



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Solicitation

NUMBER
COR61609

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
TARA LYLE 304-558-2544

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE
 JPay Inc.
 12864 Biscayne Blvd., Ste 243
 Miami, FL 33181

SHIP TO

DIVISION OF CORRECTIONS
 1409 GREENBRIER ST
 CHARLESTON, WV
 25311 304-558-8045

DATE PRINTED
12/26/2013

BID OPENING DATE: 01/30/2014 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 1		
				SEE ATTACHED PAGES.		
				END OF ADDENDUM NO. 1		
1		JB		946-25		
	1			INMATE BANKING SERVICES		
***** THIS IS THE END OF RFQ COR61609 ***** TOTAL:						

SIGNATURE	TELEPHONE (954) 862-6903	DATE 04/08/14
TITLE Chief Administrative Officer	FEIN 01-0756761	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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DATE PRINTED
01/28/2014

BID OPENING DATE: 02/27/2014 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
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SIGNATURE	TELEPHONE (954) 862-6903	DATE 04/08/14
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DATE PRINTED
02/03/2014

BID OPENING DATE: 03/11/2014

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
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***** THIS IS THE END OF RFQ COR61609 ***** TOTAL:						

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DATE PRINTED
03/06/2014

BID OPENING DATE: 04/01/2014

BID OPENING TIME 1:30PM

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	1			INMATE BANKING SERVICES		
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SIGNATURE	TELEPHONE (954) 862-6903	DATE 04/08/14
TITLE Chief Administrative Officer	FEIN 01-0756761	ADDRESS CHANGES TO BE NOTED ABOVE

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DATE PRINTED
03/12/2014

BID OPENING DATE: 04/10/2014 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
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TITLE Chief Administrative Officer	FEIN 01-0756761	ADDRESS CHANGES TO BE NOTED ABOVE

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03/12/2014

BID OPENING DATE: 04/10/2014

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
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TITLE Chief Administrative Officer	FEIN 01-0756761	ADDRESS CHANGES TO BE NOTED ABOVE
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State of West Virginia
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WV PURCHASING AGENCY SECTION Fax 304-558-4115

Apr 3 2014 09:34am P002/009

COR61609 1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
 TARA LYLE
 304-558-2544

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 25311 304-558-8045

DATE PRINTED
 04/03/2014

BID OPENING DATE: 04/10/2014

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
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				INMATE BANKING SERVICES		
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SIGNATURE TELEPHONE (954) 862-6903 DATE 04/08/14
 TITLE Chief Administrative Officer FEIN 01-0756761 ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

WV PURCHASING AGENCY SECTION Fax 304-558-4115

Apr 8 2014 04:44pm P002/010

COR61609

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DIVISION OF CORRECTIONS

1409 GREENBRIER ST
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 25311 304-558-8045

DATE PRINTED

04/08/2014

BID OPENING DATE:

04/15/2014

BID OPENING TIME

1:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
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				END OF ADDENDUM NO. 8		
01	1	JB		946-25		
				INMATE BANKING SERVICES		
***** THIS IS THE END OF RFQ COR61609 ***** TOTAL:						

SIGNATURE

TELEPHONE

(954) 862-6903

DATE

04/08/14

TITLE

Chief Administrative Officer

FEIN

01-0756761

ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



RFP Subject: Inmate Banking Services
RFP Number: COR61609
Vendor Name: JPay Inc.
Business Address: 12864 Biscayne Blvd.
Suite 243
Miami, FL 33181
Phone: (954) 862-6903
Fax: (305) 675-0693
Contact: Errol Feldman
Chief Administrative Officer
Email: efeldman@jpay.com

Signature:

Date:

04/08/14

Technical Proposal



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4.1. To provide the services outlined in this RFP at reasonable and market competitive transaction fees, while reducing agency's administrative and processing costs.	22
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Attachment A: Vendor Response Sheet

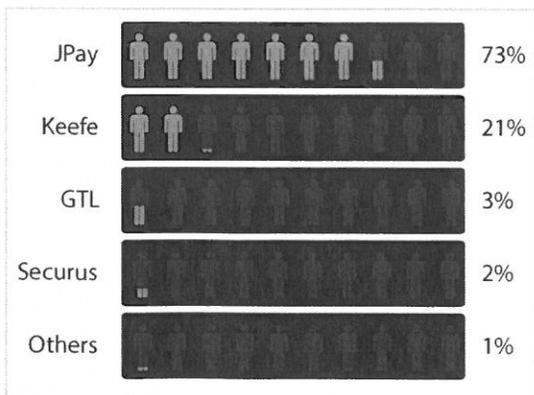
Provide a response regarding the following: firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.

