



BALLOT ON DEMAND PROCEDURES FOR THE BOARD OF ELECTIONS IN THE CITY OF NEW YORK

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PURPOSE

For every election, the Board of Elections in the City of New York is responsible for sending absentee ballots to its eligible voters. The purpose of this document is to provide detailed instructions for creating ballots for absentee voters. As mandated by the Commissioners of the Board of Elections in the City of New York, bipartisan Board staff will implement the procedures detailed in this document in an accurate manner in New York, Bronx, Kings, Queens, and Richmond counties.

OVERVIEW

Ballot On Demand (BOD) — is the process of printing ballots for governmental elections while using the Balotar Printing System.

The Balotar Printing System provides the technology and services needed to produce ballots for absentee and walk-in (voting in office) absentee voting applications. It can print simplex and duplex ballots in the following sizes: 8.5 x 11, 14, 17 and 19.

Prior to an election, Management Information Systems (MIS) at the General Office produces a batch of mailing labels for absentee voters for all the borough offices at their requests. These labels are generated from the names and addresses of voters in the Archival for Voter Images and Data (AVID) system who request to receive an absentee ballot at election time.

In the past, the Board had a supply of absentee ballots printed by a vendor based on an estimated number of registered voters. Next, the vendor sent the printed ballots to the borough offices for staff insertion in the designated envelopes for absentee voters.

Today we use the **Balotar Printing System**, which is designed to generate absentee ballots on demand at borough offices.

Benefits of BOD:

- Borough offices have control of their absentee ballot production.
- BOD expedites the ballot mailing process for voters who are registered as Federal, Military, Absentee Permanent, Nursing Home Program, or Absentee Temporary.
- In-house ballot production saves time and costs.
- It minimizes the amount of unused paper ballots.
- Less storage space is needed to maintain unused ballots for two years.

Printing System Equipment

Each borough office has two or more Balotar Printing Systems to generate absentee ballots for voters in their borough. Components:

- Laptop computer
- Balotar printer
- Network cables
- Auto Folder device
- BOD Folder Switch device
- Output trays (Flat and U trays)
- Stationary printer cart (storage for toner, ballot paper and other related items)



The Balotar printer is located in a secure area in each borough office. System components are to be used for BOD printing only.

The Board contracts service and maintenance updates with the Balotar vendor.

- At the beginning of each year, the BOD System Administrator in the General Office contacts the Balotar printer vendor to schedule preventive maintenance. The bipartisan BOD leads will record the activity in the Balotar Printer Maintenance Log.
- Two months before the first election of the calendar year, the BOD leads will have the printers checked by the Balotar vendor. If any components are missing, the BOD leads will forward a request to the BOD System Administrator for a replacement. Toner is replaced as needed.
- If difficulties develop during printing, leads will call the Balotar vendor at **1-877-377-8683** (or the current support contact number posted on the machine) to request servicing, and call the BOD System Administrator.

Leads will record the request in the Balotar Printer Maintenance Log along with all other service calls. Anytime assistance is needed, the leads should contact the BOD System Administrator.

ROLES AND RESPONSIBILITIES

Role	Responsibilities include:
Bipartisan BOD Leads	<ul style="list-style-type: none"> ▪ Scheduling and documenting maintenance and service calls ▪ Maintaining the Balotar Printer Maintenance Log ▪ Requesting mailing labels, ballot paper, toner cartridges, and other supplies ▪ Selecting ballot styles for Ballot Print/Scan Test ▪ Overseeing envelope preparation, ballot production, and Ballot Print and Scan Test ▪ Checking readiness of the Balotar Printer ▪ Assisting with print-related issues ▪ Quality control of ballot printing ▪ Communicating with Team Operators, BOD System Administrator, and Balotar Vendor
Bipartisan BOD Team Operators	<ul style="list-style-type: none"> ▪ Preparing envelopes ▪ Changing toner cartridges and loading paper ▪ Clearing paper jams ▪ Printing test, Absentee batch, and Walk-in (Voting In Office) ballots ▪ Assembly of ballots and envelopes ▪ Quality control of ballot printing
Bipartisan Central Ballot Scanning and Tabulation (CBST) system leads	<ul style="list-style-type: none"> ▪ Scanning test ballots on DS850 ▪ Documenting Ballot Print and Scan Test results
BOD System Administrator	<ul style="list-style-type: none"> ▪ Obtaining Balotar supplies ▪ Assisting borough office with ballot production ▪ Providing Ballot Styles and Party Code files to boroughs ▪ Tracking and problem solving with Balotar Vendor
Balotar Vendor	<p>Election Systems & Software, LLC (ES&S)</p> <ul style="list-style-type: none"> ▪ Service, maintenance and support for the Balotar printer

Ballot On Demand Process

This procedure consists of two types of absentee voter ballot processes and two printing options for the batch of absentee ballots:

- I. **Batch of Absentee Ballots**
 - A) In-house ballot printing; or
 - B) Commercial/vendor ballot printing

- II. **Walk-In Absentee Ballot (Voting In Office)**

I. BATCH OF ABSENTEE BALLOTS

Voters who are registered in the AVID system as one of these absentee types will be eligible to receive an absentee ballot.

Absentee Types:

- Federal Absentee
- Military Absentee
- Permanent Absentee
- Nursing Home Program
- Temporary Absentee
- Board of Elections & Poll Workers

Authorized borough personnel may request mailing labels from MIS for their eligible voters in the upcoming election.

Using the Ballot Absentee Tracking System (BATS), MIS creates:

1. A text file containing the name, address, Voter Serial Number (VSN), Party enrollment, and Election District/Assembly District (ED/AD) of the absentee voters.
2. A PDF file of the corresponding mailing labels. Borough personnel may request as many batches as needed while continuing to receive absentee ballot applications.

The mailing label PDF file is emailed to the requesting borough for onsite printing. Since the first request produces a high volume of mailing labels, MIS prints this batch for every borough automatically. All subsequent batches are printed at the borough office. However, MIS will print additional batches of mailing labels if the borough office makes that request.

The text file is stored in a folder labeled by borough on the "P" network drive. The drive is accessible on the Balotar Printing System.

The absentee ballots are created by the Electronic Voting System (EVS) Department, proofed by Ballot Management, and approved by The Board of Commissioners. Authorized EVS personnel will email a data file to the ES&S Balotar support team to prepare the data. The support team will notify EVS when the ballots are ready to print and EVS will notify the borough offices.

Shown below are instructions based on your selection of in-house or commercial/vendor ballot batch printing.

A) In-house Ballot Printing — Batch only:

There should be bipartisan BOD leads for each BOD machine.

1. Request Supplies

Authorized borough personnel emails:

- a) Ballot Management at TSattie@boe.nyc.ny.us
to request ballot paper
 - order extra paper that will be needed for ballot print testing and DS850 Batch Header Sheets
- b) EVS at *EVSGroup@boe.nyc.ny.us
to request toner and any other supplies needed for the Balotar printer

2. Request Mailing Labels

- a) Authorized borough personnel emails the MIS helpdesk to request mailing labels.
- b) The email should clearly specify the types of absentees and borough preferences such as the sort order of the file records and the ballot in-house print option.

3. Receive and Print Mailing Labels

- a) The first batch request is printed by MIS PrintShop for every borough automatically because it produces a high volume of mailing labels.
- b) The borough office is notified to pick up their printed batch of mailing labels from MIS PrintShop.
- c) After receipt of the mailing labels PDF file, the borough office prints its labels onsite, beginning with their second batch request.
- d) MIS will print additional batches of mailing labels if the borough office makes that request.

4. Prepare Envelopes

Borough staff prepares envelopes with the mailing labels for absentee voter packets.

- a) **A packet consists of up to three envelopes:** the mailing, return and ballot envelopes. *Poll workers only need the mailing and ballot envelopes.*
- b) The assembled packets are bound by a rubber band and placed in a tray in the same order that the labels were printed.
- c) The trays should have the AD information displayed clearly.

5. Load paper trays

- a) Team Operators insert the correct size ballot paper in the printer.
- b) For proper alignment, fan or loosen the paper stack and make sure it stacks evenly in the paper tray. This will keep the paper from sticking together and help prevent paper jams.
- c) Do not overload the paper tray. The suggested maximum number of ballot sheets per paper tray is 150.

6. Check Auto Folder

- a) Team Operators check the Auto Folder device to ensure that the output tray (Flat or U tray) is in place.
- b) The Flat tray is better at maintaining the sequence order of printed ballots.
- c) If ballots do not fold properly, call your maintenance contractor at **1-877-377-8683** (or the current support contact number listed on the machine). Also call the BOD System Administrator.

7. Ballot Print and Scan Test (Do this before printing an entire batch.)

The BOD System Administrator will let the borough offices know when their ballots are ready to print. Next, the borough offices will complete a ballot print and scan test.

The purpose of the test is to ensure that the ballots can be scanned and recognized by the DS850 scanners. When this occurs, it's considered a successful scan. If a ballot comes through the top of the DS850 output tray, it is not a successful scan and the ballot must be rescanned for success.

Tests should be run using a minimum of 50 of your common ballot combinations, also known as ballot styles, or all of your ballot styles if there's less than 50. The ballot style a voter receives is based on the district they live in and their voter registration information.

- a) Print five (5) copies of each ballot style on every printer using the Manual Ballots print option. **Refer to IV. Manual Ballots Step-By-Step Instructions** on page 40.
- b) BOD leads must scan all the printed test ballots on every DS850 scanner onsite and record the results on the BOD Ballot Scan Test form (**Sample form on page 45**).

Example

If 50 ballots are scanned on a DS850 scanner and 15 are rejected, what should the BOD or CBST leads do?

Answer: Rescan the 15 rejected ballots on the same DS850 scanner.

If any scanned ballots continue to be rejected after three attempts, indicate "Fail" in the Scanning Results column on the BOD Ballot Scan Test form for that ballot style.

- c) After completing the Ballot Scan Test on one DS850, if any ballots fail, contact the BOD System Administrator in the General Office immediately.
- d) All test ballots and ballot scan test forms used, must be stored for two years in a secure location.

For more information about operating the DS850 scanner, refer to **15.9.1 Instructions** in **Section 4 Canvass/Re-Canvass Procedure** for step-by-step instructions.

8. Document Test Results

- a) BOD leads must always document the test results on the BOD Ballot Scan Test form, and sign and date it.
- b) Leads will attest that the ballots scanned successfully and indicate which ballots, if any, were rejected.

9. Print Entire Absentee Ballot Batch

For detailed information about printing an entire ballot batch, refer to **III. Mail Batch Step-By-Step instructions** on page 35.

- a) While the ballots are printing, borough staff should use the Ballot Overlay template to make sure the alignment of the printed ballot has not shifted. Perform this alignment check at least three times during the day; once in the morning, afternoon, and evening.
- b) An alignment check should be done after the paper tray is refilled and after a paper jam.
- c) **ED Header Sheet**, if generated by Balotar printer, should be used to confirm the number of ballots printed for the ED batch.
- d) As soon as the Team Operators activate a selected segment in a Batch to print, the screen status changes from “On Hold” to “Released.”

View the printed ballot carefully for obvious print errors. Check the printed ballot against the Ballot Overlay template to ensure proper alignment. Refer to “Sample of Acceptable Ballot” on page 47.
- e) The ballots will print in the same order as the mailing labels to match the prepared envelopes.

Once a selected segment has finished printing, the screen status will change from “Released” to “Printed.”

The printed ballots are now ready for the Assembly Process.

10. **Assembly**

After receipt of the absentee ballots, it's important that borough staff match the ballots with the mailing envelopes for insertion.

Before mailing ballots, printed voter identifications on the mailing labels are scanned into BATS for tracking the release date.

Once the Return Envelopes arrive at the borough office, the printed voter identifications on the labels are scanned into BATS for tracking purposes.

BATS is updated daily on an ongoing basis.

B) **Commercial/Vendor Ballot Printing — Batch only:**

When this option is selected, a vendor prints the ballots for the borough office. Allow at least a four business day turnaround time for this request.

1. **Request Mailing Labels**

- a) Authorized borough personnel emails the MIS helpdesk to request mailing labels.
- b) The email should clearly specify the types of absentees and borough preferences such as the sort order of the file records and the ballot commercial print option.

2. **Receive and Print Mailing Labels**

- a) The first batch request is printed by MIS PrintShop for every borough automatically because it produces a high volume of mailing labels.
- b) The borough office is notified to pick up their printed batch of mailing labels from MIS PrintShop.
- c) After receipt of the mailing labels PDF file, the borough office prints its labels onsite, beginning with their second batch request.

3. **Prepare Envelopes**

Borough staff prepares envelopes with the mailing labels for absentee voter packets.

- a) **A packet consists of up to three envelopes:** the mailing, return and ballot envelopes. *Poll workers only need the mailing and ballot envelopes.*
- b) The assembled packets are bound by a rubber band and placed in a tray in the same order that the labels were printed.
- c) The trays should have the AD information displayed clearly

4. **General Office forwards the ballot image file to the print vendor**

The vendor will ship the printed ballots to the borough office. The supply of absentee ballots received at the borough offices includes the amount needed for this ballot scan test.

