



1. Make an attempt to contact the voters who did not receive the correct ballot by phone to explain the mistake.
 - a. Explain to the voters that they may vote by-mail, vote in-person absentee or vote in-person on Election Day.
 - b. Make a record of the conversation with the voter.
2. Prepare absentee by mail materials for the voters:
 - a. The ballots should be reissued with the same application number, but place a suffix with the letter "a" (for "additional") at the end of the number.
 - b. Record a comment in SEIMS that the ballot application was reissued because voter was given the incorrect ballot style.
 - c. Place sufficient postage on the container-return envelope for the voters.
 - d. These reissued ballots will need to be tracked manually. The county may not use SEIMS to track the reissued ballot.
3. Send the voter the SBOE-approved letter along with the reissued absentee voting materials.
4. The county board of elections will need to file a challenge to the incorrectly issued absentee ballots. See G.S. § 163-89. The basis for the challenge is that the voter is not eligible to vote the ballot style issued. For one-stop absentee ballots, the County Board staff should retrieve the incorrect ballot style prior to Election Day.
5. If the issue with a voter's ballot is not resolved prior to Election Day, the county board must flag the voter's name in the poll list on Election Day, to show that the voter was issued an incorrect absentee ballot.
6. If the voter does not return the correctly issued ballot, but chooses to appear in person and vote during one-stop or on Election Day, then the voter should be given a provisional ballot.
7. If the voter returns the correct ballot or subsequently votes in-person, then follow these steps to handle the incorrectly cast ballot:
 - a. The challenge to the incorrectly issued absentee ballot should be SUSTAINED.
 - b. If the voter initially voted by one-stop, then the vote tallies for the ballot should be deducted from the appropriate vote totals for the machine in which the incorrect ballot was entered.
 - c. If the voter voted absentee by-mail, then the absentee application for the incorrectly-issued ballot should be disapproved and the ballot shall not be counted.
8. If the voter does not return the correct ballot, then the county board should not sustain the challenge and should then proceed to count the incorrectly issued ballot; however, the board may only count the contests for which the voter otherwise would have been eligible to vote.