

This section are comments/feedback from UOCAVA voters. Most of these received their ballots via the Democracy Live system.

This is as complete a record as possible. It consists of emails between Departments and the clients. ID info was redacted or deleted. This was easier than trying to enter the info on a form.

Some of the follow-up was done by phone or by emails that were not archived.

Most everyone who contacted us returned their voted ballots on time.

Voted ballot received via email on 11/2/10 and counted.

From:

Sent: 02 November, 2010 12:23 PM

To: Electnc_Absentee

Subject: General Elections for New Castle County Delaware

To whom it may concern:

It just came to my attention that I was to send this [general_elections_for_new_castle_county_delaware.pdf](#) file to this email address. I marked my ballot online in mid October but mistakenly assumed that my vote had been finalized and accounted for. I hope that I haven't compromised my vote. Thank you.

Voted ballot received 11/2/10 via email and counted.

From:

Sent: 02 November, 2010 5:17 PM

To: Electnc_Absentee

Subject:

Please see the attached email below. I was unable to vote using my blackberry so I used a friend IPAD and emailed the link to my email.
Please let me know if this worked or if there is something else to do.

Thank you

Voted ballot received 11/1/10 and counted.

From:

Sent: 01 November, 2010 10:38 AM

To: Denzmore Sarah E (Elect_NC)

Subject: Re: Absentee ballot Receipt

Thank you so much, also for letting me know. Congratulations to the voting team!

Sent via my BlackBerry from Vodacom - let your email find you!

Voted ballot received via email on 11/2/10 and counted. Received her ballot sent by diplomatic mail weeks after the election.

From: Sholl Howard G (Elect_NC)
Sent: 02 November, 2010 10:35 AM
To:
Subject: RE: General Election Absentee Ballot - Last Reminder

Got your email ballot. Will look for the postal ballot. Thanks.

v/r

HOWARD G. SHOLL, JR.
Deputy Director
Dept of Elections for New Castle County

From:
Sent: 02 November, 2010 10:09 AM
To: Electnc_Absentee
Subject: Fwd: General Election Absentee Ballot - Last Reminder

Dear Sir Madam,
Attached you can find my coversheet, ballot and oath. I have also sent the ballot by mail from US Embassy in Warsaw but from what I hear it was not delivered yet.
Thank you

----- Forwarded message -----
From: **Sholl Howard G (Elect_NC)** <Howard.Sholl@state.de.us>
Date: Tue, Nov 2, 2010 at 2:29 AM
Subject: RE: General Election Absentee Ballot - Last Reminder
To:
Cc: "Denzmore Sarah E (Elect_NC)" <Sarah.Denzmore@state.de.us>

We have not received your ballot. I suggest that you email the coversheet, ballot and oath to absentee@state.de.us or Fax them to the number below.

The Department will hold it until after we get tomorrow's mail. If we get your mail ballot, we will count it. If we don't, we will count the one you either emailed or faxed.

v/r

HOWARD G. SHOLL, JR.
Deputy Director

From:

Sent: 01 November, 2010 6:29 PM

To: Sholl Howard G (Elect_NC)

Subject: Re: General Election Absentee Ballot - Last Reminder

Mr. Sholl,

Have you received my ballot? It was sent by a diplomatic mail from the US Embassy in Warsaw on Oct 20.

Please let me know

Thank you

Voted ballot received via email on 11/2/10 and counted.

From: Sholl Howard G (Elect_NC)
Sent: 01 November, 2010 9:57 AM
To:
Cc: Denzmore Sarah E (Elect_NC)
Subject: RE: E-mail Client Unable to access Democracy Live

We are giving you two options since time is critical. We must have the voted ballot back no later than 8 p.m. (Eastern Time) on November 2nd.

1. Wait for the vendor to upload your info, **OR**
2. Use the documents I have attached to vote and return your ballot.
 - a. Print the documents.
 - b. Vote your ballot and sign the oath.
 - c. Scan the 3 documents back onto your computer, attach them to an email and send the email to absentee@state.de.us. You could also Fax them to the number below.

v/r

HOWARD G. SHOLL, JR.
Deputy Director

From: Denzmore Sarah E (Elect_NC)
Sent: 01 November, 2010 8:53 AM
To: Sholl Howard G (Elect_NC)
Subject: E-mail Client Unable to access Democracy Live
Importance: High

Mr. Sholl –

Received a phone call from [redacted] that she is unable to access her absentee ballot through Democracy Live. I double checked and I uploaded her information to Democracy Live on October 25 – but the file was apparently not processed. I sent an e-mail to Dan to get it processed immediately. In the meantime, can we send her what she needs ourselves?

Voter ID: 100759491
Voter name:
Voucher #: 189835
ED/RD: 13-07

Thank you.

Sarah Denzmore
Absentee Manager
Election and Voter Registration Supervisor

Voted ballot received via email on 10/30/10 and counted.

From:

Sent: 30 October, 2010 12:40 PM

To: Sholl Howard G (Elect_NC)

Subject: Re:

Dear Sir,

And thank you for staying with me till the victory !

Best wishes,

----- Original Message -----

From: [Sholl Howard G \(Elect_NC\)](#)

To: [Tipart](#)

Sent: Saturday, October 30, 2010 11:26 PM

Subject: RE:

Victory. The large file for some reason had a ".dat" suffix. I changed it to ".pdf" and everything printed properly. Don't know why you had so much trouble.

We will count your ballot on Nov 2nd.

Thanks for persevering.

v/r

HOWARD G. SHOLL, JR.
Deputy Director

From:

Sent: 30 October, 2010 11:56 AM

To: Electnc_Absentee

Subject:

Attention Mr. Howard G.Scholl,

Dear Sir,

The files were downloaded but I have not been able to open them .

Thank you for your help.

I sent a write-in ballot previously from the US Consulate, Vientiane Laos, by Embassy pouch and US Mail .

I believe that was received by the New Castle Elections office.

Resolved problem. Ballot email on 10/19/10 and returned on 11/2/10. It was counted. Person is in Kosovo.

-----Original Message-----

From:

Sent: 29 October, 2010 11:19 AM

To: Electnc_Absentee

Subject: Absentee Ballot Request

Dear Commissioner,

Please find attached a scanned and signed request for an absentee ballot. I also requested an absentee ballot by post on 11 September 2010. However, I have not received the materials by email as I previously requested. I hope this request reaches your office in time to obtain the requested materials.

Thank you.

Yours sincerely,

(See attached file: [redacted] Absentee Ballot Request.pdf)

Voted ballot received and counted.

From: Denzmore Sarah E (Elect_NC)
Sent: 28 October, 2010 11:57 AM
To:
Subject: RE: Absentee ballot

Your voted absentee ballot has been received and processed. You can check your status on line at:

<http://absenteestatus.elections.delaware.gov/>

Thank you.

Sarah Denzmore
Absentee Manager
Election and Voter Registration Supervisor
E-Mail - Sarah.Denzmore@state.de.us
<http://electionsncc.delaware.gov>

From:
Sent: Thursday, October 28, 2010 11:49 AM
To: Electnc_Absentee
Subject: Absentee ballot

To whom it may concern:

This is my absentee ballot for the 2010 Delaware state elections. Thank you for your help in submitting my vote.

Med vennlig hilsen,

Voted ballot received and counted.

From: Denzmore Sarah E (Elect_NC)
Sent: 28 October, 2010 10:44 AM
To:
Subject: RE:

Ms.

Your voted absentee ballot has been received and processed. You can check your status on line at:

<http://absenteestatus.elections.delaware.gov/>

It is normal for the date not to show up online next to the digital signature. Thank you.

Sarah Denzmore
Absentee Manager
Election and Voter Registration Supervisor
E-Mail - Sarah.Denzmore@state.de.us
<http://electionsncc.delaware.gov>

From:
Sent: Thursday, October 28, 2010 10:31 AM
To: Electnc_Absentee
Subject:

Hello,

I've attached my completed ballot. Also, is it normal for the date that I completed the online ballot to not show up next to my digital signature on the oath sheet?

Best,

Voted ballot received 10/28/10 and counted.

From: Sholl Howard G (Elect_NC)
Sent: 28 October, 2010 7:31 AM
To: G.
Cc: Denzmore Sarah E (Elect_NC)
Subject: RE: General Election Absentee Ballot - reminder

Mr

I just tried to sign on as you and was successful; I used the following:

First name:
Last name:
Voucher #: 182842

Please try again.

v/r

HOWARD G. SHOLL, JR.
Deputy Director

From:
Sent: 28 October, 2010 3:05 AM
To: Sholl Howard G (Elect_NC)
Subject: Re: General Election Absentee Ballot - reminder

Dear Mr. Sholl,

I just tried to vote using the voucher number below and my first and last name – and I was not recognized by the system. I tried various versions of my first name: [redacted]without the apostrophe – all to no avail. Any assistance would be appreciated.

Best Regards,

Voted ballot received and counted.

From:
Sent: 27 October, 2010 2:55 PM
To: Denzmore Sarah E (Elect_NC)
Subject: RE: BLEVINS (UNCLASSIFIED)

Classification: UNCLASSIFIED
Caveats: FOUO

Thank you again, you have made my day.

-----Original Message-----

From: Denzmore Sarah E (Elect_NC) [mailto:Sarah.Denzmore@state.de.us]
Sent: Wednesday, October 27, 2010 11:25 PM
To:
Subject: RE: (UNCLASSIFIED)

Mr.

Your voted absentee ballot has been received and processed. You can check your status on line at:

<http://absenteestatus.elections.delaware.gov/>

Thank you.

Sarah Denzmore
Absentee Manager
Election and Voter Registration Supervisor
E-Mail - Sarah.Denzmore@state.de.us
<http://electionsncc.delaware.gov>

-----Original Message-----

From:
Sent: Wednesday, October 27, 2010 2:38 PM
To: Electnc_Absentee
Subject: (UNCLASSIFIED)

Classification: UNCLASSIFIED
Caveats: FOUO

To whom it may concern,
Please find my absentee ballot attached. If you need anything further please send to this email address as I'm currently serving with the U.S. Army in Afghanistan.
Thank you,

Voted ballot received and counted.

From: Denzmore Sarah E (Elect_NC)
Sent: 27 October, 2010 8:41 AM
To:
Subject: RE: absentee ballot-general election

Your voted absentee ballot has been received and processed. You can check your status online at:

<http://absenteestatus.elections.delaware.gov/>

Thank you.

Sarah Denzmore
Absentee Manager
Election and Voter Registration Supervisor
E-Mail - Sarah.Denzmore@state.de.us
<http://electionsncc.delaware.gov>

From:
Sent: Wednesday, October 27, 2010 8:39 AM
To: Electnc_Absentee
Subject: absentee ballot-general election

Thanks for all you do to make these elections run smoothly.

Voted ballot received and counted.

From: Denzmore Sarah E (Elect_NC)
Sent: 27 October, 2010 8:36 AM
To:
Subject: RE: absentee ballot status

Thank you for your prompt response. You should receive an e-mail with directions on how to access and return your absentee ballot by the end of the business day. If you do not, please let me know immediately.

Your voted absentee ballot must be received in our office by 8:00pm on Election Day.

Thank you.

Sarah Denzmore
Absentee Manager

From:
Sent: Wednesday, October 27, 2010 8:33 AM
To: Denzmore Sarah E (Elect_NC)
Subject: Re: absentee ballot status
Importance: High

I seem to have had the wrong mailing address at the time I applied. Yes, I would like to use this email address.

Thanks so much,

On Oct 27, 2010, at 9:25 PM, Denzmore Sarah E (Elect_NC) wrote:

Your absentee ballot was mailed to the following address on September 18, 2010:

CO: MEIKAI UNIVERISTY
2ND LECTURE WING 1F
1-CHOME AKEMI URAYASU-SHI
CHIBA-KEN
279-0014 JAPAN

You have the option of having your absentee ballot e-mailed to you. Please confirm if you want to use this e-mail address.

