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Adding Money to an Inmate's Commissary Account

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What is a commissary?

A commissary (also known as a canteen) is a store within a correctional facility. Inmates can make small purchases like soap, toothpaste, snacks, and writing instruments from prison commissaries.

What is a commissary account?

Inmates are not allowed to have cash, personal checks, or credit/debit cards inside the correctional facility, so they need to use commissary accounts to make purchases. Friends and family members can add money to an inmate's commissary account so that the inmate can purchase items from the commissary. At most facilities inmates can use their commissary funds to purchase telephone minutes to call friends and family. Below are instructions on how you can add funds to an inmate's commissary and/or phone account.

I. Cheshire County Department of Corrections

Add money in person at Cheshire, or using your credit or debit card online or over the phone. Inmates at the facility can use funds directly from their commissary accounts to make phone calls. You do not need to create an account to receive a phone call from an inmate.

- a. In person: Deposit funds at the kiosk located in the lobby of the Cheshire facility. The kiosk accepts cash as well as credit or debit cards.
 - i. Money will be placed directly into the inmate's commissary account.
- b. Online: go to the following website: <https://deposits.jailatm.com/webdeposits/>
 - i. You must create an account to use JailATM
- c. Phone: call **1-870-627-5476**

II. Chittenden Regional Correctional Center

Add money online or via telephone using your credit or debit card. Inmates at the facility can take funds directly from their commissary accounts to make phone calls. You do not need to create an account to receive a phone call from an inmate.

- a. Online: Go to the following website: www.accesscorrections.com
 - i. Select the State (Vermont) and Agency (VT DOC).
 - ii. Enter the inmate's correctional ID and last and first name.
 - iii. Enter your payment information and set up an account.
- b. Phone: Call **1-800-546-6283**. Request to put money on the inmate's commissary account.
 - i. You must provide the inmate's name and Correctional ID number.

III. Essex County Jail

Add money using your credit or debit card online, or via telephone, or in person using cash. Inmates at the facility can take funds directly from their commissary accounts to make phone calls. You do not need to create an account to receive a phone call from an inmate.

- a. In person: Deposit cash into kiosk located in the lobby of the Essex County Jail.
 - i. There is an additional service charge.
 - ii. You must have a valid government issued ID (e.g., state ID card or driver's license)
- b. Online: Add funds online using your credit or debit card.
 - i. Go to the following website: www.smartdeposit.com
 - ii. Enter the inmate's name and Inmate Correctional ID number.
 - iii. Enter the Facility Code: **NY46B**
 - iv. Enter the Pay Location Code: **5500**
- c. Phone: call **1-888-277-2535**

IV. Marble Valley Regional Correctional Center

Add money using your credit or debit card online or via telephone, or via money order. Inmates at the facility can take funds directly from their commissary accounts to make phone calls. You do not need to create an account to receive a phone call from an inmate but the inmate must have your phone number approved by their caseworker.

NOTE: Inmates can check their commissary accounts daily for their current balance.

- a. Money order - This option takes a few weeks to be processed.
 - i. Go online to <http://www.doc.state.vt.us/information-for-inmate-families-and-friends> to complete Marble Valley's Commissary Account Deposit Form.
 - ii. Drop off the completed form along with a money order in the Williston lock-box. You must call Marble Valley to find out the location of the lock-box: **1-802-786-5830**
- b. Online: Go to the following website: www.accesscorrections.com
 - i. Select the State (Vermont) and Agency (VT DOC).
 - ii. Enter the inmate's correctional ID and last and first name.
 - iii. Enter your payment information and set up an account.
- c. Phone: Purchase prepaid telephone minutes by calling **1-877-650-4249**
 - i. NOTE: Funds cannot be added to general commissary this way.

V. Northwest State Correctional Facility

Add money using your credit or debit card online or via telephone. Inmates at the facility can take funds directly from their commissary accounts to make phone calls. You do not need to create an account to receive a phone call from an inmate, but the inmate must have your phone number approved by their caseworker.