Firm Qualifications



JPay is an 11 year old technology company, located in South Florida, with the single purpose of serving our nation’s state, county and federal correction agencies. Our mission is to design easy and convenient ways to assist agencies in fulfilling their mission to rehabilitate inmates and reduce recidivism while keeping the facility and community safe. Our customer base includes correction staff, inmates and their family & friends, the driving force behind our innovation and drive to succeed.

The requested services - inmate deposits and inmate release debit cards - are not just part of our “corrections portfolio,” they make up the core of our business. We are not a phone company or a commissary company and we do not offer payments as a way to stay competitive. Payments are our core, it’s what we think about when we wake up and when we go to bed.



JPays market share compared with its direct competitors



Today, JPay's payment footprint includes over 1.6 million inmates and released offenders (over 73% market share). JPay is not including other products in this calculation in order to inflate the number, we are in fact the largest processor of inmate payments in the world. In fact, JPay is expected to pass the \$1 billion mark in dollars transferred this year. No other company can come close to this volume, scalability and most importantly, experience.

In 2006, JPay implemented the first release debit card program for a state corrections agency. Since then, JPay's release card program has been implemented in twelve state correction agencies and has proven to completely eliminate the need for checks or cash at the time of release. The following states are currently utilizing JPay's release debit card program, the simplest and most effective in the market today:

- Colorado
- Florida
- Georgia
- Indiana
- Louisiana
- Michigan
- Missouri
- Nevada
- North Carolina
- Oklahoma
- Tennessee
- Virginia

Licensed Money Transmitter

JPay has invested millions of dollars in becoming fully compliant with the stringent requirements of federal and state money transmitter regulations. Becoming licensed took years to complete and in the process we entered into several consent orders relating to JPay's prior transactions. A list of such orders is provided in [Addendum A](#).

On average JPay collects over 20% of deposits from individuals residing outside of the state they are sending to. This isn't too surprising since many facilities are in remote locations close to border states. However, these deposits don't only originate in border states, they are from family and friends residing in every state. In the last year alone, over 1,337,735 of JPay's deposits were sent from individuals residing outside of the respective state Department of Corrections.

In order to process inmate payments in compliance with all federal and state regulations, the Agency's electronic payment provider must be licensed in West Virginia as well as every other applicable state in the U.S. If not, both the consumer and the Agency can be exposed to financial loss and fraud.

Since JPay has gone through the process and is licensed across the country, the Agency can be assured that they are in safe hands having JPay as their payment provider.

We are compliant with all anti-money laundering regulations, Office of Foreign Assets Control screening guidelines and the Payment Card Industry Data Security Standards (PCI-DSS). Transaction limits are enforced to ensure compliance with customer identification requirements and federal reporting levels.