5. **Ballot Scan Test**

After receipt of the absentee ballots, BOD leads will complete a ballot scan test. The purpose of the test is to ensure that the ballots can be scanned and recognized by the DS850 scanners. When this occurs, it's considered a successful scan. If a ballot comes through the top of the DS850 output tray, it is not a successful scan and the ballot must be rescanned for success.

Tests should be run using a minimum of 50 of your common ballot combinations, also known as ballot styles, or all of your ballot styles if there's less than 50. The ballot style a voter receives is based on the district they live in and their voter registration information.

- a) BOD leads must scan five (5) copies of each ballot style on every DS850 scanner and record the results on the BOD Ballot Scan Test form (**Sample form on page 45**).

Example

If 50 ballots are scanned on a DS850 scanner and 15 are rejected, what should the BOD or CBST leads do?

Answer: Rescan the 15 rejected ballots on the same DS850 scanner.

If any scanned ballots continue to be rejected after three attempts, indicate "Fail" in the Scanning Results column on the BOD Ballot Scan Test form for that ballot style.

- b) After completing the Ballot Scan Test on one DS850, and if any ballots fail, contact the BOD System Administrator in the General Office immediately.
- c) All test ballots and ballot scan test forms used, must be stored for two years in a secure location.

For more information about operating the DS850 scanner, refer to **15.9.1 in Section 4 Canvass/Re-Canvass Procedure** for step-by-step instructions. If unfamiliar with operating the DS850 scanner, contact a bipartisan Central Ballot Scanning and Tabulation (CBST) system lead.

6. Document Test Results

- a) BOD leads must always document the test results on the BOD Ballot Scan Test form, and sign and date it.
- b) Leads will attest that the ballots scanned successfully and indicate which ballots, if any, were rejected.

7. Assembly

It's important that borough staff match the ballots with the mailing envelopes for insertion.

Before mailing ballots, printed voter identifications on the mailing labels are scanned into BATS for tracking the release date.

Once the Return Envelopes arrive at the borough office, the printed voter identifications on the labels are scanned into BATS for tracking purposes.

BATS is updated daily on an ongoing basis.

II. WALK-IN ABSENTEE BALLOT (VOTING IN OFFICE)

A voter who is unable to vote at their polling location on Election Day may go to their borough office and request an absentee ballot.

Absentee voting in person begins as soon as the ballots are available and at least 32 days before an election.

Walk-in absentee ballot printing:

1. Request Absentee Ballot

Voter requests an absentee ballot by completing and submitting an Absentee Voter Application at their borough office.

2. Check Eligibility

Borough staff uses the completed application to search for the voter in the AVID system and determines if the voter is eligible to vote as an absentee for the requested election. **Refer to II.A. Voter Eligibility Validation** on page 27.

3. Load paper trays

- a) Team Operators insert the correct size ballot paper in the printer.
- b) For proper alignment, fan or loosen the paper stack and make sure it stacks evenly in the paper tray. This will keep the paper from sticking together and help prevent paper jams.
- c) Do not overload the paper tray. The suggested maximum number of ballot sheets per paper tray is 150.

4. Generate Mailing Label and Ballot

- a) After the voter's eligibility has been confirmed, borough staff will log into BATS to generate the mailing labels and corresponding ballot for the voter. **Refer to II.B. Mailing Labels Generation for Walk-ins** on page 29.
- b) Individual voter labels are created on the label printer connected to BATS at the borough office.
- c) BATS triggers the Balotar to print the appropriate ballot while the mailing labels are also printing.

5. Quality Control Check

View the printed ballot carefully for obvious print errors. At least three times during the day; once in the morning, afternoon, and evening, check a printed ballot against the Ballot Overlay template to ensure proper alignment. Refer to "**Sample of Acceptable Ballot**" on page 47.

6. Prepare Envelopes

- a) Borough staff matches the ballot with the mailing label on the return envelope.
- b) The BATS Identification printed on the mailing envelope is scanned into BATS for tracking the release date of the Absentee voter packet.

7. Deliver Absentee Ballot Packet

Borough staff hands the Absentee ballot packet to the voter who has the option of voting onsite or using the return envelope provided to mail it back to the borough office.

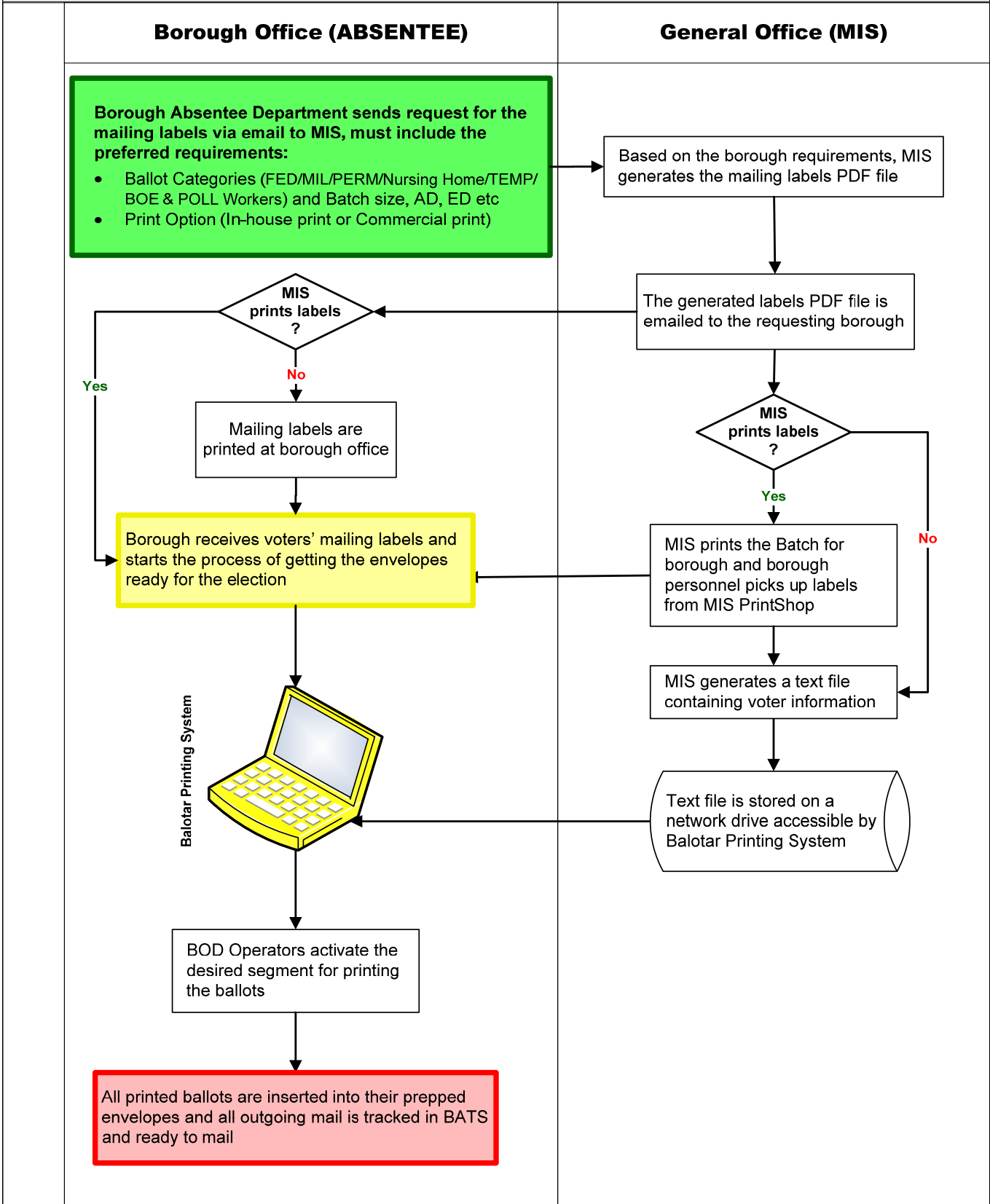
8. Tracking the Completed Absentee Ballot

The Absentee ballot is handed in or mailed to the borough office in a sealed return envelope.

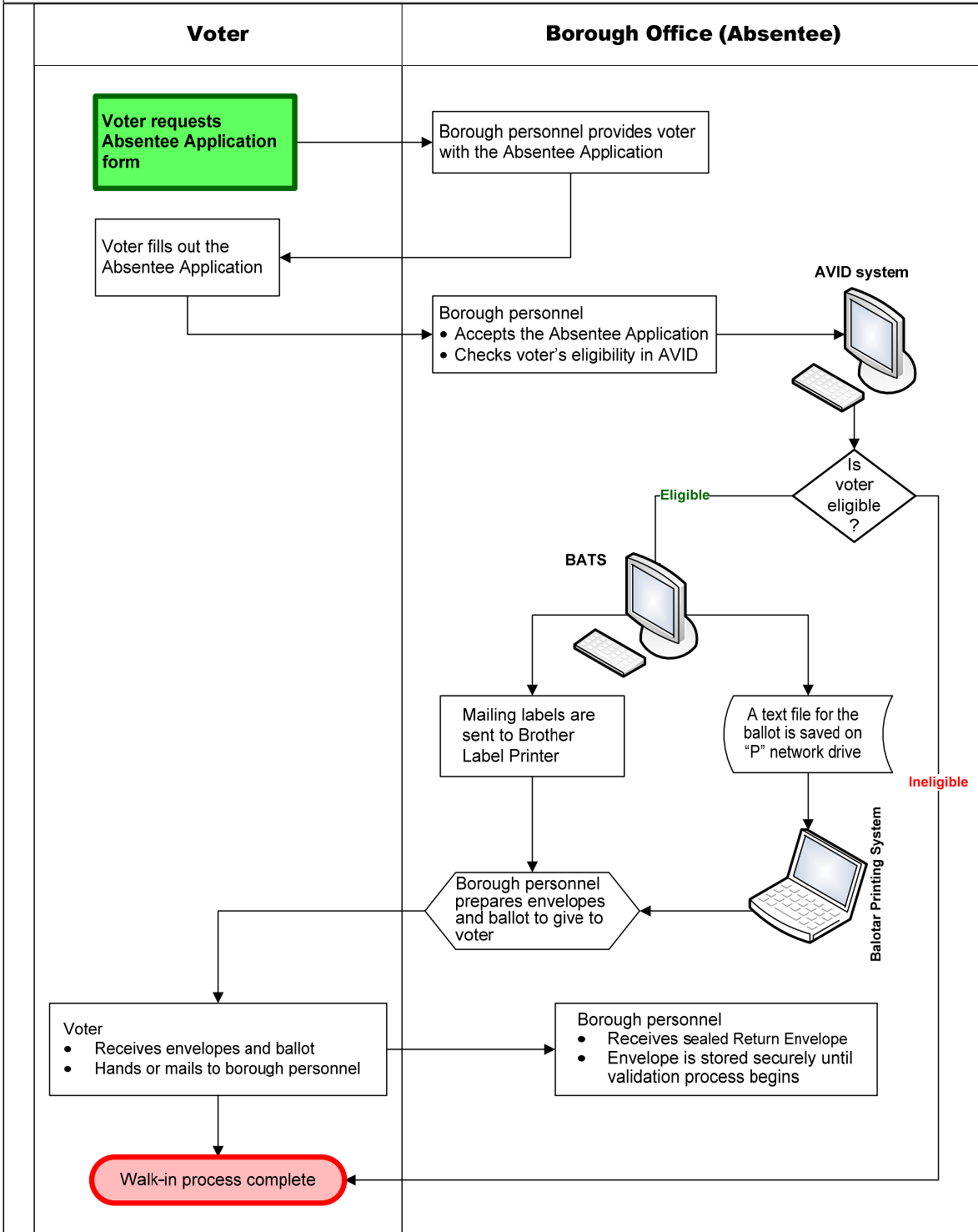
- a) The envelope is scanned into BATS for tracking the date of receipt.
- b) The returned envelope is stored securely until the validation process begins.

