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**From:** Open Records <openrecords@sos.ga.gov>  
**Date:** Thursday, July 30, 2020 at 4:51 PM  
**To:** AO Records <records@americanoversight.org>  
**Subject:** 2020-106-American Oversight-Responsive Record

EXTERNAL SENDER

Dear Mr. Evers,

Please see attached Responsive Record to your Open Records Request.

Sincerely,

**Open Records Officer**  
*Georgia Secretary of State*  
Main: 404-656-2871



# #IN-52614

## General Info

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### Elections - Voter Status Update - Cancelled to Inactive

**12/19/19**

**John Hallman** reported Thu, 19 Dec 2019 11:46:36 AM

#### Description

eNet: **true**

MVP: **false**

OLVR: **false**

Make JIRA ticket?: **false**

FireFly: **false**

Other: **false**

Your Location:: **8th Floor**

What department are you in?: **Elections**

Due Date:: **2019-12-19**

Short Description: **Voter Status Update - Cancelled to Inactive 12/19/19**

Describe Issue In Detail::

Emmanuel,

Can you ask PCC to update the voter in the attached spreadsheet titled "No Contact Voters - Cancelled - 2012 Contact Date" from Cancelled status to Inactive status with the status reason of No Contact. When this is done, make sure that this change is reflected in their previous status history. Also, please add an audit entry that contains the following information:

Change/Audit Date – Time – Current Date and Time

Action – CHANGE

Type of Change – Status

Date of Last Contact – Display the existing Contact Date

Change Reason – Legal Revision

County - <Blank>

Changed User ID – SYSTEM

Site ID/Location - <Blank>

Thanks,

John

**Requester:** John Hallman  
(Elections)

jhallman@sos.ga.gov

4703122745

4049898082

**Status:** Closed

**Due:** Tue, 24 Dec 2019  
11:46:00 AM

**Source:** Technician portal

Upload Attachments Here: **No Contact Voters - Cancelled - 2012 Contact Date.xlsx**

## Ticket info

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**Type:** Incident  
**Category:** Application  
**Team:** Application Support Assigned Tickets  
**Technician:** Emmanuel Ohai  
**Priority:** Medium  
**E.Status:** Closed

**IT Security Status:**

**Cisco phone issue:** No

## Comments

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**Scherie Jeffries** reported Mon, 23 Dec 2019 02:22:19 PM

**From:** Jeffries, Scherie

**Sent:** Monday, December 23, 2019 2:22 PM

**To:** Ohai, Emmanuel <eohai@sos.ga.gov>; Fitts, Kevin <kfitts@sos.ga.gov>

**Cc:** Robertson, Kevin <krobertson@sos.ga.gov>; Hallman, John <jhallman@sos.ga.gov>; Phifer, Brandon <bphifer@sos.ga.gov>

**Subject:** BOSS Ticket 52614

**Importance:** High

Good Afternoon,

During Friday's Elections meeting we discussed that BOSS ticket 52614 was a high priority that required action quickly.



This morning and at this moment, there are not any notes or updates from PCC in BOSS.

A call from Brandon to Sachin resulted received the update that 'this will be done by end of day today'.

I've just spoken with Sachin and they are reviewing the data and have to test the functionality. He will send an email with an update as soon as it is done, hopefully before end-of-day.

This task should have been started on Friday and finished by this morning at the latest.

With this being a high priority, improved communication would be helpful.

Scherie

**Emmanuel Ohai** reported Thu, 26 Dec 2019 08:22:33 AM

Request was submitted to PCC as TAS ticket# 36418

**Emmanuel Ohai** reported Thu, 26 Dec 2019 08:23:26 AM

**From:** Sachin Shetty <Sachin.Shetty@pcctg.com>

**Sent:** Thursday, December 19, 2019 2:52 PM

**To:** Ohai, Emmanuel <eohai@sos.ga.gov>

**Subject:** RE: Issue:36418 of ElectionNet - GA project and Georgia SOS organization was updated - Voter Status Update - Cancelled to Inactive 12/19/19 (DO NOT EDIT THIS:36418)

GA-SOS-20-0111-A-000002

**EXTERNAL EMAIL:** Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks Emmanuel.

Thanks

Sachin Shetty  
Product Support Manager  
**PCC Technology Inc., a GCR Inc. Company | [pcctg.com](http://pcctg.com)**  
100 Northfield Dr. Suite 100 | Windsor, CT 06095  
O.860.580.7537

**From:** Ohai, Emmanuel <[eohai@sos.ga.gov](mailto:eohai@sos.ga.gov)>  
**Sent:** Thursday, December 19, 2019 1:19 PM  
**To:** Sachin Shetty <[Sachin.Shetty@pcctg.com](mailto:Sachin.Shetty@pcctg.com)>  
**Subject:** FW: Issue:36418 of ElectioNet - GA project and Georgia SOS organization was updated - Voter Status Update - Cancelled to Inactive 12/19/19 (DO NOT EDIT THIS:36418)

Sachin,  
The requested file (No\_Contact\_Voters\_-\_Cancelled\_-\_2012\_Contact\_Date.xlsx) has been placed on the PCC-elections folder on the FTP. Please check and confirm that you have access to file.