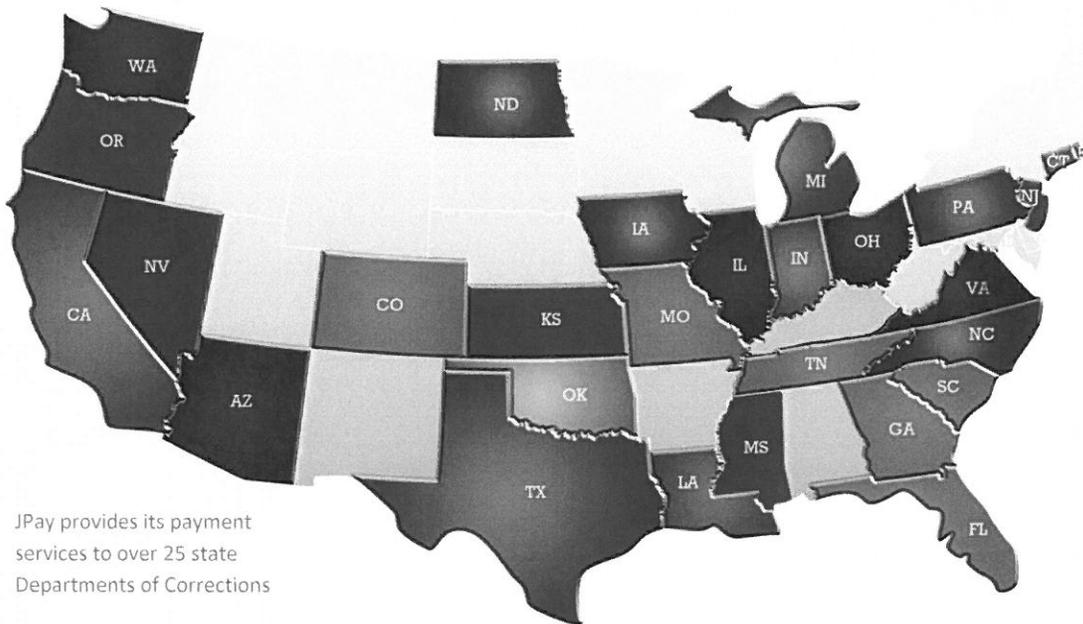


Competitive Advantage

Our product offerings and cost structure are designed to be the most advantageous for our correctional clients while providing inmates and their friends and family with a wide variety of affordable services. Our competitive advantage centers around three things - 1) Scalability, 2) Reliability, and 3) People. Each of these components distinguishes us from our competition and has proven so time and time again.

Payment Processing Scalability and Reliability

Without scalability, payment systems are susceptible to crashing due to high transaction volumes. By ignoring this critical aspect of system design, companies are exposed to periods of transaction overload. 11 years of transaction history and 99.9% uptime is a testament to the strength of JPAY's payment platform. Our systems are built to process millions of transactions through all payment channels on any given day. We prove this day in and day out by collecting and remitting virtually every payment successfully to our clients.



Outstanding Customer Service

There is a person behind every transaction, and it's our philosophy to treat each of them with the utmost care. For customers calling to make a payment or to just ask a question, a team of over 100 highly trained, extremely motivated South Floridians take calls in English, every dialect of Spanish, Portuguese, French and Creole - 24 hours a day. In fact, JPAY has been accredited by the Better Business Bureau and is proud to be the only company in corrections with an "A+" rating due to our expedient and fair resolution of customer concerns.



For facility support, a dedicated team of Help Desk Analysts are on call to assist staff at all times. Help Desk Analysts have achieved the highest level of system training, enabling them to respond to staff requests on the spot. JPAY not only vets and finds the best people to work at the company, we continue to train and grow our staff so that we can stay competitive, continually innovate and offer the best industry solutions.



Staff Qualifications

Jessica Lust – Director of Client Services



Jessica has been with JPay since February 2010 and has been the main point of contact of several of JPay’s largest state clients. She oversees JPay’s entire Client Services Team and has extensive experience supervising the team responsible for responding to facility concerns.

Description

- Heads JPay’s 12 person Client Services Team
- Directs JPay’s Help Desk in training, marketing, troubleshooting and client support
- Serves as liaison between facilities and JPay’s Development Team

Experience

Florida Department of Corrections **Jul. 2013 – Present**

- Successfully transitioned DOC to JPay as the exclusive inmate deposit vendor
- Successfully transitioned DOC’s lockbox to JPay’s lockbox
- Coordinated training on all aspects of the transition and ongoing enhancements for inmate deposits

North Carolina Department of Public Safety **Jul. 2013 – Present**

- Transitioned the agency from collecting all deposits in house to exclusively electronic through JPay in 90 days.
- Coordinated training and marketing for staff
- Answers staff inquiries concerning services and the Facility System

Tennessee Department of Corrections **Oct. 2012 – Present**

- Led the deployment of inmate deposits and release debit cards
- Responsible for ongoing product implementations and remains actively involved with the contract

Education

Coastal Carolina University, Conway, SC **Aug. 2006**

B.A. Marketing and Economics



Hezi Ben Moshe – Deployment Director



Hezi has been with JPay since October 2010 and will oversee and manage all technical elements involved in the implementation of services for the Agency. Hezi’s team is responsible for the company’s technical infrastructure, configurations, deployments and all maintenance and monitoring of applications

Description

- Oversees 12 network and system engineers responsible for implementing and supporting equipment in the field including 11 states with over 1200 PC installations
- Manages 5 network engineers that monitor offsite servers, PCs and kiosks to ensure 99.9% uptime
- Responsible for inventory team which configures and sends out digital media players to facilities across the country as well as all repairs and replacement unit tracking
- Redesigned key equipment, which resulted in a 50% decrease in per unit cost resulting in an average savings of 15-20 units per location in multi-facility rollouts
- Responsible for managing the implementation of a new Help Desk system and kiosk monitoring tool platform
- Continuously creates and manage new processes and procedures to keep IT operations and rollout plans effective and efficient

Experience

Ohio Department of Rehabilitation and Corrections **Mar. 2013 – Present**

- Successfully deployed 408 kiosks in 29 facilities
- Built remote monitoring tools for the kiosks in the field