Thank you.

Sarah Denzmore
Absentee Manager
Election and Voter Registration Supervisor
E-Mail - Sarah.Denzmore@state.de.us
<http://electionsncc.delaware.gov>

From:

Sent: Wednesday, October 27, 2010 8:02 AM

To: Electnc_Absentee

Subject: absentee ballot status

Hello,

I applied for an absentee ballot in August before I left for Japan. According to your website, it was sent on September 18, but I have not received it. I realize that at this point it is probably too late to do anything about this, but I just wanted to confirm that it was sent, and if possible, confirm the address it was sent to. I'm including the information I found on your website below.

Thank you,

Voted ballot received and counted.

From: Denzmore Sarah E (Elect_NC)
Sent: 27 October, 2010 8:16 AM
To:
Subject: RE: absentee ballot

Your voted absentee ballot has been received and processed. You can check your status online at:

<http://absenteestatus.elections.delaware.gov/>

Thank you.

Sarah Denzmore
Absentee Manager

-----Original Message-----

From:
Sent: Wednesday, October 27, 2010 6:12 AM
To: Electnc_Absentee
Subject: absentee ballot

Please find attached the scan of my absentee ballot, along with coversheet and signed oath. Many thanks for making this option available!

Problem corrected. Both ballots counted.

From: Denzmore Sarah E (Elect_NC)
Sent: 26 October, 2010 6:26 PM
To:
Subject: RE: Absentee vote

Thank you for responding to my e-mail.

Yes we have corrected our mainframe, and I apologize for any confusion this may have caused you. Your voted ballots are indeed registered in the mainframe. You can check our website after November 2, 2010 to see that is was counted.

Thank you for your kind comments on our system, Mr. Driebeek.

Sincerely,

Sarah Denzmore
Absentee Manager
Election and Voter Registration Supervisor
E-Mail - Sarah.Denzmore@state.de.us
<http://electionsncc.delaware.gov>

From:
Sent: Tuesday, October 26, 2010 6:23 PM
To: Denzmore Sarah E (Elect_NC)
Subject: Re: Absentee vote

I'm sorry for the discrepancy. The source of the mistake is the email I received last Saturday from Mr Sholl, which started off:

Thank you for contacting us. One of the most important of our many jobs is to fully support our military and overseas voters.

The voucher number for is: 184482

The voucher number for is: 182498
etc.

Thank you for correcting this. You have a very good computer program for following the action. I notice that my vote has been registered as received.

Sincerely,

On 10/25/2010 3:07 PM, Denzmore Sarah E (Elect_NC) wrote:

Your voted absentee ballot has been received. There is some confusion regarding your absentee ballot voucher number, which must be corrected before your voted absentee ballot can be processed.

In our mainframe you were assigned voucher number **182497**. On the cover sheet that you submitted to our office, the voucher number given is **184482**. Can you double check the voucher number included in your absentee ballot package that you received by e-mail or mail and confirm the number to us please?

You can send the voucher number to absentee@state.de.us or to me directly at sarah.denzmore@state.de.us.

If you have any questions, please feel free to contact me.

Thank you.

Sarah Denzmore
Absentee Manager

Voted ballot received and counted.

From: Denzmore Sarah E (Elect_NC)

Sent: 26 October, 2010 3:06 PM

To:

Subject: RE:

Your voted absentee ballot has been received and processed. You can check your status online at:

<http://absenteestatus.elections.delaware.gov/>

Thank you.

Sarah Denzmore
Absentee Manager
Election and Voter Registration Supervisor
E-Mail - Sarah.Denzmore@state.de.us
<http://electionsncc.delaware.gov>

From:

Sent: Tuesday, October 26, 2010 1:44 PM

To: Electnc_Absentee

Subject:

Thank you for making this possible for those of us away from home.

Voted ballot received and counted. This is the first contact. The second contact is reported above.

From: Denzmore Sarah E (Elect_NC)
Sent: 25 October, 2010 3:35 PM
To:
Subject: RE: November 2, 2010 Absentee Ballot Information

Thank you very much for your kind words. I am happy to help.

Sarah Denzmore
Absentee Manager

From:
Sent: Monday, October 25, 2010 3:33 PM
To: Denzmore Sarah E (Elect_NC)
Subject: Re: November 2, 2010 Absentee Ballot Information

Ma'am,
You've just made one very tired Soldier in Afghanistan very happy! Thank you for the prompt assistance.
Respectfully,

On Mon, Oct 25, 2010 at 11:57 PM, Denzmore Sarah E (Elect_NC)
<Sarah.Denzmore@state.de.us> wrote:

Per our phone conversation, here is the information you will need to access your absentee ballot online. To gain access to your ballot you need your name and voucher number.

Voucher Number: **182379**

1. Please go to <https://move.liveballot.com/uocava/Introduction.aspx?LID=MTAwMDMwMDA=> for your ballot, instructions, and materials (if needed) to return your ballot.
2. You can mark your ballot online, or print it and then mark it on paper. Online ballot selections are not retained by the system to ensure your privacy.

If you need help or have any questions, please contact Sarah Denzmore at(302) 577-3464 (phone) or sarah.denzmore@state.de.us (email)

Thank you for your service.

Regards,

Sarah Denzmore
Absentee Manager

A first contact. A second entry above: voted ballot received and counted.

From: Denzmore Sarah E (Elect_NC)

Sent: 25 October, 2010 2:55 PM

To:

Cc:

Subject: November 2, 2010 Absentee Voting Information

Importance: High

We have updated our records to reflect that you are a temporary overseas citizen, which now makes you eligible to receive your absentee ballot by e-mail. You will receive an e-mail shortly on how to access your absentee ballot on line and instructions on how to return your absentee ballot to us.

If you have any questions, or do not receive an e-mail, please contact me immediately at sarah.denzmore@state.de.us.

Thank you.

Sarah Denzmore
Absentee Manager

Ballot received by mail 11/9/10 and not counted.

From:

Sent: 25 October, 2010 3:00 PM

To: Denzmore Sarah E (Elect_NC)

Subject: Re: November 2, 2010 Absentee Voting Information

Hi Sarah, I faxed and mailed my ballot, without a voucher number thru OVF. Hope that was OK>

"What the world needs now is Love, sweet Love!"

[redacted]

--- On Mon, 10/25/10, Denzmore Sarah E (Elect_NC) <Sarah.Denzmore@state.de.us> wrote:

From: Denzmore Sarah E (Elect_NC) <Sarah.Denzmore@state.de.us>

Subject: November 2, 2010 Absentee Voting Information

To:

Date: Monday, October 25, 2010, 7:02 PM

We have received your updated federal post card application. I just wanted to touch base with you to make sure that you have received your voting materials for the November 2, 2010 General election. Your absentee ballot for this election was e-mailed to you around September 27, 2010. We have partnered with the Federal Voting Assistance Program to provide a tool that allows you to print or mark ballot online and then return it by e-mail, mail or fax. To gain access to your ballot you need your name and voucher number.

Voucher Number: 182829

- 1. Please go to <https://move.liveballot.com/uocava/Introduction.aspx?LID=MTAwMDMwMDA=> for your ballot, instructions, and materials (if needed) to return your ballot.**
- 2. You can mark your ballot online, or print it and then mark it on paper. Online ballot selections are not retained by the system to ensure your privacy.**

If you need help or have any questions, please contact Sarah Denzmore at(302) 577-3464 (phone) or sarah.denzmore@state.de.us (email)

Thank you.

Sarah Denzmore

Absentee Manager

Election and Voter Registration Supervisor

Phone (302) 577-5084 Fax (302) 577-6545

E-Mail - Sarah.Denzmore@state.de.us

<http://electionsncc.delaware.gov>

This was the first contact. Subsequent contact above. Voted ballots received and counted.

From: Sholl Howard G (Elect_NC)
Sent: 25 October, 2010 9:14 AM
To:
Subject: RE: Absentee voting

You are welcome. I saw that there were two ballots from you in the inbox yesterday evening. Sarah will print them out, seal them in an envelope and mark that you and your wife's ballots were received. We will count them on November 2nd.

v/r

HOWARD G. SHOLL, JR.
Deputy Director

From:
Sent: 24 October, 2010 5:54 PM
To: Sholl Howard G (Elect_NC)
Subject: Re: Absentee voting

Thank you very much for working overtime! Your speedy reply was sent and received on Saturday. Our ballots have been sent as an email attachment. Tomorrow the confirmations will be sent via airmail.

Sincerely,

On 10/23/2010 6:08 PM, Sholl Howard G (Elect_NC) wrote:

Thank you for contacting us. One of the most important of our many jobs is to fully support our military and overseas voters.

The voucher number for is: 184482
The voucher number for is: 182498

I am attaching a ballot, an envelope template and the oath.

Print a ballot and oath for each of you.

Mark your ballots and sign the oaths.

Each of you seal your ballot and oath in an envelope. Put your name and voucher number on the outside of that envelope.

You can mail each envelope separately **OR** put both envelopes in a single envelope and mail them together. If you do this put both your names and voucher numbers as part of the return address on the mailing envelope.

You can print the template on the envelope you use for mailing or write our address on it.

Use the correct postage for Air Mail and make sure that the envelope is marked Air Mail or Par Avion.

I have also attached a coversheet that you can use to return your ballots by email or Fax if you decide that mail might not get here in time. If you return your ballots by email or fax please include the coversheet (filled out with your information), the oath and the ballot.

You can find additional information on returning your ballots at:
http://electionsncc.delaware.gov/absentee_de/de_uocava.shtml#vote

Please let me know when you have sent your ballots so that I can look for them.

v/r
HOWARD G. SHOLL, JR.
Deputy Director

Sent: 23 October, 2010 10:55 AM
To: Sholl Howard G (Elect_NC)
Subject: Absentee voting

This is in connection with absentee voting by

ABSENTEE VOTER
2010 GENERAL ELECTION
APPLICATION RECEIVED
12/14/2007
DATE BALLOT SENT 09/18/2010

ABSENTEE VOTER
2010 GENERAL ELECTION
APPLICATION RECEIVED
09/20/2010
DATE BALLOT SENT 09/20/2010

The absentee ballot for was not received. (This happens off and on with mail from the USA.)

The absentee ballot for was received, but mislaid. Cannot find it.

Is it possible for you to send the ballots and affidavit with voucher numbers as an attachment to an email? If so, I can print these and then, after completion, mail them to you in the prescribed manner.

My apologies for burdening you with this.

Sincerely,

All ballots received and counted.

From: Denzmore Sarah E (Elect_NC)
Sent: 23 October, 2010 9:18 AM
To: 'C. Dickson'
Subject: RE:

Thank you for clarifying this for me. We do have the four absentee ballots from your family.

Thank you.

Sarah Denzmore
Absentee Manager

From:
Sent: Saturday, October 23, 2010 3:13 AM
To: Denzmore Sarah E (Elect_NC)
Subject: Re:

Yes, I believe that was intended to be Jeremy's -- I discovered the error afterward and sent a new package on. So now you should have 3 [redacted] and one [redacted] is that correct?
Thank you,

----- Original Message -----

From: [Denzmore Sarah E \(Elect_NC\)](#)

To:

Sent: Friday, October 22, 2010 7:08 PM

Subject: RE: Diguët-Dickson

When we opened this e-mail, there is no absentee ballot package attached. We received the absentee ballot packages for the following:

Lydia
Elsa
Jeremy

Please resend your absentee ballot package as soon as possible. Upon receipt, you will receive a confirmation e-mail.

Thank you.

