



POLICY STATEMENT
Commonwealth of Pennsylvania • Department of Corrections

Policy Subject: Commissary Operations		Policy Number: 9.2.1
Date of Issue: August 8, 2016	Authority: Signature on File John E. Wetzel	Effective Date: August 15, 2016

I. AUTHORITY

The Authority of the Secretary of Corrections to direct the operation of the Department of Corrections is established by Sections 201, 206, 506, and 901-B of the Administrative Code of 1929, 71 P.S. §§61, 66, 186, and 310-1, Act of April 9, 1929, P.L. 177, No. 175, as amended.

II. APPLICABILITY

This policy is applicable to all facilities operated under the jurisdiction of, or conducting business with the Department of Corrections.

III. POLICY

It is the policy of the Department to establish procedures for the daily operation of the Pennsylvania Correctional Industries (PCI) Distribution Center.

IV. PROCEDURES

All applicable procedures are contained in the procedures manual that accompanies this policy document.

V. SUSPENSION DURING AN EMERGENCY

In an emergency or extended disruption of normal facility operation, the Secretary/designee may suspend any provision or section of this policy for a specific period.

VI. RIGHTS UNDER THIS POLICY

This policy does not create rights in any person nor should it be interpreted or applied in such a manner as to abridge the rights of any individual. This policy should be interpreted to have sufficient flexibility to be consistent with law and to permit the accomplishment of the purpose(s) of the policies of the Department of Corrections.

VII. RELEASE OF INFORMATION AND DISSEMINATION OF POLICY

A. Release of Information

1. Policy

This policy document is public information and may be released upon request.

2. Confidential Procedures (if applicable)

Confidential procedures for this document, if any, are not public information and may not be released in its entirety or in part, without the approval of the Secretary of Corrections/designee. Confidential procedures may be released to any Department of Corrections employee on an as needed basis.

B. Distribution of Policy

1. General Distribution

The Department of Corrections policy and procedures shall be distributed to the members of the Central Office Executive Staff, all Facility Managers, and Community Corrections Regional Directors on a routine basis. Distribution of confidential procedures to other individuals and/or agencies is subject to the approval of the Secretary of Corrections/designee.

2. Distribution to Staff

It is the responsibility of those individuals receiving policies and procedures, as indicated in the "General Distribution" section above, to ensure that each employee expected or required to perform the necessary procedures/duties is issued a copy of the policy and procedures either in hard copy or via email, whichever is most appropriate.

VIII. SUPERSEDED POLICY AND CROSS REFERENCE

A. Superseded Policy

1. Department Policy

This document establishes policy on this subject.

2. Facility Policy and Procedures

This document supersedes all facility policy and procedures on this subject.

B. Cross Reference(s)

1. Administrative Manuals

- a. DC-ADM 203, Searches of Inmates and Cells Procedure Manual
- b. DC-ADM 815, Personal Property, State Issued Items and Commissary/Outside Purchases
- c. DC-ADM 816, Inmate Compensation Manual
- d. 6.3.1, Facility Security Procedures Manual

2. ACA Standards

- a. Administration of Correctional Agencies: None
- b. Adult Correctional Institutions: 4-4457
- c. Adult Community Residential Services: None
- d. Correctional Training Academies: None
- e. Correctional Industries: 2-CI-1A-1, 2-CI-2B-2, 2-CI-3A-1, 2-CI-4A-1, 2-CI-6A-4, 2-CI-6F-3



PROCEDURES MANUAL
Commonwealth of Pennsylvania • Department of Corrections

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Policy Document: This policy document is public information and may be released upon request.

Procedures Manual: The procedures manual for this policy may be released in its entirety or in part, with the prior approval of the Secretary/designee. Unless prior approval of the Secretary/designee has been obtained, this manual or parts thereof may be released to any Department employee on an as needed basis only.

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Section 1 – General Information

