PARTNER WELCOME PACKET

Print and Mail Services

RUNBECK
ELECTION SERVICES Inc.

WELCOME TO RUNBECK, YOUR ELECTION PARTNER

Dear Valued Business Partner,

Thank you for selecting Runbeck Election Services (RES) to provide your election-related printing and production services. We are pleased to welcome you as a new partner and are honored that you have chosen us. As a front-runner in solutions, we have been servicing the election industry for nearly 50 years and have built a reputation of expertise, integrity and transparency. This onboarding packet will serve as a guide as to how we will partner and the exchange of information.

On behalf of the entire RES team, Welcome! We are thrilled to be your business partner and assist you in reaching your goals.

Sincerely,

Jeff Ellington

Jeff Ellington
President & Chief Operating Officer

WELCOME PACKET CONTENTS

SHARED RESOURCES—WE PROVIDE, YOU RECEIVE

Our Team Approach

Our experienced teams understand the election process from start-to-finish and we can anticipate our partner's needs. You receive our knowledge of election procedures and law, award-winning printing processes, mailing expertise, innovative products and solutions. We utilize a consultative approach to navigate simple to complex projects. Reach out to the business development, Client Services Management and account management teams at any time! Questions and feedback from our partner's are strongly encouraged so we can better serve you.

Ensuring Quality Control

Quality is not something we compromise. Every data file received for ballot printing is processed through our customized software to ensure consistency, accuracy and formatting for you. We employ a strict and measurable review of all production equipment before, during and after election cycles. Throughout the process we have automated and human quality checks to ensure your best end result.

Security Protocol During Elections

RES provides a multi-layered security protocol to protect against unauthorized use and access to files, our facilities and all equipment. Currently we are in the process of becoming SOC 2 compliant. The interior and exterior of our Phoenix facility are monitored and inspected by Closed Circuit Television System. During specific production activity, guards monitor entrances and exits to the building. Each employee is issued a badge that records access. Visitor badges are coded to restrict access to certain sensitive areas such as the secured vault and server rooms. All doors and access points are armed with an alarm system. RES has partnered with a local cybersecurity firm to ensure our digital assets are secure.

Training

We work with you to understand your workflow so together we can build a process for using our products within your specific requirements. Demonstrations, tutorials and user guides for all our products are provided.

Service & Support

With elections come complexity and the need for assurance. Our support is well-versed and mindful of the demanding nature of the elections process. We are here to give you the 24/7 service and support that you need with planning, performing and finalizing your Election Day activities. You have access to essential resources from our experts.

Onsite Field Support

Along with our 24/7 technical support, RES will work with you to identify additional election support, up to and including an on-site technician during election periods if deemed necessary. Our Field Service Account Managers will work with you to provide assistance or perform routine maintenance.

Visit Our Production Facility

Come visit! See first-hand where and how your work is being completed. We want our partners to understand the production process. Some partners spend time onsite proofing their ballots while others visit to observe the mail inserting and sorting processes. Whatever the reason, we're glad to have you visit us. Our new facility has a room designed especially for our guests.

WHAT HAPPENS NEXT?

You've selected Runbeck as your partner. Here are the next steps you can expect:

✓ Your Client Services Manager (CSM) will be in contact with you to gather the important details of your election and to request your submission of the worksheets and forms included in this packet.

✓ A project schedule and timeline will be completed and sent for your approval.

✓ A kick-off meeting will be scheduled with all key people as an overview of the election information you submitted and for any outstanding questions that need to be answered.

✓ You will be furnished with login credentials to our secure SFTP site for uploading your ballot PDFs and mail files.

✓ The RES Pre-press team will review your files. If any discrepancies exist, then you will be notified by your CSM for a new file submission.

✓ You will be sent digital or hard copy proofs, depending on your request, for your review and approval.

✓ Once approved, we will begin our production processes for your ballots according to the agreed upon production schedule.

THE WORKFLOW—ELECTIONS

The following pages will walk you through our processes and provide examples of the most efficient way to submit your data. We have created forms to help achieve this goal and to serve as a reference for you throughout the election cycle.

Customer Information
The New Customer Information Form will be sent to you. This is basic information for account setup.

Kickoff Meeting
This meeting is to introduce our teams and discuss any issues or questions. Prior to this meeting, your CSM will send you an agenda with the items to be discussed. We will also provide a list RES Contacts consisting of your RES team members including their roles and responsibilities. We ask that you return the included "Your Contacts Form" with a list of your contacts and their roles and responsibilities.