BOD PROCESS FLOWS

Batch of Absentee Ballots Production



Walk-In Absentee Ballot Production



I. BALOTAR START-UP STEP-BY-STEP INSTRUCTIONS

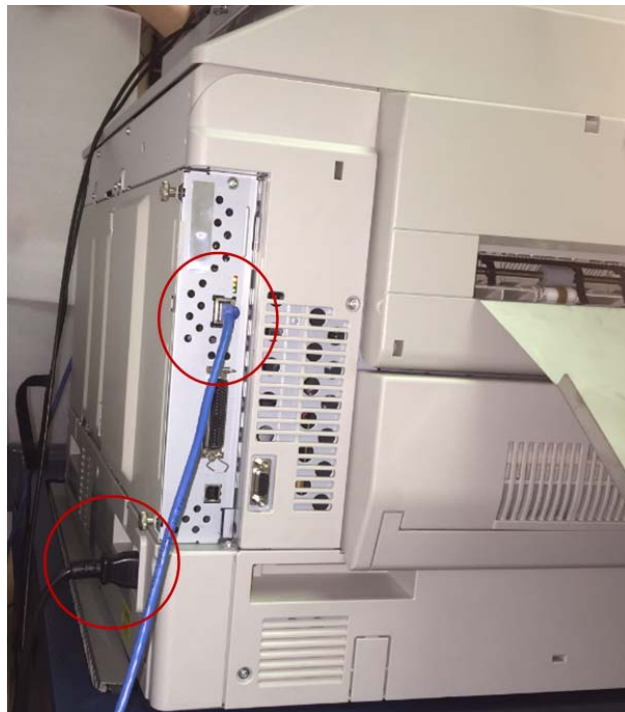
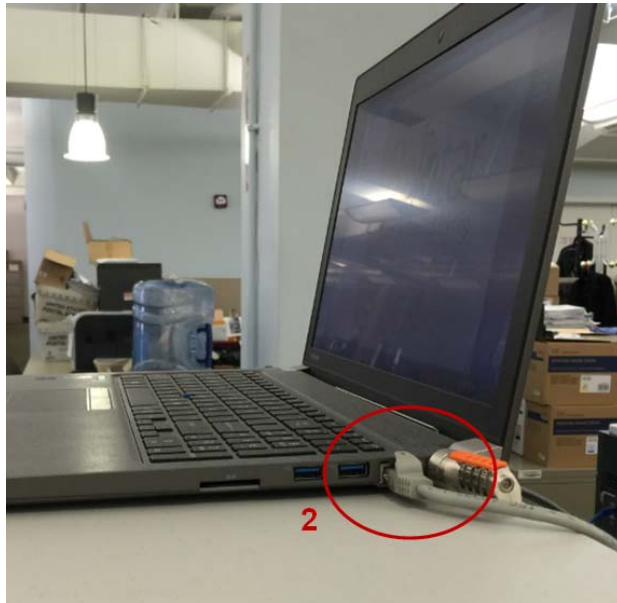
A. Window Login


- Step 1.** Inspect the network cables to make sure one is connected to the printer and one is connected to the laptop.
- Step 2.** Plug the printer power cord into the outlet.
Turn on printer, using toggle switch on lower-left side.
- Step 3.** Plug the laptop power cord into the outlet.
Turn on laptop.
- Step 4.** Windows Login screen appears. Enter a "Password" to log onto laptop.

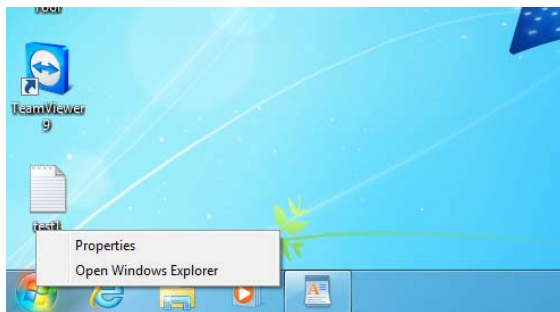


B. Network Connection Checks

- Step 1.** Check to make sure the laptop and Balotar are connected to the network by the network cables.

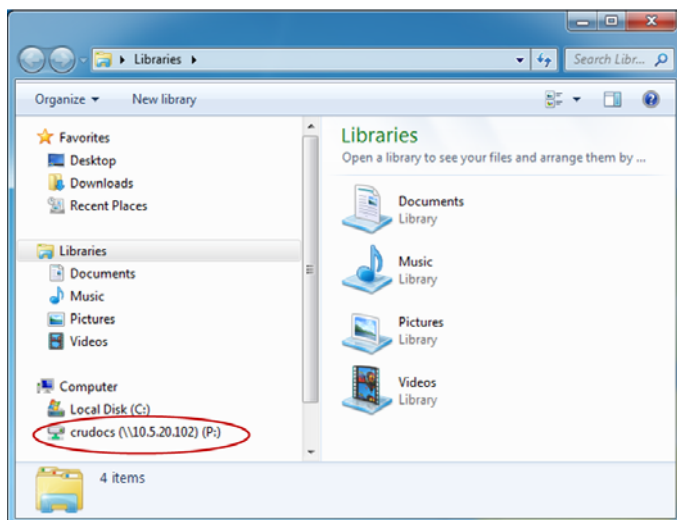


Step 2. Right click on the "Start"  button.

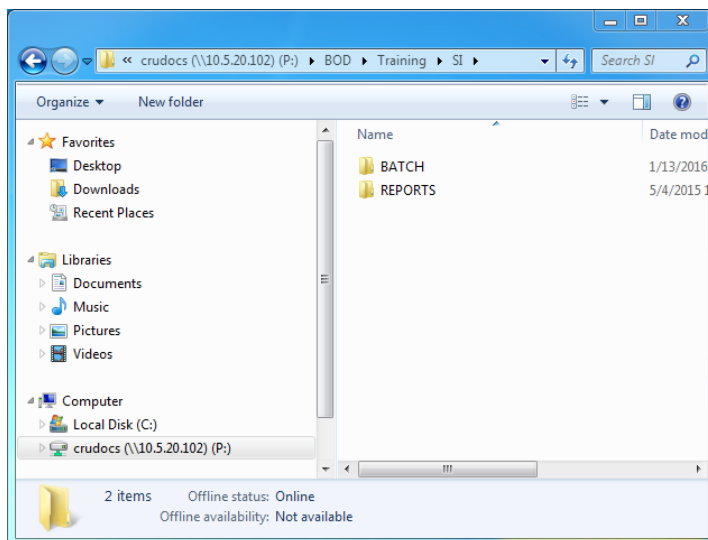


Step 3. Click **Open Windows Explorer** and maximize the window by clicking the square in the upper right, to the left of the red "x".

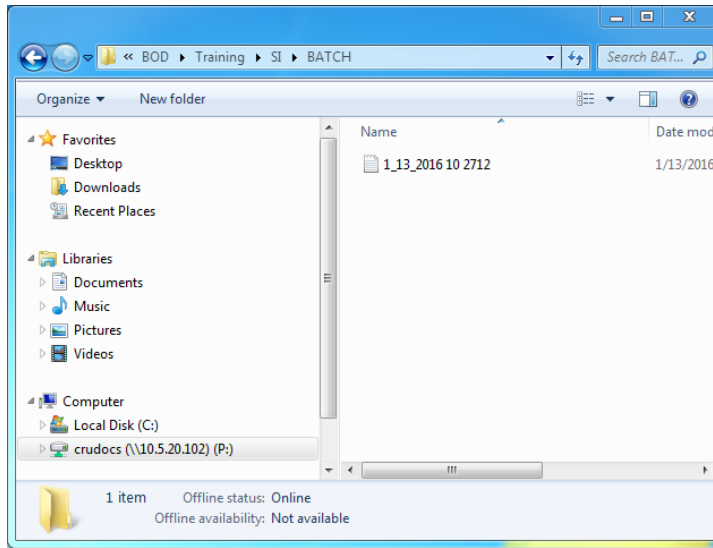
Step 4. Make sure "(\\10.5.20.102)(P:)" is listed on the left side of your screen. Double left click on the file.




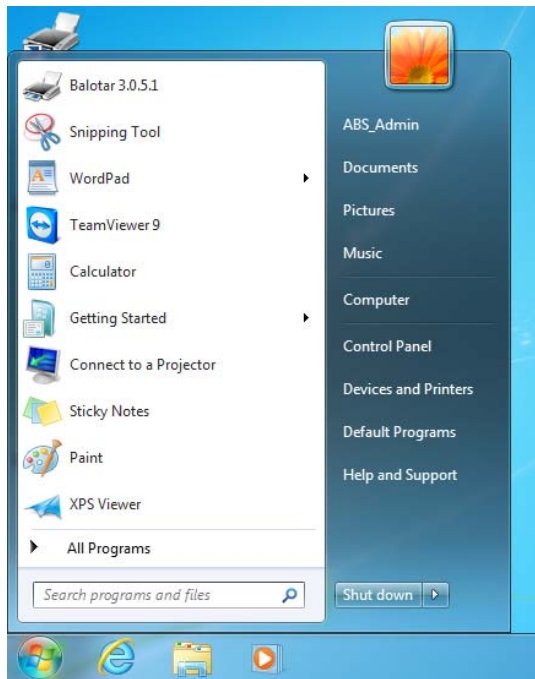
Step 5. Double left click on the borough folder for its file contents such as BATCH, REPORTS, and any other files.



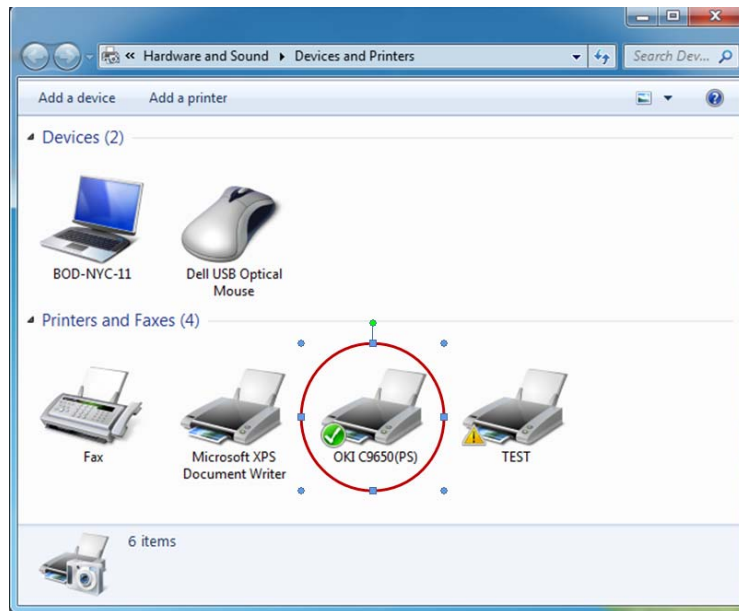
Step 6. Double left click on the BATCH folder to see a list of files. Double click on a file to make sure you have access.



Step 7. Select the Balotar printer. Left click on the "Start"  button.

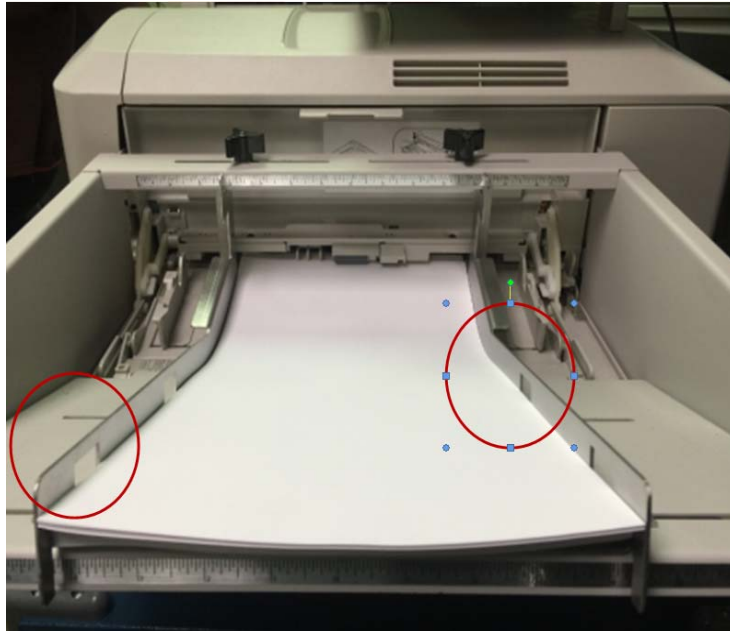


Step 8. Select **Devices and Printers**. Make sure Balotar printer is checked within a green circle. Contact your onsite support person with any printer problems.



C. Balotar Setup

Step 1. Fill input tray on Balotar printer with correct size paper.



Paper Tray:

Team Operators insert the correct size ballot paper in the printer. The suggested maximum number of ballot sheets per paper tray is 150.

For proper alignment, fan or loosen the paper stack and make sure it stacks evenly in the paper tray. This will keep the paper from sticking together and help prevent paper jams.