A. Inmate Employment Criteria

1. The following criteria, at a minimum, must be met for an inmate to be considered for employment at a Pennsylvania Correctional Industries (PCI) Distribution Center:
 - a. have a minimum of 24 months remaining on his/her sentence and be a Custody Level 3 or lower;¹
 - b. be free of Class 1 misconducts within the past 12 months and have no more than two Class 2 misconducts within the past six months;
 - c. have at least an average evaluation from prior work supervisors;
 - d. be able to read and understand the English language at a level sufficient to follow job-related orders;
 - e. show a willingness to learn the essential techniques in commissary, warehousing, and distribution; and
 - f. display a willingness to accept written and verbal orders while working in the PCI Distribution Center.
2. An inmate who meets the required employment criteria and is interested in PCI employment should obtain a **PCI Employment Application (Attachment 1-A)** from the Unit Management Team and Correctional Educational Vocational Coordinator (CEVC).
3. The Unit Management Team may recommend an inmate who meets the criteria to the CEVC. The CEVC shall then schedule an interview with PCI staff as openings become available.
4. Inmates selected by PCI staff, from the interview process, will be submitted for the facility's approval. A list of pre-approved inmates shall be maintained by Inmate Employment for future employment.
5. An inmate selected for PCI employment must sign the **General Shop Safety Rules Form (Attachment 1-B)** and receive an orientation before beginning employment in any PCI Distribution Center.²

B. Inmate Employment Positions³

1. Inmate Clerk responsibilities include, but are not limited to, the following:

¹ 4-4457

² 2-CI-1A-1, 2-CI-3A-1

³ 2-CI-4A-1

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- a. gathering all areas of office information;
 - b. assisting commissary staff in preparing paperwork related to commissary operations;
 - c. maintaining files on equipment maintenance, vendors, suppliers, and files directed by the PCI staff;
 - d. notifying PCI staff of any shortage or damaged products; and
 - e. completing other duties as directed by PCI staff.
2. Store Keeper responsibilities include, but are not limited to, the following:
- a. tracking all inventories in his/her individual store work area;
 - b. assisting PCI staff in preparing paperwork related to commissary operations;
 - c. prior to filling orders, checking products for the following:
 - (1) packaging defects – packaging shall be inspected for open seals, holes, and leakage;
 - (2) spoilage – products shall be examined for mold, improper vacuum packaging, and general appearance;
 - (3) expiration dates – product expiration dates shall be checked on date-sensitive items; and
 - (4) other – any other product problem shall be indicated in the comments column on the **Daily Damaged Product Log/Shortage Log (Attachment 1-C)**.
 - d. examining each tote and verifying the correct amounts of each item requested. Count each item and inspect the product to ensure it is the requested item on the Pick Ticket;
 - e. ensuring that out of stock items are marked on the Pick Ticket by highlighting the item;
 - f. tracking stock inventory and informing the PCI staff when products need to be restocked; and
 - g. completing other duties as directed by PCI staff.
3. Stock Clerk

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This position receives direction from PCI staff to re-stock individual stores using forklifts, pallet jacks, and hand carts. Other responsibilities include, but are not limited to, the following:

- a. unloading incoming products from vendors;
 - b. verifying all products and quantities against the shipper's Bill of Lading and informing PCI staff of any shortages, damages, etc.;
 - c. upon approval of the PCI staff, moving incoming inventory from the receiving area to the bulk storage area;
 - d. rotating stock as needed to ensure date freshness;
 - e. informing PCI staff when inventory levels are low;
 - f. restocking gravity flow racking at stores, when directed by PCI staff; and
 - g. completing other duties as directed by PCI staff.
4. Checker responsibilities include, but are not limited to, the following:
- a. scanning Pick Ticket from tote to retrieve order from the system;
 - b. ensuring that the number of items on the screen matches the number of items in the tote;
 - c. scanning each item in the tote and ensuring that each item is removed from the list on the screen. Items that are not scannable must be manually verified at end of process;
 - d. ensuring that any item that is on the Pick Ticket, but not in the tote, has been highlighted showing it as out of stock on the Pick Ticket. If no highlight is present, the inmate will request guidance from the PCI staff;
 - e. notifying the PCI staff of any item remaining after the order is complete;
 - f. reporting any shortages to the PCI staff before the order is processed;
 - g. printing a Receipt of Goods when the order is complete and deliver to the Bagger; and
 - h. completing other duties as directed by PCI staff.
5. Bagger responsibilities include, but are not limited to, the following:
- a. ensuring that each item has been scanned and placed in the appropriate bag with the appropriate receipts. Only one bag should be near the checker system at anytime;