Schedules
Your CSM will send a 'Ballot Mailing Schedule' to complete and return indicating quantities, due dates, and delivery/mailing dates for each ballot class (Precincts, Officials, Early Voting, Mail, etc.)

Envelopes and Inserts
The CSM and Pre-press team will work with you to design new or modify existing envelopes for maximum inserting efficiency. Please provide to us:
- ✓ Samples of current envelopes and inserts
- ✓ Original artwork if available

Ballot Order
The Ballot Order will contain a list of each ballot style and the quantity needed for each. These are typically any ballots that are being shipped to you. Your CSM will send you a "Ballot Order Template" showing the most efficient way of submitting your ballot order. RES utilizes automation to import your ballot order to eliminate data entry errors.

Test Decks
If you require test decks, your CSM will send you a "Test Deck Order Form" to determine your requirements. Test decks provide the advantage of testing all ballot cards with every voting position accounted for in order to increase efficiency and accuracy. A detailed report is included which breaks down the number of votes for each race and accumulated totals for the entire deck.

Ballot Artwork Prep
Your CSM will help you provide the necessary pre-press requirements. Upon receipt of your ballot files, we do a preliminary check of the PDFs to ensure the following items are in place before we begin.
- ✓ Fonts – all fonts must be embedded
- ✓ Color Space – CMYK, black elements must be black only, not rich black using all 4 colors
- ✓ Borders – borders beyond the ballot image area are allowed but must be the same for all images
- ✓ Scaling – output images at 100%, no reduction or enlargement
- ✓ Ballot layout – header and stub content. Your CSM will send you a "Ballot Design Template" to complete based on your tabulation system

Location of File Drop

RES will provide you with access to our SFTP site to drop and pick up PDF and mailing files.

Mailing Profile

Your CSM will send you a "New Customer Mailing Form" to gather your mailing information. This will include, but is not limited to, your Mailer ID (MID), Permit number, Non-Profit account number, etc.

Voter Data for Mailing

Please provide a previous sample of a mailing data file from your voter registration system. RES reviews this file to address any issues prior to receiving the actual mailing files. Some necessary requirements when submitting your mailing data file include:

✓ Furnish data in a .csv format. Indicate whether the header is included in the file.

✓ Provide a data mapping layout of all fields.

✓ Files must be separate for mailings that use different envelopes and inserts such as UOCAVA or based on mailing weight for one-card and multi-card ballots.

Inkjet Addressing Layout

Your CSM along with our Mail Subject Matter Expert will work with you on designing the inkjet addressing layout. Once the layout is complete, inkjet scans of your mailing data will be sent for your approval. We also request the following information in preparation of the addressing layout:

✓ Provide a sample of your previous addressing layout.

Sentio Ballot Printing

The Sentio Ballot printing system provides the ability to produce accurate ballots on-site and on-demand in varying quantities. If you acquired this system, your Account Manager will send you an "Election Worksheet" to determine your Sentio requirements. If you would like to learn more, please contact your CSM.

Customer Extranet

The customer extranet is a portal where you can view all mailing activity for your job. It includes an update of post office scans and estimated in-home dates to track a mail piece. If you would like more information or if you would like access to this portal, please contact your CSM.

Invoicing

Invoicing typically occurs when the job is complete. Your CSM will prepare the invoice and our Accounting Department will send all invoices to the identified resource.

FORMS

The following forms are included in your Welcome Packet based on your production planning needs. The forms will be provided to you and can be securely placed on the Runbeck SFTP site. Please contact your Client Services Manager for any assistance with the forms.

- Runbeck Contacts (Included on page 8)

- New Customer Information Form

- Election Planning Form

- Ballot Order Template

- Test Deck Order Form

- Ballot Variable Layout Form

- New Customer Mailing Form

- Customer FTP Access Request Form

- Your Contacts Form

RUNBECK CONTACTS

Below is the list of your RES Team along with each member's roles and responsibilities.
Your CSM will continue to be your main point of contact throughout the election.

