Attach File (Paperclip) icon, locate and select the Petition Application from the "Documents" folder for this customer)

BFS Station Mnemonic/Phone Number

Notes to BFS Staff:

- Hand the customer the Take-Away information
- You will not hear back about this customer

1. Initial Application Email. Check that the following is all correct/present.
   a. Photo ID number
   b. Customer name
   c. Attached MV3012
      i. If more than MV3012 is attached remove other documents before sending email to DHS. You may have to screenshot MV3012, delete the BFS attachment and add your screenshotted MV3012.
      ii. Determine if the MV3012 is fully filled out.
         1. Top section must be filled in with birth place and at least mother's name
         2. If foreign born/naturalized citizen, middle part of MV3012 should include a number or citizen certificate number.
            a. BFS usually indicates foreign birth either in the email or written on application
         3. BFS should leave the bottom line of the bottom section blank so DHS can fill it in
            a. If BFS has filled it in, keep processing and send an "IDPP BFS Error" email to CAFU so they can get that processor extra training.

4. If items 1 & 2 are not fully completed, proceed to the "Processing Incomplete Applications" section below.

iii. Mentally note which state they applicant was born in. You will need this when filling in the email later.

iv. Check name change field to see is customer now has different name than they were born with.

1. If there has been a name change, we need to check if both names verify in SSOLV.
2. Go to Customer in DMV Suite, update name according to what is written on the form and save your change.
   a. If it verifies SSOLV, change the name back to their current name and continue processing.
   b. If it does not verify SSOLV, update the PN to 170 and forward email to CAFU after saving the driver license number/name in the title of the application email. Change the title on the forwarded email.
      i. Replace the initial "FW:" with the text "IDPP SSOLV Error:" and leave it so the DLN – name still appear in the title
      ii. Make sure the email clearly explains which name passed and which didn't.

d. Get the Photo ID number into your copy and paste.

e. Go into OnBase and search the documents using that Photo ID.

f. If there are problems with the application to this point you will need to consult the BFS Errors section. Please consult the list in the "Incomplete Applications" section to determine whether it is an error or an active application which will flow through the alternative process. When in doubt, contact your supervisor or CAFU for guidance.

i. Some errors are major will keep the application from moving forward to DHS. BFS may have the customer return in most cases to fix something on the record.

ii. Other errors are minor. DEU fixes these and notifies CAFU so CAFU can notify BFS for training purposes.

2. Check documents in OnBase. At least the MV3012 and MV3004 must be scanned in.

a. MV3012

i. If not scanned, but attached to email, print email attachment and scan into OnBase. Notify CAFU of potential BFS error.

b. MV3004

i. "Voter ID" box must be checked

ii. "US citizen" must be checked

iii. In office use only section*

1. Must be either filled in with accepted documents or acceptable documents must also be scanned if left blank
   a. Proof of residency
   b. Proof of identity document*

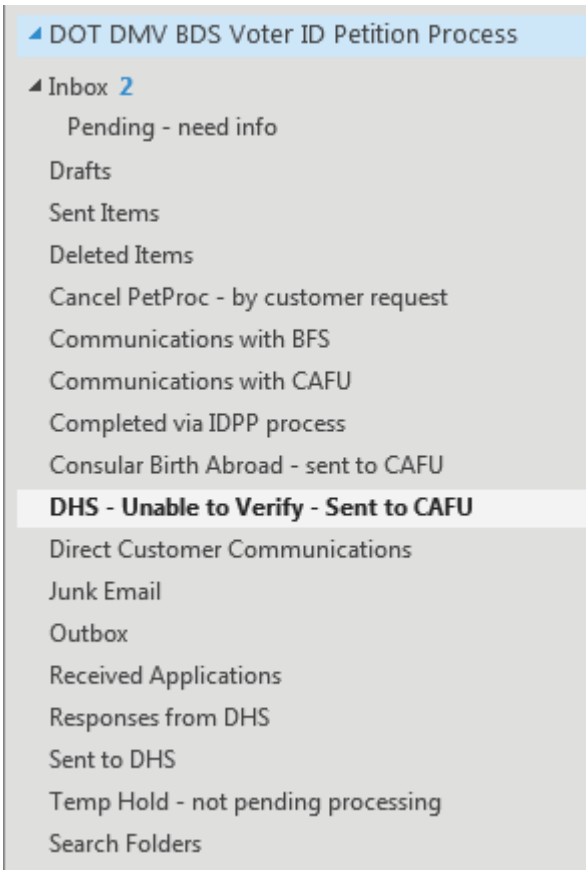
iv. Only required to be scanned if not notated on MV3004

c. Proof of residency document*

i. Only required to be scanned if not notated on MV3004

* If documents are not listed and/or are not scanned, proceed to "Incomplete Application" section below.

3. Use driver license number from OnBase to pull up record in Inquiry
    a. Check that Inquiry lists the PN as 166
        i. This lets you know that BFS put the envelope in a paid status
    b. Update Subject on BFS email to "X0000000000000 – First Name Last Name" and save your change.
        i. This step is vital to keeping all the emails accessible when searching the IDPP box for the history of a petition.
        ii. These emails and petitions are tracked closely through the emails and notations. If email titles are not changed when they should, we will lose track of emails and customers will have their petitions unnecessarily delayed.
4. Hit forward on the email
    a. Erase current subject and change the subject again to either:
        i. "OOS ID Request" if individual was born outside of WI
            1. Write the state name in the body of the email and also fill in your name to sign the email
        ii. "WI ID Request" if individual was born in WI
            1. In the body of the email, sign your name.
    b. Do not fill in the "To" field of the email. This is the last thing you do before sending the email. You must wait until you have checked the documents in OnBase, the record in Inquiry, and updated the notation accordingly.
5. Write in state of birth in body of email, if person was not born in WI
    a. Also write "Thanks, Your Name"
6. Update Product Notation (PN) on the Non
    a. Go into DL/ID Suite>>Driver Menu>>Product>>Change Driver License
        i. For people born in the state, update PN to 167
        ii. For people born outside WI, but in the US, update PN to 168
        iii. For people born as US Citizens abroad (Consular Verification), Update PN to 169
        iv. For people born as non-US Citizens, but later naturalized (SAVE Verification), update PN to 172
        v. If foreign born and MV3012 does not indicate if the applicant is a US Citizen born abroad or born as a non-US Citizen and later naturalized, update PN to 169 and the application will be sent to CAFU for follow-up. They will contact the customer and get back to DEU so the



record and birth situation can be processed accordingly.

b. Refresh the record in Inquiry to see that the PN changed successfully and the previous PN 166 was automatically removed.
    i. If not, you must manually clean the PN so the current and correct one shows.
    ii. Very rarely will CAFU ask us to leave two IDPP-related notations on the record at one time. Usually this involves a BFS Error where the customer has been sent a letter asking them to contact CAFU.

7. Fill in "To" line of email and send email to "DHS VitalRecordsIDVerification"
    a. Dhsvitalrecordsidverification@dhs.wisconsin.gov
8. Move BFS Application email with DID # and name of applicant in title to the IDPP subfolder "Received Applications"
9. Move the email sent to DHS into the IDPP subfolder "Sent to DHS"

## Processing Applications for Foreign-Born Applicants

1. If applicant was born as a US Citizen abroad they will require consular verification of their birth information. CAFU works with the US State Department to do this.
    a. Leave email subject as DID number and name
    b. Replace "FW" part of email subject to "IDPP Consular verification needed"
    c. Update PN to 169
2. If applicant was not born as a US Citizen outside the country and later naturalized, DEU will process SAVE Verification.
    a. Enter the A number from the MV3012 and fake out the cert number with AAA0000000000
        i. If it verifies via SAVE, you are ready to issue voter ID. Go to IDPP Issuance Section.
    b. If the applicant did not provide the A number, or the External Authorization does not verify, update PN to 173
        i. Forward email to CAFU to follow up with customer. They will attempt to get new information so we can check again.
        ii. Explain situation to CAFU in body of email and sign it.
3. If the application and email do not indicate if they are either born as a US Citizen or later naturalized we will send it on to CAFU for follow-up.
    a. Leave email subject as DID number and name.
    b. Replace "FW" part of email subject to "IDPP Foreign Born"
    c. Explain in body of email that the application does not indicate if they were born as a US Citizen or later naturalized. Say that you updated the PN to 169 until you hear back from CAFU. There are very few naturalized IDPP applicants.
    d. Update PN to 169
4. Application email goes into "Received applications"
5. Sent email goes into the "Communications with CAFU" box.

## Processing Incomplete Applications (Updated – Effective 9/12/2016)

If, upon review, DEU staff determines that an application is incomplete, the customer will remain in the IDPP process, but will not be verified through traditional means until CAFU is able to secure additional information about the applicant's identity and residency. The process for these applications is as follows:

1. Add PN 187, "IDPP – APP INCOMPLETE – REFER TO CAFU".
2. Change email subject line to "NSDID, Name, - Incomplete Application.
3. Forward email to CAFU.
4. Move email from Inbox to "Received Applications – Incomplete" folder.
5. Move email to CAFU from sent items to "Incomplete Application – Sent to CAFU" folder.

## Incomplete Application versus BFS Error:

Please use the following list to determine whether the application presented was intentionally incomplete, or if it was an error by the BFS processor. This list is not all-inclusive; please seek guidance from the DEU supervisor or CAFU staff when in doubt.