Thanks and kind regards,

Emmanuel.

**John Hallman** reported Thu, 26 Dec 2019 10:18:33 AM

Emmanuel,

When reviewing these records, it appears that we did not consider one step of reactivating the voters. The records were restored to Inactive status successfully. However, we also needed to request that they be reattached to their street segments so that they would have the correct precinct and combo.

Can we ask PCC if they have a way to systematically restore these voters to their street segments? If not, we will have to ask the county registrars to do this manually.

Thanks,

John

**John Hallman** reported Fri, 27 Dec 2019 01:32:17 PM

John,

We have attached the street segments for the all the affected voters except the below mentioned ones. The users can review these voters and attach them to the correct street segments manually.

| Voter ID | Comments                                                                                               |
|----------|--------------------------------------------------------------------------------------------------------|
| 02520727 | Street number is ODD but only even range is available for the street.                                  |
| 04977012 | No matching street name found.                                                                         |
| 05433876 | Building number is not matching.                                                                       |
| 07623722 | No matching street name found.                                                                         |
| 08166956 | Street name is appended with direction but voter street name doesn't have direction(multiple matches). |
| 08634866 | Building number is not matching.                                                                       |
| 08493501 | Building number is not matching.                                                                       |

GA-SOS-20-0111-A-000003

|          |                                |
|----------|--------------------------------|
| 08646719 | No matching street name found. |
| 08656869 | Street number not in range.    |
| 08670790 | Street number not in range.    |

Please review and let us know if you have any questions.

Thanks

Sachin Shetty

Product Support Manager

**PCC Technology Inc., a GCR Inc. Company** | [pcctg.com](http://pcctg.com)

100 Northfield Dr. Suite 100 | Windsor, CT 06095

O.860.580.7537

**John Hallman** reported Fri, 27 Dec 2019 01:37:53 PM

Emmanuel,

It has come to our attention that some of the records that were updated to Inactive status had actually been updated by county users between the 12/16/19 cancelled date and the date that the records' statuses were updated (12/23/19). This cause a few records that we know of to move from Active status to inactive status.

Examples: 08576770, 05209478, 07450851.

Would it be possible to review the records updated through this process to see if there were any other records that were moved into Inactive status that should not have been? These would be records with audit dates or status change dates between 12/17/19 and 12/23/19.

Sorry for the confusion here. Future requests will be worded in a way that prevents the errors that we have seen with this data clean up.

Thanks,

John

**Emmanuel Ohai** reported Thu, 02 Jan 2020 12:35:25 PM

John,

Per PCC:

From the original list attached is the list of voters who were changed from Inactive to Active between 12/17/19 and 12/23/19.

**John Hallman** reported Thu, 02 Jan 2020 01:42:57 PM

Thank you for providing this list. After reviewing these records, it appears that our actions taken on 12/23/19 moved these records from Active in Inactive status. The Active status represented more recent contact and should have been retained.

I would like to ask PCC to update these records back to Active status. When this is done, can we make sure this change is reflected in their previous status history. We would also like to add an audit entry that contains the following information:

Change/Audit Date – Time – Current Date and Time

Action – CHANGE

Type of Change – Status

Date of Last Contact – Display the existing Contact Date

GA-SOS-20-0111-A-000004

Change Reason – Legal Revision

County - <Blank>

Changed User ID – SYSTEM

Site ID/Location - <Blank>

Thanks,

John

**Emmanuel Ohai** reported Fri, 03 Jan 2020 10:46:08 AM

John,

Per PCC:

The below cleanup is completed in Production environment. Please validate and let us know if you have any questions.

Thanks

**John Hallman** reported Fri, 03 Jan 2020 11:45:42 AM

I have confirmed that this has been completed in production. Thank you for making this change. You may close this item.

Thanks,

John

**Emmanuel Ohai** reported Fri, 03 Jan 2020 12:09:41 PM

Ticket closed.

## Assets

| Name | Type | Status | Model |
|------|------|--------|-------|
|------|------|--------|-------|

## Timesheet

| Name         | Date | Task | Time |
|--------------|------|------|------|
| Time tracked |      |      | oom  |