Louisiana Department of Public Safety and Corrections **Nov. 2012 – Present**

- Successfully deployed 220 kiosks in 10 facilities
- Site tours and management of inmate kiosks

Michigan Department of Corrections **Jan. 2012 – Present**

- Successfully deployed 400 kiosks in 29 facilities
- Maintained kiosk hardware and continued software updates

Education

Bar-Ilan University, Israel **June 2009**

Master of Arts in Legal Studies

Academic College of Tel Aviv, Israel **June 2005**

Bachelor of Arts in Economics and Management



Kamil Konopka – Technical Project Manager



Kamil has been with JPay since February 2012 and will be responsible for a timely and proficient deployment of the services for the Agency. Kamil’s technical experience includes the administration of multi-phase implementations, customer-focused delivery methods and process improvement expertise.

Description

- Owns full project life cycle
- Works collaboratively with the technical, deployment, product and business teams
- Manages any external contracts and suppliers to ensure a successful installation
- Credentials include Black Belt in Six Sigma, Certified Scrum Master and Project Management Professional

Experience

Kentucky Department of Corrections **Oct. 2013 – Present**

- Liaised with DOC staff to plan and later take part in the facilities site tours providing answers on the range of services to be deployed
- Participated in the DOC transition to JPay as the exclusive offender deposit vendor by issuing project timelines and assisting with development of the Electronic Funds Transfer file layouts
- Responsible for ongoing product implementations remaining actively involved with the deployment

Ohio Department of Rehabilitation and Corrections **Nov. 2012 – Present**

- Assisted in the transition from DOC’s lockbox to JPay’s lockbox
- Monitored the technical rollout of JPay services and issued weekly dashboard to inform DOC stakeholders on the implementation progress
- Answered DOC staff inquiries concerning range of services being deployed

Indiana Department of Corrections **Oct. 2012 – Present**

- Liaised with DOC staff to coordinate and then participate in the facilities site tours to aid in the smooth rollout of the JPay inmate kiosks

Virginia Department of Corrections **Sep. 2012 – Present**

- Successfully transitioned DOC’s lockbox to JPay’s lockbox
- Liaised with DOC staff to arrange and later participate in the Phase 1 facilities site tours that preceded the installation of the JPay inmate kiosks

Education

Eastern Connecticut State University **August 2005**

Master of Science in Organizational Management

University of Lublin, Poland **May 2002**

Bachelor of Arts in English



Melvin Gerena – Product Manager



Melvin has been with JPay since March 2010 and is responsible for all financial service related products including inmate banking and release debit cards. Melvin is always looking to ensure the best-in-class service to our customers.

Description

- Manages in-life product performance and identifies innovative and creative product solutions
- Oversees all product integration/launches/changes throughout product life cycle
- Develops and conducts specialized training on new products and features for JPay’s employees and clients

Experience

Arizona Department of Corrections **Dec. 2013 – Present**

- Successfully deployed electronic trust account deposits
- Developed and implemented a new Visitation Background Check payment system

North Carolina Department of Public Safety **Oct. 2013 – Present**

- Successfully deployed electronic trust account deposits statewide

New Jersey Department of Corrections **Aug. 2013 – Present**

- Transitioned the DOC to offer JPay exclusively for inmate deposits and lockbox statewide in 60 days
- Received exceptional reviews from the State

Education

Florida International University **August 2002**

Bachelor of Business Administration



Michael Becker – Regional Account Manager



Mike works as the full time liaison between JPay and the Agency. Mike and his team train correctional staff on the use of JPay software, products and services. He maintains relationships with the Agency stakeholders and is an expert at troubleshooting and problem resolution.

Description

- Makes periodic onsite facility visits
- Assists with the enhancement of services and client communication
- Available for ongoing contract support

Experience

Florida Department of Corrections Jul. 2013 – Present

- Met and worked with high level DOC staff in order to transition JPay into the exclusive deposit vendor
- Successful transition to exclusive collection vendor for released offender payments

Louisiana Department of Public Safety & Corrections Nov. 2012 – Present

- Successfully deployed inbound and outbound email statewide in 45 days
- Received exceptional reviews from the state

Tennessee Department of Corrections Oct. 2012 – Present

- Trained facility staff prior to and during JPay’s statewide deployment of deposit services
- Participation in preliminary meetings to bring both lobby and inmate kiosks services to the state for future roll out

Additional Skills

- 10+ years’ experience of customer service in retail, phone, and online environments
- 10+ years’ experience in sales; inside sales in retail and online settings, as well as some outside sales experience in my online duties
- 3 years in tier 1 technical support for a computer security firm



Chad McGowen – Lead Trainer



Having worked at the GEO Group for many years, Chad has a deep understanding and extended experience in prison management. Since joining JPay, Chad has already managed relationships with several clients and directed statewide training initiatives include a recent exercise with Texas that encompassed all 107 facilities.

