



**U. S. ELECTION ASSISTANCE COMMISSION**  
**VOTING SYSTEM TESTING AND CERTIFICATION PROGRAM**  
1201 New York Avenue, NW, Suite 300  
Washington, DC. 20005

Sent Via Electronic Mail

April 1, 2010

Dear Registered Manufacturer,

I am writing this letter as a simple reminder to all manufacturers about some of our program requirements that may have been forgotten in the frantic work over the past year or so to get your systems tested and certified at both the Federal and State levels. As you know, getting a system tested and certified is only a part of our overall conformity assessment program. Continued reporting and updating of information by manufacturers and the EAC quality monitoring program are also key elements that will be especially useful as we move forward to implement the full spectrum of our program.

As we move forward with our work in preparation for the 2010 elections please remember that your responsibilities under Section 2 of the *Testing and Certification Program Manual (Manual)* include keeping the EAC up to date on any changes to the information provided in your manufacturer registration package. Of particular interest this year are any changes to the information reported under Subsection 2.3.1.7:

*A list of all manufacturing and/or assembly facilities used by the Manufacturer and the name and contact information of a person at each facility. The following information is required for a person at each facility:*

*2.3.1.7.1. Name and title.*

*2.3.1.7.2. Mailing and physical addresses.*

*2.3.1.7.3. Telephone number, fax number, and e-mail address.*

This information is critically important this year because the EAC will very shortly begin the first in its series of manufacturing site reviews as required by Section 8.5 of the Manual. You may recall that this section requires the EAC, at a minimum, to review at least one manufacturing facility of a registered Manufacturer once every 4 years. I have included the specific requirements from our Manual below for your convenience.

*8.5.3. The Review. The production facility and production test records must be made available for review. When requested, production schedules must be provided to the EAC. Production or production testing may be witnessed by EAC representatives. If equipment is not being produced during the inspection, the review may be limited to production records. During the inspection, the Manufacturer must make available to the EAC representative the Manufacturer's quality manual and other documentation sufficient to enable the inspector to evaluate the following factors of the facility's production:*

*8.5.3.1. Manufacturing quality controls.*

*8.5.3.2. Final inspection and testing.*

- 8.5.3.3. *History of deficiencies or anomalies and corrective actions taken.*
- 8.5.3.4. *Equipment calibration and maintenance.*
- 8.5.3.5. *Corrective action program.*
- 8.5.3.6. *Policies on product labeling and the application of the EAC mark of certification.*
- 8.5.4. *Exit Briefing. Site reviewers will provide the manufacturing facility representative a verbal exit briefing regarding the preliminary observations of the review.*
- 8.5.5. *Written Report. A written report documenting the review will be drafted by the EAC representative and provided to the Manufacturer. The report will detail the findings of the review and identify actions that are required to correct any deficiencies.*

The EAC will notify each manufacturer of the dates and locations of these site reviews. Initially we will concentrate on those manufacturers who currently have EAC certification for one of their voting systems. Manufacturers with certified systems will be notified of the dates and locations of these site reviews within the next several weeks.

Finally, because this is a Federal election year, I wanted to remind you of your obligations under subsection 2.3.2.7 of our Manual to:

*Report to the Program Director any known malfunction of a voting system holding an EAC Certification. A malfunction is a failure of a voting system, not caused solely by operator or administrative error, which causes the system to cease operation during a Federal election or otherwise results in data loss. Malfunction notifications should be consolidated into one report. This report should identify the location, nature, date, impact, and resolution (if any) of the malfunction and be filed within 60 days of any Federal election.*

In order to facilitate EAC monitoring of certified voting systems, we ask that EAC manufacturers send to the EAC an updated list of **all** jurisdictions currently using the version or versions of your voting system certified by the EAC.

If you have any additional concerns or questions regarding the information contained in this letter or anything else concerning the EAC Testing and Certification Program, please do not hesitate to contact me by phone at 202-566-3100, or via email at [BHancock@eac.gov](mailto:BHancock@eac.gov)

Sincerely



Brian J. Hancock, Director  
Voting System Testing and Certification