NAME	ROLE	RESPONSIBILITIES
	Client Services Manager	Your main contact throughout election
Ann Bakker	Manager of Client Service Managers	Team Lead for all CSMs
Eddy Craig	Sr. Systems Operator - Mail Subject Matter Expert	Postal mailing requirements, inkjet layout and mapping documents
Bryan Dandurand	Vice President of Operations	Coordinates all print and mail production schedules and processes
Steve Salinas	Operations Manager	Manages the production resources and processes for print and mail
Sergei Nosov	Developer - Pre-press	Creation of ballot classes, overlays, watermarks, etc., adds slipsheets and impositions
Bert Myers	Pre-press Engineer	Ballot preflight, layout and design, sample ballot design and envelope creation/revisions
Jeff Wintemute	Pre-press Engineer	Creation and design of all packaging and boxing requirements and reports
Chris Schiffhauer	Director of Software Development	Architecture of election software products and internal process automation including management of all voter data files, inserter files, sorter files and test decks
Jim Schamadan	Corporate IT Manager	Provides access to our SFTP and resolves IT issues

CONTACTS FOR RUNBECK

To ensure clear communication, it's helpful for us to know *your* team members. Please complete the
Your Contacts Form in this packet and return it to your **Client Services** Manager.

RUNBECK OVERVIEW

History
Runbeck Election Services, Inc. has provided election-related printing and production for nearly 50 years. Founded by Chuck Runbeck in 1972, we started with only one partner and three employees in a small 800 sq.ft. facility in Tempe, Arizona, primarily focused on print graphics production. Our election printing business expanded. In 1988, son Kevin Runbeck purchased the business and continued to grow the election-related printing business.

Today
Today with over 120 employees, Runbeck's headquarters and production facility is housed in a new 90,000 sq.ft. secure, environmentally advanced facility. We have expanded business offerings to include innovative, state-of-the-art technology, equipment, software solutions, service and cybersecurity to provide successful results. Our business touches nearly 26 million registered voters across the nation.

Philosophy
Embodying the spirit of "*what is possible*", Runbeck Election Services has developed cutting-edge equipment, software and production methods which provide peace of mind to our clients. The Runbeck philosophy is to partner with our customers for the life of our relationship. We take a consultative approach and working closely with our partners to identify improvement opportunities and ways to solve problems through ongoing communication and collaboration. Our mission is to "Restore confidence in the electoral process" and our vision is "To Defend Democracy". As *America's Election Partner*, we will stand beside you throughout our working relationship.

Community Service
The Runbeck Team is active in community service projects state-wide. Activities include:
- Service projects for the Boys & Girls Club of Bisbee, Arizona
- Property improvement projects, organized a carnival for 80 children
- Annual participation in Adopt-A-Family through St. Vincent de Paul & UMOM
- Wrap holiday gifts for families at UMOM
- Partner with Junior Achievement of Arizona to teach about the voting system

Voted Best Workplace in the Americas!

RUNBECK PRODUCTS AND SERVICES

Would you like information on our equipment and services? Runbeck has developed a wide-range of equipment and software which provide technology-based solutions and service for elections.

■ **Print & Mail - Ballot Production Services**
Technology-driven, accurate and reliable ballot printing and mail processing of inbound and outbound mail ballots completed in one secure location. Services include a 100% chain of custody with full control of the client's data, printing, inserting, mail sorting and final audit paperwork. *Automated systems eradicate errors caused by manual insertion resulting in lower costs and increased speeds and more successful elections.*

■ **Agilis® Ballot Sorting System**
The Agilis Sorting System is an innovative mail ballot packet sorting solution that makes vote-by-mail ballot processing quick, easy and affordable. It's a customizable, portable and an ideal inbound ballot processing system. Product features include: Scalable for sorting needs, automated Image capture and signature verification, time/date stamp and full audit capabilities.

■ **AgilisDuo™ Tabletop Ballot Sorting System - Low to mid-volume**
The AgilisDuo is an innovative low- to mid-volume mail ballot packet sorting solution. As a tabletop mail scanner, it allows counties with lower volumes to reduce costs while improving operational efficiency. It provides high-quality processing and reduces document prep and staffing resources.

■ **Verus™ & Verus Pro™ Automatic Signature Verification**
This innovative software and computer evaluates current signature images from the sorter folder and compares them to the reference images from the voter registration database. Automated Signature Verification saves time and ultimately prepares ballots for faster tabulation. The Verus works with the Agilis Sorting System and the Verus Pro integrates with a client's current inbound sorter.

