

Tech Friends, Inc.

Mail Scanning Policies & Procedures (as of 05-15-2023)



Standard Operating Procedures:

1. Mail is forwarded from the UPS box location to our facility in Jonesboro, AR, where it is received by our shipping department, then delivered to the Mail Scanning team immediately.
2. Mail is then sorted by facility. If a letter comes in that does not specify facility/inmate number, and if there is more than one matching name found in the system, that letter will be returned to the sender.
3. After it's sorted, the mail is opened, and scanned (provided there are no content issues, such as nudity or aggressive language). The order of scanning is as follows: envelope, then letter/photographs. If a letter has multiple pages, it will be uploaded in sequence to the best of the scanner's ability.
4. After the mail is scanned, it is uploaded to the resident's JailATM account (similar to how they would view a message or email), pending review by an officer. Review can be automated per facility's request. This letter can be viewed by the resident in perpetuity through their JailATM account, regardless of if they are still incarcerated.
5. After the mail is uploaded to the resident, it is logged in our internal spreadsheet, which logs the date the letter was sent, the inmate it was sent to, the facility, the sender, how many pages the letter contained, and the initials of the scanner.
6. The letter is then placed in a crate with all other finished mail for the day and put into locked storage.
7. The next day, members of the scanning team will pull a report from JailATM that will show all uploaded mail for the day and verify that against their spreadsheet to ensure that all mail logged was uploaded.
8. After a 60-day holding period, the mail is placed in a locked shredding receptacle, which is picked up by a HIPAA-compliant third party for off-site destruction.

Inactive Resident Policy:

- If a resident is marked “inactive” (no longer at the facility), mail addressed to them will be marked “JailATM – Not at This Address – Return To Sender” and will be returned to the sender address.
- If the return attempt for a piece of mail addressed to an inactive inmate is unsuccessful, the mail will be opened to check for cash/checks/money orders. If one of those is found, the letter will be forwarded to the facility to put on the resident’s account. If no money is found, the letter will be logged as “Return Attempted, Unsuccessful” and held for 60 days prior to destruction.

Returned/Unsent Mail Policies

- Privileged/Legal mail should be marked as such and sent directly to the facility. If it is sent to our scanning facility, it will be unopened and forwarded to the resident’s facility. *If it is not marked Privileged/Legal mail, it will be scanned and uploaded like a normal letter.*
- Letters containing cash/checks/money orders will be repackaged and forwarded to the facility if there’s a clear addressee on the mail. If there is not a clear addressee, the letter will be repackaged and returned to the sender, along with a letter describing why it was returned to them and how they can better deliver the money to the resident.
- Packages will be returned to the sender address, with a similar note detailing that we’re unable to scan the material, and that they can send it directly to the facility. If it is a product purchased online, it will be returned to the seller and the buyer will either be refunded or prompted to change the delivery address.
- Inmate-to-inmate mail is either scanned/uploaded or returned to the sender, at the facility’s discretion.
- Scanners will create a Rejection Notice on JailATM for packages, letters deemed inappropriate for view, or inmate-to-inmate letters (at facilities where those communications are disallowed). This notifies the resident that they received a piece of mail that is unscannable, as well as the final disposition of the mail.
- Should a facility decide to discontinue their mail scanning services, all mail delivered to our scanning facility for them will remain unopened, placed in a box, and forwarded to the facility as soon as possible.
- For any illegal material delivered in mail (narcotics, etc.), the mail will remain unscanned, local authorities will be contacted, and the contents will be disposed of at their discretion.
- Outgoing resident mail that is returned to sender for any reason is uploaded as a normal letter and disposed of following the 60-day holding period.