Description

- Provides extensive training as well as overall client support throughout the duration of the contract
- Serves as an additional point of contact for the Agency and can back up assigned staff as needed

Experience

Connecticut Department of Corrections **Sept. 2013 – Present**

- Executed onsite visits with business and unit staff at all DOC locations during initial launch to properly coordinate marketing efforts and maintain a seamless product integration

Virginia Department of Corrections **June 2013 – Present**

- Conducted in-depth training across three regions for over 200 intelligence officers which provided them comprehensive knowledge on how to use JPay’s Intel system to effectively execute their investigations

Ohio Department of Rehabilitation and Corrections **May 2013 – Present**

- Facilitated learning sessions with institutional staff and inmate population to create a knowledge base that insured a smooth activation

Texas Department of Criminal Justice **May 2013 – Present**

- Trained 107 facilities and over 400 staff members resulting in a major gain in staff efficiency and security benefits related to the deeper use of the system’s Intel features

Education

University of Phoenix **May 2012**

B.A. Criminology / Human Services



Monique Bivins – Help Desk Analyst



Monique recently transferred to the Help Desk from JPay’s Customer Service Department. She is available 24/7/365 to respond to inquiries and concerns from all levels of Agency staff.

Description

- Assists with client services including training, troubleshooting and overall client support for six Department of Correction agencies
- Processes supply orders for facility mailrooms
- Acts as the “go to” person for system related issues

Experience

Texas Department of Criminal Justice **Dec. 2013 – Present**

- Process supply orders through Staples to provide timely delivery of paper and toner to DOC institutions
- Coordinate with Marketing Department to ship new and reordered materials to institutions

Kansas Department of Corrections **Nov. 2013 – Present**

- Research issues reported by DOC staff members with the purpose of achieving resolution or escalation to the appropriate department
- Answer calls received into the Client Services queue, and respond to tickets received into the client services inbox

Education

University Of West Florida **July 2005**

CDA Degree



ScrumAlliance[®]
transforming the world of work

Jessica Lust

*is awarded the designation Certified ScrumMaster
on this day, **March 11th 2012** , for completing
the prescribed requirements for this certification and
is hereby entitled to all privileges and benefits
offered by the Scrum Alliance, Inc.*



[MEMBER: ██████████] [EXPIRES: 13 Mar 14]

Certified Scrum Trainer

Chairman of the Board

Project Management Institute

THIS IS TO CERTIFY THAT

Kamil A Konopka

HAS BEEN FORMALLY EVALUATED FOR DEMONSTRATED EXPERIENCE, KNOWLEDGE AND PERFORMANCE IN ACHIEVING AN ORGANIZATIONAL OBJECTIVE THROUGH DEFINING AND OVERSEEING PROJECTS AND RESOURCES AND IS HEREBY BESTOWED THE GLOBAL CREDENTIAL

Project Management Professional

IN TESTIMONY WHEREOF, WE HAVE SUBSCRIBED OUR SIGNATURES UNDER THE SEAL OF THE INSTITUTE

Deanna Landers • Chair, Board of Directors

Mark A. Langley • President and Chief Executive Officer

PMP® Number



PMP® Original Grant Date 08 June 2011

PMP® Expiration Date 07 June 2014



Project Management Institute

THIS IS TO CERTIFY THAT

Kamil A Konopka

HAS BEEN FORMALLY EVALUATED FOR EXPERIENCE, KNOWLEDGE AND SKILLS IN THE SPECIALIZED AREA OF AGILE PRINCIPLES, PRACTICES, TOOLS AND TECHNIQUES AND IS HEREBY BESTOWED THE GLOBAL CREDENTIAL

PMI Agile Certified Practitioner

IN TESTIMONY WHEREOF, WE HAVE SUBSCRIBED OUR SIGNATURES UNDER THE SEAL OF THE INSTITUTE

Deanna Landers • Chair, Board of Directors

Mark A. Langley • President and Chief Executive Officer

ACPSM Number



ACPSM Original Grant Date 18 October 2013

ACPSM Expiration Date 17 October 2016





Kamil A Konopka

*is awarded the designation Certified ScrumMaster
on this day, **November 29th 2011** , for completing
the prescribed requirements for this certification and
is hereby entitled to all privileges and benefits
offered by the Scrum Alliance, Inc.*



[MEMBER: ██████████] [EXPIRES: 29 Nov 15]

Certified Scrum Trainer

Chairman of the Board

Project Management Institute

This is to certify that

Melvin Gerena

has successfully completed all prescribed
requirements and is hereby designated as a

Certified Associate in Project Management

22 August 2007 - 21 August 2012

In testimony whereof, we have subscribed our
signatures under the seal of the Institute.