Sarah Denzmore
Absentee Manager

From:
Sent: Friday, October 22, 2010 11:56 AM
To: Electnc_Absentee
Subject:

Please find attached my voter ballot package.

Voted ballot received and counted.

From: Denzmore Sarah E (Elect_NC)
Sent: 22 October, 2010 8:17 AM
To:
Subject: RE: (UNCLASSIFIED)

Your voted absentee ballot has been received and processed. You can check your status online at:

<http://absenteestatus.elections.delaware.gov/>

Thank you.

Sarah Denzmore
Absentee Manager

-----Original Message-----

From:
Sent: Friday, October 22, 2010 2:19 AM
To: Electnc_Absentee
Subject: (UNCLASSIFIED)

Classification: UNCLASSIFIED
Absentee ballot attached. Thank you for providing the opportunity to vote.

FWAB received and counted.

From: Denzmore Sarah E (Elect_NC)
Sent: 22 October, 2010 8:16 AM
To:
Subject: RE: Submission of Federal Write-In Absentee Ballot

Your voted absentee ballot has been received and processed.

Thank you.

Sarah Denzmore
Absentee Manager

From:
Sent: Friday, October 22, 2010 5:44 AM
To: Electnc_Absentee
Subject: Submission of Federal Write-In Absentee Ballot

To the Department of Elections for New Castle County,

As a Delaware resident living temporarily overseas, I have used the the Federal Voting Assistance Program to cast my vote for this year's election on the 2nd of November. I attach in this email my scanned Federal Write-In Absentee Ballot, authorized by 42 USC ff-2.

Following the instructions of the Federal Voting Assistance Program, I have also sent a print copy of my ballot to the Department of Elections for New Castle County. Any confirmation of your receipt of my voting materials would be greatly appreciated. Thank you for counting my vote.

Sincerely,

Voted ballots were eventually received and counted.

From: Denzmore Sarah E (Elect_NC)
Sent: 20 October, 2010 8:42 AM
To:
Subject: RE: 2010 General Election Ballot (UNCLASSIFIED)

We have yet to receive your absentee ballots. If you still have your absentee ballot package saved to your computer, e-mail it again to absentee@state.de.us.

Or, you can go through the voting process a second time by visiting the democracy live website at:

<https://move.liveballot.com/uocava/default.aspx>

Sign in with your name and voucher number to begin voting your absentee ballot. Make sure to download the absentee ballot package after you have voted, attach it to an e-mail and send it to absentee@state.de.us.

You will receive a confirmation from us when we receive your voted absentee ballot.

If you have any more questions or concerns please contact me.

Thank you.

Sarah Denzmore
Absentee Manager

-----Original Message-----

From:
Sent: Wednesday, October 20, 2010 6:24 AM
To: Denzmore Sarah E (Elect_NC)
Subject: Re: 2010 General Election Ballot (UNCLASSIFIED)

Classification: UNCLASSIFIED
Hello Ms Denzmore,

Please confirm if our emailed absentee ballot were ever received. My wife and I emailed out ballot, as instructed in the below email; but had issues getting confirmation or print out that it actually went through. This election is very important to us and we want to make sure our vote counts.

My wife's name is [redacted]. Voucher number: 182310

This is a first contact. Subsequent contact above. Voted ballot eventually received by email after mailed ballot was not received.

From:

Sent: 19 October, 2010 5:31 PM

To: Denzmore Sarah E (Elect_NC)

Subject: Re: 2010 General Election Ballot

Thank you very much

On Tue, Oct 19, 2010 at 8:02 PM, Denzmore Sarah E (Elect_NC)

<Sarah.Denzmore@state.de.us> wrote:

I apologize for the problems you had working with the Democracy Live program. I will contact the vendor to look into the problem you ran into and get it resolved immediately.

Our mailing address is :

ATTENTION ABSENTEE VOTING
DEPARTMENT OF ELECTIONS FOR NEW CASLTE COUNTY
CARVEL STATE OFFICE BUILDING
820 N FRENCH STREET - STE 400
WILMINGTON DE 19801-3531

Thank you.

Sarah Denzmore
Absentee Manager

From:

Sent: Tuesday, October 19, 2010 1:56 PM

To: Denzmore Sarah E (Elect_NC)

Subject: Re: 2010 General Election Ballot

Sarah,

I was not able to download the mailing label. I got a message that the file is damaged and cannot be fixed. Could you please let me know the address information so that I can write this on an envelope. I need to mail it tomorrow (the latest).

Thank you. I appreciate your help.

On Tue, Oct 19, 2010 at 6:56 AM, Sarah Denzmore <sarah.denzmore@state.de.us> wrote:

Dear

Voucher Number: **188043**

Your absentee ballot is important to the State of Delaware.

We are committed to ensuring that our state's uniformed and overseas voters have an effective and trustworthy method of receiving and transmitting their ballots. With the sponsorship from the *Federal Voting Assistance Program*, we partnered with *Democracy Live* and *Microsoft* to provide you a secure internet-based solution that will allow you to print or mark your ballot on-line, and then return it by email, mail or FAX.

To begin voting in the November 2010 General Election:

1. Please go to <https://move.liveballot.com> for your ballot, instructions, and materials (if needed) to return your ballot.
2. You need your **first name, last name, and voucher number** (listed above) to access the system and your ballot.
3. You can mark your ballot online, or print it and then mark it on paper. Online ballot selections are not retained by the system to ensure your privacy.

If you need help or have any questions, please contact Sarah Denzmore at (302) 577-3464 (phone) or sarah.denzmore@state.de.us (email)

Sincerely,

Sarah Denzmore
Director

Dept of Elections for NEW CASTLE County

This message was sent from Sarah Denzmore to [redacted] It was sent from: DemocracyLive, www.democracylive.com, Meadow Creek Plaza, Issaquah, WA 98053. You can modify/update your subscription via the link below.

Voted ballot received and counted.

From: Denzmore Sarah E (Elect_NC)
Sent: 19 October, 2010 4:32 PM
To:
Subject: November 2 Absentee Ballot Information

Thank you for contacting us for absentee voting information. Per our phone conversation, in order to receive an absentee ballot you must first obtain and submit the federal post card application. Click on the link below to download the form, or open the attachment:

<http://www.fvap.gov/resources/media/fpca.pdf>

Make sure to provide all required information, as well as a contact e-mail address or phone number. You can submit the form to our office

By fax at: (302) 577-6545

By mail to:

ATTN: ABSENTEE VOTING
DEPARTMENT OF ELECTIONS FOR NEW CASTLE COUNTY
820 N FRENCH STREET – SUITE 400
WILMINGTON DE 19801

By e-mail to: absentee@state.de.us

Your absentee voting materials will be delivered to the mailing address provided on the FPCA. If you choose to have your materials delivered to you electronically, they will be delivered to the e-mail address/fax number you provide on the form.

Please contact our Absentee Department at absentee@state.de.us if you have any further questions or concerns.

Visit our website at <http://electionsncc.delaware.gov> for more information and important deadlines.

If you have any more question, please let me know.

Thank you for your service.

Regards,
Sarah Denzmore
Absentee Manager

Voted ballot received and counted.

From: Denzmore Sarah E (Elect_NC)
Sent: 19 October, 2010 2:04 PM
To:
Subject: RE: Absentee B.

Your voted absentee ballot has been received and processed. You can check your status online at:

<http://absenteestatus.elections.delaware.gov/>

Thank you.

Sarah Denzmore
Absentee Manager

-----Original Message-----

From:
Sent: Tuesday, October 19, 2010 1:27 PM
To: Electnc_Absentee
Subject: Absentee B.

Dear Madam, Sir

Attached to this email is the required documents for absentee V.

Please notify me using this origination email address if a problem - ledgability or otherwise - with these attachments is detected.

Thank you

Sincerly

Voted ballot received and counted after the issue was resolved by Democracy Live.

From:

Sent: 18 October, 2010 1:44 PM

To: Sholl Howard G (Elect_NC)

Subject: RE: U. S. Senator issue

Mr. Sholl,

Wow! Again I thank you for your quick and effective attention to this whole complicated situation. I still have confidence in the system and look forward to a resolution. I will wait to hear from you and go through the process again instead of downloading, printing, marking, scanning and then attaching the ballot now.

With sincere appreciation,

TANZANIA

From: Howard.Sholl@state.de.us

To:

Date: Mon, 18 Oct 2010 13:36:21 -0400

Subject: U. S. Senator issue

Mr.

There is a problem. We had two reports of the same problem this morning. Sarah and I both tested the system and found that our choices for U. S. Senator were not marked. There are three ballots that came in yesterday that did not show a choice for U. S. Senator. All the ones that came in on Saturday had made selections for U.S. Senator.

We save all incoming ballot emails in case there is an issue. Thus, we were able to examine ballots and determine the scope of the problem. We don't like doing that, but felt that it was necessary to make sure that our clients were not disenfranchised.

I believe the problem is related to an update to the system that the vendor made Saturday evening to correct a problem associated with reporting and the on-line help system. The vendor is working on the issue. I expect a resolution sometime today.

As soon as the problem is resolved, I will let you know. We will then notify the three folks that I mentioned above so they can redo their ballots.

v/r

HOWARD G. SHOLL, JR.

Deputy Director

From:

Sent: 18 October, 2010 12:35 PM

To: Denzmore Sarah E (Elect_NC)

Subject: RE: 2010 General Election Ballot

Mrs. Denzmore,

I am really concerned about this. It has happened now two times in a row. I marked the ballot, confirmed the ballot where both of my choices were still marked, but then when I downloaded the ballot, my choice for US Senate was missing. If I would not have checked my ballot after downloading

and just attached the PDF to an E-mail, my vote would not have been registered. I wonder how many more people voted, but did not check the downloaded PDF and simply attached it to an E-mail?

Please help fix this. I will download the documents, print them off, scan them and attach them to an E-mail as you instructed, but the root problem needs to be corrected before more people "vote" without having their vote counted. Maybe an E-mail can be sent out informing all absentee voters that a problem may exist and that they should be sure to check their downloaded PDF before attaching it to an E-mail to your office.

Thank you for your help.

From: Sarah.Denzmore@state.de.us

To:

Date: Mon, 18 Oct 2010 11:45:36 -0400

Subject: RE: 2010 General Election Ballot

Mr.

I would advise you to access your absentee ballot through Democracy Live again. Download the PDF ballot, view it and make sure all your choices have been marked. If you still have the same problem, I would advise that you print the ballot and mark it yourself. You can return that ballot by mail, fax or scan it in and send it as an e-mail attachment.

I will forward your issue to the vendor and have them check into it and see if there could be a problem with the program.

If you have any further problems please contact me.

Thank you.

Sarah Denzmore
Absentee Manager

From:

Sent: Monday, October 18, 2010 10:02 AM

To: Denzmore Sarah E (Elect_NC)

Subject: RE: 2010 General Election Ballot

Mrs. Denzmore,

I marked my ballot online according to the instructions and confirmed my choices. When I opened the PDF that was downloaded to my computer, my choice for United States Senator was not filled in. Please advise.

This is a first contact for another person above. Voted ballots were received and counted.

From: Sholl Howard G (Elect_NC)
Sent: 16 October, 2010 2:41 PM
To: Electnc_Absentee; Denzmore Sarah E (Elect_NC)
Subject: RE: Multiple ballots

Mr.

Each ballot should be in its own envelope. You can, however, put multiple "ballot envelopes" into a single envelope that you mail to the Department. If you do this, write "multiple ballot envelopes" as part of the return address.

v/r
HOWARD G. SHOLL, JR.
Deputy Director

-----Original Message-----

From:
Sent: 16 October, 2010 1:25 PM
To: Electnc_Absentee
Subject: Multiple ballots

QUESTION: must each ballot be in a separately stamped envelope, or may one envelope contain more than one ballot?