- Incomplete Application – use new process:
  - MV3012 Not Complete (or completed incorrectly)
  - MV3012 not scanned into OnBase/Issuance
  - No acceptable residency documents
  - No residence address listed on MV3004
  - Proof of residency and address listed on MV3004 do not match
  - No acceptable identity documents
- BFS Errors, notify CAFU per existing process:
  - Customer record created with error (or not created)—this one may depend on the error, it could potentially be considered an "Incomplete App"
  - Petition email not sent to central office
  - Petition email contains extra documents in the attachment
  - Envelope not taken to "paid" status
  - MV3004 not scanned into OnBase/Issuance—I'm not sure on this one—I'm thinking that if they attach this to the email instead of scanning it, DEU could scan the application and forward it to DHS but if the MV3004 isn't attached and isn't scanned, BFS would need to fix that before we could proceed, right?
  - Requested docs not scanned by CSC or CAFU not notified (after CAFU has directed a customer to return to a CSC with docs)
  - OOS ID "voided" when entering petition process
  - Issued a regular ID instead of an ID through petition process
  - Customer not eligible (under 17 years old)
  - Customer applying for DL, not eligible for IDPP
  - Envelope created is for a DL not an ID
  - Proof of name/DOB and legal presence scanned, not eligible for IDPP
  - ID for Free box not marked
  - Photo unacceptable
  - Applicant does not indicate U.S. Citizen or indicates multiple selections for the legal presence selection

- See Processing BFS Errors section on below for instructions (hyperlink to section?)

## Processing Letters and CAFU PN Update Requests

There are two types of letters we will ever send. None of the letters get imaged; the letters requesting CAFU contact are saved on the O drive. One letter requests that the customer contact CAFU and the other accompanies the printed ID receipt for completed IDPPs

1. Letters to Suspend (PN 176 or 178) Requested by CAFU
    a. Save letters in location: O:\QIS\DEU\Projects\IDPP Processing\IDPP Letters\Sent Letters
    b. Search the folder with the DID Number and see if there have been previous letters.
        i. If yes, open up the most recent previous letter for that customer; change the date, double check the address hasn't changed and "SAVE AS" adding a cardinal number to the end of the file name so you don't overwrite the letter already saved.
        ii. If no, open up a letter for another customer and use "SAVE AS" right away. Make the new file name the format "DLN – customer name". Change the name, address, and date to the current customer's information and save again.
    c. If there have been previous letters, open the latest letter and use "SAVE AS" right away.
        i. Add 2nd, 3rd,4th etc. to the end of the file name to reflect how many letters have been sent.
        ii. Update the date, and check inquiry to see if the address has been updated since the last letter was sent. Update address on letter, if necessary, and save again. Also update, the name in the salutation.
    d. Print one copy of the letter and mail it to customer in a return service requested envelope.
    e. Update notation according to what CAFU requests in the email. Refresh Inquiry to check that notation updated successfully.
    f. Reply to CAFU's email saying that it's been completed and attach the completed letter. They need it for their files.
    g. If the notation already shows 176 because a previous letter was sent, the notation does not need to be updated again with the current date when the subsequent letter is made, saved and sent.
2. ID Petition Process Completion Letters
    a. Location: O:\QIS\DEU\Projects\IDPP Processing\IDPP Letters
    b. Letter not saved
    c. Type it out (name and address) from the template, print and move on to the next
    d. Goes in front of the printed ID receipt and then folded together in envelope. The envelope needs to be marked as "return requested"
3. CAFU updates MV3012 and wants DHS to try to verify with new information.
    a. CAFU will email and explain that they have updated the MV3012 and want DHS to attempt to verify the birth information with new data
    b. Hit forward on the email to DHS.
    c. Write in the body of the email asking DHS to check again with the updated info
        i. Sign the email

   d. No need to update the subject of the email.
   e. Update the PN on record to 184 (OOS Birth) or 185 (WI Birth).
   f. Send the email to DHS.
   g. Move CAFU email to "Communications with CAFU" subfolder.
   h. Move sent email to "Sent to DHS" subfolder.
4. Some emails from CAFU will only request that we update the PN. This usually happens when the customer has not responded to CAFU and we have been waiting for contact to continue trying to verify customer information.
   a. These emails need no response
   b. Update the PN as requested
5. Move all emails to and from CAFU to the "Communications with CAFU" IDPP subfolder

## Processing DHS Response Emails

1. DHS Verified Responses
   a. First time DHS response
      i. If it's a verification and DHS verified the MV3012 as is, the Voter ID can be issued. See the "Issuing IDPP Cards" Section. No need to consult CAFU.
      ii. If they verified, but with different or slightly different information, CAFU must investigate before DEU can issue.
         1. Change the PN to 172.
         2. Add "Verify with CAFU for Issuance Approval" to the end of the email subject.
         3. Copy and paste in the DID number into the body of the email.
         4. Explain the discrepancy.
         5. Sign the email.
         6. Move the DHS Response email to "DHS – Unable to Verify – Sent to CAFU"
         7. Move the email you sent to CAFU to the "Communications with CAFU" folder
   b. Not first time DHS Response
      i. CAFU needs to give issuance approval before DEU can issue
         1. Change the PN to 172.
         2. Add "Verify with CAFU for Issuance Approval" to the end of the email subject.
         3. Copy and paste in the DID number into the body of the email.
         4. Explain the discrepancy.
         5. Sign the email.
         6. Move the DHS response email to "DHS – Unable to Verify – Sent to CAFU"
         7. Move the email you sent to CAFU to the "Communications with CAFU" folder
2. DHS Not-Verified Responses

a. Change the PN to 172.
b. Add "Verify with CAFU for Issuance Approval" to the end of the email subject.
c. Copy and paste in the DID number into the body of the email.
d. If DHS provided a reason the application could not be verified, add it to the body of the email.
e. Sign the email.
f. Move the DHS response email to "DHS – Unable to Verify – Sent to CAFU"
g. Move the email you sent to CAFU to the "Communications with CAFU" folder

## Issuing the IDPP Cards

1. Determining if a card is ready for processing
    a. First round DHS verification
        i. If an application email was sent to DHS and DHS was able to verify the information the first time they were sent that application, the card can be processed.
            1. If DHS verified, but with different information than what is on the MV3012, the application is not ready for processing.
                a. Update PN to 172
                b. Forward email to CAFU
                i. Explain in the body of the email what the discrepancy was.
                ii. Tell CAFU you are waiting for issuance approval.
                iii. Copy the DID number again in the body
                iv. Sign your name
                v. Add to title after the current text – "Verify with CAFU for Issuance Approval"
            2. If DHS verified the MV3012 as is on the first round, the card can be issued.
            3. Upload the MV3012 to OnBase using the Photo ID, DID Number, Customer Number, Document type MV3012, your logon and DCOR.
            4. Change email subject to DID number and "Ready to Issue"
    b. Subsequent DHS verification, CAFU must give final approval before the card can be issued.
        i. Update PN to 172
        ii. Copy the DID number again in the body
        iii. Tell CAFU you are waiting for issuance approval and that DHS verified this time around.
        iv. Sign your name
        v. Add to title after the current text – "Verify with CAFU for Issuance Approval"
        vi. Move DHS email into the "DHS – Unable to Verify – Sent to CAFU" IDPP sub inbox.

vii. Move the email sent to CAFU to the "Communications with CAFU" IDPP sub inbox.

c. If CAFU has sent an email granting issuance approval for IDPP, the IDPP card should be issued.
   i. Upload the CAFU approval email to OnBase using the Photo ID, DID Number, Customer Number, Document type IDPP, your logon and DCOR.
   ii. Upload the MV3012 to OnBase using the Photo ID, DID Number, Customer Number, Document type MV3012, your logon and DCOR.
      1. If latest MV3012 is not attached to email, search the IDPP inbox using the DID number and find the latest MV3012.
   iii. Change email subject to DID Number and "Ready to Issue"

2. Issuing the IDPP Card
   a. If MV3012 and, if appropriate, CAFU issuance approval email have been uploaded to OnBase, proceed with issuance.
   b. Copy the DID number from the email and open "Envelope" from the DL/ID Suite Main Menu.
   c. Click on the binoculars to make a search.
   d. Search with the DID number to find the envelope in Paid status.
   e. Double click the paid envelope.
   f. Click on the "Complete All" button.
   g. Open the driving receipt and open the template letter for IDPP completion.
      i. Letter template location: O:\QIS\DEU\Procedures\Y - Other\IDPP Processing\IDPP Letters\IDPP Complete - Receipt Letter Template.docx
      ii. Copy the name and mailing address from the driving receipt and paste it into that section of the completion letter.
      iii. Update the customer name in the salutation.
      iv. Print the letter and place the ID receipt behind it.
      v. Fold it so it goes into an envelope marked "return service requested" and mail it out.
      vi. The letter does not get saved, imaged or emailed to CAFU.
   h. Change email title
      i. Erase current title
      ii. Write the DID number and "Issued"
   i. Move email to the "Completed via IDPP Process" email subfolder

## Processing BFS Errors

There are two types of errors we will get from BFS when the process has not been followed correctly. Minor errors do not stop the application form proceeding and can be sent on to the next step in the process. Major errors must be fixed before the application can be moved on in the process.