Linda Uella
Chair, Board of Directors

Gregory Salasero
Chief Executive Officer

CAPM Number: XXXXXXXXXX



Project Management Institute

Florida International University



Melvin Gerena

*Having satisfied the requirements of this program
has been granted this*

Advanced Professional Certificate in Project Management

Given this 18th day of February 2006, at Miami, Florida

*Margarita Royale, Associate Director, Operations
CBA - Executive and Professional Education, Office*

*Larry Smith, PhD., Instructor
College of Business Administration*



Past Projects

JPay has over 10 years of experience in providing web-based deposit and release card services in a correctional setting. While other companies were offering these services to support their commissary or phone contracts, JPay has been laser focused on expanding and improving the quality of these services alone. The result, more than half of all state Departments of Corrections rely on JPay to process their payments.

<p>Location and Contact Info</p>	 <p>California Department of Corrections and Rehabilitation (CDCR) Name: Irene Painter Title: Manager, Inmate Accounts Telephone: (916) 255-1036 Email: irene.painter@cdcr.ca.gov</p>
<p>Project Description</p>	<p>This is a statewide contract for inmate trust account and parolee restitution payments.</p>
<p>Service Dates</p>	<p>2008 – Present</p>
<p>Scope of Services</p>	<p>JPay began providing electronic payments for all of CDCR’s 134,160 inmates in 2005 and was the first company to do so. JPay processes 80% of all electronic trust account and parolee restitution payments for CDCR. We offer two payment categories, allowing customers to earmark their money for regular commissary funding or parolee restitution. JPay’s investigative tools are used by investigators statewide on a daily basis.</p>

<p>Location and Contact Info</p>	 <p>Colorado Department of Corrections (CDOC) Name: Jason Martin Title: Manager Telephone: (719) 226-4139 Email: jmartin@state.co.us</p>
<p>Project Description</p>	<p>This is a statewide contract for inmate trust account payments, release debit cards and inmate email.</p>
<p>Service Dates</p>	<p>2005 – Present</p>
<p>Scope of Services</p>	<p>JPay began providing payment services for CDOC in 2005 and inmate email and release cards in 2006. JPay’s release card program in Colorado is entirely customized for CDOC’s unique offender release process. All cards are activated at CDOC central office several days prior to offenders being released. To prevent the card from being used until the offender is released, CDOC places the card in a “pending activation” status. In 2012, JPay also began accepting parole payments for CDOC’s 8,774 released offenders.</p>



<p>Location and Contact Info</p>	 <p>Florida Department of Corrections (FLDOC) Contact: Jeffrey Straley Title: Bureau of Finance and Accounting Telephone: (850) 717-3850 Email: straley.jeff@mail.dc.state.fl.us</p>
<p>Project Description</p>	<p>This is an exclusive, statewide contract for inmate trust account payments and court order payments.</p>
<p>Service Dates</p>	<p>2005 – Present</p>
<p>Scope of Services</p>	<p>Originally, JPay was one of several different payment providers in Florida. After almost seven years of using multiple payment vendors, the FLDOC selected JPay as the sole provider to consolidate its inmate deposit and court ordered payment services. In July 2013, JPay began accepting all of Florida’s payments, including tens of thousands of money orders per month which were previously processed by the FLDOC. This was an enormous task, but JPay executed the transition seamlessly. Today, Florida customers get payments to their inmates faster, easier and without burdening FLDOC staff. JPay provides payments for all 101,000 inmates and 300,000 plus parole and probationers as well as release cards for all FLDOC facilities.</p>

<p>Location and Contact Info</p>	 <p>Georgia Department of Corrections (GDC) Name: Mitzi Richards Title: Manager Telephone: (478) 992-6314 Email: richam00@dcor.state.ga.us</p>
<p>Project Description</p>	<p>This is a statewide contract for inmate trust account payments and release debit cards as well as a multi-facility pilot for inmate kiosks.</p>
<p>Service Dates</p>	<p>2009 – Present</p>
<p>Scope of Services</p>	<p>JPay has been providing trust account payment and release debit card services for all of GDC’s 47,634 inmates since 2009. JPay coordinated the launch of inmate deposits in conjunction with the launch of a statewide banking consolidation. We were able to accommodate, communicate, and help apply new payment policies and procedures for family and friends. Over 100,000 release cards have been issued in Georgia to date. The release card program was customized to meet GDC’s needs so staff can activate cards from a central location before they are distributed at inmate release centers.</p>