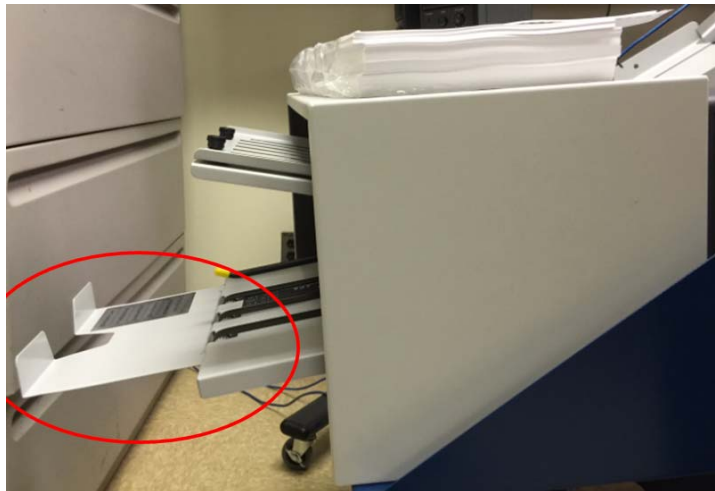
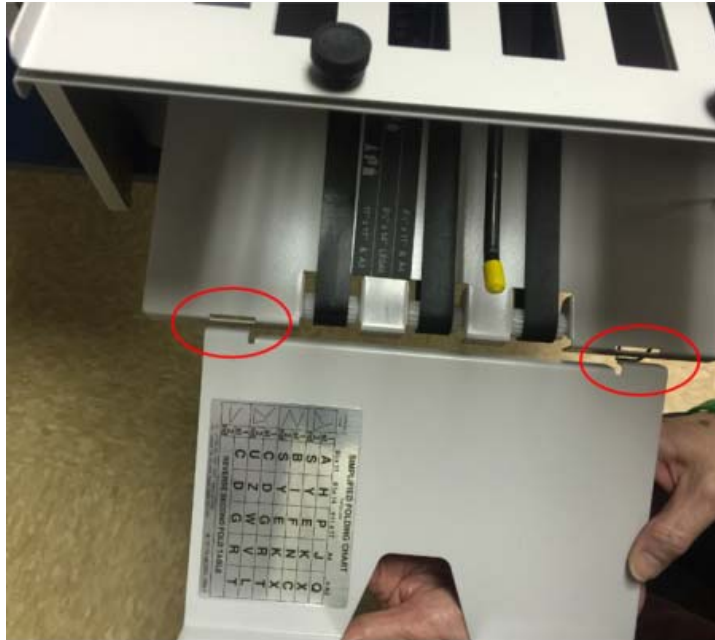
The paper stack should be positioned within the square cutout of the paper railing. **See image above.**

If the paper stack is above the top of the square cutout, remove some of the paper to avoid a paper jam.

D. Auto Folder Device Setup

The Auto Folder device folds the ballot as it drops from the printer.

Step 1. Make sure the output tray (Flat or U tray) on BOD Folder device is in place. Flat tray maintains the ballot drop sequence order, better than the U tray.




Step 2. BOD Folder Switch is a sensor that controls the speed of the ballot folding process. It is mounted on the Auto Folder device.

The folder switch has two wires: one is connected to the Auto Folder device; the other is connected to the AC1 Switched AC Outlet.

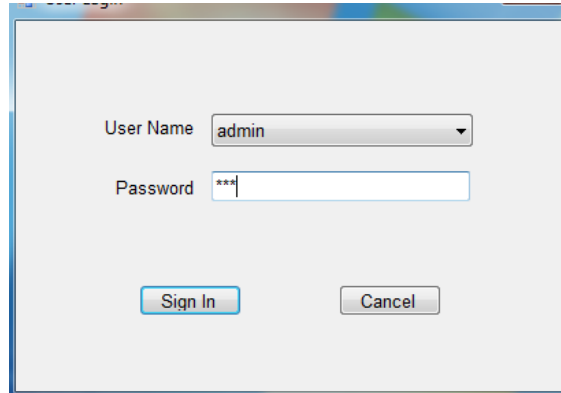
The switched AC outlet must be plugged into a wall outlet.



E. Balotar Printing System™ Login

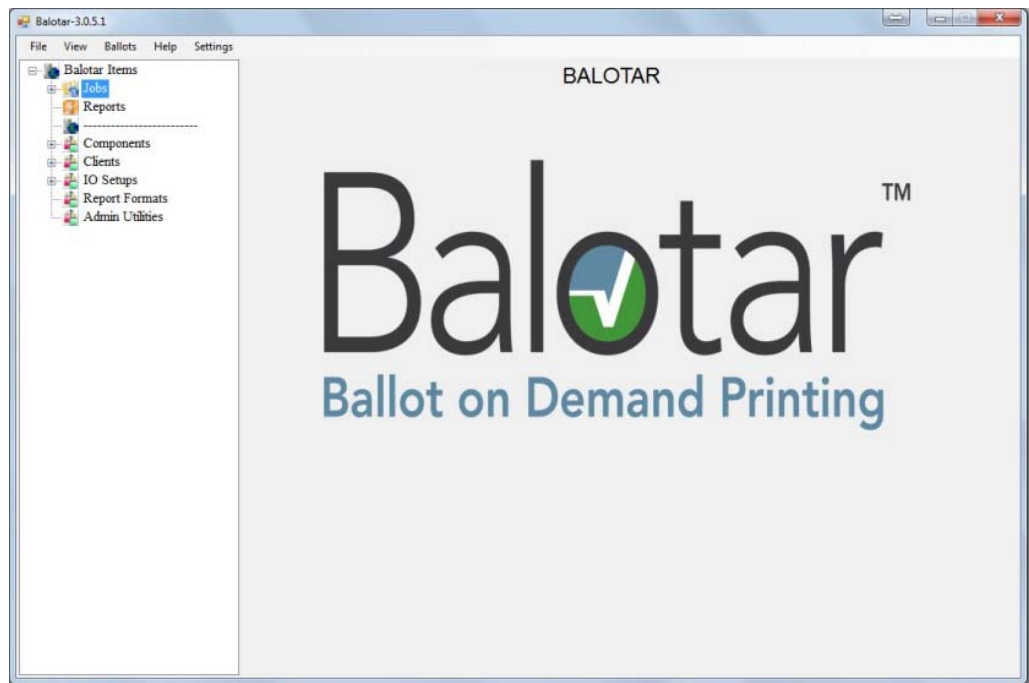
Step 1. Double left click on the “Balotar”  icon.

Step 2. User Sign In screen will appear.




A screenshot of the Balotar User Sign In screen. It features a light gray background with a white border. At the top, there is a label "User Name" followed by a dropdown menu showing "admin". Below that is a label "Password" followed by a text input field containing three asterisks "***". At the bottom, there are two buttons: "Sign In" on the left and "Cancel" on the right.

- a. Click the dropdown list to select one of these user names: admin, supervisor, or operator.
- b. Enter the password assigned and click the **Sign In** button.
- c. The Balotar Printing System™ main screen appears.



II. WALK-IN STEP-BY-STEP INSTRUCTIONS

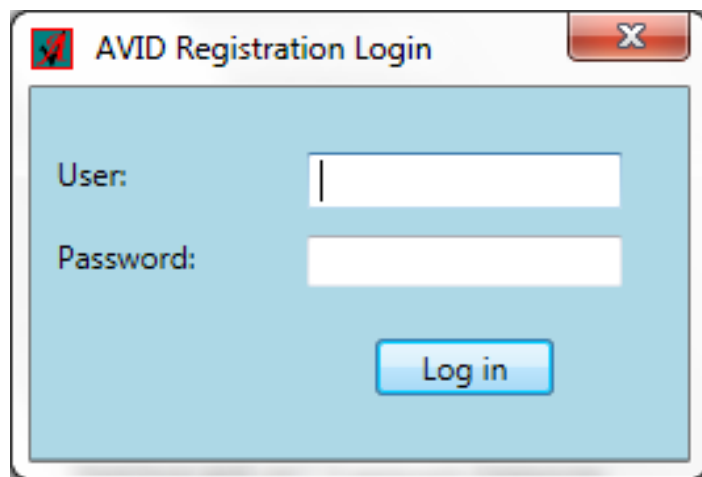
A. Voter Eligibility Validation

Step 1. Click the  icon to log into the AVID (Archival for Voter Images and Data) system.



Click on the **Run** button.

Step 2. Enter the user name and password. Then click on the **Log in** button.

A screenshot of a login window titled 'AVID Registration Login'. The window has a light blue background and a white border. It contains two input fields: 'User:' and 'Password:'. Below the input fields is a blue button with the text 'Log in'. The window also has a standard Windows-style title bar with a close button (X) in the top right corner.

Step 3. Enter the voter's name and address. Then click on the **Enter=Find** button to begin a voter search.

The screenshot displays the AVID Registration software interface. The window title is "AVID Registration - [New York] - Mona Huang". The interface is divided into several sections:

- Voter Search:** A search form with fields for "Search for:" (VSN, last name, first name), "Archive", and "Where:" (Citywide). Below this is a table with columns: Boro, VSN, Voter Name, Registration Address, DOB, ED, AD, Party, Status, Type. At the bottom of this section are buttons for "Enter=Find", "Esc=Clear", and "Right-Click = Duplicate Research".
- Poll Site and Political District Information:** Includes a "Poll Site:" dropdown and "ED List" dropdown. Below are "More Info" fields for ED, AD, and SD.
- Absentee Information:** Includes checkboxes for "Address Outside US", "Send Ballot by:" (Mail, Email, Fax), "Set Abs. Dates", "Election 1:", "Election 2:", and "Election". Below is an "Address:" field and an "Activity" table with columns: Date, Changed by, Approval, Code, Description, Previous Value.
- Voting History:** A table with columns: Election, Method, Voter Type, AD, ED.
- Registration Form:** A large form with various sections:
 - Checkboxes: "New registration and enrollment", "Address change", "Party change", "Name change", "Info", "Yes, I need an application for an Absentee Ballot", "Yes, I would like to be an Election Day Worker".
 - Section 1: "Are you a U.S. citizen?" (Yes/No) and "I will be 18 years old on or before election day" (Yes/No). NYC Voter ID field.
 - Section 3: "Last Name", "First Name", "Middle Initial", "Suffix" fields. Registration Date dropdown.
 - Section 4: "Address Where You Live" (non-standard, Apt No., City/Town/Village) and "Address Where You Get Your Mail (if different from above)".
 - Section 6: "Date of Birth" (MM/DD/YYYY), "Sex (circle)" (M/F), "Home Tel. Number" (tel. number), "email" (email).
 - Section 7: "The last year you voted" (YYYY) and "Your Address was (give house num., street, and city)" (street address and city where last voted).
 - Section 10: "In county/state" dropdown and "Under the name (if different from your name now)" (name last voted).
 - Party selection: "DEMOCRATIC PARTY", "REPUBLICAN PARTY", "Future Party" dropdown.
 - Bottom right: "This NYS section is informational only, yet" and "New York State ID" field.

Step 4. Follow the Board's guidelines. Borough staff reviews voter's record and determines eligibility.

B. Mailing Labels Generation for Walk-ins

Step 1. Click on this  icon to log into Ballot Absentee Tracking System (BATS).

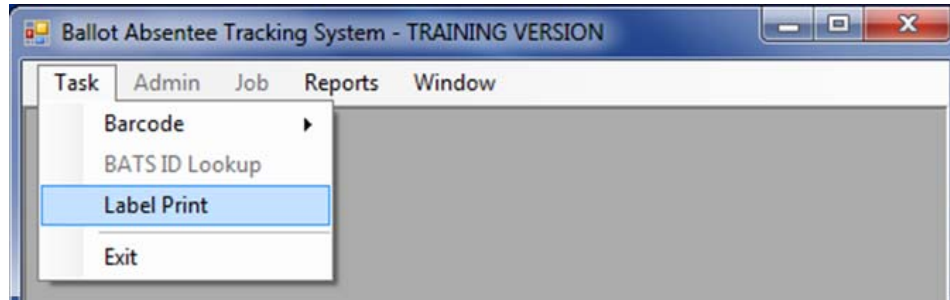


Click on the **Run** button.

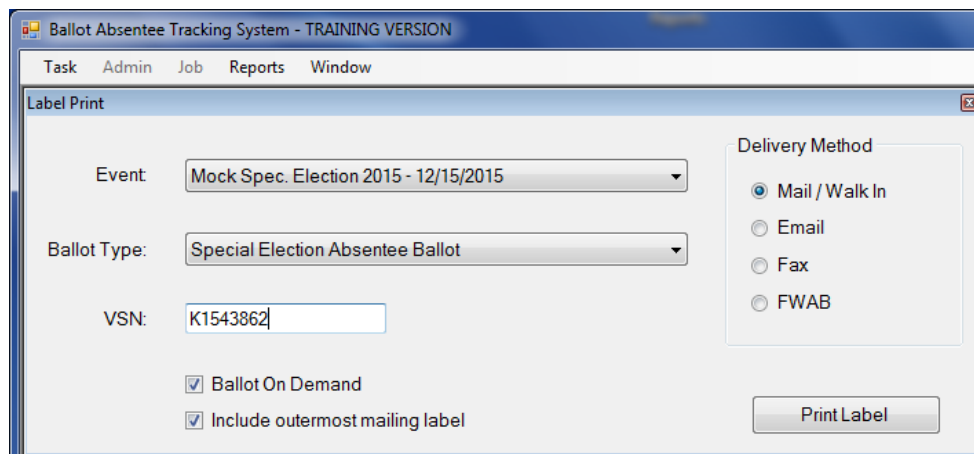
Step 2. Enter the **User Name** and **Password**. Then click on the **Login** button.