1. Common Minor Errors and How to Fix Them
   a. No application email sent to Voter ID inbox

i. Your team leader or supervisor will review reports and email the Voter ID box with applications that remained with the PN 166 overnight.
ii. Search the Voter ID box with the DID number
    1. If email is found, update the PN accordingly (usually either 167 or 168 for people born in the US)
iii. If no email is found, search OnBase with the DID number.
    1. If no documents are found, try searching again with the customer number
    2. Create email and copy template part from another email in the received emails subfolder
        a. Overwrite the other customer's information with the information for the customer you are processing.
        b. After updating subject to DID number and name, forward email back to Voter ID inbox, but don't send yet.
            i. Attach the MV3012 as a file in the normal place, not as a photo
                1. If you attach as a photo, DHS will be unable to mark the MV3012 as verified or not verified.
                2. Delete off the extra header information on the resultant email so it looks clean, like a normal application from BFS.
                3. Send email to Voter ID Box.
                4. Process the resultant email as if it were the original BFS application email.

b. Application email attachments are wrong
    i. MV3012 not attached
        1. Screenshot and save the file for the MV3012 from OnBase on your desktop as MV3012.
        2. After updating subject to DID number and name, forward email back to Voter ID inbox, but don't send yet.
            a. Attach the MV3012 as a file in the normal place, not as a photo
                i. If you attach as a photo, DHS will be unable to mark the MV3012 as verified or not verified.
                ii. Delete off the extra header information on the resultant email so it looks clean, like a normal application from BFS.
                iii. Send email to Voter ID Box.
                iv. Process the resultant email as if it were the original BFS application email.
    ii. MV3012 and other documents are attached
        1. If other documents are attached as separate documents, just delete the other documents when forwarding the email to DHS
        2. If the other documents are scanned as one file, forward the email and delete the attachment.
            a. Screenshot and save the file for the MV3012 from OnBase on your desktop as MV3012.
            b. After updating subject to DID number and name, forward email back to Voter ID inbox, but don't send yet.

i. Attach the MV3012 as a file in the normal place, not a photo
    1. If you attach as a photo, DHS will be unable to mark the MV3012 as verified or not verified.
    2. Delete off the extra header information on the resultant email so it looks clean, like a normal application from BFS.
    3. Send email to Voter ID Box.
    4. Process the resultant email as if it were the original BFS application email.

c. Wrong/Missing Photo ID number in email
    i. Search Inquiry with name and any other information from email to locate the record.
    ii. Search with DID number and customer number in OnBase
    iii. Once correct Photo ID is found, add Photo ID to the title of the application email so the application email can be found by searching with the Photo ID in the future.
    iv. On forwarded email, replace bogus Photo ID with the real Photo ID.

d. Email template not used
    i. Copy template part from another email in the received emails subfolder
        1. Overwrite the other customer's information with the information for the customer you are processing.
        2. After updating subject to DID number and name, forward email back to Voter ID inbox, but don't send yet.
            a. Attach/Move the MV3012 as a file in the normal place, not as a photo
                i. If you attach as a photo, DHS will be unable to mark the MV3012 as verified or not verified.
                ii. Delete off the extra header information on the resultant email so it looks clean, like a normal application from BFS.
                iii. Send email to Voter ID Box.
                iv. Process the resultant email as if it were the original BFS application email.

e. Bottom line of bottom section in MV3012 filled in by BFS
    i. No fixing on DEU's part, CAFU will contact BFS for training needs

f. BFS created record in birth name instead of current name
    i. Update customer information as indicated on MV3012 and MV3004 to current name and save.
    ii. Process application as normal.

g. Documents Scanned into OnBase have wrong document type listed
    i. Change keyword in OnBase to reflect the document that is actually scanned in
    ii. If a group of documents is all scanned in under one document type, choose the most applicable one to update the document type.

2. Major Errors
    a. Envelope not in Paid Status
    b. Required documents not scanned into OnBase or noted in office use section of MV3004*

3. Sending CAFU notification of the error.
    a. We send CAFU the error information and they pass that on to BFS via TTS for training. They copy the Voter ID box on the emails they send to BFS to advise them of the error and any corrective action needed.
    b. Forward application email to CAFU, but do not send yet.
        i. In the subject, erase the "FW" and type "IDPP BRS Error"
        ii. Check everything else (OnBase documents, email, Inquiry) and make sure you find all the errors.
        iii. List all the errors, separating the major errors from the minor ones in two lists.
        iv. In the major errors list why that error keeps the application from being sent on to DHS.
        v. Say that you are updating the PN to 183 for BFS Error
        vi. List the Station and Processor from OnBase in the email.
    c. Update PN to 183 for BFS Error. Be sure to remove PN 165.
    d. Move email sent to CAFU into "Communications with CAFU" email subfolder.
    e. Move Application email to "Received Applications" email subfolder
        i. Add "IDPP BFS Error" to beginning of email subject.

## Processing Customer Cancellation of IDPP

Customers may wish to cancel the Petition Process. This may only be done at customer request. Most commonly they cancel the process by bringing in their certified birth certificate or US Passport. Rarely, a customer will decide they just don't want to do it and let DMV know they are cancelling the process.

There are two paths for processing a cancellation:

1. Customer has been issued an IDPP ID. Everyone in DEU can do this.
    a. BFS will contact DEU via the BFS Hotline because they get stopped with the PN 165 that is on the records with issued IDPP IDs.
    b. DEU will review the documents scanned into OnBase to check that the certified birth certificate has been scanned in and the document type is COB
        i. If it's not document type COB in OnBase, just fix it.
    c. Remove notation and send an email to the Voter ID box that the notation has been removed.
        i. Include DID number and new Photo ID
        ii. Say that you removed notation and which product the customer was issued.
        iii. No need to image/index anything.
    d. BFS resumes normal processing
2. Customer has not yet been issued an IDPP ID.
    a. BFS will contact DEU via the BFS Hotline because they get stopped processing the new product because there is already an envelope in Paid status.
        i. DEU will instruct BFS they can still scan in certified birth certificate.
            1. If customer is cancelling process without bringing in certified birth certificate, direct BFS to scan in note from customer requesting to stop process and then proceed.
            2. BFS will get error message when they open a new envelope. They just have to cancel the message and proceed to "Application" and choose "document scan app" and then scan in the document.

ii. BFS will send email to Voter ID box indicating that customer is cancelling IDPP by bringing in birth certificate and listing the Photo ID number where it is scanned.
    1. Team Leader (Jennie) or a backup (Katie or Nicole), if team leader is not available, will dismantle the envelope and leave the record ready for processing by BFS.
        a. TL/backup must forward cancellation email to CAFU
        b. TL/backup stays on phone with BFS while they issue and must add PN 182 when new, non-IDPP product has been issued.
    2. BFS cancellation email is moved into the "Communications with BFS" email subfolder.
    3. Email sent to CAFU is moved into the "Communications with CAFU" email subfolder.

## Direct Customer Contact with DEU

1. If customer or BFS calls in asking about what is the progress on their application, DEU will send email to Voter ID box with customer's question and preferred contact information if an IDPP trained person is not available to take the call.
2. If the last notation involves CAFU or customer has spoken with CAFU previously, DEU will either do a supervised transfer of the call to the CAFU public line so we can make sure the customer spoke with someone and/or send an email to the Voter ID box. IDPP processor will forward on to CAFU for follow-up.

# Processing ID Petition Process Applications

## Overview

Every United States citizen residing in Wisconsin is entitled to a Wisconsin Identification card (WI ID) free of charge if they obtain it for the purpose of voting. Citizens applying for a WI ID for the first time must present documents that prove their identity. Citizens whose identity documents were lost, stolen, destroyed or are otherwise unavailable may obtain a WI ID for voting by applying through the Identification Document Petition Process (IDPP) if they would have to pay to replace the documents.

The Bureau of Field Services (BFS) and Bureau of Driver Services (BDS) will work with the Wisconsin Department of Health Services (DHS) to verify whether or not vital records on file in Wisconsin and other states substantiate a petitioner's qualifications to obtain a free voter ID. When DHS cannot confirm that a petitioner's personal identifying information matches the birth record ("no match"), the application will be forwarded to the Compliance, Audit and Fraud Unit (CAFU) to be researched.

The Compliance, Audit and Fraud Unit (CAFU) will adjudicate all No Match petition records applying for a free voter identification product. Any records that cannot be adjudicated due to a lack of birth or citizenship information will be presented to senior managers to review and approve or deny. If fraud is suspected and proven, the product will not be issued.

**Qualifications for a Free Voter ID Product**

Citizens may obtain a free voter ID if they:

- Are US citizens (born or naturalized).
- Are residents of Wisconsin.
- Are at least 17 years of age.
- Have not already been issued a valid WI DL or ID.
- Surrender any valid identification product issued to them by another state.

Those who cannot provide a key piece of documentation, such as a birth certificate or a certificate of naturalization, may apply for a free voter ID through the IDPP.

Petitioners apply through IDPP by completing MV3004 & checking Box 4 for a free voter ID, and completing MV3012 certifying that critical documents are not available.

**Processing an application for free voter ID through IDPP**

1. MV3004 and MV3012 are scanned by field staff and emailed to DEU.
2. Hard copies of MV3004 and MV30012 are forwarded to CAFU via inter-D courier.