Location and Contact Info	 <p>Indiana Department of Correction (IDOC) Name: James Basinger Title: Deputy Commissioner of Operations Telephone: (317) 232-1309 Email: jbasinger@idoc.in.gov</p>
Project Description	<p>This is an exclusive, statewide contract to provide inmate banking and release card services.</p>
Service Dates	<p>2007 – Present</p>
Scope of Services	<p>We have been providing these services since 2007, much to the satisfaction of IDOC as well as inmate friends and family. JPAY customized the release card system to meet the needs of IDOC. The system automates the loading of two specified amounts - the offender’s remaining trust account balance and gate money allowance - onto JPAY’s release debit card. All 29 facilities in the state bank separately. This contract highlights JPAY’s ability to support multiple facilities simultaneously and satisfactorily.</p>

Location and Contact Info	 <p>Louisiana Department of Public Safety and Corrections (LDPSC) Name: Suzanne Sharpe Title: Chief Procurement Officer Telephone: (225) 342-6578 Email: ssharp@corrections.state.la.us</p>
Project Description	<p>This is an exclusive statewide contract to provide inmate trust account payments, release debit card services and inmate kiosks.</p>
Service Dates	<p>2011 – Present</p>
Scope of Services	<p>JPAY has been providing these services since 2011 and currently serves all 20,000 inmates within 12 facilities. In fact, every payment directed to an inmate’s trust account is processed by JPAY and our release debit cards are given to every offender upon release. Our lobby kiosks collect payments in every facility across the state.</p>



<p>Location and Contact Info</p>	 <p>Michigan Department of Corrections (MDOC) Name: Deb Kline Title: Account Manager – Fiscal Division Telephone: (517) 780-6210 Email: klined1@michigan.gov</p>
<p>Project Description</p>	<p>This is an exclusive contract to provide inmate trust account payments, release debit card services and inmate kiosks.</p>
<p>Service Dates</p>	<p>2009 – Present</p>
<p>Scope of Services</p>	<p>Every payment directed to an inmate trust account is processed by JPay. JPay designed a suite of customized Intel features that allow MDOC staff to flag certain payments based on various criteria. For example, inmates on “watch lists” have their funds suspended for staff approval, while all other inmates in the state get access to their funds immediately. JPay customized its release debit card program to fit MDOC’s unique operational needs. MDOC gives varying amounts of allowance funds based on each offender’s eligibility. JPay’s system supports those different amounts. JPay also customized an automated system for MDOC so that released inmate funds can be debited from each regional trust account. This integration has enabled MDOC to reduce the staff hours needed to manage release cash statewide. JPay is available to all 44,113 Michigan inmates across 34 facilities.</p>

<p>Location and Contact Info</p>	 <p>Ohio Department of Rehabilitation and Corrections (ODRC) Name: Brian Wittrup Title: Contract Administrator Telephone: (740) 774-7050 x2320 Email: brian.wittrup@odrc.state.oh.us</p>
<p>Project Description</p>	<p>This is an exclusive contract for inmate money orders and inmate kiosks.</p>
<p>Service Dates</p>	<p>2010 – Present</p>
<p>Scope of Services</p>	<p>JPay has been providing inmate email for ODRC since 2010 and money order lock box services since 2012. JPay is available to all 51,712 inmates within 32 facilities and has recently completed the deployment of 400 inmate kiosks across the state. JPay customized our lock box to validate the identification of the remitter for all money orders. We verify the remitters’ names against an approved sender list and require a copy of each remitter’s ID as an added step for authentication. We do this in order to meet the needs of ODRC’s policies and regulations as they relate to remitter verification. With such a highly unique system of authentication, JPay still manages to give the user an easy experience when sending money orders to JPay.</p>



<p>Location and Contact Info</p>	 <p>Pennsylvania Department of Corrections (PADOC) Name: Mike Knaub Title: Manager Telephone: (717) 728-4035 Email: mknaub@state.pa.us</p>
<p>Project Description</p>	<p>This is an exclusive contract for inmate trust account payments, including money orders and inmate email.</p>
<p>Service Dates</p>	<p>2010 – Present</p>
<p>Scope of Services</p>	<p>Based on our strong performance, we have expanded our PADOC services from money transfer to also offer inbound email services through JPay.com (emails are printed and distributed to inmates via the mailroom). JPay started as one of many different payment providers in Pennsylvania. After piloting multiple vendors for several years, PADOC selected JPay as its sole provider. Within 30 days of consolidating, the PADOC transitioned all of their money order processing to JPay. Every payment directed to a Pennsylvania inmate trust account is processed by JPay. JPay is available to all 51,075 inmates across 27 facilities.</p>

