PROCESSING RETURNED MAIL AND PHONE REQUESTS

GETTING STARTED: Prior to the Initial Ballot Mailing

1. Notify Candidates/Observers. Advise candidates at the Nomination Meeting, and in writing, of their right to observe the processing of returned mail and ballot requests. (Tab 13 of the Manual includes all pertinent information categories). This is a good time to advise candidates that the Rules require that observers must be members in good standing of the local.

    Determine and include in your notice:

WHEN:	Date you will begin to pick up undelivered mail and time each day you expect to arrive at the post office
	Date of the last pick-up of undelivered mail (usually 3-4 days prior to the Count).
	Date you will begin accepting phone requests for ballots, (this date will appear in your Local Union Election Plan).
	Last date you will accept requests for ballots (usually 3-4 days prior to the Count).
WHERE:	The Post Office where ballot mail returned as undeliverable will be received (*Include instructions, if appropriate, re: parking or admittance*)
	The location where ballot mail will be processed. (*Include instructions, if appropriate, re: parking or admittance.*)

2. Familiarize yourself with the membership roster that accompanied the mailing labels or data package provided by the International Union.   Locate the sequence number and Employer Number on the roster as they will be needed for processing ballot packets returned as undeliverable and cross checking requests for ballots. The use of all ballots must be reconciled at the time of the count and even one unaccounted for ballot can cause headaches.

3. Set Up a File System. Keeping accurate records is important in processing mail. All ballots must be reconciled at the time of the count and even one unaccounted for ballot can cause headaches.

    The system must include a secure way to store and keep track of the returned ballot packets as well as including folders for Phone Requests for Ballots and copies of returned envelopes (RAUs) that you will be working from as you search for updated addresses and prepare mailing labels. ***SEE TAB 22 FOR MORE DETAILED INSTRUCTIONS ABOUT SETTING UP A FILING SYSTEM***

4. Create a System for Recording Statistics.   During and after the process, you may be called upon to provide information regarding the processing of ballots. A good record keeping system will help you maintain an accurate count of:

*   RAUs. The number of ballots that have been returned as undeliverable
*   Remails. The number of addresses you have updated and mailed a ballot
*   The number of requests for ballots received

- The number of ballots mailed as a result of Requests For Ballots
- The names and addresses of members to whom you have mailed ballots
- Duplicate ballots mailed in response to requests from members whose names appear on the Ballot Mailing Report.
- New Ballots mailed to members whose names do not appear on the Ballot Mailing Report

TAB 22 ALSO CONTAINS DETAILED INSTRUCTIONS ABOUT SETTING UP STATISTICAL RECORDS USING A LEDGER SHEET OR A COMPUTER PROGRAM

PROCESSING. Activity after the Initial Ballot Mailing.

A.   MAIL RETURNED AS UNDELIVERABLE.

At the Post Office. Pick-up returned mail from the Post Office on the same schedule as included in the Local Union Election Plan and announced in the Notice to Observers. Many observers will request that you make their life easier by counting incoming ballots in the lobby of the Post Office. Do not conduct business in the Post Office. If you rush a count or make a mistake, the same observer whose convenience was served may file a protest

At the Processing Location.

1.   Copy and Store Returned Ballot Envelopes.

- Count the returned envelopes and record the number on a daily log, ledger page or computer-based ledger, depending on your choice of record-keeping system;

- If you are using a computer-based system, record the mailing information from each of the returned envelopes (RAUs). If you are using a manual system, copy each of the RAUs, one to a page, so that the member's name and address is visible. Use the copies of the returned envelopes as your records during the address search process. **Do not open the returned envelopes.**

- Bundle the actual returned envelopes together. Attach a slip that states the date and number of ballots received. Store the envelopes in a secure location.

2.   Prepare the RAU Copies For The Address Search Process.

- Sort the RAU copies by the member's last name.
- Some RAU copies will show that the USPS or Canada Post affixed a sticker with a forwarding address. Set these aside for immediate label preparation.
- Check the copy of each returned envelope against the list of members already been sent a ballot in response to a Phone Request, note the date of the Phone Request on the RAU copy and move the sheet to the RAU COMPLETED file. **Do not send another ballot.**
- Sort the remaining RAU copy sheets by Employer code and clip together. Place in the RAU EMPLOYER file.

   If you have chosen a computer-based system, input data on the sheet where appropriate and use the system to alphabetize and sort the RAU information for each member.

3.   Contacting Employers. You already know the importance of the Local's TITAN operator or non-TITAN membership records clerk. He or she has experience contacting employers. But there are hints you might find helpful to pass on:

- Calling employers fairly early in the day midweek (T-W-Th) often elicits the best response.

- Where possible, limit calls to an employer to once or at most twice a week - pool information requests.
- Offer to FAX or email a list of names and social security numbers to employers if requesting addresses for more than 4 or 5 employees.
- When communicating by FAX or email, obtain an indication of when a response can be expedited. This gives you reason to follow up with the employer.

  If the employer is unable to provide an updated address for a member, place the RAU copy sheet in the RAU SEARCH 2 file; if using a computer-based system, insert a note in the appropriate cell of the spreadsheet.

4. <u>Other Methods of Obtaining Members' Addresses</u>. Time permitting, if an updated address is not available from an employer, the address may be found in the phone book, online or through directory assistance. Crisscross Directories, available online, can be used to provide a phone number for the address you have.