- a. Online: Go to the following website: www.accesscorrections.com
 - i. Select the State (Vermont) and Agency (VT DOC).
 - ii. Enter the inmate's correctional ID and last and first name.
 - iii. Enter your payment information and set up an account.
- b. Phone: Call **1-800-546-6283**. Request to put money on the inmate's commissary account.
 - i. You must provide the inmate's name and Correctional ID number.

VI. Strafford County Correctional Facility

Add money using your credit or debit card in person, online or via telephone, or via mail using a money order. Inmates at the facility can use funds directly from their commissary accounts to make phone calls. Inmates can also make collect calls, **but in order to receive collect calls**, you must set up an account via Inmate Telephone Inc. (ITI) by calling **1-800-306-2957**.

- a. In person: Add money in person at the facility by using cash or your credit or debit card.
 - i. Deposit funds at the kiosk located in the Bail/Release lobby of the Strafford facility. The kiosk accepts cash or your credit or debit card. There is 24-hour service.
- b. Online: Visit www.connectnetwork.com
 - i. Create a ConnectNetwork Account
 - ii. Select the inmate
- c. Phone: Add money using a credit or debit card over the phone by calling Inmate Telephone Inc. (ITI) at **1-888-949-3303**.
- d. Mail: Add money by mailing a money order or bank check to the facility. **Personal checks are not accepted.**
 - i. Make money order or bank check payable to “Stafford County Commissary.” Mail to the following location:

**Strafford County Correctional Facility
266 County Farm Road
Dover, NH 03820**
 - ii. Write the inmate’s name in the “memo” section.
 - iii. NOTE: Do not enclose any other mail with the money order or bank check. It will not reach the inmate.

VII. Washington County Jail

Add money using cash or your credit or debit card in person, online or via telephone, or via mail using a money order. Inmates at the facility can use funds directly from their commissary accounts to make phone calls.

- a. In person: add money in person at the facility using cash or a credit or debit card.
 - i. Use the Cobra Banker Cash Machine located in the facility’s lobby to add money to an inmate’s commissary account.
 - i. You will need: the inmate’s facility ID number **or** the inmate’s full name and date of birth.
 - ii. If using a credit card, you must have a valid driver’s license with an address that matches the billing address of the credit or debit card.
- b. Online: Add funds online using your credit or debit card.
 - i. Visit www.gettingout.com/
 - ii. Select “Inmate Account”
 - iii. Enter the inmate’s name
- c. Phone: call **1-888-227-2535**
- d. Mail: Add money by mailing a money order to the facility.
 - i. Make the money order out to Washington County Jail
 - ii. Mail to:

Washington County Jail
399 Broadway
Fort Edward, NY 12828

- iii. There will be a 5-day waiting period on money orders to allow time for the funds to clear

VIII. All Federal BOP Facilities: (e.g., MDC Brooklyn, FCI Ray Brook)

There are several ways to add money to an inmate's account when they are incarcerated in a federal facility. Inmates can use money from their commissary accounts to make phone calls.