DEU will forward petitions to CAFU when:

1. An SSOLV check of petitioner's current name and birth name do not verify. Notation will be changed to 170: PETPROC SENT TO RESEARCH (CAFU) – NAME CHG

2. US citizen born in WI: DEU is unable to verify birth in Wisconsin. Notation will be 172: DHS "NO MATCH" – SENT TO RESEARCH (CAFU)
3. US State Dept. was unable to verify the customer's Name/DOB & Citizenship. Notation will be 174: US STATE "NO MATCH" – SENT TO RESEARCH (CAFU)
4. US citizen born abroad: DEU forwards MV3012 to CAFU for verification with the US State Department. Notation will be 169: PETPROC SENT TO RESEARCH (CAFU) – CONSULAR
5. Naturalized citizens: SAVE check does not verify. Notation will be 173: SAVE "NO MATCH" – SENT TO RESEARCH (CAFU)
6. The record has been at DHS for more than 30 days. Notation will be 178: PETPROC LTR SENT - REF TO RESEARCH (CAFU)

## CAFU Temporary Receipt Issuance & Tracking Procedure

**Initial Active/Suspend or Deny Records Mailing**

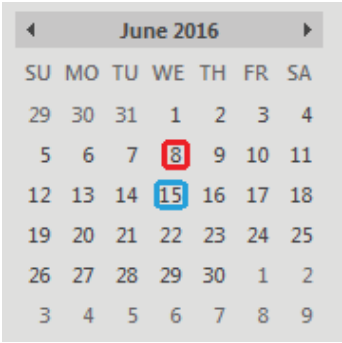
1. A report will be generated to identify petition to include all petitions except the following:
    a. Notation Code 165 – ID CARD ISSUED VIA PETITION PROCESS
    b. Notation Code 182 – CUSTOMER INITIATED CANCELLATION
2. A cover letter is generated to the petition customer explaining the purpose of the temporary receipt and that DMV is actively processing the petition filed.
3. A temporary receipt "For Voting Purpose Only" is created for the customer that will contain their specific information. The information included will be the following:
    a. Name
    b. Address
    c. Physical description (provided on the application on file)
    d. Signature
    e. Photo
    f. Issue date
    g. Valid date
    h. Product type
    i. Issued by: (processor)
    j. Contact information for CAFU
    k. Disclaimer
4. The letter and the receipt will be mailed within 5 days from the petition being filed.

**Daily/On-going Receipt Mailing Process**

CAFU will send receipts to every petitioner who applied 5 business days ago and has not yet been issued a product, whose petition has not been denied because of non-eligibility (not a US Citizen), or whose petition has not been cancelled by the customer.

# Processing ID Petition Process Applications

1. The IDPP report person will identify petitioners who must receive a receipt**.**
    a. Use the **most current** daily list received from BITS that show the petitions that are still in progress. Find the list of petitioners in progress at the link below. W:\Fraud\VOTER ID NMAPP\Voter ID Notation Tracking and Reporting\Reporting information\Raw Data From BITS\IN PROGRESS daily
        ii. The lists are saved according to the day they were generated.
        iii. The folder is organized into subfolders by year and month.
    b. Find today's date on the calendar and count back 5 business days (Monday through Friday – do not count holidays). That is your "target date." For instance, if today is Wednesday, June 15th, then your target date would be Wednesday, June 8th. NOTE: If your target date is a Friday, you must also include Saturday.




    c. Highlight the column labeled "ORIG DATE."
    d. Click on the "DATA" tab at the top of the window.
    e. Click on the "Filter" button under "DATA."
    f. A "down arrow" will appear at the top of the column labeled "ORIG DATE." Click on the arrow, uncheck the box that says "Select All," click on the plus sign next to the current year to see the months, then click on the plus sign next to the current month to see the days.
    g. If there is no box for the target date, you're done (remember to look for Saturday if your target date is a Friday). There are no new petitioners that need to be sent receipts today.
    h. If there is a box for the target date, check the box and click "Okay." The spread sheet will filter the list so the only petitioners you see are the ones who applied 5 business days ago.
    i. Open the spread sheet labeled "NEW SINCE 5-13-16." You can find it here: W:\Fraud\VOTER ID NMAPP\Emergency Rule\RECEIPT TRACKING - NEW SINCE 5-13-16.xlsx
    j. If there are any petitioners on "NEW SINCE 5-13-16," compare them to the "RECEIPT TRACKING-WHEN TO RENEW" and "RECEIPT TRACKING" spread sheets to see if the petitioners were copied over. (See steps 5 and 6 below: "Update the Renewal Tracking Sheet" and "Update the Receipt Tracking Sheet.")
        i. If the petitioners were not copied over, copy them from "NEW SINCE 5-13-16" to "RECEIPT TRACKING-WHEN TO RENEW" and "RECEIPT TRACKING" now.
        ii. After you copy them over, delete the petitioners from "NEW SINCE 5-13-16."
    k. Copy the following information from the "IN PROGRESS" spread sheet to the "RECEIPT TRACKING-NEW SINCE 5-13-16" spread sheet: date petition started, DID, notation, date the notation was added, last name, first name.
    l. If there is more than one petitioner, you can copy a column of data (DIDs, for instance).

# Processing ID Petition Process Applications

2. The person assigned to mail receipts for the day will retrieve customer data from DMV Inquiry to complete the remaining columns on "NEW SINCE 5-13-16." W:\Fraud\VOTER ID NMAPP\Emergency Rule\RECEIPT TRACKING - NEW SINCE 5-13-16.xlsx
   a. Copy the DID for each petitioner from the spread sheet.
   b. Search for the petitioner's record in Inquiry
   c. Key the petitioner's information into the appropriate cells on the spread sheet.
      i. USE ALL CAPS.
      ii. Spell out the petitioner's physical characteristics. Do not abbreviate.
      iii. Spell out the donor status.
      iv. Cells are laid out so they follow the flow of information as it's presented in Inquiry.

3. The person assigned to mail receipts for the day will set up a mail merge.

**NOTE:** This is for informational purposes only. If the "Emergency Rule Template" is already set up for a mail merge, skip ahead to Step 4 to complete the mail merge.

   a. Open the "Emergency Rule Template" at this link: W:\Fraud\VOTER ID NMAPP\Emergency Rule\Template\Sample Emergency Rule Template.docx
   b. Click on the "Mailings" tab at the top of the window.
   c. Click on "Start Mail Merge," then select "Normal Word Document."
   d. Click on "Select Recipients," select "Use an existing list," then select "NEW SINCE 5-13-16" which you can find here: W:\Fraud\VOTER ID NMAPP\Emergency Rule\RECEIPT TRACKING - NEW SINCE 5-13-16.xlsx
   e. Insert the information from the spread sheet into "Emergency Rule Template."
      i. Start with the address: Delete the sample address, click on "Insert Merge Field," then select "First Name," insert a space, select "Last Name," hit RETURN, select "Address," hit RETURN, select "City," add a space, select "State," add two spaces, and then select "Zip."
      j. Delete the DID. Click on "Insert Merge Field," then select "DID."
      k. Delete the DOB. Click on "Insert Merge Field," then select "DOB."
      l. Delete the sex. Click on "Insert Merge Field," then select "Sex."
      m. Delete the height. Click on "Insert Merge Field," then select "Height."
      n. Delete only the numbers of the weight. Click on "Insert Merge Field," then select "Weight."
      o. Delete the hair color. Click on "Insert Merge Field," then select "Hair."
      p. Delete the eye color. Click on "Insert Merge Field," then select "Eye."
      q. Delete the organ donor. Click on "Insert Merge Field," then select "Organ Donor."
   f. After you've replaced all the fields, click on "Preview Results" to make sure they are correct.
   g. Update the "Valid Until" date so it is 60 calendar days after the issue date.
   h. Key your logon ID in after "Issued By."

4. The person assigned to mail receipts for the day will complete the mail merge.

a. Open the "Emergency Rule Template" at this link: W:\Fraud\VOTER ID NMAPP\Emergency Rule\Template\Sample Emergency Rule Template.docx
b. Update the "Valid Until" date so it is 60 calendar days after the issue date.
c. Key your operator sign in after "Issued By."
d. Click on the "Mailings" tab at the top of the window.
e. Click on "Start Mail Merge," then select "Normal Word Document."
f. Click on "Select Recipients," select "Use an existing list," then select the spread sheet.
g. Click on "Preview Results."
h. Click on "Finish & Merge" then select "Edit Individual Documents."
i. A pop-up will appear with a radio button, select the "From: …To:…" button and fill in 1 through however many new records you added to the "NEW 5-13-16" spreadsheet.
j. Click on the "File" tab at the top of the window, then select "Save As" and save the documents in this folder: W:\Fraud\VOTER ID NMAPP\RECEIPTS
k. Copy & paste photos and signatures into the documents.
    i. Copy DID, paste DID into Report Server, and view record.
    ii. Make a screen shot of the photo, copy the photo, go back to the Emergency Rule Template, delete the sample photo & paste the photo of the petitioner.
    iii. Repeat the above step for the signature.
l. Save the documents after you are done to this folder: W:\Fraud\VOTER ID NMAPP\RECEIPTS
m. Submit the documents to a CAFU agent and wait for them to review it.
n. Open the "60 day receipt cover letter" template at this link and repeat the mail merge procedure above: W:\Fraud\VOTER ID NMAPP\Emergency Rule\Template\60 day receipt cover letter - active2.doc
o. Click on the "File" tab at the top of the window, then select "Save As" and save the documents in this folder: W:\Fraud\VOTER ID NMAPP\RECEIPTS
p. Review the completed receipts to see if a receipt has been created for a Plaintiff with whom we are supposed to communicate to through DOJ. The list of Plaintiffs is below.
    i. David Aponte
    ii. Cassandra Silas
    iii. David Walker
    iv. Johnny Randle
q. Submit the documents to a CAFU agent and wait for them to review it.
r. After your reviewer has verified all the data is correct, print the receipts on secure paper and the cover letters on plain white paper.
s. Pair the cover letters with the matching receipts, fold them so the address shows in a window envelope, stuff each letter with matching receipt into an envelope, and stamp each envelope with the "**Return Service Requested**" stamp from DEU.
t. Clip a green "Admin Office" postage account card to your stack of envelopes, then put the envelopes in the outgoing mail bucket.