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- b. verifying that each item on the receipt matches each item in the bag;
 - c. ensuring that no “un-scanned” item has been placed into the bag;
 - d. placing receipt face up into the bagged order and sealing the bag;
 - e. forwarding the order to the Packer after the order has been verified and bagged;
 - f. stacking empty totes neatly and orderly for retrieval; and
 - g. completing other duties as directed by PCI staff.
6. Packer responsibilities include, but are not limited to, the following:
- a. identifying tote by tote number in which the order will be placed. Ensuring that the tote has enough room so the order will not be damaged;
 - b. placing the filled and bagged orders into the tote and segregating the totes by facility and housing unit;
 - c. ensuring that all bags are sealed and secured. Notifying PCI staff if any problems are found;
 - d. checking the condition of the shipping tote for serviceability prior to filling the tote. Notifying PCI staff if any problems are found;
 - e. relaying information such as order, tote, and pallet number to the Tote Coordinator; and
 - f. completing other duties as assigned by PCI staff.
7. Tote Coordinator responsibilities include, but are not limited to, the following:
- a. assisting PCI staff in preparing paperwork related to commissary operations;
 - b. securing each tote with two tie wraps, one on each end through the holes provided on the top lids and placing the tote on the skid;
 - c. documenting information such as order, tote, and pallet number and providing to the Shipping/Receiving Clerk for the shipping Bill of Lading and Manifest; and
 - d. completing other duties as assigned by PCI staff.
8. Shipping/Receiving Clerk responsibilities include, but are not limited to, the following:
- a. assisting PCI staff in preparing paperwork related to commissary operations;

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- b. loading/unloading all incoming/outgoing item(s) from vendor/PCI trailers;
- c. verifying incoming product quantities, commodity codes, and address of products that are received with the Bill of Lading;
- d. verifying outgoing product quantities, commodity codes, and address of products that are received with the Bill of Lading;
- e. notifying PCI staff of any shortage or damaged product(s) with the incoming shipment;
- f. placing items on the bulk storage shelves as directed by PCI staff after verification of products and quantities;
- g. assisting PCI staff in maintaining records of all incoming/outgoing merchandise for future Shipping/Receiving Reports; and
- h. completing other duties as directed by PCI staff.

9. General Laborer

This position is responsible to assist commissary operations by learning and performing all positions in the PCI Distribution Center. This position fills in when other workers are not available to perform their assigned duties.

10. Janitor responsibilities include, but are not limited to, the following:

- a. following the **PCI Housekeeping Plan (Attachment 1-D)**;
- b. cleaning and sanitizing inmate and staff restrooms once daily or as required;
- c. emptying all trash containers twice daily or as required;
- d. collecting and disposing of all cardboard, packing material, pallet wrapping material, and trash in and around the store, bagging, and packing areas;
- e. sweeping, mopping, and dusting the entire area daily or as required;
- f. reporting all shortages of cleaning inventories to the PCI staff for replenishing; and
- g. completing other duties as directed by PCI staff.

C. Classification of Inmates and Work Assignments

- 1. For payroll purposes, three pay classes or categories exist as follows:
 - a. Class 1 – unskilled, work requires little or no skill;

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- b. Class 2 – semi-skilled, work requires a fair amount of skill; and
 - c. Class 3 – skilled, work requires a great deal of skill.
2. The work supervisor and the CEVC will determine the inmate’s skill level placement.
 3. The Inmate **Employment** System maintains a percentage of the inmate population at a given pay rate. The approximate percentages for the facility payroll are as follows:
 - a. Class 1 – 35%;
 - b. Class 2 – 40%; and
 - c. Class 3 – 25%.
 4. The percentages listed in **Subsection D.3. above** in each class should be approximate. Significant variation in the overall class percentages requires an exception.
 5. The Pay Grade distribution for PCI at each location will be approved by the PCI Director in accordance with Department policy **DC-ADM 816, “Inmate Compensation.”**

D. PCI Position Pay Rates

1. The pay scale for the positions in the PCI Distribution Center are based on Inmate Pay Class Rate in accordance with Department policy **DC-ADM 816**. Class 1 – Unskilled (un), Class 2 – Semi-skilled (ss), and Class 3 – Skilled (s) labor. The first pay rate assigned to an inmate shall be the starting step of that class that matches his/her skill to that of the position. The supervisor will evaluate the inmate in 60 days to determine if he/she is eligible for promotion to the next skill level.
2. The hourly pay rates for skill classifications are:

	Step A	Step B	Step C	Step D
Class 1	.19	.20	.21	.23
Class 2	.24	.25	.27	.29
Class 3	.33	.35	.38	.42

E. Processing of Inmates In/Out of PCI Distribution Center

1. The inmate workers will report to the lobby area of the PCI Distribution Center.
2. Each inmate will be required to turn in his/her ID card anytime the inmate enters the Distribution Center.
3. Inmate workers will be required to clear the metal detector and then be taken to the strip search/changing area. Radom strip searches will be conducted. No inmate will be

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permitted into the strip search/changing area without being escorted by staff. The inmates will then change into a PCI approved jumpsuit. An area will be available for the inmate's clothing.