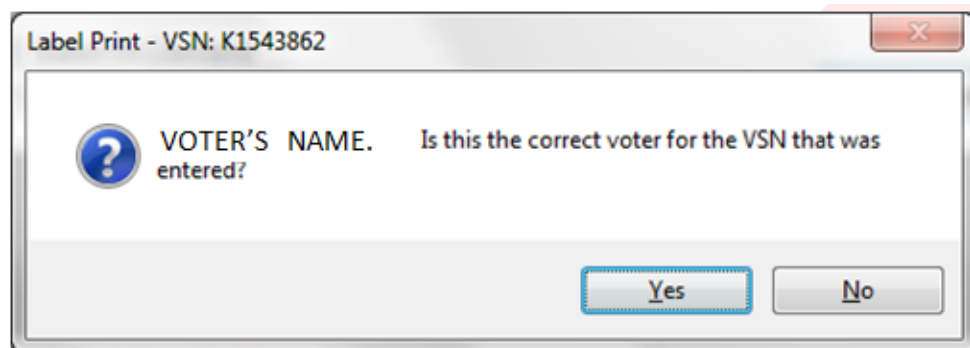
Step 3. To print mailing labels for a voter, click on the **Task** tab to see a dropdown list. Then select **Label Print** from the list.



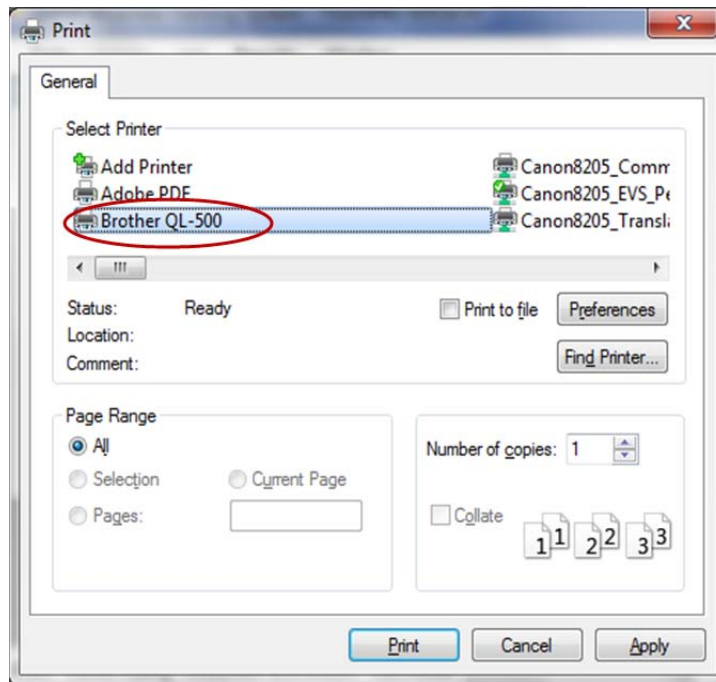
Step 4. Select an **“Event”** from the dropdown list.
Select **“Ballot Type”** from the next dropdown list.
Enter the Voter Serial Number (**VSN**).
Select **Ballot On Demand** checkbox.
Deselect **“Include outermost mailing label.”**
Choose a **“Delivery Method”** on the right of the screen.
Click the **“Print Label”** button.



Step 5. Click on the **“Yes”** button to confirm the voter’s name.



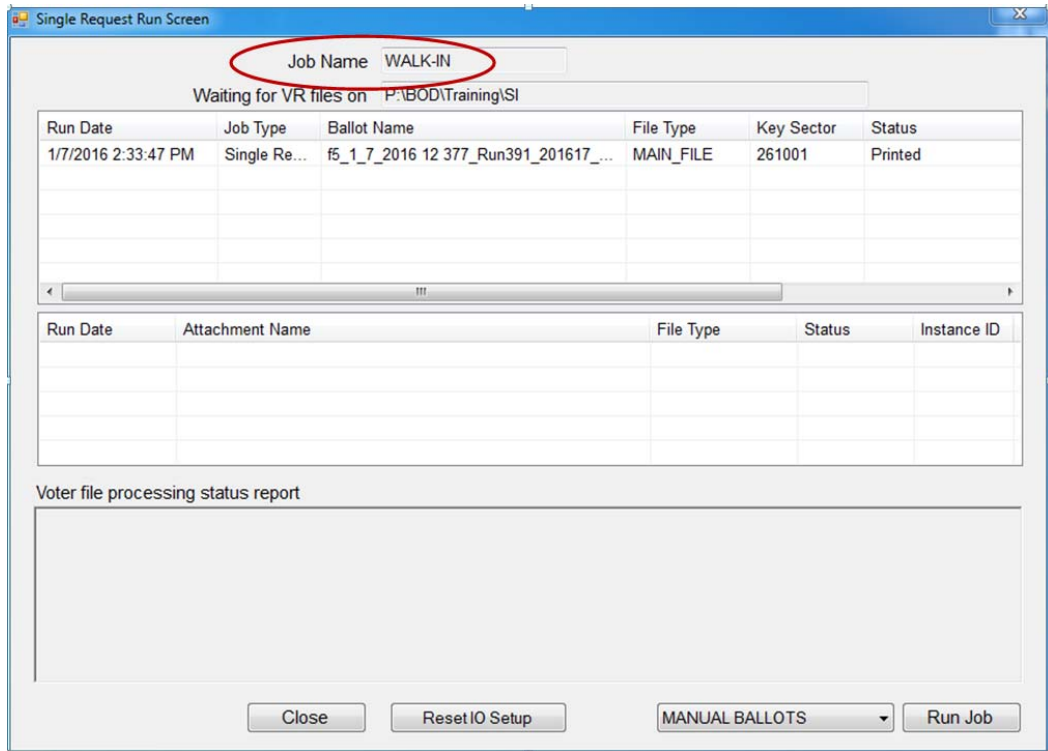
Step 6. Select label printer (Brother QL-500 or etc.) from Printer window and click the “**Print**” button to create the labels.



Step 7. Prepare ballot and return envelopes with the printed mailing labels. Then pick up the printed ballot from the Balotar printer.

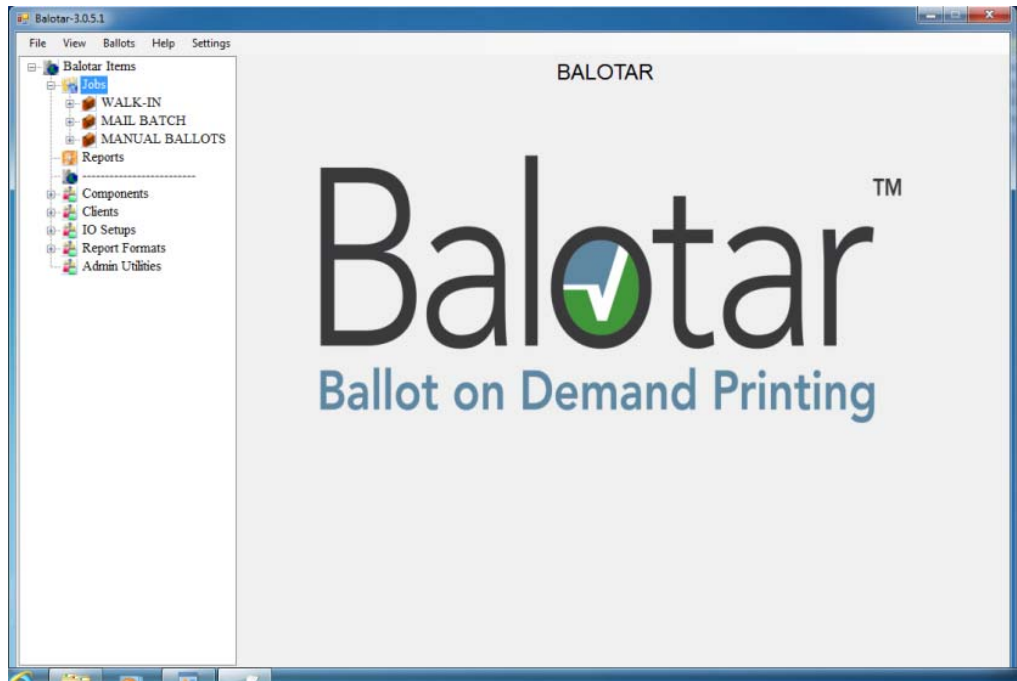
C. Ballot Print for Walk-ins

Step 1. If Balotar Printing System is in the "WALK-IN" mode (see the "Job Name" window below), ballot will print automatically while mailing labels are printing on the label printer.

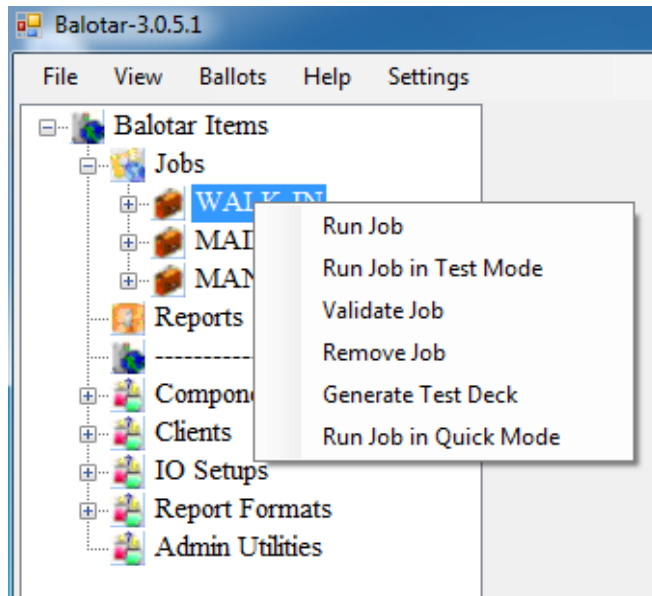


Step 2. If Balotar Printing System is not in the "WALK-IN" mode, do the following:

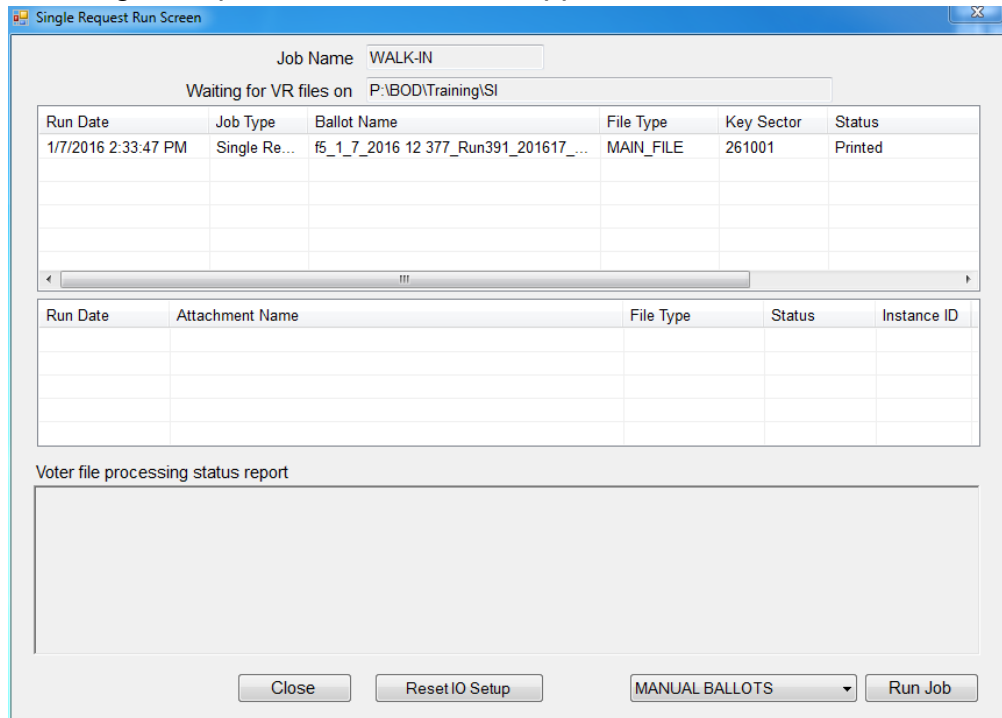
- a. On Balotar – 3.0.5.1 screen: Click the "+" next to "Jobs" to reveal all of your jobs (WALK-IN, MAIL BATCH, and MANUAL BALLOTS).