Thanks for the help.

Voted ballot received and counted.

From: Sholl Howard G (Elect_NC)
Sent: 15 October, 2010 9:43 PM
To:
Cc: Denzmore Sarah E (Elect_NC)
Subject: RE:

SMSgt

I'm sorry that you are having problems. We have had a few glitches that the vendor quickly resolved. No one else has reported that they couldn't view the site. I will try to help before calling in the vendor.

I just tried and could access the site. So, it is up. And, there is no scheduled or authorized down time. Let's start with some basics (the things the vendor is going to ask anyway).

1. Are you trying to access the LiveBallot site at home or at work?
2. What happens when you try to access the site?
3. What is your operating system?

If you have time, you can call me tomorrow between about 9:30 a.m. and 1 p.m. at work. If you call, use our absentee number at 302.577.5102 and ask for me.

If we can't make it work for you, we can always resort to "Plan B."

v/r

HOWARD G. SHOLL, JR.
Deputy Director

-----Original Message-----

From: Denzmore Sarah E (Elect_NC)
Sent: 15 October, 2010 7:41 PM
To: Sholl Howard G (Elect_NC)
Subject: FW:

Mr. Sholl:

E-mail from one of our e-mail clients who is unable to view the website for the live ballot? Have you come across before?

From:
Sent: Friday, October 15, 2010 5:20 PM
To: Denzmore Sarah E (Elect_NC)
Subject:

I am not able to view the website for the live ballot...is there a software requirement?

//SIGNED//

Voted ballots received from husband and wife and were counted.

From: Sholl Howard G (Elect_NC)
Sent: 11 October, 2010 10:41 AM
To: Denzmore Sarah E (Elect_NC)
Subject: RE: Absentee Voter Registration

Mr

Thank you for contacting the Department. Your wife is not scheduled to get an absentee ballot because she put on the FPCA that she sent in 2008 that she only wanted a ballot for the 2008 General Election.

She needs to complete and send the Department a new FPCA. She can go to <http://www.fvap.gov>, follow the instructions and complete the form on-line. She then would print it, sign it and send it to the Department. She can email it to absentee@state.de.us, Fax it to 1.302.577.6545 or mail it the address below.

I suggest that she mark at the bottom of Item 4 that she wants the ballot sent to her by email. Once she gets the ballot, she can return it by email, Fax or mail. I also suggest that she write in item 6 that she wants to be a permanent absentee voter if you will be in the service for several more years. This will keep her from having to send in an FPCA before every election.

You should also consider becoming a permanent absentee voter. You can do this by sending us a new FPCA and writing the same information in item 6 or by sending an email to absentee@state.de.us stating that you want to be a permanent absentee voter.

She should send the Department the FPCA as soon as possible.

Please contact me if you have any questions.

v/r
HOWARD G. SHOLL, JR.
Deputy Director

-----Original Message-----

From:
Sent: 11 October, 2010 10:13 AM
To: Sholl Howard G (Elect_NC); Denzmore Sarah E (Elect_NC)
Subject: Absentee Voter Registration

Sir, Ma'am,

I am a servicemember stationed in North Carolina. In 2008, both my wife and I received absentee ballots (we were stationed overseas at the time). This year, I received your e-mail with my voucher number and was able to print an absentee ballot, but we haven't received anything for my wife, Mary Quayle. The elections web site shows that she's registered to vote at Skyline Middle School, next to our Delaware home.

Can you please tell us if Mary is still registered to vote absentee and, if so, how she can obtain her voucher number? Thank you for your assistance.

Voted ballot received and counted.

From: Sholl Howard G (Elect_NC)

Sent: 08 October, 2010 6:35 PM

To:

Cc: Denzmore Sarah E (Elect_NC);

Subject: RE: Absentee ballot from UK

We don't require the date on the oath. We need the oath signed (digitally as you did, or real). It sounds like all you need to do is email the "ballot package" to absentee@state.de.us. The only date driven issue is the date we get the voted ballot. We need it in our hands no later than 8 p.m. on November 2nd.

We review the oath if there is a problem we would contact you so that it could be corrected. We haven't had to that this year.

Let me know if you have any other questions or problems.

v/r

Howard Sholl

From:

Sent: Friday, October 08, 2010 3:00 PM

To: Sholl Howard G (Elect_NC)

Subject: Absentee ballot from UK

Hi Howard;

I received your email with instructions for voting electronically but have found a discrepancy and need clarification.

My vote was accepted at the move.liveballot.com website, and I noted these instructions for the email delivery option:

"Download package to e-mail.

- Forms will be available for download to your computer.
- You will need to print the documents requiring your signature, as well as your ballot for marking.
- Scan your signed Oath, Coversheet, and marked ballot to an image file. Ensure that you have access to a scanner.
- E-mail your ballot package as soon as possible to assure that it arrives in time to be counted."

However, when I downloaded the package for emailing, the information was already put in place, including my 'substitute' signature (i.e. year of birth and last 4 digits of SSN), and I was not able to type in my phone number or date of signing. I was not able to 'erase' that info so allow for a real signature and date. This option seems to be in place of scanning.

I'm concerned that without a date, it won't be accepted and counted. Would you suggest changing my delivery option from email to postal mail? Is that even permitted since I've already downloaded the email package?

Thanks for helping me with information.

From: Sholl Howard G (Elect_NC)
Sent: 06 October, 2010 1:18 PM
To: Electnc_Absentee
Cc: Denzmore Sarah E (Elect_NC); Manlove Elaine M (Elect_COE)
Subject: RE: Durbin

Ms.

Thank you for your kind words.

We got your ballot and signed oath. We have recorded that we have received your ballot and have sealed it in an envelope. The Department will count your ballot on Election Day.

You can verify the status of your ballot at: <http://absenteestatus.elections.delaware.gov/>

v/r

HOWARD G. SHOLL, JR.
Deputy Director

From:
Sent: 06 October, 2010 11:58 AM
To: Electnc_Absentee
Subject: Re:

Again, thank you!

On Wed, Oct 6, 2010 at 10:33 PM, [redacted] > wrote:

Attached is my absentee ballot, including cover page, affirmation, and official ballot.

Thank you very much for making this process so easy.

Yours truly,

PS Is it possible to have a confirmation receipt of this email? Thank you in advance. A simply reply to this email is sufficient.

--

Daegu Gyeongbuk English Village
South Korea

Voted ballot received and counted.

From: Sholl Howard G (Elect_NC)
Sent: 06 October, 2010 8:55 AM
To:
Cc: Denzmore Sarah E (Elect_NC); Carter Cathleen (Elect_NC)
Subject: RE: Absentee Ballot problem

Your ballot request does not have to be notarized or witnessed. I suggest you email your signed request to absentee@state.de.us and ask that we email your ballot to you.

v/r

HOWARD G. SHOLL, JR.
Deputy Director

From: Carter Cathleen (Elect_NC)
Sent: 06 October, 2010 8:47 AM
To: Denzmore Sarah E (Elect_NC); Sholl Howard G (Elect_NC)
Subject: FW: Absentee Ballot problem

Good morning!!

I am deferring to your expertise in this matter.

Thanks!!

Cathleen Hartsky-Carter
VOTER REGISTRATION SUPERVISOR

From:
Sent: Wednesday, October 06, 2010 5:45 AM
To: Carter Cathleen (Elect_NC)
Subject: Absentee Ballot problem

Dear Cathleen Carter,

I am currently in Denmark, trying to assemble the paperwork to request an absentee ballot. I have run into a problem trying to find a Notary Public here. Denmark does not use Notaries the same way. The closest they have is a government office with a generic stamp. Do you have any suggestions for what I can do? I can try to get to a US embassy, but I won't be able to do that until October 18. Alternatively, I have given my father power of attorney while I am out of the country. The power of attorney document has been notarized. Can he use this to sign the absentee ballot request on my behalf?

Thank you,

Voted ballot received and voted.

From: Denzmore Sarah E (Elect_NC)
Sent: 06 October, 2010 8:49 AM
To:
Subject: RE: (FPCA)

Scan your form and send it to absentee@state.de.us or directly to me at sarah.denzmore@state.de.us. When I receive it and process the form, I will assign a voucher number to you, and send you an e-mail with instructions on how to access your absentee ballot.

Keep in contact with me if you have any more questions or problems accessing your ballot.

Thank you for your service.

Regards,

Sarah Denzmore
Absentee Manager

-----Original Message-----

From:
Sent: Wednesday, October 06, 2010 8:36 AM
To: Denzmore Sarah E (Elect_NC)
Subject: (FPCA)

Hi Ms. Denzmore: Do I get or need a voucher ID # once I send back to you, the FPCA?? I'll have it scanned to you or absentee@state.de.us?? which one??

Thanks for your patience

Voted ballot received and processed.

From: CJSOTFAP.IRAQ.SOCCENT.CENTCOM.MIL

Sent: 04 October, 2010 11:47 AM

To: Electnc_Absentee

Subject: Absentee Form

To Whom It May Concern,

Enclosed is my Absentee Form. Can someone please process this form so I can vote in the November election. Thank you for your support

V/R

Voted ballot received and counted.

From:
Sent: 04 October, 2010 12:19 PM
To: Denzmore Sarah E (Elect_NC)
Subject: Re:

Thanks!!!!'

Sent from my iPhone

On 4 oct. 2010, at 14:04, "Denzmore Sarah E (Elect_NC)" <Sarah.Denzmore@state.de.us> wrote:

Your voted absentee ballot has been received and processed. You can check your status online at:

<http://absenteestatus.elections.delaware.gov/>

Thank you.

Sarah Denzmore
Absentee Manager

From:
Sent: Sunday, October 03, 2010 1:14 PM
To: Electnc_Absentee
Cc: Sholl Howard G (Elect_NC)
Subject: MONAHAN

Dear Department of Elections,

My completed ballot is attached. Thank you for this fantastic, modern method of voting.

Both voted ballots received and counted. This one took a while.

From:

Sent: 04 October, 2010 10:09 AM

To: Sholl Howard G (Elect_NC)

Subject: Re: FW: Absentee Ballot Request (Peace Corps Duty/ Bulgaria)

Here are our apps. Sorry, I managed to miss your earlier note. No good excuse I just missed it but I will watching very closely for the ballots.

Thanks,

----- Original message -----

Date: Fri, 3 Sep 2010 13:03:29 -0400

From: "Sholl Howard G (Elect_NC)" <Howard.Sholl@state.de.us>

Subject: FW: Absentee Ballot Request (Peace Corps Duty/ Bulgaria)

To:

Cc: "Denzmore Sarah E (Elect_NC)" <Sarah.Denzmore@state.de.us>, "Albence Anthony J (Elect_NC)" <Anthony.Albence@state.de.us>

I replied to your first email (it is attached to this one).

The State has done a lot to liberalize the absentee process for military and overseas voters. We cannot, however, act without a formal application.

Since there are about 11 days before the Primary, I suggest that you and your wife do the following:

1. Each of you print and fill out the Federal Write-in Absentee Ballot (FWAB) that I have attached.
2. Each of you return it to the Department by email or FAX using the coversheet that I have attached, or mail it if you think that we would get it before 8 p.m. (Eastern Time) September 14, 2010.

You and your wife are registered as Republicans in Election District 13-21. You can vote in the Republican Primary for U.S. Senate, Representative in Congress and Sheriff.

I have attached a sample ballot that shows you the candidates (please disregard the Democratic side).

When you complete the ballot portion of the FWAB the place to write-in your choices for the Senate and House races is at the top of the form. I have added a place toward the middle of the form for you to write in

your choice for Sheriff. You do not have to vote for every office on the ballot.