5. Add the customer's photo to the IDPP Photo Database.

6. Run the customer's photo through the FR manual search remembering to select all galleries.

a. If no matches are found (other than the customer's own record, proceed with mailing the receipt). **Do not include a screenshot of results in the IDPP CAR**

b. If a match is found to another record, including another IDPP record in Gallery #2, pull the receipt from the mail and see the supervisor or TL about how to proceed.

7. Update the Renewal Tracking Sheet
   a. Open the spread sheet "Receipt Tracking – When to Renew." W:\Fraud\VOTER ID NMAPP\Emergency Rule\RECEIPT TRACKING - WHEN TO RENEW.xlsx
   b. Copy: date petition started, DID, notation, date of notation, last name, first name, address, and personal characteristics.
   c. Key in: date receipt was sent, status.
   d. Fill down: date receipt must renew.

8. Update the Receipt Tracking Sheet
   a. Open the spread sheet "Receipt Tracking." W:\Fraud\VOTER ID NMAPP\Emergency Rule\RECEIPT TRACKING.xlsx
   b. Copy: last name, first name, DID, date petition started.
   c. Key in: DIT/DOT of who sent the receipt, status, date when the receipt was sent.
   d. Delete the petitioners from the "NEW SINCE 5-13-16" spread sheet.
9. Update CAR for any petitioner that has a CAR in progress
   a. Search the CAR Log Database to see if any petitioner that was sent a receipt today has a CAR in progress.
   b. If a CAR is found, add the following entry to the CAR, "[Today's Date] – Temporary ID receipt sent to customer [your logon ID]."
   c. If no CAR is in progress, nothing further needs to be done.

**Duplicate Receipt Process**

1. The person assigned to mail the receipts will review all canceled and issued IDPP applications daily.
   a. You will find a list of canceled applications here: W:\Fraud\VOTER ID NMAPP\Voter ID Notation Tracking and Reporting\Reporting information\Raw Data From BITS\CANCELED daily
   b. You will find a list of issued applications here: W:\Fraud\VOTER ID NMAPP\Voter ID Notation Tracking and Reporting\Reporting information\Raw Data From BITS\ISSUED daily
2. If the ID card has been issued (PN 165), customer initiated cancel (PN 182), or cancelled because it has been determined that the customer is not a US Citizen:
   a. Mark the "RECEIPT TRACKING" spreadsheet so the customer does not get issued another receipt.
   b. Remove the customer's name from the "WHEN TO RENEW" spreadsheet.
3. Review the completed receipt to see if it has been created for a Plaintiff with whom we are supposed to communicate to through the DOJ. The list of Plaintiffs is below.
   a. David Aponte
   b. Cassandra Silas

   c. David Walker
   d. Johnny Randle
4. Submit the documents to a CAFU agent and wait for them to review it.
5. After your reviewer has verified all the data is correct, print the receipts on secure paper and the cover letters on plain white paper.
6. Pair the cover letters with the matching receipts, fold them so the address shows in a window envelope, stuff each letter with matching receipt into an envelope, and stamp each envelope with the "**Return Service Requested**" stamp from DEU.
7. Clip a green "Admin Office" postage account card to your stack of envelopes, then put the envelopes in the outgoing mail bucket.

8. Add an entry to the "RECEIPT TRACKING" spreadsheet to indicate when "Receipt 1" (or "Receipt 2," etc.) was duplicated. Do not remove the date that receipt was first issued from the spreadsheet but instead, separate the multiple dates with a comma (see example below).

| PETITIONER LAST NAME | PETITIONER FIRST NAME | DID# | RECEIPT SENT BY (DIT/DOT) | APPLICATION DATE | STATUS (when receipt 1 is sent) | RECEIPT (1) DATE |
|---|---|---|---|---|---|---|
| EXAMPLE | EXAMPLE | Z00000000000 | LJR | 1/1/11 | ACTIVE | 5/13/16, 6/8/16 |

This will not affect the date of their renewal (these customers will still receive a receipt renewal based on the 60 day expiration of the original receipt issued) so the customer entry on the "WHEN TO RENEW" spreadsheet will not need to be updated.

**Receipt Returned as "Undeliverable" by Post Office Process**

1. Update the Receipt Tracking Sheet
   a. Open the spreadsheet "Receipt Tracking" W:\Fraud\VOTER ID NMAPP\Emergency Rule\RECEIPT TRACKING.xlsx
   b. Enter the date the receipt was returned as undeliverable
2. Search the CAR Log database to see if the customer is currently being adjudicated by CAFU
   a. If the case is being adjudicated by CAFU, add a dated entry to the CAR that says "ID receipt returned as Undeliverable by the Post Office" and include your badge.
   b. If the case is not being adjudicated by CAFU, no entries need to be made.
   c. Store the hard copy of the returned mail in the CAFU file cabinet.

**Receipt Renewal Process**

All petition customers issued a receipt "For Voting Purpose Only" will be re-issued a receipt valid for an additional 60 days unless their product has since been issued, canceled by the customer, or the prior receipt was returned as undeliverable.

1. Open the spread sheet labeled "RECEIPT TRACKING – WHEN TO RENEW" W:\Fraud\VOTER ID NMAPP\Emergency Rule\RECEIPT TRACKING - WHEN TO RENEW.xlsx

2. Click on column D labeled "Date receipt must renew."
3. Click on the "DATA" tab at the top of the screen.
    a. A down-arrow will appear at the top of column D. Click on it, then uncheck the box next to "Select All."
    b. Click on the plus next to the current year, then click on the plus next to the current month. Do you see today's date?
    c. If not, you're done. There are no receipts to renew.
    d. If so, click on the box next to today's date.
    e. Check the petitioner's record on the receipt tracking spread sheet to see if an ID card has been issued, the application was canceled, the petitioner is deceased, the receipt came back undeliverable or any record where it was determined that the customer was not a US Citizen should have been previously removed by the adjudicator.
        i. If so, delete this line from the "WHEN TO RENEW" spread sheet. You will not issue renewed receipts to these petitioners.
        ii. You will issue renewed receipt to petitioners whose applications were denied.
    f. Check the petitioner's record in Inquiry to update the address, if needed.
    g. Copy the following information from "RECEIPT TRACKING – WHEN TO RENEW" to "RECEIPT TRACKING – NEW SINCE 5-13-16:" DID, last name, first name, address, city, state, zip, DOB, sex, hair, eye, weight, height, organ donor
    h. Create receipts and cover letters according to the directions starting with step number 3 under "Daily/On-Going Receipt Mailing Process" (see above), except that:
        i. Issue date must equal expiration date of previous receipt
        ii. New expiration date must be issue date plus 60 calendar days
        iii. The "receipt renewal" cover letter should be used instead of the original receipt cover letter.
4. Update CAR for any petitioner that has a CAR in progress
    a. Search the CAR Log Database to see if any petitioner that was sent a receipt today has a CAR in progress.
    b. If a CAR is found, add the following entry to the CAR, "[Today's Date] – Temporary ID receipt sent to customer [your logon ID]."
    c. If no CAR is in progress, nothing further needs to be done.

**Templates**

1. Cover Letter – initial and renewal (active or suspend/deny)
2. Receipt

## The CAFU Adjudication Process

## Daily Intake

1. Check CAFU e-mail inbox for "No Match" petitions from DHS (via DEU), "Over 30 days without verification from DHS" petitions from DEU (#9 below), or "Incomplete IDPP Application" emails from DEU (#10 below). The "Incomplete…" notation has not yet been created by BITS, so the

exact wording or code is not known at this time—procedures will be updated once the code is available.

