

HANDOUT FOR INMATE FAMILY AND FRIENDS 2010 HOLIDAY PACKAGE PROGRAM GUIDELINES

The Division of Prisons will again allow packages to be purchased for inmates for the Holiday season. This year's "new" vendor, *Union Supply Direct*, will provide selected prepackaged food items that family and friends may order.

Listed below are the guidelines that will be used for the Holiday packages:

- (1) *Union Supply Direct* has been selected to supply food products for this program. Their contact information is on each order form.
- (2) **Inmates assigned to a control status (High Security Maximum Control, Maximum Control or Intensive Control) will not be allowed to participate.**
- (3) Inmates housed at a Close Custody facility will not have access to a microwave. So microwavable products offered by the vendor should not be purchased.
- (4) It will be the inmate's responsibility to send you an order form. The order form will consist of a list of items that have been approved for the inmates to receive. Some facilities may provide these forms at visitation.
- (5) It is your responsibility to complete the order form and mail, phone, fax, or order online with vendor and provide proper payment. The address, phone and fax number, for Union Supply Direct is listed on the order form. Orders may also be placed by ordering on-line at www.NCinmatepackage.com.
- (6) Orders will not be accepted on order forms that have been duplicated on a copy machine. **Order forms must be an original order blank received from the inmate.**
- (7) All orders will be accepted by the vendor from October 11, 2010 through November 19, 2010. Orders received after November 19, 2010 will not be accepted. Keep this in mind when mailing the order forms and allow several days for mail delivery.
- (8) It is extremely important that you place the inmate's name, as recorded by the Division of Prisons, as well as his/her correct prison/OPUS number, on the order form.
- (9) There is a minimum order of ten dollars (\$10.00) and a maximum amount of one hundred dollars (\$100.00).
- (10) **The total amount of products that an inmate may receive from all sources for the 2010 Holiday season is one hundred dollars (\$100.00). This total refers to the maximum allowed per inmate for the entire Holiday season from any source.**
- (11) All Mail, Phone and Fax orders will be charged six dollars (\$6.00) shipping/handling regardless of the amount ordered or shipping weight for a minimum of sixteen dollars (\$16.00) and a maximum of one hundred six dollars (\$106.00). **Web orders over \$85.00 will be shipped for free.** Web orders under \$85.00 will be charged the \$6.00 shipping/handling fee.
- (12) Two packing slips will be included inside each box and one copy will go to the inmate to verify their order.
- (13) In the event of damaged goods, it will be the inmate's responsibility to notify you of problems with the order. It will be your responsibility to contact *Union Supply Direct* at customerservcie@unionsupplydirect.com or call 877-765-7011 and request adjustments. The Division of Prisons will not be responsible for damaged goods, shortages or overages.
- (14) If packages are returned to *Union Supply Direct* due to the inmate being placed on control status, a restocking fee of \$3.00 plus the return shipping cost will be deducted from the total reimbursement.
- (15) If packages are received after the inmate has been released from prison, the facility will be responsible for re-shipping to the release plan address for the inmate.
- (16) Packages will not be received from any source other than *Union Supply Direct*. If you have questions about this program, please contact a staff member at the prison facility who will be happy to assist you.