I entered a statement in Section 6 stating that you also want a ballot for the General Election. We will honor that.

I also suggest that you and your wife send an application in early 2011 for the 2012 elections. You can do this at <http://www.fvap.gov>. Fill it out, print it, sign it and mail, FAX or email it to the Department.

Please contact me if you have any questions.

v/r

HOWARD G. SHOLL, JR.
Deputy Director

From: Sholl Howard G (Elect_NC)
Sent: Wednesday, August 18, 2010 5:11 PM
To:
Cc: Denzmore Sarah E (Elect_NC)
Subject: RE: Absentee Ballot Request (Peace Corps Duty/ Bulgaria)

We need applications from both of you before we can send ballots. You can go to <http://www.fvap.gov> or <http://www.overseasvotefoundation.org> to fill out the forms. You need to print them, sign them and send them to the Department. You can send them by email if you can scan them back into your computer (absentee@state.de.us), by FAX or by mail (mail and FAX info is below). I have also attached a copy of the application that you can use.

The application is good for the 2010 elections. You need to reapply for the 2012 elections. You can send the application for 2012 anytime after November 2, 2010.

The application lets you choose how you want your ballot sent to you: mail, FAX or email. You can return it by any of those means. We include instructions on how to return your ballot with your ballot.

The Department will send the ballots the day we get the applications. There is still plenty of time for us to send you ballots in time for the September 14th Primary. I suggest that you have your ballots sent by email for the Primary just to make sure that you have time to get them back to us by 8 p.m. on September 14th. If you want them by another means for the General Election, write that request in item 6. FYI: I have included a link to the instructions for returning a ballot sent to a voter by email:

[Instructions for returning a ballot sent to you by email.](#)

The instructions include a reference to a ballot marking wizard. Delaware is participating in a federal program to provide that service. The program is in development and will be available for the General Election.

The Department plans to send the ballots for the General Election on either September 17th or 18th.

I have also attached a newsletter we sent to our military and overseas voters in June.

Contact me or Sarah Denzmore (sarah.denzmore@state.de.us) if you have any questions.

v/r

HOWARD G. SHOLL, JR.
Deputy Director

From:
Sent: 18 August, 2010 7:22 AM
To: Electnc_Absentee
Cc:
Subject: Absentee Ballot Request (Peace Corps Duty/ Bulgaria)

My wife and I are on assignment with the Peace Corps in Bulgaria for the next two years.

Please send our ballots to:

Bulgaria

Our Home of Record is:

Thanks,

Voted ballot received and counted.

From: Denzmore Sarah E (Elect_NC)
Sent: 04 October, 2010 8:02 AM
To:
Subject: RE:

Your voted absentee ballot has been received and processed. You can check your status online at:

<http://absenteestatus.elections.delaware.gov/>

Thank you.

Sarah Denzmore
Absentee Manager

From:
Sent: Saturday, October 02, 2010 4:18 AM
To: Electnc_Absentee
Subject:

Attached is my electronic ballot for the 2010 general elections. In the instructions online it stated that the ballot should be printed, signed, scanned then sent to you, but on the ballot itself it says just to send it as is, so here it is.

I hope it is enough.

Thank you,

Voted ballots received and counted.

From: Denzmore Sarah E (Elect_NC)
Sent: 02 October, 2010 7:15 PM
To:
Subject: RE: 2010 General Election Ballot

I am glad to hear that this process worked out for you!

In order for you and your wife to receive absentee ballots for subsequent elections, I need you both to fill out a new federal post card application (found on our website or at www.fvap.gov). Fill it out completely. In Section 6 of the form, write the words "permanent absentee voter". Delaware has recently passed a new permanent absentee voter law which allows us to automatically send absentee ballots to voters without requiring them to fill out another form.

Once you are added as a permanent absentee voter you will remain on the list until you tell us to remove you. All we ask is that you contact us when you have a change of name, address, party affiliation, or e-mail address, by sending in a new fpca with the updated information.

I hope this helps, Mr. Collier. As always, you can contact me if you have any more questions or concerns.

Thank you.

Sarah Denzmore
Absentee Manager

From:
Sent: Saturday, October 02, 2010 6:29 AM
To: Denzmore Sarah E (Elect_NC)
Subject: Re: 2010 General Election Ballot

Thank you Sarah. I just voted by by email. Now can you refresh for me what I have to do in order to have subsequent ballots sent to me and my wife?

Voted ballot received and counted.

From: Denzmore Sarah E (Elect_NC)
Sent: 01 October, 2010 9:25 AM
To:
Subject: RE: corrected ballot, Absentee vote from

Your voted absentee ballot has been received and processed. You can check your status at:

<http://absenteestatus.elections.delaware.gov/>

Thank you.

Sarah Denzmore
Absentee Manager

From:
Sent: Friday, October 01, 2010 4:53 AM
To: 'absentee@state.de.us'
Subject: corrected ballot, Absentee vote from

Dear Dept of Elections,

PLEASE DISREGARD MY PREVIOUS EMAIL BELOW AND USE THE ATTACHED CORRECTED BALLOT.

I realized I did not properly mark my ballot when I sent it about 30 mins ago. I have corrected my ballot by completely filling in the circles and I am resending all 3 documents.

Please contact me at this email address if there is any problem.

Best Regards,

From:
Sent: Friday, October 01, 2010 3:19 PM
To: 'absentee@state.de.us'
Subject: Absentee vote from Sherri Drolet

To the Department of Elections,
Please find attached a scanned copy of my complete ballot, ballot envelop and cover page.

I am thrilled that I can submit my vote by email!!!

Best Regards,

Both voted ballots returned and counted. Already had his application. We had sent his ballot to his home instead of to Israel. We emailed his ballot to him and he mailed it back.

From: Sholl Howard G (Elect_NC)
Sent: 29 September, 2010 3:52 PM
To:
Cc: Denzmore Sarah E (Elect_NC)
Subject: RE:

Ms. :

It certainly is. We can also email a ballot to him and he can email, fax or mail it back if he so desires. Send me an email address is he wants to do that.

v/r
HOWARD G. SHOLL, JR.
Deputy Director
Dept of Elections for New Castle County 820 N FRENCH ST WILMINGTON DE 19801
Phone: 302.577.3464
FAX: 302.577.6545
email: howard.sholl@state.de.us
WEB Page: <http://electionsncc.delaware.gov> Face Book:
<http://www.facebook.com/DOENCC>

-----Original Message-----

From:
Sent: 29 September, 2010 3:07 PM
To: Electnc_Absentee
Subject:

[redacted] are currently in Israel and had previously completed individual forms for their absentee ballots and provided their address in Jerusalem (where they are currently residing). Mrs.[redacted] received her **ballot in Israel, but Mr. [redacted] received his ballot at his home address in Wilmington, Delaware.** Could you please send a ballot to him at his address in Jerusalem, Israel (the same address used for [redacted] ballot). Please let me know if this is doable. Thank you.

Voted ballot received and counted.

From:
Sent: 28 September, 2010 4:20 PM
To: Sholl Howard G (Elect_NC)
Subject: RE: Military Absentee Voter

Mr Sholl,

My Air Force "Email for Life" address (which is currently linked to my @osd.mil address) is [redacted]. I will keep this email address for the remainder of my AF career.

Again, Thank you,

-----Original Message-----

From: Sholl Howard G (Elect_NC) [mailto:Howard.Sholl@state.de.us]
Sent: Tuesday, September 28, 2010 2:38 PM
To:
Subject: RE: Military Absentee Voter

Great. We got it.

Delaware has partnered with DoD's Federal Voting Assistance Program to give our military and overseas citizen clients a ballot marking tool. You will get an email in a day or two directing you to the vendor's Web Site so you can vote your ballot. There will be instructions and the necessary materials for returning it depending on your preference (email, Fax or mail).

Now that you are in our system as a UOCAVA voter, we will remind of upcoming elections, deadlines, etc.

I noticed that you gave us and OSD address. You may want to give us a more permanent email address, as a backup, so that we don't lose communication when you move.

v/r

HOWARD G. SHOLL, JR.
Deputy Director

-----Original Message-----

From:
Sent: 28 September, 2010 2:27 PM
To: Sholl Howard G (Elect_NC)
Subject: RE: Military Absentee Voter

Thank you for the quick response. I printed, signed, and just faxed the FPCA.

My preferred means of communication is via email but I don't mind receiving voting materials through the mail instead.

I am sure I will move again before the 2012 elections. I'll just have to remember to send the FPCA earlier.

Thanks

-----Original Message-----

From: Sholl Howard G (Elect_NC) [mailto:Howard.Sholl@state.de.us]

Sent: Tuesday, September 28, 2010 11:18 AM

To: Subject: RE: Military Absentee Voter

Our records show that you are a registered voter, but we don't have you listed as an absentee voter for 2010.

Archived reports show that you submitted an FPCA for the 2004 elections and voted. They also show that you submitted a state form in 2008 and voted. Since you used a state form in 2008, we did not pull your information forward for 2010.

Send the FPCA by email, Fax or mail (absentee@state.de.us). It does not have to be witnessed or notarized.

Write in Item 6 that you want to be a Permanent Absentee Voter.

Tell us how you want to receive your ballot and any other election information by marking a box at the bottom of Item 4.

Let me know if you have any questions.

v/r

HOWARD G. SHOLL, JR.
Deputy Director

From:
Sent: 28 September, 2010 10:06 AM
To: Sholl Howard G (Elect_NC)
Subject: Military Absentee Voter

of Elections for New Castle County, (302)577-5066

Mr Sholl,

My name is [redacted]. I am an active duty Air Force member stationed in Virginia. My SSN is xxx-xx-xxxx. My Delaware voting residence address is [redacted] (my grandmother-in-law's home).

I wanted to verify that you have me listed as a "Permanent Absentee Voter".

Also, I think I need to make an address change. My current address is [redacted]. I understand that I need to mail a FPCA form with the address change. Do I need a witness or notary to sign the form with me?

Thank you,

Voted ballot received and counted.

From: Sholl Howard G (Elect_NC)
Sent: 28 September, 2010 10:29 AM
To:
Cc: dan@democracylive.com; bryan@democracylive.com
Subject: RE: 2010 General Election Ballot

Try it again. There was a problem that has been fixed.

v/r

HOWARD G. SHOLL, JR.
Deputy Director

From: Denzmore Sarah E (Elect_NC)
Sent: 28 September, 2010 10:11 AM
To: Sholl Howard G (Elect_NC)
Subject: FW: 2010 General Election Ballot

Sarah Denzmore
Absentee Manager

From:
Sent: Tuesday, September 28, 2010 9:29 AM
To: Denzmore Sarah E (Elect_NC)
Cc:
Subject: RE: 2010 General Election Ballot

Good morning,
The reason of this mail is that I had some trouble downloading the #Return Your Ballot package#
from <https://move.liveballot.com/uocava/Introduction.aspx?LID=MTAwMDMwMDA=>

I attached some pictures of this problem... Once I press the key #el paquete de descarga de votacion# opens a window where nothing happens (please check #votacion problema01.jpg# and #votacion problema02.jpg#)...Please let me know how I should proceed to complete my ballot...

Greetings from Argentina,

Voted ballot received and counted.

From:
Sent: 28 September, 2010 7:51 AM
To: Sholl Howard G (Elect_NC)
Cc: Denzmore Sarah E (Elect_NC)
Subject: RE: 2010 General Election Ballot (UNCLASSIFIED)

Mr. Sholl,

Worked like a champ.
Thanks for all your help.

Very Respectfully,

-----Original Message-----

From: Sholl Howard G (Elect_NC) [mailto:Howard.Sholl@state.de.us]
Sent: Sunday, September 26, 2010 12:20 AM
To:
Cc: Denzmore Sarah E (Elect_NC)
Subject: RE: 2010 General Election Ballot (UNCLASSIFIED)

The vendor corrected the problem. You should be able to get to your ballot.