4. Inmates are not permitted to bring anything into the PCI Distribution Center.
5. Inmate jumpsuits will be laundered twice weekly.
6. All inmate workers will be pat searched during processing out for meal lines. Random strip searches will also be conducted.
7. Inmate workers will be escorted into the strip search/changing area to be processed out at the completion of the work day. All inmates will be strip searched prior to passing through the metal detector. After all inmates have completed this process, they will be released as a line movement to return to their housing units.
8. All searches will be conducted in accordance with Department policy **DC-ADM 203, "Searches of Inmates and Cells," Section 2.**
9. The inmate **workers must** wear undergarments: socks, t-shirt, underwear. Long underwear may be worn by shipping and receiving inmates (dock workers) when appropriate. No clothing will be permitted to be worn inside the PCI Distribution Center other than as outlined in this policy.
10. The inmate **workers** will only be permitted to wear work boots. No other footwear is permitted inside the PCI Distribution Center.
11. ***The Prison Rape Elimination Act (PREA) Compliance Officer and the PCI Manager will ensure the strip search room is PREA compliant.***

F. PCI Distribution Center Overtime Notification and Approval

1. If overtime is needed, the PCI Distribution Center will notify the PCI Commissary Manager for approval. Once approved, PCI staff will send a memo concerning the overtime scheduling to the Deputy Superintendent for Centralized Services (DSCS)/designee for his/her approval and routing.
2. A list of inmate workers will be provided to the DSCS/designee for his/her approval and routing.

Section 2 – Facility Commissary Process

A. General Commissary Process

1. Facility commissary staff will remove the security ties from each tote and the inmate workers will organize the totes in accordance with the supplied shipping manifest for ease of finding the facility's inmate orders that are packed by block/housing unit.
2. Facility commissary staff will notify housing units when inmates may proceed to Commissary.
3. Facility commissary clerk will identify inmate by his/her inmate ID card, and then instruct inmate worker in which tote inmate order is located.
4. Inmate commissary worker will remove the order from the shipping tote and place the order at the order pick up window for the facility commissary clerk to process.
5. The facility staff member assigned to the pickup window will open the bag and remove the receipt to verify the inmate receiving the order and review the order.
6. The inmate will review the items in the bag, place them in his/her own commissary bag and sign the receipt.
7. The plastic bag in which the commissary items were received shall be returned to the PCI Distribution Center for recycling.
8. An inmate who ordered footwear, electronic items, watches, etc. will be notified by facility property room staff when he/she should go to the property area to pick up the item(s).

B. Distribution and Collection of Inmate Commissary Order Forms

A designated facility staff member is responsible to distribute and collect the **Inmate Commissary Order Forms**, to include the following:

1. check each inmate's order form against his/her photo ID to verify that the form was filled out for that inmate, and collect all **Inmate Commissary Order Forms** on time to have them scanned by the Corrections Commissary Clerk on the Facility's designated day;
2. it is the inmate's responsibility to ensure the form is completed properly and free from errors;
3. distribute a new **Inmate Commissary Order Form** to the inmate when they receive their order; and
4. facility commissary clerk will ensure the facility commissary has an adequate supply of inmate commissary order forms for general population, new receptions, RHU releases,

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lost forms, and improper completions. PCI Distribution Center will ensure that adequate quantities of order forms are supplied.

C. Submission to the Facility Commissary Clerk

The designated facility staff member shall:

1. receive all completed **Inmate Commissary Order Forms** from the housing unit(s);
2. scan and transmit all **Inmate Commissary Order Forms** to the CDC warehouse on or before the established scan date and cut-off time; and
3. if any errors are found after scanning the order, return the **Inmate Commissary Order Form** to the inmate.

D. Property Room Commissary Electronics & Footwear Process

1. All orders which include items that are identified as being under the control of the facility's property room will be shipped separately from all other commissary items. A skid of items identified as "property room" will first be accounted for against the Bill of Lading, after which it is to be delivered to the property room. Any discrepancies need to be reported to the respective PCI Distribution Center Supervisor/designee immediately.
2. A manifest will be included with the items for property room distribution to the inmate(s).
3. Facility property room staff will notify housing units when inmates may proceed to property to pick up ordered items.
4. Those electronic items that are to be engraved should be tested with the inmate present. If the item is deemed acceptable by the inmate, then it is to be engraved and any security markings required and processed as per **DC-ADM 815, "Commissary and Outside Purchases," Section 2.**

NOTE: Electronics and footwear items that are identified to be incorrect, of the wrong size, or not to be in proper working condition are to follow the process outlined in **Section 6** of this manual.