2. Emails arrive continuously, so check several times every day. FR assigned staff member is assigned to check email and may email the team if IDPP records appear.
3. Mark new e-mails with your color. Work out with other CAFU staff when it's your turn to tag another petitioner.
   - Adam – steel
   - Becky – red
   - Dave – orange
   - ~~Jim – yellow~~
   - Justin – dark maroon
   - Leah – purple
   - ~~Matt – green~~
   - Michael – black
   - Romona – olive
4. Save the email to a new folder.
   a. Name the folder after the petitioner: LAST, FIRST
   b. Save as message type "Outlook message format (*.msg)" to ensure you can forward the message when necessary
5. Create an entry for the petitioner in the CAR database:
   a. Click "Open IDPP homepage"
   b. Select "Make a New Entry"
   c. Record the information required
   d. Click on the Microsoft Word icon to create the CAR IDPP report logging all information about the case
   e. Save the CAR form in the petitioners folder
6. Call up the petitioner's photo and documents using Web Reports and save them to the folder using your computer's "snapshot" tool.
7. Save documents in PDF format so that they can be easily added as subsequent pages to the final PDF of the CAR. Save the customer's photo as a JPEG so that it can be used in FR.
8. Search for a match with the petitioner's photo using the Manual Search function
   a. If you find a match and you confirm that the petitioner has already been issued a WI ID or driver product, do not process the application. The petitioner is not eligible for voter ID through IDPP. Contact Leah or Susan for next steps.
   b. If no match is found, enter that information in the CAR.
9. If the petition came to CAFU as a record that was at DHS for "Over 30 Days," save the letter that was sent to the case folder. Nothing further needs to be done by CAFU until the customer makes contact, DHS responds with a match or a no match, or lack of response from the customer requires CAFU to proceed with sending a 2nd letter.

   a. If DEU responds that a match was found, they will proceed with issuing the card and will notify CAFU of the change. Update the CAR and the database and move the case folder to the "Issued" subfolder.
   b. If DEU responds that no match was found, proceed with adjudication.

10. If the petition came to CAFU as a record with an "Incomplete IDPP Application" notation. The adjudicator will need to contact the customer to collect whatever was missing at the time of application before the petition can be forwarded to DHS for verification.
    a. Review the documents scanned in OnBase.
    b. Add an entry in RED font to the CAR that says what exactly the customer needs to provide before the petition can continue so that if the customer contacts CAFU, anyone can give them accurate information.
    c. Attempt to contact the customer by phone and if no response, ask DEU to send a letter to the customer and to add the 178 notation to the record.
    d. If the incomplete portion of the application is something that the customer can verify over the phone (i.e. place of birth, mother's maiden name, etc.) we can add that information to the MV3012.
    e. If the incomplete portion is something that the customer requires further action from the customer (i.e to fax us proof of identity, return to a CSC to provide proof of residency, return to a CSC to sign their application), work with the customer so they understand what needs to be done and make it as convenient as possible for the customer to get us further information.
    f. If the customer will be returning to a CSC, attempt to find out when so you can notify the CSC's supervisor and TL.
    g. Update the CAR to include any and all interactions regarding the petition.
    h. A 2nd letter will be send if the customer does not contact CAFU after 10 days.
    i. If 30 days have passed with no contact from the customer, proceed with suspending the petition.
11. Review the MV3012, the petition, to see if there's an obvious reason that may have caused a no-match.
12. Request a CLEAR background check if needed. (This is used to verify relational information provided by the petitioner)
    a. Petitioner's name and SSN are on MV 3004
    b. Give to Adam – Leah if Adam's not available, Susan if Leah's not available
    c. Make your request in person – DO NOT EMAIL SOCIAL SECURITY NUMBERS!
13. Obvious errors you may be able to correct. See "common errors" below.
14. Correct the obvious error and resubmit for verification. See "resubmit petition" below.
15. Send email to DEU asking them to update notation
    a. Subject of your email is the name and DID of the petitioner
    b. Include the message, "Please update the notation on the record of [NAME] [DID] to 184"
    c. Save a copy of the email to the petitioner's folder

16. Record that the notation was added in the database
17. If the error is not obvious, attempt to call the petitioner at the phone number listed on their petition. If they do not answer or a phone number is not listed, send the first letter to the customer by sending email to DUE asking them to update notation
    a. Subject of your email is the name and DID of the petitioner
    b. Include the message, "Please update the notation on the record of [NAME] [DID]to 178"
    c. Save a copy of the email to the petitioner's folder
18. A report is generated each week by the CAFU IDPP reporting person that indicates records that have had the "Letter Sent" notation on file for more than 10 days or more than 30 days. This report is shared with the Team Leader.
    a. The Team Leader will review the CAR for any petitioner that received a letter more than 10 days ago and determine if it makes sense for a 2nd letter to be sent. If it does, the TL will send an email to DEU asking them to send a 2nd letter and will ask that the date of the notation not be updated.
    b. The Team Leader will send an email to the adjudicator asking if the petition is ready to be suspended if the initial letter was sent more than 30 days ago (as indicated by the report). The adjudicator will follow the steps under "Suspending a Petition" at that time.
19. If at any point during the normal IDPP process, it's found that the customer is deceased, the petition record can be marked with "PetProc Customer Initiated Cancellation" – Code 182. Please see the "Cancelling a Petition" section below for instructions on how to proceed with a cancellation.

## Petitioner Contact

1. When speaking to the customer, identify yourself to the petitioner by name as a DMV agent.
    a. Avoid telling them you are a fraud investigator or that you work in the fraud unit.
    b. Tell them that you will be "researching" rather than "investigating."
2. Authenticate the customer and review the personal identifying information on MV3012 with the petitioner
    a. Do not provide specific information directly. For instance, instead of saying, "Is your birthday 1/2/1934?" ask, "Would you please confirm your date of birth?"
    b. If you are unable to obtain the necessary information, more direct questions can be asked.
3. If the petitioner gives you additional or different information, make corrections to MV3012 and resubmit for verification. See "resubmit petition" below.
4. If the petitioner confirms that the petition was filled out with the best information they had, advise them they will have to provide an alternate form of proof of identity. Acceptable secondary documents include:
    - Baptismal certificate
    - Hospital birth record
    - Doctor's record of post-natal care
    - Birth recorded in a family bible

- Census record
- Early school record

Note: Do not direct the customer to spend money in order to obtain additional documents. Remember the entire premise for this process is to not require a customer to pay for documents in order to obtain a free voter identification card. However, if it is determined that a record will be adjudicated is with the payment of fees, see the "Fee Based Resolution" below.

5. If an alternate documentation is needed and they have possession of it, direct the petitioner to a field station most convenient to them.
   a. Secondary identity documents must be reviewed by BFS staff so they can examine them to determine authenticity.
   b. Review the office location and hours of operation to give the petitioner all the information they need to decide which location is best.
6. Contact the supervisor of the field station to tell them the name of the petitioner and when they can be expected.
7. Send email to DEU asking them to update the notation.
   a. Subject of your email is the name and DID of the petitioner
   b. Include the message, "Please update the notation on the record of [NAME] [DID] to 179"
   c. Save a copy of the email to the petitioner's folder
8. BFS staff will scan the documents into Issuance or fax to CAFU.
9. Make a dated, detailed entry in the IDPP report each time you talk to the petitioner.
10. If you determine that a Common Law Name Change Affidavit (CLNC) may help the customer, prepare an email to send to the Supervisor and Team Leader (to be forwarded to the BFS Director (and Deputy Director after 9/1/16)).
    a. Create a summary that explains why the (CLNC) form should be considered as an option for the petitioner.
    b. Attach an updated version of the petitioner's CAR.
    c. If the use of the form is approved, find the CLNC affidavit located here: W:\Fraud\VOTER ID NMAPP and pre-fill appropriate areas for the customer
    d. Create the cover letter for the CLNC affidavit (stored here: W:\Fraud\VOTER ID NMAPP\Letter Templates)
    e. Contact the petitioner to explain that you will be mailing them the affidavit and if they have any questions or do not receive the affidavit in a couple days, to contact you.
11. If the customer indicates that they have an updated address, they will need to submit the address change to us in writing in order to receive an updated temporary receipt. Per OGC "writing" can be one of the following options:
    a. Returning to a CSC to submit a change of address or an updated application
    b. Emailing with updated address information
    c. Faxing updated address information
    d. Mailing information with updated address information

e. Completing an address change online (you may need to assist customer if they no longer know the DL # that they were issued on the original receipt).

12. Once the customer has submitted the updated address information in writing, create a new receipt with the same issue date and expiration date as the prior receipt that was issued (following procedures above but do not adjust the issue date or expiration date of the new receipt).
13. If you determine that a customer is not a US Citizen and is therefore ineligible for an ID card for voting purposes follow the steps below.
    a. Update the "RECEIPT TRACKING" spreadsheet to indicate that the customer is no longer eligible for additional temporary receipts (in RED font, include NOT ELIGIBLE under the next available Receipt column, see example below).

| PETITIONER LAST NAME | PETITIONER FIRST NAME | DID# | RECEIPT SENT BY (DIT/DOT) | APPLICATION DATE | STATUS (when receipt 1 is sent) | RECEIPT (1) DATE | RECEIPT (1) RETURNED UNDELIVERABLE DATE | RECEIPT (2) DATE |
|---|---|---|---|---|---|---|---|---|
| EXAMPLE | EXAMPLE | Z00000000000 | LJR | 1/1/11 | ACTIVE | 5/13/16 | | NOT ELIGIBLE |

    b. Remove the customer's entry from the "WHEN TO RENEW" spreadsheet.
    c. Proceed with the Petition Denial procedures located later in this document.

# Common Errors

- DOB error – a CLEAR report may turn up a date of birth with transposed numbers, or that is a year off.
- Name error – a CLEAR report may suggest alternate spellings of a petitioner's name
- Place of Birth- city names can be common by state, be sure to check the city in neighboring states.
- Parent's names – check spellings, nicknames, etc.