Let me know if you have any other problems.

v/r

HOWARD G. SHOLL, JR.
Deputy Director

-----Original Message-----

From: Denzmore Sarah E (Elect_NC)
Sent: 25 September, 2010 11:57 AM
To: Sholl Howard G (Elect_NC)
Subject: FW: 2010 General Election Ballot (UNCLASSIFIED)

From:
Sent: Saturday, September 25, 2010 12:03 AM
To: Denzmore Sarah E (Elect_NC)
Subject: RE: 2010 General Election Ballot (UNCLASSIFIED)

Ms Denzmore,

Thank you for the information.

When can I make the ballot electronically. I went to the link below. I was able to go to thru steps 1, 2, and 3 (Intro, Voter Lookup, a Select

Election) then it stops.

It states the Ballot Status is available 17SEP2010 but it does not allow me to move to the next step, Mark Ballot.

Any help is much appreciated.

Very Respectfully,

Voted ballot received and counted.

From: Sholl Howard G (Elect_NC)
Sent: 27 September, 2010 5:39 PM
To:
Cc: Denzmore Sarah E (Elect_NC); dan@democracylive.com; bryan@democracylive.com
Subject: RE: 2010 General Election Ballot

The problem has been fixed. Please try it again.

v/r

HOWARD G. SHOLL, JR.
Deputy Director

From: Sholl Howard G (Elect_NC)
Sent: 27 September, 2010 3:48 PM
To:
Cc: Denzmore Sarah E (Elect_NC); 'dan@democracylive.com'; bryan@democracylive.com
Subject: RE: 2010 General Election Ballot

You are the third person to report this. It had worked in the past. We have reported it to the vendor.

Here are some things that you can try.

1. When you try to download the package, look at the tabs (I use XP and they are at the bottom, other browsers or versions may have them at the top) and click on the one that is flashing. This should give you the option to view or save the pdf package.
2. If that doesn't work, try to view the ballot, oath and cover sheet separately and save each one to your computer (I suggest your desktop). Then, attach each document to an email and send it to absentee@state.de.us.
3. A couple of folks have gotten the ballot and oath this way but not the coversheet. I have attached a cover sheet that you can use if you can't get it.

Let me know what happens. If it doesn't work we will something else.

v/r

HOWARD G. SHOLL, JR.
Deputy Director

From: Denzmore Sarah E (Elect_NC)
Sent: 27 September, 2010 3:34 PM
To: Sholl Howard G (Elect_NC)
Subject: FW: 2010 General Election Ballot

FYI – another person who was unable to download their ballot.

Sarah Denzmore
Absentee Manager

From:
Sent: Monday, September 27, 2010 3:29 PM
To: Denzmore Sarah E (Elect_NC)
Subject: RE: 2010 General Election Ballot

Sarah,

I tired to do my ballot online, but it wouldn't let me download it. What do I do now?

Voted ballot received and counted. Problem was resolved and voter notified.

From: Denzmore Sarah E (Elect_NC)
Sent: 24 September, 2010 10:19 AM
To: Sholl Howard G (Elect_NC)
Subject: FW: 2010 General Election Ballot

Will you be able to assist?

Sarah Denzmore
Absentee Manager

From: **Sent:** Friday, September 24, 2010 10:18 AM
To: Denzmore Sarah E (Elect_NC)
Subject: Re: 2010 General Election Ballot

Dear Ms Denzmore,

I am able to complete the ballot on line but at the end of the process when I try to download the package I cannot. The system appears to be trying and says "please wait" but never does download. Any help would be appreciated.
Thank you,

Voted ballot received and counted.

From: Denzmore Sarah E (Elect_NC)
Sent: 24 September, 2010 8:30 AM
To:
Subject: RE: Absentee ballot
Importance: High

Thank you for contacting us. We did mail an absentee ballot for the November 2, 2010 general election on September 18, 2010. The address we have on file is:

[redacted]

Since you indicated in your e-mail that you would like to vote online, I will update your e-mail address in our records to : [redacted]. You will receive instructions on how to access your absentee ballot on line, vote and return to our office.

Let me know if you have any problems.

Thank you.

Sarah Denzmore
Absentee Manager

From:
Sent: Friday, September 24, 2010 8:17 AM
To: Denzmore Sarah E (Elect_NC)
Subject: Absentee ballot

Dear Sarah Denzmore,

I received a letter in the post concerning my 2010 General Election absentee ballot for the state of Delaware.

Unfortunately I think you had an old email address listed for me. Apologies. This is my current email address.

If possible, I would love to vote online.

My name is [redacted]. I currently live in London - my US citizenship is due to my mother, [redacted], being from the US.

My address is [redacted] if this helps to find me.

Look forward to hearing from you.

Many thanks,

Voted ballot received and counted.

From:

Sent: 24 September, 2010 4:18 AM

To: Sholl Howard G (Elect_NC)

Subject: Affidavit for Absentee Ballot

Dear Howard,

Thank you for the help in obtaining an absentee ballot due to my posting in Bosnia with the [redacted] . I have attached my affidavit to this email. I hope everything is in order and that you can email a ballot to me.

Again thanks for your assistance.

Voted ballot received and counted. This was the first contact with a another transaction detailed above.

From: Denzmore Sarah E (Elect_NC)
Sent: 24 September, 2010 8:45 AM
To:
Subject: RE: Absentee ballot questions

Yes your ballot contains federal, state and local offices. I will update your absentee record and resend your ballot to this e-mail address today. You will receive instructions on how to access your ballot, vote and return the ballot to us.

If you experience any problems or have any more questions, please contact me.

Thank you.

Sarah Denzmore
Absentee Manager

-----Original Message-----

From:
Sent: Friday, September 24, 2010 8:23 AM
To: Denzmore Sarah E (Elect_NC)
Subject: Re: Absentee ballot questions

Dear Ms. Denzmore,

Thank you very much for your prompt reply. Would this absentee ballot (the mailed ballot, or the one that I could get by email) allow me also to vote in state and local elections as well? If not, is there such a ballot available?

I would prefer to receive and submit my ballot (good for federal, state and local elections) by e-mail at this address (same as above).

Thank You,

On 9/24/10 1:16 PM, "Denzmore Sarah E (Elect_NC)"
<Sarah.Denzmore@state.de.us> wrote:

> > We currently have you registered as an overseas absentee voter. We mailed an
> absentee ballot for the November 2, 2010 general election to you on September
> 18, 2010. The address on file is:
>
> [redacted]
> POLAND
>
> Since you are an overseas voter, you do have the option of having this ballot
> sent to you by e-mail. We can resend it to you today; just respond with the

> e-mail address you would like us to use. You may also return the ballot by
> e-mail if you choose; instructions are provided on how to do this.
>
> In the future the form that you will need to complete if you are overseas, is
> the Federal Post Card Application. This form can be found on our website at
> <http://electioncncc.delaware.gov> or on the federal voting assistance program's
> website at www.fvap.gov.
>
> If I can be of any more assistance please let me know.
>
> Thank you.
>
> Sarah Denzmore
> Absentee Manager

>
> -----Original Message-----

> From:
> Sent: Friday, September 24, 2010 6:56 AM
> To: Electnc_Absentee
> Subject: Absentee ballot questions

>
> Hello,

>
> I am a NCC resident living this year in England and would like to vote this
> year by absentee ballot.

>
> Since there seems to be various online forms available (such as Affidavit
> for Absentee Ballot, FPCA, FWAB), I am a bit confused and so I have several
> questions:

>
> Can I receive a ballot that will allow me to vote not only in federal but
> state and local elections as well? - it seems the FWAB allows for that but I
> am not sure if the FPCA does - and the FWAB is only possible to get if I
> already submitted an FPCA.

>
> Can I register and apply for an absentee ballot for federal, state and local
> elections by email (with a scanned signature)?

>
> Can I send in my completed ballot by email as well?

>
> I have voted in the past in NCC so I was registered in the past to vote, but
> now I noticed that I am not registered (I checked online).

>
> My name is [redacted].

>
> Thank You,

Did not receive his voted ballot.

From:

Sent: Thursday, September 23, 2010 5:23 PM

To: Denzmore Sarah E (Elect_NC)

Subject: RE: absentee ballot via email

Hi Sarah,

Thank you very much for all your work on making absentee balloting easier and more cost-effective for everyone. I just have one comment regarding the way e-mailed ballots are to be signed. On the DemocracyLive site, in order to submit the ballot via email, I was told to sign it by giving my date of birth and the last four digits of Social Security Number. Unfortunately, the date and location of birth (easily guessed, since Delaware is a very small state) uniquely determine the first five digits of the SSN. This means that anyone with access to the ballot could easily determine my entire SSN, a major and unacceptable breach of privacy which would open me up to all kinds of credit fraud.

For these reasons, I have chosen to submit my ballot by regular mail, and the process for this is entirely clear. I just wanted to bring the issue to your attention because, based on the inherent insecurity of unencrypted email, I believe any voter submitting their ballot via email has potentially shared their complete Social Security Number (along with their votes!) with any moderately competent attacker.

Thank you again for all your efforts during this election, and I hope this message is not a burden to you.

Sincerely,

Ballot voided at her request.

From: Sholl Howard G (Elect_NC)
Sent: 23 September, 2010 7:36 PM
To: Denzmore Sarah E (Elect_NC)
Subject: FW: Email program status and follow-up

Sarah:

Please take care of this.

v/r

hgs

From:
Sent: Thursday, September 23, 2010 6:43 PM
To: Sholl Howard G (Elect_NC)
Subject: RE: Email program status and follow-up

Mr. Sholl,

I have recently relocated to a different state and am registered to vote there. Could you kindly take me off your email list?

Voted ballot received and counted. Some folks did not receive ballots because they shared an email address with another family member. This was corrected.

From: Denzmore Sarah E (Elect_NC)
Sent: 23 September, 2010 2:43 PM
To:
Cc: Sholl Howard G (Elect_NC)
Subject: RE: 2010 General Election Ballot

We have received and processed the absentee ballot request for your wife. Her voucher number is:
183148

She can access her absentee ballot using the same link that was included in the e-mail you received. I apologize for the inconvenience this may have caused you both. We are working on determining why this happened, and will resolve the problem once identified.

If you require any further assistance do not hesitate to contact us at absentee@state.de.us or at sarah.denzmore@state.de.us.

Thank you.

Sarah Denzmore
Absentee Manager

From:
Sent: Thursday, September 23, 2010 2:38 PM
To: Denzmore Sarah E (Elect_NC)
Subject: RE: 2010 General Election Ballot

Do you have the absentee ballot for my wife, Rachel Wyatt? We normally receive our E-mails at the same time.

Thank you for helping us to vote!

Voted ballots received and counted. This was another shared email problem.

From: Denzmore Sarah E (Elect_NC)
Sent: 23 September, 2010 9:25 AM
To:
Cc: Denzmore Sarah E (Elect_NC)
Subject: RE: 2010 General Election Ballot

Our records indicate that we e-mailed your absentee ballot information to:

Your voucher number is 182936. You can use the same link to access your absentee ballot information. All you need is your first and last name and your assigned voucher number. I will double check to see why you did not receive an e-mail with your information.

If you run into any other issues or problems, please contact me and I will do my best to resolve them.

Thank you.

Sarah Denzmore
Absentee Manager

From: **Sent:** Thursday, September 23, 2010 7:19 AM
To: Denzmore Sarah E (Elect_NC)
Subject: Re: 2010 General Election Ballot

Dear Ms. Denzmore,

This ballot is for [redacted]. Will I get on too?

Sincerely,

Voted ballot received and counted.