- a. MoneyGram: You can add money MoneyGram, online or via phone, by using your credit or debit card.
 - i. Online: Go to the following website: www.moneygram.com/paybills and select "Quick Collect."
 - i. Create a personal profile account
 - ii. Enter the Receive Code, which is: **7932**.
 - iii. Enter the amount that you are sending
 - iv. Enter Company Name, which is: Federal Bureau of Prisons
 - v. Enter City & State of the BOP facility (e.g., Ray Brook, NY)
 - vi. Enter the inmate's name, his or her BOP Register number, and the name of the BOP facility.
 - ii. Phone: call 1-800-926-9400
 - iii. Add money through MoneyGram by paying in person using cash. This needs to be done at a MoneyGram location.
 - NOTE: you will have to fill out a MoneyGram Express Payment Blue Form. These are only available at a MoneyGram Location.
- b. Western Union: Add money through Western Union, online or via phone, by using your credit or debit card, or with cash at a Western Union location.
 - i. Online: Go to the following website: <https://www.westernunion.com/us/en/inmatehome.html> and select "Quick Collect."
 - i. Enter the Code City: **FBOP, DC**
 - ii. Enter the inmate's name, his or her BOP Register number, and the name of the BOP facility.
 - ii. Phone: call **1-800-634-3422**
 - iii. In person: add cash in person at a Western Union location.
 - i. NOTE: You will have to fill out a Quick Collect Form.
- c. Mail: Send a money order via the United States Postal Service. **Personal checks, cash, and additional items (non-funds) are not accepted.**
 - i. The money order must include the inmate's name and BOP Register number.
 - ii. The money order should be mailed to the following address:
 - Federal Bureau of Prisons**
 - [Inmate's name]**
 - [Inmate's BOP Register number]**
 - P.O. Box 474701**
 - Des Moines, Iowa 50947-0001**
 - iii. Your name and return address must appear on the upper left-hand corner of the envelope to ensure that the funds can be returned if they cannot be posted to the inmate's account.

For MoneyGram and Western Union:

- * Online Funds are received and processed seven days per week, including holidays.
- * Online Funds sent between 7:00 a.m. - 9:00 p.m. EST are posted within 2-4 hours.
- * Online Funds sent after 9:00 p.m. EST are posted at 7:00 a.m. EST the following morning.
- * Mailed Funds are sent to a National Lockbox and requires a 15-day hold period before being processed.

How to determine the Inmate Correctional ID number:

- I. State Facility Inmate Locator:
 - a. Vermont Offender Locator
 - i. Go online to website: [https://omsweb.public-safety-cloud.com/jtclientweb/\(S\(jx42rddpusk0xezvj5fusrox\)\)/jailtracker/index/Vermont/](https://omsweb.public-safety-cloud.com/jtclientweb/(S(jx42rddpusk0xezvj5fusrox))/jailtracker/index/Vermont/)
 - ii. Select the link and input the inmate's first and last name in the search boxes.
 - iii. After identifying the inmate, the website provides the inmate's Register/Jacket Number, location, and booking date.
 - b. New York Offender Locator
 - i. Go online to website: <http://nysdoccslookup.doccs.ny.gov/>
 - ii. Enter the inmate's name, date of birth, and any other relevant information requested.
 - iii. After identifying the inmate, the website provides the inmate's Register/Jacket Number and location.
 - c. New Hampshire Offender Locator
 - i. Go online to website: <https://www.nh.gov/nhdoc/>
 - ii. Enter the inmate's name, date of birth, and any other relevant information requested.
 - iii. After identifying the inmate, the website provides the inmate's Register/Jacket Number and location.
- II. Federal BOP Inmate:
 - a. Online go to: www.bop.gov/inmateloc/
 - i. Enter the inmate's name, age, gender, and race (optional).
 - ii. After identifying the inmate, the website provides the inmate's Register Number, location, and release date.

Prison Facilities Physical Addresses

Name	Physical Address	Contact Number
Cheshire County Department of Corrections	825 Marlboro Road Keene, NH 03431	603-903-1600
Chittenden Regional Correctional Center	7 Farrell Street South Burlington, VT 05403	802-863-7356
Essex County Jail	702 Stowersville Road Lewis, New York 12950	518-873-6970
Marble Valley Regional Correctional Facility	167 State Street Rutland, VT 05701	802 786-5830
Northwest State Correctional Facility	3649 Lower Newton Road Swanton, VT 05488	802-524-6771
Strafford County Correctional Facility	266 County Farm Road Dover, NH 03820	603-742-3310
MDC Brooklyn	80 29th Street Brooklyn, NY 11232	718-840-4200
FCI Ray Brook	128 Ray Brook Road Ray Brook, NY 12977	518-897-4000