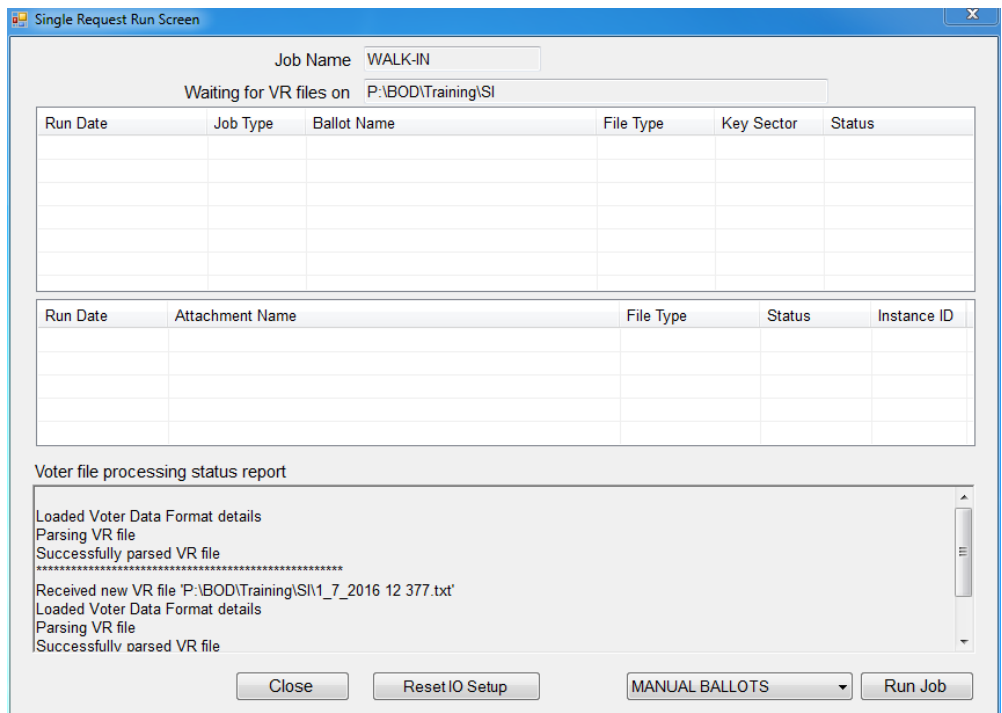
- b. Right-Click on **WALK-IN** for a list of all jobs that can be run under WALK-IN and select "Run Job."



The Single Request Run Screen will appear.



c. Balotar starts printing the ballot automatically when in the WALK-IN mode.

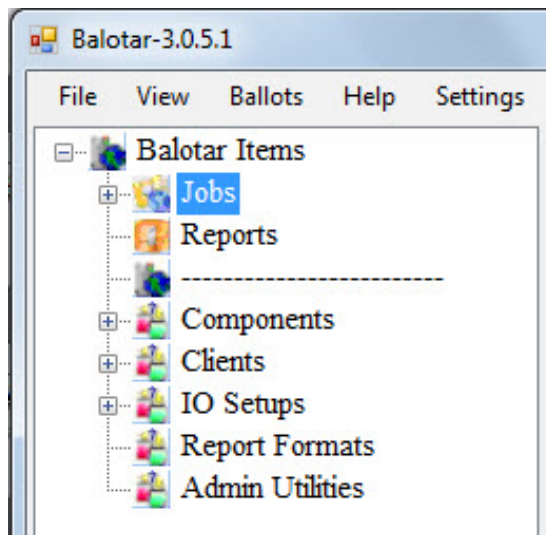


Voter absentee packet (printed ballot, ballot envelope, and return envelope) is complete.

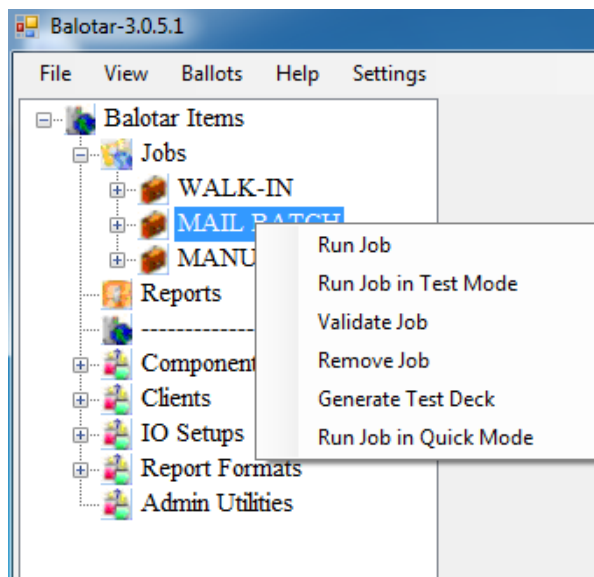
If a WALK-IN ballot is not printed, refer to **IV. Manual Ballots Step-By-Step Instructions** for reprinting the ballot on page 40.

III. MAIL BATCH STEP-BY-STEP INSTRUCTIONS

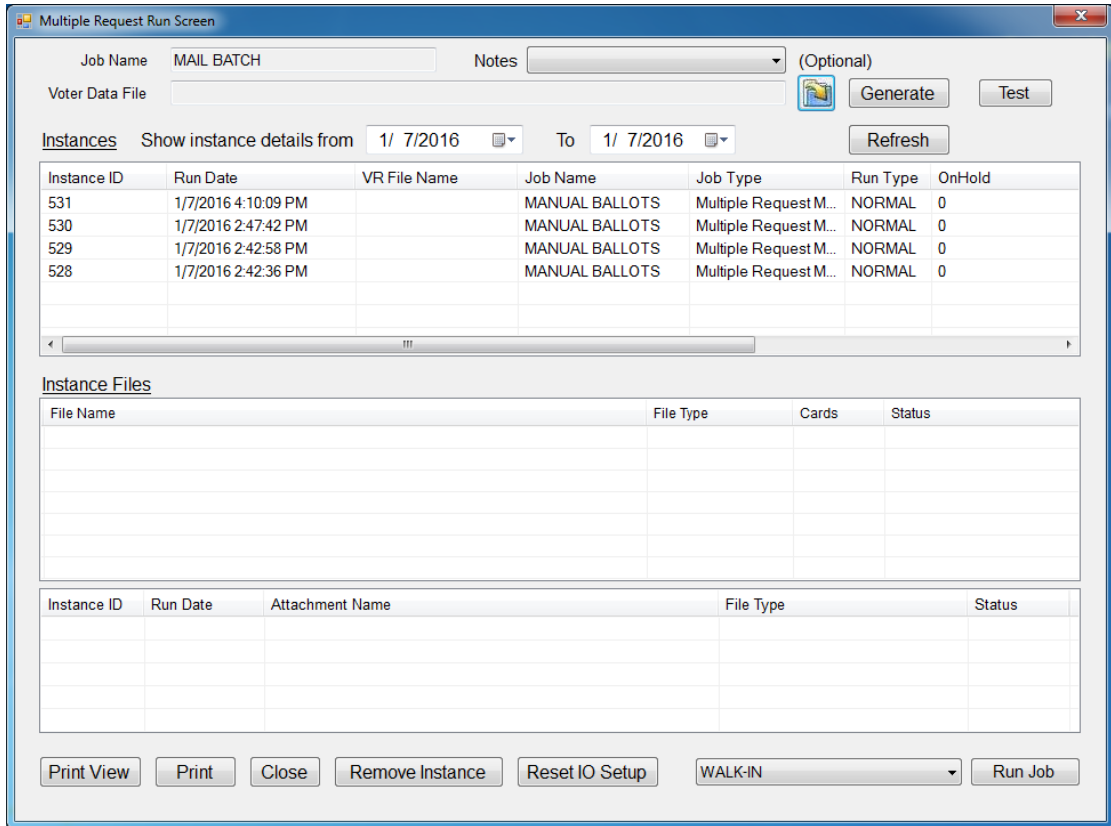
Step 1. In Balotar – 3.0.5.1 screen: Click the “+” next to “Jobs” to reveal all of your jobs (WALK-IN, MAIL BATCH, and MANUAL BALLOTS).




Step 2. Right-Click on **MAIL BATCH** for a list of all jobs that can be run under mail batch and select “Run Job.”



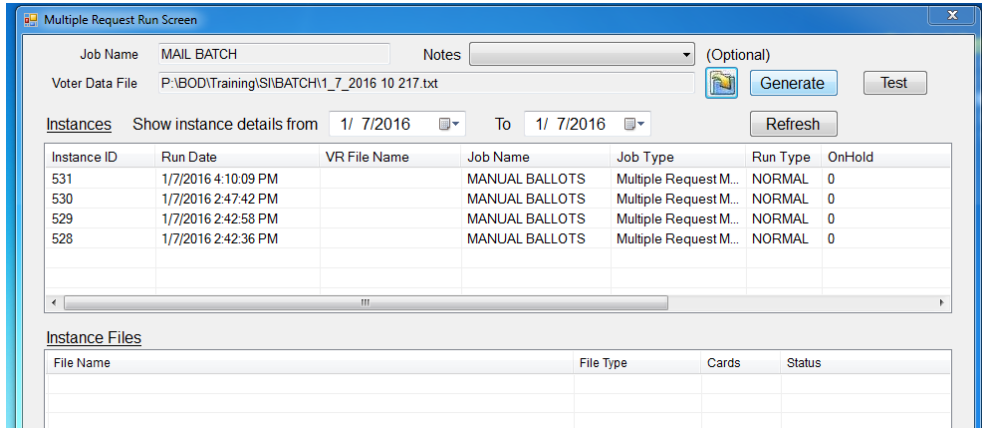
The Multiple Request Run Screen will appear.



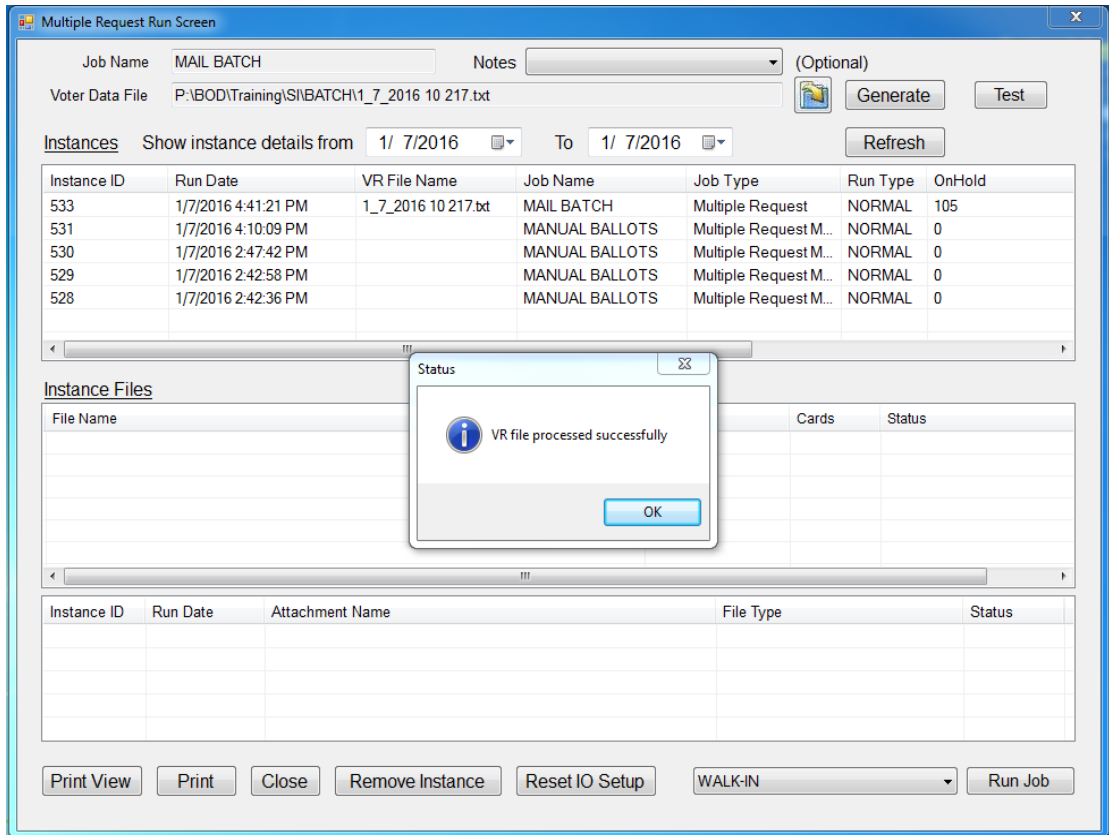
Step 3. Left-click this folder icon  located to the right of the **Voter Data File**. Select a batch text file and click the **Open** button.



