

INTEROFFICE MEMORANDUM



TO: Anthony Nicks, County Auditor
FROM: Jodi Brittain, Absentee Manager, Registration & Elections
THRU: Nadine Williams, Director, Registration & Elections ^{llw}
DATE: June 30, 2026
SUBJECT: Absentee By Mail Audit 2026

Please allow this memorandum to serve as the Department of Registration & Elections' response to the recommendations resulting from the Absentee By Mail 2026 Audit.

Thank you for the recommendations provided during the audit. We have reviewed each item carefully and have taken the following actions to strengthen our absentee-by-mail procedures.

Updating SOPs to Reflect Third-Party Vendor Mail-Out Processes - The Standard Operating Procedures have been updated to incorporate the revised workflow for absentee ballot mail-outs performed by our third-party vendor. These updates clearly outline the steps taken by the Absentee by Mail Division when transmitting voter files and approving mail-out batches.

Documenting Vendor Verification, Reconciliation, and Security Procedures by Third Party Vendor - We have requested detailed documentation from the vendor describing their internal verification, reconciliation, and quality-control procedures related to ballot processing, and mailing. This includes how they validate ballot styles, prevent duplicates, and ensure accuracy throughout the mail-out process. We have also requested additional details from the vendor regarding their internal security protocols, including how ballots are protected during transport. Once received, these procedures will be incorporated into our SOPs, and periodic monitoring checkpoints will be established to verify accuracy and compliance.

We appreciate the time and effort dedicated to this review. Should you require any additional information please do not hesitate to contact our office.

Cc: Kathryn Glenn, Registration Chief, Registration & Elections