E. Security Items Delivery and Distribution

1. Security items will be delivered in a separate shipping tote. The tote will be sealed and marked to indicate it contains security items. The facility commissary staff will inventory the items as per the shipping manifest and report any discrepancies to the PCI Distribution Center Commissary Supervisor/designee.
2. Razors will be exchanged on a one-for-one basis in accordance with Department policy **DC-ADM 815, "Personal Property, State Issued Items, and Commissary/Outside Purchases"** and any local facility procedures.

Section 3 – PCI Distribution Center – Incoming/Outgoing Freight

A. Loading Dock Procedures

1. Staff accessing any loading dock inside the secure perimeter with an approved inmate work detail, while vehicles are present, will follow the notifications procedures outlined below.
 - a. Approved loading dock inmates' pictures will be displayed on a secure picture board posted as close to the dock as possible for ease in identifying those inmates who are permitted access to the area.
 - b. Staff accessing the loading dock while vehicles are present with the approved inmate details involving loading, unloading, trash disposal, etc. shall notify the Closed Caption TV (CCTV) monitoring officer prior to entering the loading dock area. The following information shall be provided: name of staff member, names and numbers of the inmates accessing the dock, door number being accessed, and department.
 - c. The supervising staff member shall notify the CCTV monitoring officer upon exiting the loading dock and verify the number of inmates.
2. All vehicles on Department property are subject to search at any time in accordance with Department policy **6.3.1, "Facility Security," Section 11** to include any local facility procedures.

B. Unloading Incoming Freight

1. Incoming shipments will usually consist of full trailer loads. These deliveries will be directed to the Sally Port, checked, and then directed to the PCI Distribution Center for delivery. Partial shipments or smaller loads should be directed to the outside warehouse to be unloaded.

NOTE: Partial shipments that arrive at the outside warehouse will be shuttled inside the facility using facility or PCI equipment. These shipments shall be coordinated with the facility warehouse, Sally Port, and the PCI Distribution Center. These shipments shall be moved from the facility warehouse to the PCI Distribution Center as soon as possible to alleviate storage issues.

2. One corrections officer, one PCI Distribution Center staff member and a select number of approved inmate dock workers shall be assigned to unload the truck. Once the shipment is unloaded and verified, it shall be staged at the loading dock area. The shipment shall be monitored by PCI staff for any contraband.
3. Once the truck is unloaded, it will proceed to the Sally Port. The truck/trailer will be searched by Sally Port staff, cleared and permitted to exit the facility.

C. Loading Outgoing Freight

1. Upon completion and verification of outgoing commissary shipments, the skids shall be processed for shipment under PCI Distribution Center staff supervision.
2. Security and PCI Distribution Center staff will supervise an approved inmate dock worker detail to unload the PCI trailers parked at the loading docks.
3. When loaded, the trailer door shall be secured with a padlock and a security seal shall be placed on the trailer door. The security seal serial number shall be recorded for verification upon exiting the facility.
4. The loaded trailer shall remain secured and staged at the PCI Distribution Center dock area through three successful facility counts.
5. The PCI Driver will pick up the loaded trailer then proceed to the Sally Port. The Sally Port staff shall check the seal for tampering and confirm the seal security number. After the truck has been cleared by the Sally Port staff, the truck can proceed to its destination.
6. Any changes or deviations to these procedures must have prior approval by the Facility Manager/designee.

D. Usage and Disposal of Stretch Wrap and Banding

1. Incoming Shipments
 - a. During the unloading and staging process for the incoming skids, the packing materials, i.e., stretch wrap, banding, shall be removed on the dock location. On certain products, the stretch wrap will need to remain on the skids to prevent product damage.
 - b. The packaging materials removed from the incoming freight will be secured and disposed of using the PCI bailer/compactor in accordance with local facility procedures.

2. Outgoing Shipments

Outbound skids will be secured using packing materials, i.e., stretch wrap and banding. This process will be monitored by PCI staff to ensure the packaging materials are controlled.