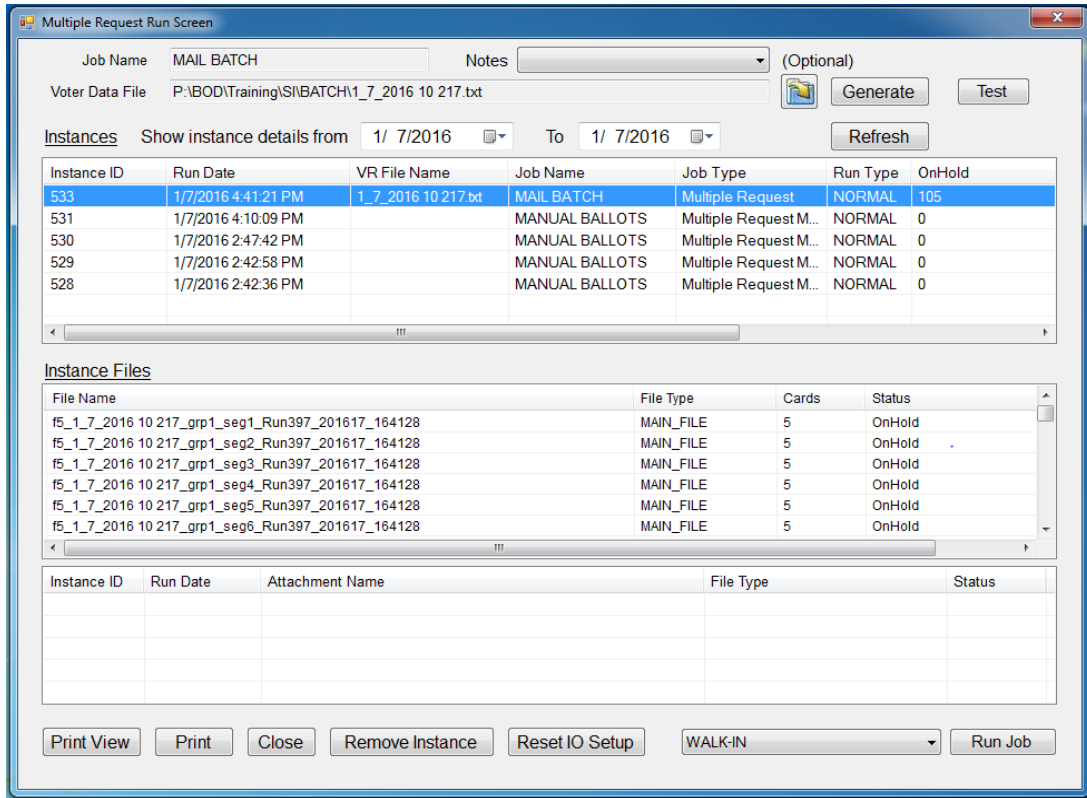
Step 4. Left click the **Generate** button to add the batch to the Instances window.



A message displays on the screen confirming that the file was processed successfully. Click the **OK** button.



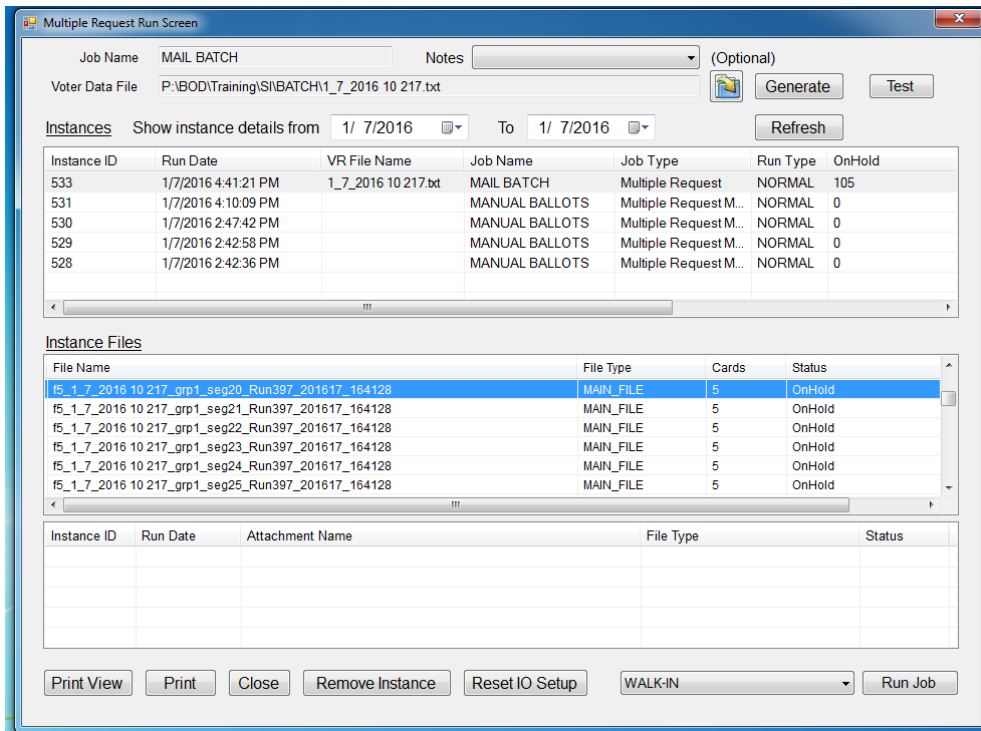
Step 5. Select the added instance with an “OnHold” count greater than zero (see the highlighted line item in image below). This will reveal all the segments for the batch in the Instance Files window.



Step 6. Select a segment with an “**OnHold**” status from the Instance Files window.

Click the **Print View** button if you want to see the ballots in PDF format. Then click on the red "x" in the upper right corner to close that window. Or, left click the **Print** button after selecting a segment, to release it.

Once all ballots are printed for that segment, the status changes from “Released” to “Printed.”

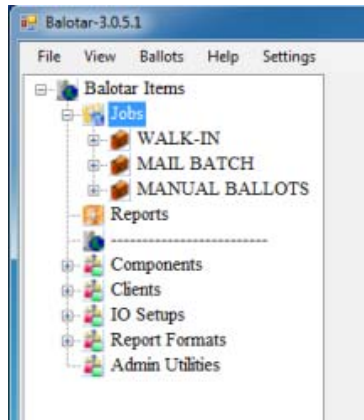


Step 7. Repeat the previous step until all segments in the Instance Files window are printed.

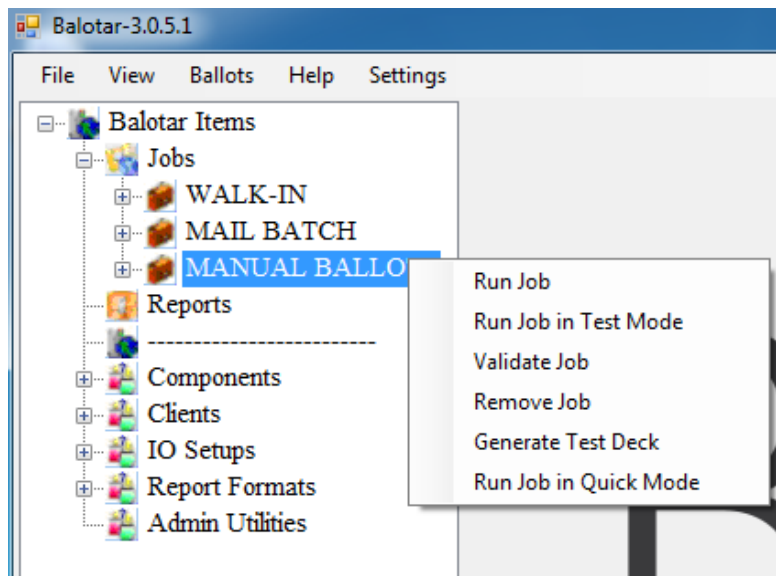
Make sure the status changes from “Released” to “Printed” before printing the next segment to maintain the sequence order.

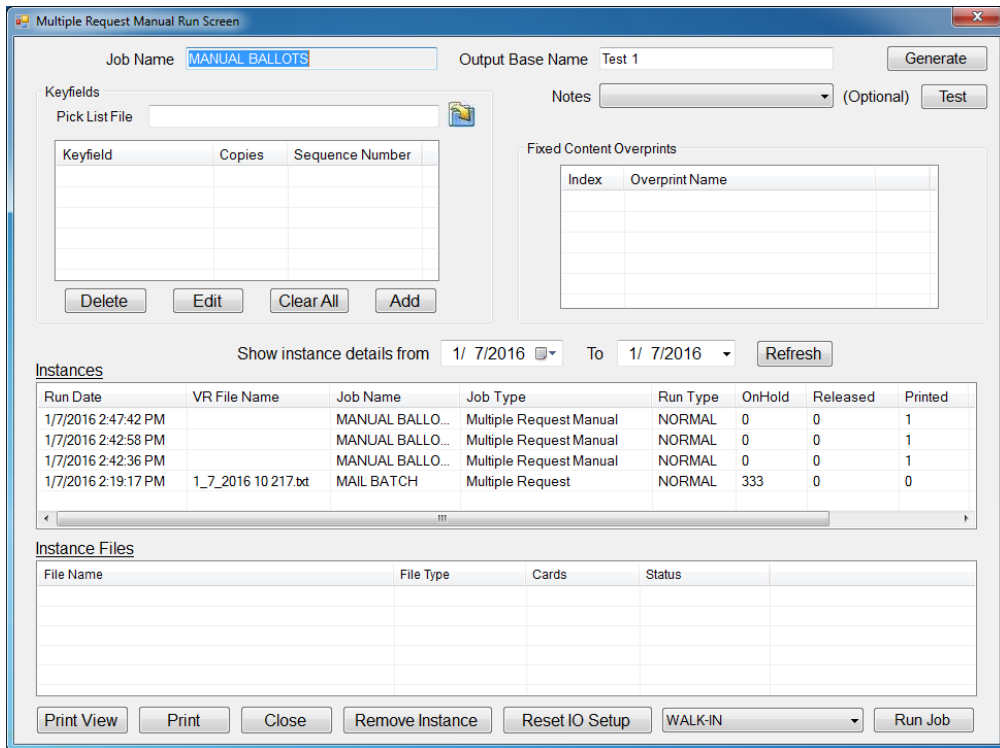
IV.MANUAL BALLOTS STEP-BY-STEP INSTRUCTIONS

Step 1. In Balotar – 3.0.5.1 screen: Click the “+” next to “Jobs” to reveal all of your jobs (WALK-IN, MAIL BATCH, and MANUAL BALLOTS).

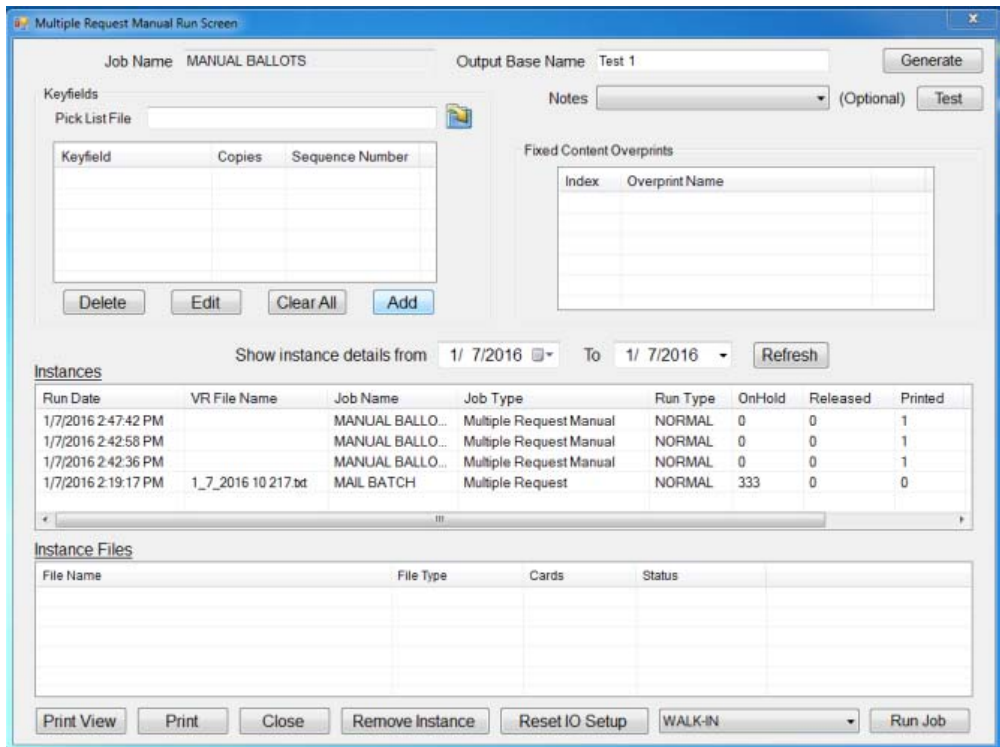


Step 2. Right-Click on **MANUAL BALLOTS** for a list of all jobs that can be run under manual ballots and select “Run Job.”





Step 3. Click on the **Add** button to run instances.



Manual Reprint Key Field window will appear.

- a. Enter the ballot style you want to print in the **Key Field**.

Key Fields are a series of numbers that reflect the two-digit Party Code, Assembly District (AD), and three-digit Election District (ED). When there is a primary election, the Key Field is seven-digits. It's the only time the two-digit Party Code is used.

Key Field Samples for a primary election:

1560002 {15 = Democratic Party, 60 = AD, 002 = ED}

4560002 {45 = Republican Party, 60 = AD, 002 = ED}

1060002 {10 = Conservative Party, 60 = AD, 002 = ED}

Key Fields for a non-primary election are five-digits. They do not include the Party Code; first two digits in samples shown above.