## Resubmitting a Petition to DHS for Verification

1. Make corrections to the petition where needed.
2. Send petition as an attachment by email to **DOT DMV BDS Voter ID Petition Process.**
    a. Subject of your email is the name and DID of the petitioner
    b. Include the message, "Please resubmit for verification and update the notation on the record of [NAME] [DID] to [CODE]"
    c. If the petitioner was born in WI, the code will be 185
    d. If the petitioner was born in a state other than WI, the code will be 184
    e. Save a copy of the email to the petitioner's folder
3. Update the notation in the database
4. Make a dated, detailed entry in the IDPP report each time you talk to the petitioner.
5. If DHS verifies the record as a match, Susan and Leah do not have to approve the issuance of that card. If you have the email from DHS that says a match was found, you can ask to DEU to issue the card (if something on the driver record must be updated to match the petition, remember to ask

DEU to make those changes before issuance). When you send the email to DEU, you will still have to copy Adam, David, Susan and Leah so that we can track cards that are issued.

## Petitioners Born Outside the US (Consular Birth)

1. Follow Daily Intake and Petitioner Contact steps above.
2. If the petitioner confirms they were born abroad to US parents, contact the Department of State (DOS) and ask for confirmation of birth record.
3. Be sure to copy the CAF Unit Supervisor and Team Leader on any correspondence to DOS. It may take 3-4 weeks for a response.
4. Make a dated, detailed entry in the IDPP report each time you talk to the petitioner.
   a. If you haven't already started an IDPP report, see Step 11 under "Daily Intake."

## Extraordinary Proof

1. If you are unable to receive confirmation from DHS on the birth record information but you feel that the petitioner has provided sufficient information to issue a Voter ID card, prepare a packet for "extraordinary proof" approval through Jim Miller (BFS Director (and Deputy Director, Joe Bruno, after 9/1/16)).
   a. The petitioner must have early documentation (as described as Secondary Evidence by the Department of State, below (http://travel.state.gov/content/passports/english/passports/information/secondary-evidence.html) that confirms name, date of birth, and place of birth information.

### Secondary Evidence of U.S. Citizenship

If you **cannot present** primary evidence of U.S. citizenship, you **must** submit secondary evidence of U.S. citizenship. Determine what form of secondary evidence is most appropriate for your situation based on the descriptions below.

#### Early Public Records

If you were born in the United States and **cannot** present primary evidence of U.S. citizenship, submit a **combination** of early public records as evidence of your U.S. citizenship. Early public records must be submitted with a Letter of No Record. Early public records should show your **name, date of birth, place of birth**, and preferably be **created within the first five years of your life**. Examples of early public records are:

- Baptismal certificate
- Hospital birth certificate
- Census record
- Early school record
- Family bible record
- Doctor's record of post-natal care

Early Public Records are **not** acceptable when presented **alone**.

   b. All information supplied by the petitioner must be included in the CAR. Any information gathered through other sources must also be included.
   c. Email the CAR and supporting documents to the supervisor and team leader with the subject line "IDPP for Approval."
2. The supervisor or team leader will communicate with the BFS Director (and Deputy Director after 9/1/16) for a final decision. This decision will be communicated back to you.
3. Send an email following the instructions under "Issuing a voter ID" below, but add the information that this ID card was issued with extraordinary proof.
4. Add a final entry to the CAR stating, "This petition was approved for issuance because of extraordinary proof on [date] by [name of BFS Director/Deputy Director]."
5. Move customer's IDPP folder to the subfolder name "Extraordinary Proof" (located at this path: W:\Fraud\VOTER ID NMAPP\IDPP\165-Issued\165-Issued with Extraordinary Proof).
6. The weekly IDPP reporting person is responsible for adding the record as an entry in the "Extraordinary Proof Tracking" spreadsheet.

## Issuing a voter ID

When you believe your investigation has uncovered all the information needed to issue a voter ID:

1. Present the results of your investigation to at the weekly IDPP meeting or by email to the supervisor and team leader. Wait for approval to proceed.
2. Address a new email message to DMV BDS Voter ID Petition Process
   a. CC: your supervisor [Susan Schilz], team leader [Leah Fix], and the investigator responsible for weekly IDPP reporting [Adam Guess, Dave Okonski]
   b. The subject line should include the name and DID of the petitioner
   c. The text should read, "Please update the notation of the record for [NAME] [DID] to 165 and issue voter ID."
3. Make a dated, detailed entry in the IDPP report each time you talk to the petitioner.
   a. If you haven't already started an IDPP report, see Step 11 under "Daily Intake."

## Fee Based Resolution

If at any time during the adjudication process it is found that the payment of a fee may be preventing a customer from obtaining a product, the following steps should be taken. ). The steps below are currently being developed by CAFU and are not final.

1. If a fee is creating a barrier to issuing a product and it is reasonably determined that an identity document can be obtained by submitting paperwork and payment, a proposal should be brought forward to the supervisor and team leader to review the record. Please be sure you have completed these steps prior to bringing the record forward for review.
   a. Determine the source for the document needed [state, hospital, school, etc.]
   b. Make contact with the entity to learn how to apply for the document requiring the fee.
      i. Determine the cost

ii. Obtain document/form needed to process the fee transaction
iii. Timeline and communication expectations for delivery of the identity document.
iv. Determine the procedure if there is a "No Match"
v. Establish a point of contact that can complete the required forms from DOT Accounting/Finance (W9 and STAR form?)
vi. Once a point of contact is established, ask a database maintenance person in CAFU to add the contact to our contact DB. The physical address should include "IDPP Fee" so the contact can be easily found using a search of the database.

c. Log the needed information in the CAR
d. Schedule time [30 minutes] to review case with supervisor and team leader.

2. Once a review of the case is completed and approved for submission to the entity, the following steps can be taken.

   a. Send a letter, using the appropriate template, to the customer requesting their response and record the date the letter was sent in the DRAFT – Fee chart.
      i. When the customer responds, be ready to work with the customer to coordinate anything needed from the customer, such as signature, additional communication information, etc. and update the entry on the DRAFT – Fee Chart.
      ii. Request the fee needed from revenue source and record date in the DRAFT – Fee Chart. Include appropriate documentation in order to obtain fee check.
   b. If the customer doesn't respond to the letter, after 30 days proceed with timelines taken for petition customer records without communication and update the entry on the DRAFT – Fee Chart.

3. Submit fee and any required forms to the appropriate agency and record the date in the DRAFT – Fee Chart.
4. When a response is received from the outside agency, record the date the response was received and if the results were positive or negative (did you get the document that was needed or not?) in the DRAFT – Fee Chart.

## Suspending a Petition

A petition can be suspended for two reasons and may be returned to an active status at any time if new information is provided by the petitioner:

1. Lack of communication with the petitioner
2. If the petitioner is unable to provide additional information or secondary documentation that results in issuance of the ID card (proceed to "Steps to Suspend" below)

**Lack of communication from petitioner:**

1. If 10 business days have passed since the first letter was sent asking the petitioner to contact CAFU and they haven't called or otherwise responded, another letter will be sent.
2. If a telephone number has been provided, a call should be made to the petitioner 10 days after the second letter has been sent.
3. If 30 days have passed since the second letter was sent and we still have not received a call from the petitioner, the petition can proceed to be suspended.
4. If the customer states that they will be providing additional documentation (and you have updated the notation to 179) but the customer fails to provide documentation within 10 business days, proceed with step 1 above to attempt to contact the customer again. If the customer fails to make contact or provide additional documentation within 30 days, proceed with suspending the petition.

**Steps to Suspend:**

1. Request a review of the petition with CAFU leadership to determine if the record is suitable for suspension status. Based on this review either:
   i. Send email to DEU asking them to suspend the petition.
   ii. Continue to attempt to contact the customer or act on information found in the review.
2. To suspend via DEU : Subject of your email is the name of the petitioner and the DID
3. Include the message, "Please update the notation on the record of [NAME] [DID] to 176"
4. Save a copy of the email to the petitioner's folder
5. Update the notation in the entry for the petitioner in the database
6. Add the petitioner information to the "Suspended" tab on the "KB REPORT SUSDEN" file located here: W:\Fraud\VOTER ID NMAPP\Emergency Rule.
7. When the petitioner has been in suspend for 180 days, they will appear on a weekly report prepared by the IDPP reporters and sent to the TL (along with the records at 178 for 10 days and 30 days).
8. The TL will send an email to the adjudicator indicating that it is time to prepare the denial letter and denial package (IDPP CAR along with any submitted documentation).
9. The adjudicator should then follow the steps below for "Petition Denial."

**Communication from petitioner after petition has been suspended:**

1. If a suspended petitioner contacts you or the unit, proceed to adjudicate any new information provided.
   a. If you haven't already started an IDPP report, see "Daily Intake."
   b. Make a date, detailed entry in the IDPP report each time you talk to the petitioner and if the customer provides new information, remove them from the "Suspend" category and begin adjudication again.
2. If a customer is removed from the "Suspend" category and you are continuing to adjudicate their record, the 30-day counter to suspend starts over. If another 30 days of inactivity pass, repeat "Steps to Suspend" (above).