Section 4 – Quality Control Inspections

A. Quality Control Inspections for Commissary Products¹

1. Commissary products shall be checked for the following:
 - a. quantity count – inventory bulk storage products to ensure that the case amount quantities are correct and inspect packaging for signs of tampering;
 - b. stock rotation – check expiration dates on date sensitive items and ensure that proper stock rotation is being followed; and
 - c. quality sample – upon receipt, visually examine products for quality, defective packaging, vermin infestation, and freshness. Skids with noticeably damaged products shall be broken down and inspected thoroughly.
2. Quality Control procedures include the following:
 - a. conduct random weekly inspections of bulk-stored products;
 - b. complete the **Quality Control Weekly Inspection Form (Attachment 4-A)**, to include the product, product ID number, and date of inspection;
 - c. pass (P) or fail (F) shall be indicated on the Quantity Correct, Stock Rotation, and Quality Sample columns;
 - d. on any column that receives a failed rating, PCI staff shall note the corrective action taken on the log; and
 - e. the **Quality Control Weekly Inspection Form** shall be kept on file for one year.

B. Quality Control Inspections for Inmate Orders

1. PCI staff shall check a minimum of 100 inmate orders per week.
2. Inmate orders shall be checked for the following:
 - a. quantity count – items shall be counted and the count compared to the Inmate Order Receipt;
 - b. product quality – products and product packaging shall be inspected for open seals, holes, and leakage. Staff shall also check the expiration dates of date sensitive items;
 - c. Inmate Order Receipt – inspect Inmate Order Receipts for clarity and ensure all copies are legible; and

¹ 2-CI-6F-3

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- d. bag seal – bag seals shall be inspected to ensure that the inmate order shipping bags are sealed properly.
3. Quality control procedures include the following:
- a. PCI staff shall pull random totes and the orders within for inspection;
 - b. complete a **Quality Control Sample Inspection Form (Attachment 4-B)**, to include the inmate order number, inmate ID number, facility initials, scan station number where the order was processed, and the initials of the PCI staff member who performed the inspection;
 - c. pass (P) or fail (F) shall be indicated on the Quality/Quantity Count, Goods Receipt Clarity, and Bag Seal columns;
 - d. on any column that receives a failed rating, PCI staff shall log the corrective action taken and any appropriate comments;
 - e. mark the copy of the goods receipt that goes to the final processing area with a Quality/Quantity Count by the staff member who performed the inspection; and
 - f. the **Quality Control Sample Inspection Form** shall be retained for one year.

Section 5 – Commissary Products

A. New Products

1. A Centralized Commissary Committee is responsible for maintaining the approved Pennsylvania Correctional Industries (PCI) Catalog. The Centralized Commissary Committee will solicit additions to or deletions from the catalog from each facility on a quarterly basis.
2. The Centralized Commissary Committee shall review and vote to approve, disapprove, or ask for more information on the items ***to be added to or deleted from the catalog.***
3. Approved product(s) shall be added to the approved Commissary Product List.

B. *Product Suggestions for Consideration by the Commissary Committee*

1. ***Inmate population item requests should be submitted to the designated Inmate General Welfare Fund (IGWF) Institutional Staff Representative.***
2. ***The designated IGWF Institutional Staff Representative will forward the combined requests to the respective Regional Commissary Committee Representative.***
3. ***The Regional Commissary Committee Representative shall review the product history and if appropriate or warranted, forward the request(s) to the Correctional Industries (CI) Commissary Committee Chairperson for possible inclusion in the PCI Catalog.***

Section 6 – Returns/Credits

A. General

1. All credits for any commissary items that have been delivered will be reviewed for approval at the discretion of the Pennsylvania Correctional Industries (PCI) Distribution Center Supervisor or his/her designee. Any items being returned for credit approval that are not returned to the PCI Distribution Center will not be authorized.
2. The standard period of return is within 30 days from the order date. Any return marked “missing” must be reviewed closely and reported within ten days. A weekly review of the credits will be conducted by the Distribution Center Supervisor for policy compliance. If the Distribution Center Supervisor/designee determines the credit is not authorized, it will not be approved and adjustments to the monthly invoice will be made accordingly.
3. The final authorization and award of credit is at the discretion of PCI commissary administrative staff.

B. Acceptable Reasons for Returns/Credits

Acceptable reasons for returns/credits include the following:

1. any item listed on an inmate receipt which is out-of-date, physically damaged, spoiled, moldy, contains a broken seal, or is missing;
2. any electronic item found to have a manufacturer defect within the warranty period; and
3. any items ordered that are verified to be wrong by the original Commissary Order Form. A credit is only warranted when a charge was placed against an inmate’s account.