5. <u>Ending the Search</u>. If all reasonable methods have been attempted, and you have not found a current address for a member, place the RAU sheet in the RAU: END OF SEARCH file; if using a computer-based system, insert a note where appropriate in the spreadsheet.

B. <u>MEMBER REQUESTS FOR A BALLOT</u>

   <u>General Guideliness</u>

- *Be consistent*. Do not begin to accept phone requests for ballots prior to the date announced in the Notice to Candidates and Observers. Stop accepting phone requests for ballots on the final date announced in the Notice.
- *Be discreet.* Never give out more than statistics to candidates, observers or slate representatives. Names, addresses, SSNs, etc. are not to be shared. Do not give out statistics, unless you are 100% certain of the accuracy of your information.
- *Be even-handed*. Do not give out statistics regarding mail processing to one candidate without giving the information to all candidates.
- *Be discriminating*. Phone requests for ballots should be made by the individual member, not a shop steward or a campaign representative. If possible, collect the member's employer and the last four digits of the member's Social Security Number (or last three digits of a Canadian member's Social Insurance Number)
- *Be complete*. A sample Phone Request for Ballot form can be found in Tab 24 of the Manual. Use of one consistent form assures that all the necessary information will be obtained for each Phone Request. When using a computer record keeping system, data entry goes faster when the form used and the data base or mail merge file have the same or a similar format make sorting and filing much easier. Fill out each Phone Request Form completely, date and initial it for the records

   <u>Processing the Requests: Duplicate Ballots Requests</u>: When a member originally sent a ballot calls to request that another ballot be mailed to him or her:

- Refer to the Ballot Mailing Report to confirm the social security number and obtain the employer code of the member requesting a ballot. Highlight the entry. If using a computer-based system, record the information where appropriate on the spreadsheet
- Record the employer code, sequence number and status code on the Request For Ballot

form for inclusion on the mailing label (or input onto the computer-based spreadsheet).
- Cross check the member's name against the RAUs on hand. If the requesting member's first ballot was returned, locate the RAU copy in the files and move it to the COMPLETED File.

Processing the Requests: New Ballots Requests: When a member requesting a ballot is not listed on the Mail Ballot Report, record the name of the unlisted individual at the end of the Mail Ballot Report or input the name and address information into the computerized system.

At the end of the day, if using the ledger system of record keeping, record the number of ballots requested on the appropriate line of the ledger (input the data on the spreadsheet if using a computerized system

D.   MAILING OF RETURNED MAIL (RAUs) AND PHONE REQUESTS

1.   Mailing Labels. The first line of a mailing label offers important information.

```
     1          2    3    4

 09876   123456789X0987654321
             First Name MI Last Name
             Street Address
             City, State, Zip Code
```

A review of the sample label shows the top line to be divided into 5 segments as follows:

Segment 1:	SEQUENCE CODE, a five digit numeric code that acts as a security feature and aids alphabetizing during the ballot count. (09876 in the sample)
Segment 2:	EMPLOYER CODE, a nine digit code which identifies the member's employer. (123456789 in the sample.)
Segment 3:	MAIL CODE, a 1 digit alphabetical code which identifies the mailing source of the particular ballot (X is the code used for all ballots sent in the original mailing).
Segment 4:	MEMBER I.D. NUMBER, a unique identification number assigned by the TITAN system – *This is not the member's SSN or SIN nor any segment of either of those numbers*.

2.   Change the Mail Code on a Label to Identify a Supplemental Mailing. After completion of the processing of RAUs or ballots requested by a member, the mailing label data should be changed by removing the original mail code and replacing it with one of the codes listed below:

Code	Name	Description
R	Remail	A ballot mailed with an updated address found when processing RAUs.
D	Duplicate	A ballot mailed as a result of a Request for Ballot from a member listed on the mailing roster provided by the IBT.
N	New	a ballot mailed as a result of a Request for Ballot from a member <u>not</u> listed on the mailing roster provided by the IBT. (The mailing label prepared for a New ballot will not contain a sequence code or, employer code or SSN-Last 4).

Follow the sample label above when preparing mailing labels. The information you need for each

label will have been recorded on the copy of the RAU or Request For Ballot form or input in the computerized spreadsheet. Remember to insert the appropriate Mail Code.

3.   Print one set of labels for the Remails of RAUs; print two sets of labels for Duplicate and New mail packets

4.   File all copies of processed RAUs and Requests for Ballots, alphabetically, in the appropriate files.

5.   <u>Preparing New Ballot Packets For Mailing</u>. As stated earlier, do not remove blank ballots from mail returned as undeliverable. Such ballots should remain sealed in their original envelopes. Use the overrun received from the printer but remember to record the number of ballots used. You may remail RAU packets by simply pasting the updated mailing label over the original label.

Count the mailing labels you have prepared for Duplicate and New ballot packet mailing and remove that number of blank ballots from secure storage. NEVER LEAVE BLANK BALLOTS UNSECURED OVERNIGHT.

Ballot packs for Duplicate and New mailings consist of the following:

- An outer envelope – affix a mailing label on the lower middle portion of the envelope face.
- A return envelope – affix the second mailing label on the top left corner of the envelope face.
- A secret ballot envelope or sleeve
- A blank ballot

6.   Record the number of ballot packs or each type (R, D, N) mailed each day in the ledger or your spreadsheet. Ballot packs should be mailed by the close of business on the day they are prepared.