

Frequently Asked Questions

WHAT IS THE JPAY LOCK BOX ? (This service is provided at NO COST to senders and inmates)

The lock box is a service that simplifies collection and processing of Money Orders by having them mailed directly to a single location. This service will allow the funds to be posted to inmate accounts electronically, resulting in quicker access to the deposited funds. JPAY is providing this service at **NO COST** to PA DOC inmates or Family/Friends. JPAY will accept **ALL** money orders and post to inmates accounts upon receipt.

WHAT ITEMS ARE SENT TO THE LOCK BOX ?

The lock box is for money orders and deposit slips only. **Do not send any checks to the lock box.** This includes ALL types of checks. **Only money orders and deposit slips are sent to the lock box.**

WHY DO I NEED A DEPOSIT SLIP ?

Deposit slips **must** be included with each money order. **These slips are scanned electronically to ensure quick and correct posting to inmate accounts.** Failure to include a deposit slip may cause a delay in processing and the funds not being posted to inmate accounts.

HOW DO I GET THESE DEPOSIT SLIPS ?

Deposit slips are available in all visiting rooms, on the PADO website – www.cor.pa.gov (top of front page under INMATES→ACCOUNTS) and also at the JPAY website - www.jpay.com/moneyorder.aspx. Slips will be provided in both English and Spanish.

HOW DO SENDERS FILL OUT A DEPOSIT SLIP ?

Deposit slips can be typewritten, CLEARLY handwritten or filled out using a PC. Slips that cannot be read will cause a delay in processing.

WHO ARE THE MONEY ORDERS MADE PAYABLE TO ?

All money orders are to be made payable to JPAY. JPAY is authorized to process all money orders on behalf of PA DOC in accordance with the terms of the contract. JPAY is required to transfer all funds received for a PADO inmate to PA DOC which are then posted to inmate accounts. JPAY does not need Power of Attorney to do this.

WHAT HAPPENS IF MONEY ORDERS CANNOT BE PROCESSED ?

Money orders that cannot be processed will be held by JPAY until it can be determined who the funds belong to. JPAY will attempt to contact the sender (if possible), or PA DOC to resolve any issues. **To avoid delays, It is important to clearly fill out the deposit ticket and submit one with each money order.**

WHAT IF FAMILY/FRIENDS DO NOT HAVE ACCESS TO A COMPUTER ?

Inmates may send deposit slips to family and friends using any of the 8 free envelopes provided by PA DOC each month. **Blank deposit slips may be photocopied for continued use.** Deposit slips are also available in ALL visiting rooms. Deposit slips can be accessed using public library computers or internet café's. All deposit slips are printed in English & Spanish.

WHAT IF I AM TRANSFERRED TO ANOTHER PA DOC FACILITY ?

In the case of inmate relocation to another PA DOC facility, funds will automatically be directed to the new facility more quickly and efficiently versus the current method. PA DOC provides JPAY with an Inmate Locator File each

night which updates your location within PA DOC. This ensures accurate and timely postings to an inmate's accounts without delay. The same applies if your inmate # changes for any reason.

WHAT IF I AM TRANSFERRED TO A COUNTY FACILITY OR OUT OF STATE ?

If you are transferred to a county facility or out of state, you will need to follow the policies and procedures in place for that particular county or State. This FAQ is for PA DOC inmates located in PA DOC facility.

CAN FAMILY/FRIENDS CALL THE INSTITUTION TO VERIFY THE INMATE RECEIVED THE FUNDS ?

Due to confidentiality of the inmate's account, institutions are not permitted to verify any deposits or withdrawals to anyone other than the inmate. The inmate will receive printed notification at the institution when funds have posted to their account and are available for their use.

WHAT ARE THE BENEFITS OF USING THE JPAY LOCK BOX ?

- **THIS SERVICE IS PROVIDED AT NO COST to senders and inmates.**
- Money orders sent through JPAY expedite the processing and posting of funds to inmate accounts.
- Money orders submitted to one location rather than various facilities which speeds up processing.
- In the case of inmate relocation to another PA DOC facility, funds will automatically be directed to the new facility.
- **Money orders are processed upon receipt and posted to inmate accounts each business day.**
- Security - lockboxes are protected above and beyond the usual security measures associated with having a simple post office box.

WHAT IF FAMILY/FRIENDS CANNOT GET A DEPOSIT SLIP OR SEND A MONEY ORDER ?

JPAY offers Family and Friends other easy and convenient ways to send money to PA DOC inmates.

*****THESE OPTIONAL PAYMENT METHODS CHARGE A FEE TO USE AND ARE NOT FREE*****

PAYMENTS CAN BE MADE BY:

1. **Internet** - Senders can go to www.jpays.com and make a payment with a credit card or debit card. A fee will be charged depending upon the amount of the transaction. Funds are usually available the next business day, and confirmation is provided instantly.
2. **Mobile app** - Senders can download the free JPay mobile app for iPhone and Android to send money. A fee will be charged depending on the amount of the transaction. Funds are usually available the next business day, and confirmation is provided instantly.
3. **Telephone** - JPAY's toll-free call center is available 365 days per year, 24 hours a day, 7 days a week to process credit and debit card payments. Representatives are bilingual and always available to answer sender inquiries directly at **1-800-574-5729**. A fee will be charged depending upon the amount of the transaction. Funds are usually available the next business day, and confirmation is provided instantly.
4. **Walk-in locations** - JPAY and MoneyGram have joined to provide senders the ability to walk into any of MoneyGram's **1,250 Pennsylvania locations and 30,000 retail locations in the United States to make a payment for a PA DOC inmate**. Payment locations include Walmart, CVS, 7-11, Albertsons, Longs Drugs and ACE Cash Express. ACE Cash Express has 41 locations within the state of Pennsylvania. A fee of \$3.50 will apply for each transaction. Up to \$5,000.00 can be sent per transaction. **Receive code = 3209**

All funds received by credit or debit card through the internet and call center or cash from MoneyGram locations, are usually available the next business day for the inmate

For more details concerning JPAY, please contact them directly at 1-800-574-5729