From:

Sent: 22 September, 2010 4:07 PM

To: Denzmore Sarah E (Elect_NC)

Subject: RE: General Election ballot

Thank you!!

From: Sarah.Denzmore@state.de.us

To:

Date: Tue, 21 Sep 2010 08:14:56 -0400

Subject: RE: General Election ballot

We have received your voted ballot for the November 2, 2010 General election. You can check the status of your absentee ballot on our website at:

<http://absenteestatus.elections.delaware.gov/move/controller?JSPName=CHECKSYSTEMSETTING>

Thank you.

Sarah Denzmore
Absentee Manager

From:

Sent: Monday, September 20, 2010 5:30 PM

To: Electnc_Absentee

Subject: FW: General Election ballot

Sarah disregard the prior email. I went back into the system and reprocessed my request so I could fax that ballot vs. downloading and emailing it. Can you confirm that your office received my faxed ballot on 9/20/10 around 5:30pm EST.

Thank you.

From:

To: absentee@state.de.us

Subject: General Election ballot

Date: Mon, 20 Sep 2010 17:09:52 -0400

Sarah i went through the online process with regard to absentee ballot voting. I never received anything to send back to your office. Should I have received a PDF file to forward or is my vote cast by the online ballot sheet?

Thank you for your assistance

Voted ballot received and counted. This refers to a person in Bosnia with a subsequent contact listed above.

From: Sholl Howard G (Elect_NC)
Sent: 22 September, 2010 1:43 PM
To: Denzmore Sarah E (Elect_NC)
Subject: RE: voting question from out of the country delaware resident

Ms. Duvall:

He can contact me directly if he has any questions.

Yes to both Fax and email. He can use the FPCA as an affidavit by going to: <http://www.fvap.gov>. We will treat him as an Overseas Voter whether he uses the Federal form or the State form.

We can send him his ballot by Fax or email and he can return it by Fax, email or mail. I suggest the Fax or email methods both ways. He needs to mark the email box as to the method if he uses the FPCA. If he uses the State form, he should write on it that he wants his ballot sent by email or Fax (if that is what he wants).

v/r

HOWARD G. SHOLL, JR.
Deputy Director

From: (DOJ)
Sent: 22 September, 2010 9:06 AM
To: votencc
Subject: voting question from out of the country delaware resident

I have a question from my old boss who is out of the country. He would like to know how he can fax the affidavit for absentee ballot in to the board. Mail takes several weeks and is unreliable. He can fax it or attach it to an email.

Is this possible?

Thanks, Karin

Voted ballots received and counted. Another shared email issue. Reponded with info in an email saved in another folder that is not available.

From:

Sent: 22 September, 2010 12:22 PM

To: Denzmore Sarah E (Elect_NC)

Subject: Re: 2010 General Election Ballot

Thank you for sending me the absentee ballot. I want to let you know that [redacted] did not receive his and I understand he needs a voucher number.

Thank you,

Yours truly,

Ballot voided at his request.

From: Denzmore Sarah E (Elect_NC)
Sent: 22 September, 2010 11:27 AM
To:
Subject: RE: 2010 General Election Ballot

Moving out of state is not automatically processed. We have to be notified by the state or the voter of the change.

Based on your e-mail, we will be able to remove you from our voter registration rolls for moved out of state. I have voided the absentee ballot that was sent to you for the November 2, 2010 General election.

Thank you.

Sarah Denzmore
Absentee Manager

From:
Sent: Wednesday, September 22, 2010 11:16 AM
To: Denzmore Sarah E (Elect_NC)
Subject: Re: 2010 General Election Ballot

Dear Sarah Denzmore:

Thank you for the reminder email. I recently changed my registration over to Massachusetts so I am no longer eligible to vote in Delaware. Is the change automatically processed?

Thank you,

Voted ballot received and counted. Another repeat contact.

From: Denzmore Sarah E (Elect_NC)
Sent: 22 September, 2010 9:23 AM
To: Sholl Howard G (Elect_NC)
Subject: FW: absentee ballot request for frances durbin

Another comment on our new e-mail process:

Sarah Denzmore
Absentee Manager

From:
Sent: Wednesday, September 22, 2010 9:22 AM
To: Denzmore Sarah E (Elect_NC)
Subject: Re: absentee ballot request for frances durbin

Ms. Denzmore,

I forgot to say how impressed I am with the process. Wonderful! Thank you!

On Wed, Sep 22, 2010 at 9:44 PM, Denzmore Sarah E (Elect_NC)
<Sarah.Denzmore@state.de.us> wrote:

Our office sent you your absentee ballot information for the November 2, 2010 General Election on September 18, 2010. The ballot was sent to the following e-mail address:

[redacted]

Please check your e-mail and let me know if you have received it. If you have, follow the instructions to vote and return your ballot. If not, we will resend it to you.

Thank you.

Sarah Denzmore
Absentee Manager

From:
Sent: Wednesday, September 22, 2010 4:40 AM
To: Electnc_Absentee
Subject: absentee ballot request for frances durbin

To Whom it May Concern:

Attached please find my absentee ballot request forms obtained online. I have also mailed originals about four days ago. Please email my absentee ballot to this email address: [redacted],.

The best way to contact me is via email: [redacted], although I do have a cell phone. The number is on the transmittal form, and it is: [redacted],. Please do not leave a message at that number since I am unable to retrieve them.

I look forward to the opportunity to vote from overseas. Thank you for the opportunity.

South Korea

Voted ballot received and counted.

From: Denzmore Sarah E (Elect_NC)
Sent: 21 September, 2010 12:11 PM
To:
Subject: RE: FPCA

Mr. –

Your completed FPCA has been received. Instructions will follow once it has been processed.

Thank you.

Sarah Denzmore
Absentee Manager
Election and Voter Registration Supervisor
E-Mail - Sarah.Denzmore@state.de.us
<http://electionsncc.delaware.gov>

From:
Sent: Tuesday, September 21, 2010 11:41 AM
To: Electnc_Absentee
Subject: FPCA

Please see attached FPCA for the November election.

Congratulations for handling this process by email. It makes everything so much easier.

Voted ballot received and counted.

From: Denzmore Sarah E (Elect_NC)

Sent: 21 September, 2010 8:08 AM

To:

Subject: RE: Online Voting System

Ms. –

I am very glad that you have found this system easy to use. The department is very pleased with the new system in place. Thank you for your comments.

Sarah Denzmore
Absentee Manager

From:

Sent: Tuesday, September 21, 2010 5:29 AM

To: Electnc_Absentee

Subject: Online Voting System

Sarah,

Just a quick email in regards to the online voting/ballot system. Just wanted to say that I really like the new system you guys have set up. It is incredibly user friendly and fast. Well done to everyone.

Kind regards,

Voted ballot received and counted. This email started a long process. He is in the Peace Corps in Africa and was often away from his computer. We finally got his ballot on November 2nd.

From: Denzmore Sarah E (Elect_NC)
Sent: 17 September, 2010 4:02 PM
To:
Subject: Absentee Voting Information
Importance: High

We have received your request for an absentee ballot. In order to proceed, you must first apply to receive an absentee ballot. This can be done by completing a federal post card application (FPCA) and submitting it to our office. You can download this form from our website at <http://electionsncc.delaware.gov> or from the Federal Voting Assistance Program's website at www.fvap.gov. You will have to print out the form and return it to our office either by:

Mail: Attention Absentee Voting
E-Mail: Absentee@state.de.us
Fax: Attn: Absentee Voting 302-577-6545
Department of Elections for New Castle
County
820 N French Street Suite 400
Wilmington DE 19801

You have the option of having your absentee ballot sent to you by mail, fax or e-mail. Make sure to indicate your preferred delivery method on the federal post card. We will send the absentee ballot to you the same day we receive your properly completed FPCA.

If you have any further questions or require any other assistance, contact us at absentee@state.de.us or sarah.denzmore@state.de.us.

Thank you.

Sarah Denzmore
Absentee Manager

Voted ballot received and counted. Tehis refers to a problem with the download process. It was corrected and he voted. Believe there is a subsequent entry rearding his success in using the DL system.

From: Sholl Howard G (Elect_NC)
Sent: 25 September, 2010 3:50 PM
To:
Cc: Denzmore Sarah E (Elect_NC)
Subject: RE: 2010 General Election Ballot (UNCLASSIFIED)

Lt Galbraith:

The vendor corrected the problem. You should be able to get to your ballot.

Let me know if you have any other problems.

v/r
HOWARD G. SHOLL, JR.
Deputy Director

-----Original Message-----

From: Denzmore Sarah E (Elect_NC)
Sent: 25 September, 2010 11:57 AM
To: Sholl Howard G (Elect_NC)
Subject: FW: 2010 General Election Ballot (UNCLASSIFIED)

From:
Sent: Saturday, September 25, 2010 12:03 AM
To: Denzmore Sarah E (Elect_NC)
Subject: RE: 2010 General Election Ballot (UNCLASSIFIED)

Ms Denzmore,

Thank you for the information.

When can I make the ballot electronically. I went to the link below. I was able to go to thru steps 1, 2, and 3 (Intro, Voter Lookup, a Select Election) then it stops.

It states the Ballot Status is available 17SEP2010 but it does not allow me to move to the next step, Mark Ballot.

Any help is much appreciated.

Very Respectfully,

Voted ballot received and counted. Another download problem.

From: Sholl Howard G (Elect_NC)
Sent: 27 September, 2010 1:52 PM
To: 'Janna Scheflen'
Subject: RE: Email program status and follow-up

Janna:

I have attached a coversheet that you can use. Send it, the ballot and oath to absentee@state.de.us.

v/r

HOWARD G. SHOLL, JR.
Deputy Director

From:
Sent: 27 September, 2010 1:40 PM
To: Sholl Howard G (Elect_NC)
Subject: RE: Email program status and follow-up

Mr Sholl,

The problem seems to be with the cover letter. All of the other parts download, although oddly they all have the same filename, just different sizes. So I would assume that the problem with the package lies in the cover letter as well. If this is not a fixable software problem, I guess we will need to go to Plan B.

Thank you for your help.

From: Howard.Sholl@state.de.us
To:
CC: Sarah.Denzmore@state.de.us
Date: Mon, 27 Sep 2010 12:27:48 -0400
Subject: RE: Email program status and follow-up

I assume that you saved the ballot to your computer. If not, try it again and save it to your computer. I usually save things to my desktop.

See if you download (open them and save them) the oath and coversheet to your computer. If you can do that, attached them and your ballot to an email and send it to absentee@state.de.us.

If you can't, let me know and I will walk you through plan B.
v/r

HOWARD G. SHOLL, JR.
Deputy Director

From:**Sent:** 27 September, 2010 10:58 AM**To:** Sholl Howard G (Elect_NC)**Subject:** RE: Email program status and follow-up

Dear Mr. Sholl,

I'm having some trouble with the website at the final step- building the ballot package. It just seems to keep hanging up and the Please Wait dialog box never resolves. I'm wondering if it could be a browser issue? I use firefox (latest updates). It let me download my individual ballot, so I could see that it was marked correctly. I tried restarting, but the same thing happened.

Should I give up on the email and just send a letter? Mail tends to get lost here.

Thank you for your help,

From: Howard.Sholl@state.de.us

To:

Date: Thu, 23 Sep 2010 16:53:36 -0400

Subject: Email program status and follow-up

This is to update you on the email program.

The State of Delaware partnered with the Department of Defense and Microsoft to develop and implement a ballot marking program for those folks who requested that their ballots be sent by email. Microsoft sub-contracted with Democracy Live to deliver the system.

The program has been well-received and we have received voted ballots by email and Fax.

There are, however, some issues.

The vendor has been slow to process some voter files. I believe this issue has been resolved.