■ **Vocem™ Petition Management Software**
Using advanced technology for signature and address recognition, Vocem streamlines the petition process accurately for faster results. The easy-to-use software can integrate with any Voter Registration database and can place updated petition information into that database. Vocem produces audit trails and reports in expedited time.

■ **Sentio Ballot Printing System® - Bulk and On-demand Printing**
This System provides election officials the ability to produce accurate ballots on-site and on-demand in varying quantities—from individual early voting or counter ballots to large batches of absentee ballots. These state-of-the-art solutions (four printer options) are flexible, secure and cost-effective so jurisdictions print correct ballots with complete accuracy and a full audit trail.

■ **Simulo® UOCAVA E-Ballot Duplication System**
The Simulo Software is uniquely designed to duplicate live UOCAVA eballots. Election Officials can print tabulation-ready paper ballots that match the voters' electronic selections, and it can be coupled with the Sentio Ballot Printing System to print UOCAVA ballots in minutes. The Simulo/Sentio interface is the perfect on-site solution to save time and money and eliminate human error.

■ **Novus® Ballot Duplication Software**
Election Officials can recreate damaged or unreadable ballots onscreen within a secure and transparent environment. Novus software allows jurisdictions to process up to 150 ballots per hour vs. 30 ballots per hour with traditional methods. It features full audit and faster tabulation reporting, duplicate ID to eliminate errors, a time-stamped processing queue window and interface compatible with touchscreen.

■ **Sollus™ - In-house Ballot Printing**

Sollus Software along with the Sentio printer gives control to small to midsize counties to take control of their own ballot printing in-house. Sollus allows the users to save time by printing when their schedule allows instead of waiting behind large print jobs. Several features include: printing of damaged ballots, easy-to-use software and installation support, control over distribution and long-term ROI.

■ **Service -**

✓ **Client Services Management**

Runbeck's Client Services Management follows the Project Management Institute's methodology. It begins with a face-to-face requirements session and is followed by a comprehensive "backward pass" scheduling process. Through our custom tracking database, work is managed according to your required delivery dates to ensure that each project segment is delivered per schedule and specifications. Production is adjusted and customized to your needs to ensure that all printing and mailing services are completed on or before scheduled dates.

✓ **Customer Service**

RES support is available for all of your election or specific project needs. Within Runbeck, there is a Field Operations team dedicated to providing services and support. Our field service team members, also known as Account Managers, are located throughout the country. As team members, our Account Managers work with Client Services Managers to coordinate support and service. We use a support model that includes telecommunications and in-person service. First response is to service needs via phone support to quickly talk through problems in an effort to rapidly resolve issues. Subsequently, we use remote access or on-site visits to troubleshoot and check-in with our partners to strengthen our services and communication. There is always a team working before, during and after hours to ensure proper provide service and support. Runbeck works to deepen the understanding of ours partner's operation and environment to build and deliver quality support.

■ **Cybersecurity - Guidance, Security, Training and Support**

Runbeck provides safety through securing the highest level of cybersecurity to ensure clients are prepared to address all cybersecurity challenges. The range of services include guidance and assessment, full issue mitigation, full security monitoring, incidence response and preparedness tabletop exercises and Cyber Academy.

RUNBECK
ELECTION SERVICES Inc.
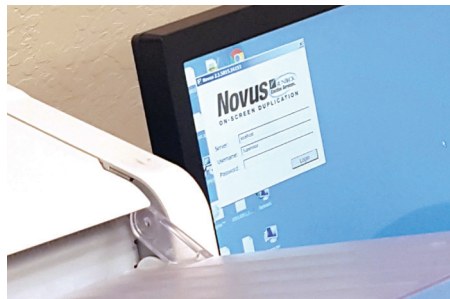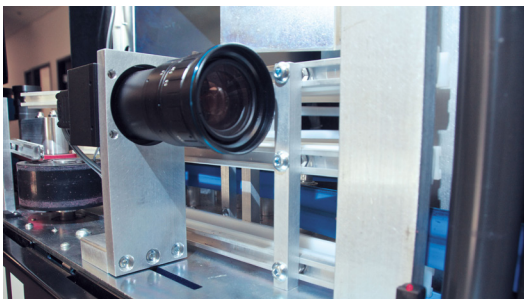
Runbeck Election Services, Inc. ❚ *America's Election Partner*

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