Customer Advisory Notice

Date: January 7, 2026
Subject: Reconciliation of batch totals when using Stop button
Product: ImageCast Central 5.20.2.6

NOTE: The information contained in this document is for reference only. It is recommended that each jurisdiction consult with their state election authority with respect to applicable laws, regulations, procedures and other guidelines, which may influence how this information is used.

Description:

During operation of the ImageCast Central Scanner, if the Stop button is pressed while ballots are being scanned, an issue was identified where a warning message is not displayed informing the user that the ballots fed through the input tray after the Stop button was pressed were not counted.

In this scenario, after pressing the Stop button, if the operator chooses to Accept the batch or continue scanning ballots, a discrepancy of 3 to 5 ballots between the number of ballots scanned and the number of ballots in the output tray will occur.

Recommendation:

1. If you have batches remaining to scan, you can scan as normal. If you use the STOP button, the entire batch should be discarded and rescanned.
2. For batches that have already been scanned, normal reconciliation procedures (i.e. batch control sheets showing discrepancies to the scanned totals) should identify any discrepancies. and the batches should have been rescanned.
3. If you believe that reconciliation processes may have been skipped for some batches - you should validate tabulated batch totals against expected batch totals through your standard reconciliation process. Any batches with discrepancies should be rejected and rescanned.

   Please contact your Liberty Vote Customer Success Manager if you have any questions regarding this Customer Advisory Notice.