## Petition Denial

# Processing ID Petition Process Applications

On 8/8/16 CAFU was directed by DOJ to not deny any petitions until further notice. Continue to log records that are eligible for denial based on the timeframe on the "Suspend >180" tab but do not forward any petitions to senior management for approval to deny. Petitions can be denied for the following reasons:

1. If the petition has been suspended and 180 days has lapsed without the petitioner filing new information
2. If the petitioner knowingly made a false statement on their application
3. If it is determined that the petitioner is not eligible (i.e. they are not a U.S. Citizen)

**Denying a Petition that has been suspended for more than 180 days:**

1. The IDPP reporting people in CAFU will prepare a weekly report to send to the Team Leader each Monday (or subsequent business day after a holiday) that includes any petitioners that will reach 180 days in "suspend" during the current week.
2. The Team Leader will notify the adjudicator responsible that a denial package (a pdf of the CAR and any documentation submitted by the petitioner during the process) and letter are due the following Tuesday (or subsequent business day after a holiday).
3. The final entry in the CAR should indicate that the petition was submitted for denial on [due date given by Team Leader].
4. The Team Leader will add an entry to the "Suspend >180" tab on the "Track Log Denials" spreadsheet located here: W:\Fraud\VOTER ID NMAPP\Denial Letters Sent.
5. The following Tuesday, the Team Leader will review the denial package and the denial letter proofing for errors and content.
6. Once it is determined that the package is complete and the letter is correct, the Team Leader will forward the petition to the BFS Director (and Deputy Director after 9/1/16) for final approval.
   a. CC the CAFU supervisor and the adjudicator
   b. Include the denial package and the denial letter
   c. Add the entry to the "Denials" tab of the spreadsheet
4. Your request will be reviewed by the BFS Director (and/or Deputy Director after 9/1/16) who will make the final determination of approving the denial or asking CAFU for more information.
5. If he approves the denial, the Track Log Denials spreadsheet will be updated by the TL with the date it was approved for denial by the BFS Director (and/or Deputy Director after 9/1/16).
6. The TL will add the entry to the "denial summaries" spreadsheet (located here: W:\Fraud\VOTER ID NMAPP\Emergency Rule), complete all columns, and send the updated spreadsheet to the Supervisor who will, in turn, send the file to DOJ.
7. Your denial letter will attached to the email containing the approval to deny from Jim Miller and be forwarded to the Director of BDS by the TL.
   a. The TL will CC the CAFU Sup and the adjudicator
   b. The TL will update the date on the Track Log Denials spreadsheet
   c. The TL will save a copy of the email in the case file and in the "Letters Sent" folder located here: W:\Fraud\VOTER ID NMAPP\Denial Letters Sent\Letters) and within the case folder.
   d. Your denial letter will be signed & mailed by the Director of BDS.

8. The TL will send an email to the Voter ID inbox requesting that the notation on the record be updated to "177 PetProc Term" to deny the petition.
    a. The IDPP reporting people in CAFU must be copied on the email.
    b. DEU Supervisor (Katie Bartelt) and QIS Chief (Corey Kleist) must be copied on the email.
    c. The CAFU adjudicator must be copied on the email.
    d. The CAFU adjudicator will save a copy of the email in the case file.
    e. The CAFU TL will update the Track Log Denials spreadsheet.
9. Once the CAFU adjudicator sees the request to add the 177 notation to the record, the adjudicator will:
    a. Update the CAR to include the denial information
    b. Update the CAR database entry to notate that the petition was "denied"
    c. Remove the petitioner information from the "Suspends" tab and add the petitioner information to the "Denials" tab on the "KB REPORT SUSDEN" file located here: W:\Fraud\VOTER ID NMAPP\Emergency Rule.
    d. Move the case folder to the "177 – Denied" folder (located here: W:\Fraud\VOTER ID NMAPP\IDPP\177 – Denied).

**Denying a petition for fraud or for ineligibility:**

1. If you determine that a petitioner made a false statement or that they are ineligible for an ID to be used for voting purposes (i.e. they are not a U.S. Citizen), prepare the CAR as a denial package and the denial letter and forward to the CAFU TL and Supervisor for review indicating the reason for denial.
2. The denial will be forwarded by the CAFU TL or Supervisor to the BFS Director (and Deputy Director after 9/1/16) for review and will be forwarded to the Attorneys at DOJ that have requested a review of these cases.
3. Once the CAFU TL or Supervisor gives you the direction to proceed, all steps starting at #6 (above) under "Denying…more than 180 days
10. If the Denial letter is returned as undeliverable, the letter will be delivered to the Director of BDS who will in turn give it to CAFU.
    a. CAFU staff must scan the envelope and the returned letter and save the PDF in W:\Fraud\VOTER ID NMAPP\Denial Letters Sent\Letters\Returned Letters
    b. Whoever receives the letter in CAFU must add a final entry in the CAR stating "Denial letter returned to sender by Post Office [dit/dot logon id]" along with the date.

## Petition Cancellation

3. If at any time during the petition process the customer decides to remove themselves from the process, the "PetProc Customer Initiated Cancellation" notation (code 182) can be added to the record (this would also be done if during the normal adjudication process it is discovered that the customer has become deceased).
    a. Send an email to the Voter ID Petition inbox

   b. State that the customer (list name and NSDID) is to be cancelled from the petition process and that the 182 notation should be added to the record
   c. CC the CAFU staff responsible for IDPP reporting and the CAFU TL
4. If an email is received in the CAFU team inbox from DEU stating that a customer has contacted them to be removed from the petition process, check to see if the petition is currently being adjudicated by CAFU.
   a. If it is, forward the email to the CAFU staff responsible for IDPP reporting, the adjudicator currently working on the case and the CAFU TL.
   b. The adjudicator should update the CAR with a final entry stating that the customer initiated a cancellation, save the email sent by DEU, update the entry in the CAR database and move the customer's IDPP folder to the "182 – Cancelled" folder.
   c. If it is not being adjudicated by CAFU, forward the email to the CAFU staff responsible for the IDPP reporting and the CAFU TL.

## BFS petition processing steps:

- Require the applicant to complete the MV3004, checking Box 4
- Take a photo at the info desk
- Call the customer to the counter for processing
- The processor will evaluate the identity documents and determine eligibility
- If documents are not made available the processor will offer the petition process by providing form MV3012
- The customer will be asked to pay particular attention to the "Unavailable" definition on the form – this may give the customer a thought to look more for the missing documents, however, the processor is not allowed to say, "go look at home."
- The processor will not complete the transaction, but will choose a product code, IDPP in the application and process to the point of pending – these are BITS changes to the code in play.
- The completed MV3004 and MV3012 will be scanned and emailed to DEU daily.
- The hardcopies MV3004 and MV30012 will be packaged for delivery to CAFU – Mailbox in room 255.
- The processor will not be printing ID receipt or completing the transaction.
- BFS staff will provide a Take Away letter to the customer explaining next steps and what the customer can expect.

## DEU petition processing steps:

- BFS Customer Service Centers email scanned copy of Petition Process application (MV3012) to DEU group email box "DOT DMV BDS Voter ID Petition Process."
- DEU opens email and attachment. DEU processor determines which items need verification, and which entity verifies that item.

# Processing ID Petition Process Applications

- Name Change: DEU processor performs SSOLV check of customer's current name and birth name.
    a. If both verify, proceed to Citizenship, Name/DOB verification. No notation needed.
    b. If both do not verify, forward to CAFU for name change verification, add "Pet Proc req sent to CAFU - Name Change" notation to record, and proceed to Citizenship, Name/DOB verification.
- Citizens born in Wisconsin: DEU forwards MV3012 to Wisconsin DHS "Wisconsin Birth" email address for verification. Add "Pet Proc req sent to WI DHS - WI Birth" notation to record.
    a. If DHS is able to verify, an email indicating such will be sent to DEU. If the record does not reflect a name change notation (see 3b), issue the product (See "Issuance").
    b. If DHS is unable to verify, an email indicating such will be sent to DEU. Forward the email to CAFU, and add "DHS "No Match" – forwarded to CAFU" notation to the record.
- Citizens born in the U.S., outside of Wisconsin: DEU forwards MV3012 to Wisconsin DHS "OOS Birth" email address for verification. Add "Pet Proc req sent to WI DHS – OOS Birth" notation to the record.
    a. If DHS is able to verify, an email indicating such will be sent to DEU. If the record does not reflect a name change notation (see 3b), issue the product (See "Issuance").
    b. If DHS is unable to verify, an email indicating such will be sent to DEU. Forward the email to CAFU, and add "DHS "No Match" – forwarded to CAFU" notation to the record.
- U.S. Citizens born abroad: DEU forwards MV3012 to CAFU for verification via U.S. State Dept. Add "Pet Proc req sent to CAFU – Consular" to the record.
    a. If CAFU is able to verify, an email indicating such will be sent to DEU. If the record does not reflect a name change notation (see 3b), issue the product (See "Issuance").
    b. If CAFU is unable to verify, an email indicating such will be sent to DEU. Add "US State Dept "No Match" – sent to CAFU" notation to record. CAFU will continue to investigate.
- Naturalized U.S. Citizens: DEU processes S.A.V.E verification. If the verification is not completed immediately, add "Pet Proc S.A.V.E. check pending" notation to the record.
    a. If DEU S.A.V.E. check verifies, and the record does not reflect a name change notation (see 3b), issue the product (See "Issuance").
    b. If DEU S.A.V.E. check does not verify, forward the email to CAFU and add "SAVE "No Match" – forwarded to CAFU" notation to the record.

# Get your ID to Vote!

# No birth certificate? No problem! Ask us how