C. Processing Returns to the PCI Distribution Center

1. Any item(s) with an acceptable reason for return/credit **will** be collected by the commissary clerk.
 - a. The commissary clerk notes any item(s) for credit on the Inmate’s Commissary Receipt and enters the information **into the Systems Application Products (SAP) system. It is the Distribution Center Supervisor’s responsibility to either approve or deny the request for credit depending upon the acceptable reasons for returns/credits.** One receipt is retained by the inmate and one receipt is retained by the facility commissary clerk.
 - b. At the end of the distribution week, **the PCI Commissary staff will review the refunds report generated in the SAP system and complete the request in accordance with Subsection A. above. If an inmate is transferred to a new institution since making a purchase, PCI Commissary staff will inform the new**

institution accounting department to transfer the account back to the original location for processing of the approved credit.

- c. *The Refund Shipping Manifest Report, generated by the institution Commissary staff from the SAP system, accompanies the return tote for processing of credits.*
 - d. *The PCI Distribution Center utilizes the Refunds Approval Report to document whether a credit is deemed authorized or unauthorized. If any returns are unauthorized, PCI staff will notify the institution commissary clerk. The institution Commissary staff are able to research the disposition of the credit in the SAP system. The institution Commissary staff are responsible for forwarding the disposition to the Business Manager and Major of Security in the form of a database query.*
2. *All items that are delivered directly to the Property Room and found to have a manufacturer's defect prior to distribution to the inmate will be returned back to the PCI Distribution Center. Any items that are issued from the Property Room to an inmate and subsequently deemed to have a manufacturer's defect will be returned back to the Property Room. The Property Room will document the requested information in accordance with Section 2 of this procedures manual and the item will be returned to the PCI Distribution Center.*

NOTE: *The Property Room staff will document the inmate's name and number of returns on the Property and Footwear Return Receipt (Attachment 6-A). This form is then affixed to the outside of each box containing the returned item, and the box with the returned item and form are sent back to the PCI Distribution Center on the next delivery truck. Determination of credits will be made by PCI Distribution Center staff.*

D. Reasons a Commissary Item Cannot be Returned or Credited

The following are reasons a commissary item cannot be returned or credited:

1. *the inmate incorrectly filled out his/her Inmate Commissary Order Form and received an undesired item or quantity. Since the item has been paid for, **the item** is considered the property of the inmate. Refusal of this item does not warrant a credit for the item;*
2. *the item has been removed from the commissary area and then is later claimed to be damaged or a wrong item. **The inmate must notify the commissary clerk in a reasonable time frame that the item was damaged and the damage was not seen prior to the item leaving the commissary. The commissary clerk would need to make arrangements to view the item(s) in question to make a determination if it warrants a credit. If in doubt, the commissary clerk should contact the PCI Distribution Center Supervisor for disposition;***

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3. items such as antennas, fans, or headphones that do not meet the performance expectations of the inmate;
4. commissary orders received by a facility that no longer houses **the inmate that placed the order** due to **the inmate** being transferred to another facility, out on Authorized Temporary Absence (ATA), or released. **These orders** are still considered to be the property of **the inmate that placed the order**. Any item that may spoil during the period when the inmate is not able to have access to his/her order is not the responsibility of PCI commissary. Spoiled or unwanted items within these orders will not be authorized for a credit; and

NOTE: For all orders delivered to the facility for an inmate who is transferred, ATA, or has no access to the order, the commissary clerk should check the bag for missing or damaged products before storing the order.

5. orders received at the facility that had been ordered by an inmate who has been moved to Disciplinary Custody. **These orders** are considered to be the property of the inmate **that placed the order** and will not be accepted for refund. Any item that may spoil during the period when the inmate is not able to have access to his/her order is not the responsibility of PCI commissary. Spoiled or unwanted items within these orders will not be authorized for a credit.

E. Warranty Items

1. For any item that has a manufacturer's warranty and is found to be non-operational due to a manufacturer's defect, the inmate **should** follow the manufacturer's warranty unless special guidelines are provided for the item by PCI.

NOTE: No credit for these items **will** be issued to the inmate until after the electronic item has been inspected by PCI Distribution **Center** Supervisor/designee and the defect has been confirmed. When confirmed, an authorization for credit or a replacement will be forwarded to the facility commissary clerk. The decision for credit or replacement is at the discretion of PCI Administration.

2. It is the responsibility of the inmate to return the item to the manufacturer or service/repair center. Associated return costs are the responsibility of the inmate.

NOTE: If the manufacturer's warranty exists, or the warranty has expired, the inmate will need to re-purchase a replacement if desired.

3. PCI commissary reserves the right to refuse replacement or credit for any item received within the PCI warranty period that appears to have been tampered with or abused by an inmate.