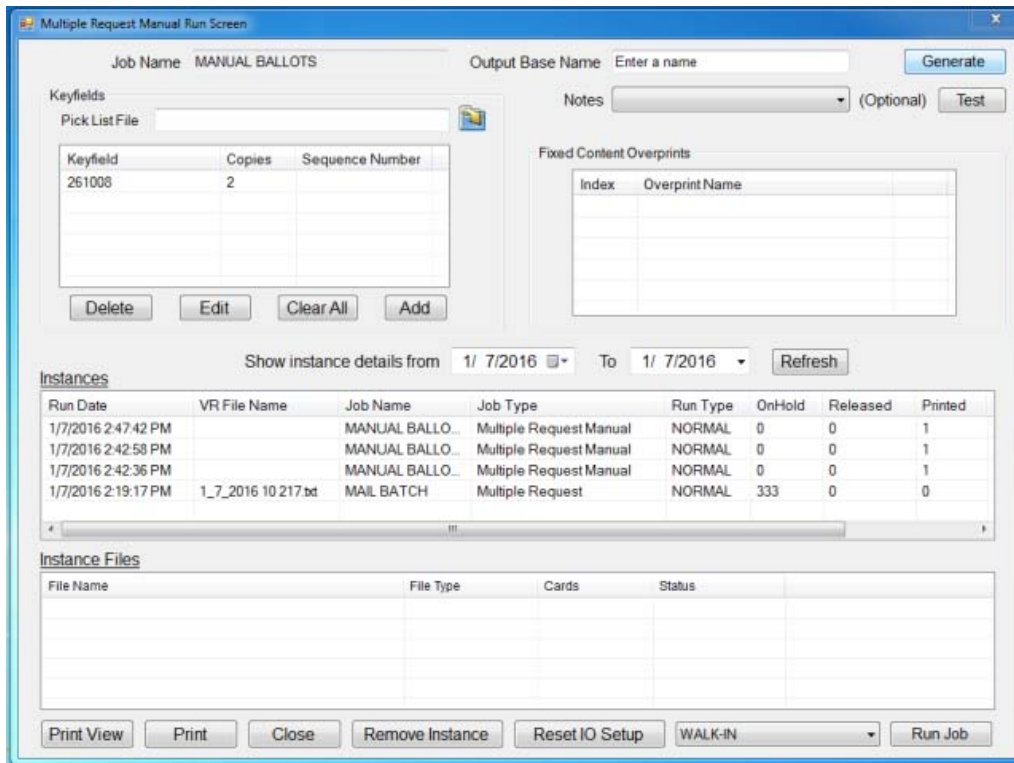
Party Codes and numbers	
Democratic	15
Republican	45
Conservative	10
Green	26
Working Families	60
Independence	28
Women's Equality	262
Reform	46

These Party Codes are in the borough folder on the network drive.

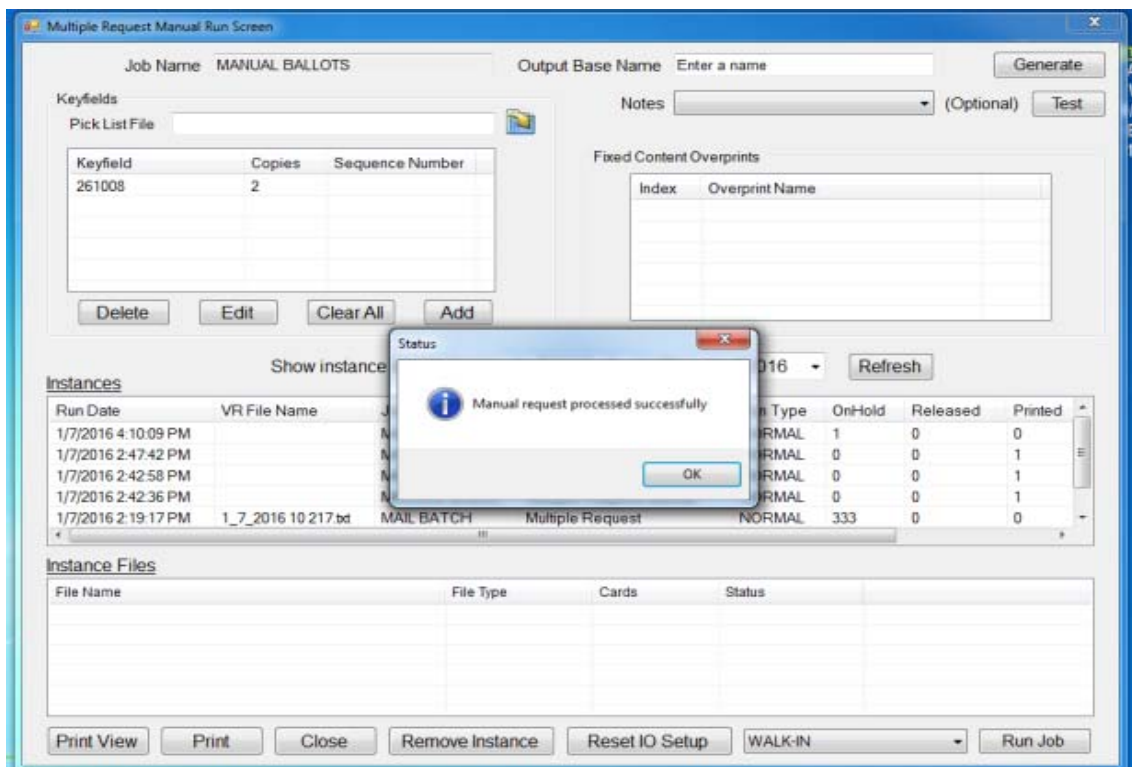
- b. Enter the number of copies you want to print.
- c. Click on the **Add** button.

Note: Repeat the steps above to manually reprint as many ballots as you need.

Step 4. A default name will show in the **Output Base Name** field located in the upper right corner of the screen. Enter a different name to customize the request. Click on the **Generate** button to print the ballots.



Step 5. A message displays on the screen confirming the request was processed successfully.



Step 6. Click on the “**OK**” button.

Step 7. Select a line item from the Instances window.

Step 8. Select a segment from the Instance Files window.

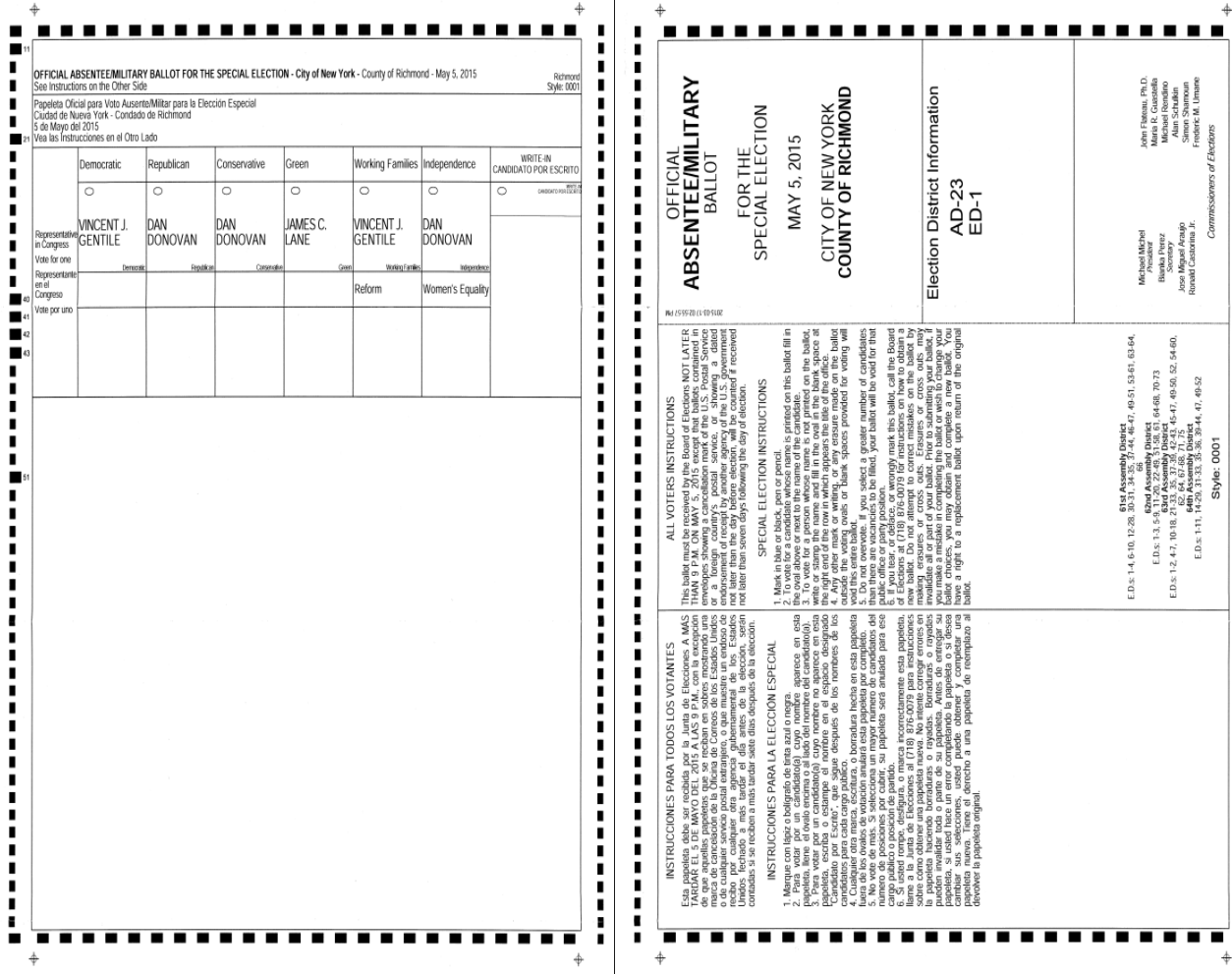
Click the “**Print View**” button if you want to see the ballots in PDF format. Then click on the red “x” in the upper right corner to close that window. Or, click the “**Print**” button after selecting a segment, to release it.

Once all ballots are printed for that segment, the status changes from “Released” to “Printed.”

TROUBLESHOOTING SOLUTIONS

Sample of Acceptable Ballot

- Timing marks (the black squares around the ballot) on the front page should line up with the timing marks on the back page. Hold the ballot up to the light to see if they line up.



- Ink should be even throughout the entire ballot.
- Ballot should be in duplex format (information printed on both sides).
- The paper quality should be consistent.

Fixing a Paper Jam

If the Balotar printer detects a paper jam, the printing process is canceled immediately.

- To determine the location of the printer jam, check the LCD screen.
- Press the “Help” button located on the right of the screen.
- Follow the instructions shown on the LCD screen.



Error Code Displayed on LCD	Error	State
400,401	Paper Size Error	After the Entrance Cassette Sensor turns ON, it won't turn OFF for a certain period of time. It detects several different types of paper sizes.
372	Mis-feeding in Double-Side Print Conveyance Assy	Failure to feed paper from the Double-Side Print Conveyance Assy.
390	MT mis-feed.	Paper feed from the MT failed. (If, after Hopping, the Entrance MT Sensor does not turn ON within a certain period of time)
391 392 393 394 395	Cassette 1, 2, 3, 4 or 5 mid-feed.	Paper supply failed from Cassette 1, 2, 3, 4 and 5. (If, after Hopping, the Entrance Cassette Sensor does not turn ON within a certain period of time)
370	Paper jam when printing on the other side with Double-Side Print.	The double-side printer rear sensor does not turn ON when printing the other side with the double-side printer unit.
383	Paper jam at the entrance of the Double-Side Printer Unit.	The double-side printer IN sensor does not turn ON when supplying paper to the double-side printer unit.
371	Paper jam at the input of the Double-Side Printer Unit.	The double-side printer front sensor does not turn ON while the double-side printer unit is operating.
382	Paper discharge jam.	The paper discharge sensor senses the tip of the paper but does not sense the end of the paper after that within a certain period of time. The paper discharge sensor turns ON, but does not turn OFF after that.
381	Paper conveyance jam	The paper is conveyed on the belt, however, the paper discharge sensor does not turn ON.
380	Paper output jam.	After hopping is completed, the paper does not reach the entrance belt sensor or the MT sensor.
490	MT out of paper.	If printing is started when the MT is out of paper.
491 492 493 494 495	Cassette 1, 2, 3, 4 or 5 out of paper	Cassette 1, 2, 3, 4 or 5 out of paper

Change Toner cartridge

Step 1. LCD screen will show when the toner cartridges are low.



Step 2. Open the Cover Panel to see the C, M, Y and K toner cartridges.



Step 3. Turn the blue lever to the left to unlock the toner cartridge that needs to be replaced.



Step 4. Remove the old cartridge.



Step 5. Shake the new cartridge. Then remove the protective tape.



Step 6. Insert the new cartridge and turn the blue lever to the right to lock it.



The LCD screen now shows the replaced toner cartridge is full.