We have also learned that where families share an email address, only one person received the email from the vendor with the info necessary to retrieve their ballot.

Folks who did not receive the email, use the first name, last name and voucher number above to retrieve your ballot from: <https://move.liveballot.com/uocava/Introduction.aspx?LID=MTAwMDMwMDA=>. The family members who did not get the emails are in the system, but just didn't get an email.

We have a few reminders for you:

1. The system does not automatically send us your voted ballot. You have to do the following:
 - a. Depending on how you told the system that you would return your ballot, the ballot package that you download and/or print includes everything that need to return your ballot.
 - b. By email – attach the ballot package to an email and send it to absentee@state.de.us.
 - c. By fax – fax the coversheet, signed oath and marked ballot to 302.577.6545.
 - d. By mail – mail it to the address on the envelope template.
2. If you have any problems, contact Sarah or me.
3. Send your ballot so that we get in no later than 8 p.m. (Eastern Time) on November 2, 2010.
4. Check your ballot status at: <http://absenteestatus.elections.delaware.gov>

v/r

Howard Sholl

Deputy Director

Voted ballot received and counted. Started as a phone call. He sent in FPCA. Was time constrained so bypassed and sent materials directly to him.

From: Sholl Howard G (Elect_NC)
Sent: 01 October, 2010 2:50 PM
To:
Subject: Absentee Ballot

<< File: ncc_cover- corbett.pdf >> << File: G063.pdf >> << File: uocava_oath.pdf >> << File: ballot_env_ncc.pdf >>

I have attached everything that would need to vote and return your ballot.

Follow the instructions below for returning your voted ballot. You can do it by mail, email or fax.

You will also receive an email from sarah.denzmore@state.de.us with instructions on getting your ballot from our vendor. Disregard unless necessary.

1. Your ballot, oath, coversheet and envelope template are attached.
2. Vote for only one candidate for each office.
3. Fill in the oval to the right of your selection.
4. Sign the oath.
5. Return your voted ballot by mail, email or FAX by following the instructions at the appropriate link below.

- a. Returning your ballot by **mail**: http://electionsncc.delaware.gov/absentee_de/email.shtml#mail

Use the Return Address below on your ballot envelope:

185956
[redacted]

- b. Returning your ballot by **email**: http://electionsncc.delaware.gov/absentee_de/email.shtml#email
 - Send it absentee@state.de.us. Put your last name on the subject line.
- c. Returning your ballot by **FAX**: http://electionsncc.delaware.gov/absentee_de/email.shtml#fax
 - Fax it to 302.577.6545

6. Check to see when we get your ballot and whether or not we counted it at:
<http://absenteestatus.elections.delaware.gov>. The counted status will be updated after the election..

Links to documents:

Envelope template: http://electionsncc.delaware.gov/absentee_de/ballot_env_ncc.pdf

Oath: http://electionsncc.delaware.gov/absentee_de/uocava_oath.pdf

Email or FAX Coversheet: http://electionsncc.delaware.gov/absentee_de/ncc_cover.pdf

Contact [me](#) or [Sarah](#) if you have any questions.

v/r

HOWARD G. SHOLL, JR.
Deputy Director

Ballot voided at his request.

From: Sholl Howard G (Elect_NC)

Sent: 21 October, 2010 5:15 PM

To:

Subject: RE: General Election Absentee Ballot - reminder

We will void your ballot remove you from the overseas voter program.. You go to your Polling Place on Election Day. There will be an annotation on the place where you sign that says "Call 577-5102". This is there because you were in the program and the Poll Lists were printed last week. I will put a letter in the materials that the chief Election Officer picks up telling him/her to strike through the annotation and let you vote without getting further authorization from the Department.

You are in Election District 06-04 and vote at the Delaware Center for Horticulture.

v/r

HOWARD G. SHOLL, JR.

Deputy Director

From:

Sent: 21 October, 2010 2:54 PM

To: Sholl Howard G (Elect_NC)

Subject: Re: General Election Absentee Ballot - reminder

Hello Howard, thanks for the reminder. I am no longer a citizen living overseas, I am back in wilmington now. So you can remove me from this population, do you know if I can simply show up at my polling location and vote on election day?

Best regards,

Voted ballot received and counted.

From: Sholl Howard G (Elect_NC)
Sent: 29 October, 2010 10:19 AM
To:
Subject: RE:

Got it. Will count it on Nov 2nd.
Don't worry about the date. The date we get it is the only date that matters.

v/r
HOWARD G. SHOLL, JR.
Deputy Director

-----Original Message-----

From:
Sent: 28 October, 2010 7:20 PM
To: Electnc_Absentee
Subject:

I could not figure out how to date the doc. It would not allow me to add date.
Todays date is Oct 29, 2010 here in New Zealand.
Thanks

Voted ballot received and counted. Didn't understand the need to download and then email the ballot, etc.

From: Sholl Howard G (Elect_NC)

Sent: 29 October, 2010 11:24 AM

To:

Subject: RE: General Election Absentee Ballot - Last Reminder

Thanks for contacting us.

We have no record of having received your ballot. Sarah searched the returned ballot folder and we checked the ballot envelopes (we seal returned email and fax ballots into envelopes when we get them).

Did you get an email back saying that we received it?

Please send it again. If you don't have a copy, you can go back into the system and redo it.

Make sure that you download the ballot package, save it to your computer and then attach the package to an email. Send the email to absentee@state.de.us

v/r

HOWARD G. SHOLL, JR.

Deputy Director

From:

Sent: 29 October, 2010 1:34 AM

To: Sholl Howard G (Elect_NC)

Subject: Re: General Election Absentee Ballot - Last Reminder

I voted last week (electronically). I hope u have record of this.

Voted ballot received and counted. A subsequent transaction noted above.

From: Sholl Howard G (Elect_NC)
Sent: 29 October, 2010 11:40 AM
To:
Subject: RE: General Election Absentee Ballot - Last Reminder

I will let you know when we get your ballot.
We want to make sure that everyone who tries, is able to vote and have his/her vote counted.
Sometimes it is easy, sometimes it takes an extra effort.
I am glad that we have reached a way ahead for you.

v/r

HOWARD G. SHOLL, JR.
Deputy Director

From:
Sent: 29 October, 2010 11:35 AM
To: Sholl Howard G (Elect_NC)
Subject: RE: General Election Absentee Ballot - Last Reminder CAROL PUHL

Dear Mr Scholl
I tried again but cannot send the documents via email from my computer. Cannot scan today.
So I will FAX the documents to you on or by Monday 1 November. I have them filled in and printed but need to get to a fax machine, either Sunday or Monday.
Thank you VERY much for all your efforts, especially for phoning me. Democracy is great but not necessarily easy to implement – but worth the effort.
Kind regards

Other comments on the Democracy Live system not included above. These were part of a set of comments sent to FVAP and BTA during the election/

An overseas voter in Mexico

“This is a fantastic process. Thank you for making [it] so easy to vote.”

An overseas voter in Slovakia (after the coversheet problem was fixed)

Thank you, it worked perfectly this time. Thank you for your hard work so that I can vote!

An overseas voter in the UK

I really like the new system....It is incredibly user friendly and fast. Well done to everyone.

An overseas voter in Switzerland

Many thanks for making this such an easy process.

An overseas voter in China

Great, thanks so much for your prompt response. I will go and make a copy of the FPCA form and send the email to apply for an absentee ballot tomorrow morning China time (tonight EST). Thanks for implementing this new service to vote online. If it was not available, it would have been really difficult to vote in this election.

An overseas voter in Switzerland

Allow me to take this opportunity to say what a great system you have; it is run so efficiently, and the follow up is personal and thorough - really! My husband (from Texas) was very surprised to see I had received an email confirming receipt of my vote. It feels good, being so far away.

An overseas voter in Switzerland

My completed ballot is attached. Thank you for this fantastic, modern method of voting

An overseas voter in Sweden

This is truly awesome! I just completed my ballot and sent it back to you all via e-mail. FYI-- In reviewing my completed ballot package I noticed that the Democracy Live process did not capture the date in the affirmation section of the pdf (though the date was automatically filled-in and accurate on the online affirmation page). In other words, in my completed ballot package the signature was filled in with my date of birth and the last four digits of my Social Security number, and the voucher number was filled in, but the date was blank. Thanks for all you to help us exercise our right to vote! It is greatly appreciated.

A military member in the US

Attached is my absentee ballot. I've sent you the original downloaded version, with electronic date of birth and last four of my social and also a scanned / signed copy (on line instructions and those contained in the ballot package were a bit confusing as to which you needed). Thanks so much for processing my ballot.

An overseas voter in Argentina (This was shortly after the time that we had the coversheet problem. Not sure why he had problems after the fix. There were no other problems like this.)

Thank you very much,

I tried downloading the package again, but I stayed again with the same situation in which nothing happened... The fact is that I have as a web browser the Google Chrome browser. Which is based on technology Chromium... I do not know if this affects the process (but from what I have understood, this would not be the problem)...

Anyway, I could complete my ballot with my vote thanks to your contribution of the files in pdf format.

I sent the scans in pdf format at the following email address absentee@state.de.us

Thanks again for your prompt response and for helping me to send my ballot

A military member in the UK (before the coversheet issue was fixed, he perservered and sent us his voted ballot)

Still not working, but I was able to get ballot and cover to open and attach to an email.

An overseas voter in Germany (before the coversheet issue was fixed)

(his first email) I am able to complete the ballot on line but at the end of the process when I try to download the package I cannot. The system appears to be trying and says "please wait" but never does download. Any help would be appreciated.

(the follow-up) Attached please find my ballot and oath. I was unable to generate the cover page. Thank you for your assistance.

An overseas voter somewhere in Africa

I looked in my download folder and it seems the PDF was downloaded without me noticing. So I'll email that [to] the absentee email address.

An overseas voter in Spain (she was one of our first voters, not sure what happened, several other voters were successful the first day)

When I downloaded it I couldn't get it to save to my computer and there was no place to put the date until i printed it. Each time I downloaded it I had the same problem. Finally a message came up saying there was an internal error so I just signed it all over the place and faxed after spending a half hour trying to e mail. There may have been a solution but my patience gave out. I hope that helps un abrazo LISA Last year it worked really well.

Individual Voter Feedback Form

Delaware	Kent County Elections									
Date of Feedback	Oct 2010									
Who received feedback (name of the election official and location)?	Elizabeth Greco									
How the feedback was received (email, telephone, fax, postal, other)?	email									
Feedback	Voter in remote area and could not access the Vote Remote Website									
Action, if any taken	Email the voter the ballot									
Method by which the ballot was delivered to the voter	Postal Mail	<input type="checkbox"/>	Facsimile	<input type="checkbox"/>	Online Ballot Delivery	<input type="checkbox"/>	Email	<input checked="" type="checkbox"/>	Other	<input type="checkbox"/>
Was the voter able to timely cast her or his ballot? If not, provide any information that you believe might be useful to better understand what to do in the future	Yes									

31 January 2011

Mr. Anthony J. Albence
Dept of Elections for New Castle County
Carvel State Office Building
820 N. French Street, Suite 400
Wilmington, DE 19801-3501

Dear Director Albence,

My wife and I, prior to moving to the Dominican Republic, were resident voters in New Castle County. We have now voted in two Federal elections by absentee ballot: in 2008 and most recently in 2010.

We were able to vote in the last election by e-mail and _____ was very good in explaining how to cast our votes electronically. As we initially had problems in voting by e-mail, we want you to know that we appreciate _____ taking the time to follow up and make sure our vote was processed correctly and counted.

Delaware runs an efficient and professional Department of Elections due in no small part to the courteous and timely actions of _____

Sincerely,

Cabarete, Puerto Plata
Republica Dominicana