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4. Any electronic item being returned should be sent back in the original box including all accessories and accompanied with a **Property and Footwear Return Receipt** affixed to the outside of the box. Non-compliance will result in PCI commissary returning the item back to the Property Room.
5. The PCI Distribution Center will **input** the decision of the Distribution Center Supervisor/designee **as to** whether a credit or replacement is deemed authorized or unauthorized. This decision will be communicated to the facility commissary clerk weekly. The collective disposition of the month's transactions will be forwarded to additional facility staff (Business Manager and Major of Security) in the form of a database query.

NOTE: PCI commissary makes no provisions for repairs outside of the manufacturers' stated warranty period, unless otherwise stated. Exceptions in procedure, as it relates to repair, will be expressly distributed by PCI, if applicable.

F. Clothing

1. Refunds for clothing items will only be authorized for a manufacturer's defect or when the PCI Distribution Center has sent the item in the wrong size.
2. Clothing items that are returned as defective may not be soiled.
3. The clothing must not have been marked or tagged prior to **a** request **for a** size exchange.
4. In cases of manufacturer's defect, the size being exchanged must be the same as the originally ordered size.

G. Footwear

1. Authorization for a return/credit of any footwear item will only be accepted for the following reasons:
 - a. manufacturer's defect;
 - b. ordered an incorrect size (**which shall be** limited to one full size **difference**); and/or
 - c. a PCI Distribution Center shipping error.
2. The following conditions must also be present to qualify:
 - a. the shoes must not have been visibly worn, marked, or tagged prior to the request for return; and/or
 - b. a manufacturer's defect can include flawed, visibly used, mislabeled, or mixed sized footwear.

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NOTE: Mistakenly ordered, an unwanted color/style, or any footwear that is over one full size difference will not be authorized for a credit and are not to be returned to the PCI Distribution Center.

3. Returning footwear to the PCI Distribution Center must adhere to the procedures listed below.
 - a. Footwear that is up to one full size difference than the size ordered by the inmate **may** be assessed a **\$15.00 restocking fee**. (For example, if an inmate wears a size 9 and orders a size 9 that does not fit; the footwear can be returned without the restocking fee. If an inmate wears a size 9 and orders a size 10 that does not fit; the footwear can be returned but must include the restocking fee. If the inmate orders any size other than 8 or 10, one full size difference, the footwear will not be accepted for return.)
 - b. The inmate must re-order the **same** brand, style, and size if a replacement pair is desired. No automatic replacements will be sent.
 - c. Any footwear being returned must be sent in the original box and accompanied with a **Property and Footwear Return Receipt** affixed to the outside of the box of the item being returned. Non-compliance will result in PCI commissary returning the footwear to the Property Room.
 - d. The PCI Distribution Center will **input** the decision of the Distribution Center Supervisor/designee **as to** whether a credit is deemed authorized or unauthorized. This decision will be communicated to the facility commissary clerk weekly. The collective disposition of the month's transactions will be forwarded to additional facility staff (Business Manager and Major of Security) in the form of a database query.

H. Product Recalls

Product recalls are actions taken by manufacturers to remove a product from continued sale. Some recalls will be routine and will not necessitate an immediate action be taken. Recalls that involve product contamination, **or products that** are found to be unsafe, pose a security risk, or are unfit for consumption will require immediate action. PCI will use the process outlined below.

1. An announcement will be sent to each facility to notify staff and inmates of the recall. Those recalls considered as having a health, safety, or security risk will be clearly identified **and will** require immediate action. Routine recalls that do not pose these risks and do not require immediate action will state how the recall will be handled.
2. PCI commissary will identify and segregate all recalled inventories within the PCI Distribution Centers and await instructions to either destroy or return these items back to the vendor per their instructions.

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3. Each facility **will be instructed as to how** affected items **shall be** collected **and** how and when facility staff are to return the items to the PCI Distribution Center. Credits will be assessed from inmate records by comparing the names of the inmates who return the recalled item against the inmate sales records kept by PCI commissary. Inmates without a record of purchase will not receive a credit.

I. Missing Items and Corrective Actions

All commissary items delivered to a facility become the responsibility of the facility when the delivery has been completed. Lost, missing, misplaced, or tampered with commissary orders within any facility, or those that are transferred to another facility, will not be authorized for credit by PCI Commissary Central Office. The Security Officer/designee **at the facility** will need to investigate the loss.

J. Special Consideration

Upon request from the facility, PCI Commissary Central Office will evaluate unique situations that occur and will make a determination on how to best resolve these situations.