<p>Location and Contact Info</p>	 <p>Texas Department of Criminal Justice (TDCJ) Name: Lynda Cobbler Title: Manager Telephone: (936) 437-1490 Email: lynda.cobbler@tdcj.state.tx.us</p>
<p>Project Description</p>	<p>This is a contract for inmate trust account payments and email.</p>
<p>Service Dates</p>	<p>2004 – Present</p>
<p>Scope of Services</p>	<p>JPay has been providing inmate deposit services for the TDCJ since 2004. This service has expanded dramatically since its inception. Investigators across the state are using the JPay Intel system to track inmate deposits and email. This platform of data is a critical component of the day-to-day operations for the Security Threat Group and Gang Task Forces throughout TDCJ. JPay maintains contact with mailrooms and investigators across the state on a daily basis, answering their inquiries with same day turnaround time. JPay is available to all 164,652 inmates across 115 state prison facilities.</p>



<p>Location and Contact Info</p>	 <p>Washington Department of Corrections (WADOC) Name: Devon Schrum Title: Director of Security Telephone: (360) 725-8835 Email: dlschrum@doc1.wa.gov</p>
<p>Project Description</p>	<p>This is a contract for inmate trust account payments, parole and probation payments and inmate kiosks.</p>
<p>Service Dates</p>	<p>2010 – Present</p>
<p>Scope of Services</p>	<p>Since 2010, JPay has been available to all 18,212 inmates within 13 facilities. JPay was able to customize our inmate deposit service based on WADOC’s unique needs. To accommodate trust accountants, we designed a payment platform which allows inmates to transfer funds from their spendable account into a JPay media account. We then extended this functionality to friends and family, enabling them to place “JPay Credits” directly into the inmate’s media account online or over the phone. The program has been very successful. We process five different types of funds for inmates in Washington: (1) funeral payments, (2) medical payments, (3) postage payments, (4) education payments, and (5) inmate spendable account payments. This is another example of a customized solution that JPay provides. Friends and family can designate what type of payment that are making, JPay then reports this information to the WADOC, enabling them to disperse the payments seamlessly. JPay also supports WADOC’s community corrections program, helping to process interstate compact payments and cost of supervision fees more efficiently.</p>

List project goals and objectives contained in Section 4, subsection 4.

In addition to accomplishing every Agency requirement and project objective, JPay’s goal is to convert every physical payment into an electronic one whether it is a trust account or a parole payment while providing outstanding customer service to the Agency and to the friends and family members of inmates. By doing so, we create tremendous value for the Agency while providing a central platform for our customers to make a payment at a competitive rate. We believe, that unlike any other company, JPay has the infrastructure and drive to accomplish this formidable task.

- 4.1. *To provide the services outlined in this RFP at reasonable and market competitive transaction fees, while reducing Agency's administrative and processing costs.*

JPAY offers the lowest fees in the industry without compromising the quality of service provided to the Agency. By partnering with JPay the Agency can be certain that the goals and objectives of this RFP will be met without compromise.

We are able to accomplish the difficult task of maximizing efficiency while keeping fees low because the requested services – inmate banking and debit release cards – are not just part of our “corrections portfolio,” they are the sole reasons JPay was founded and make up the core of our business. It is for this reason that more than half of the country’s Departments of Corrections have chosen JPay to be their service provider.



- 4.2. *To pay a commission rate to the Agency that will be deposited into the Inmate Benefit Fund, a fund providing additional benefits to the inmate population that are not mandated by law. The commission rate quoted by the Vendor will not be included in the bid evaluation process.*

JPay understands and agrees to comply with this requirement.



Attachment B: Mandatory Specification Checklist

5.1 Web Portal Deposits:

- 5.1.1 Vendor shall provide a web portal deposit system for depositors to submit monetary, real time deposits to the inmate accounts.

Web Portal Deposits



JPAY offers customers more than just the ability to make a payment from a website, we offer our customers an engaging and content-rich experience. We are fortunate to have a customer base that praises us on social media outlets, blogs and by word of mouth. For proof, we urge you to visit our Facebook page to see what our customer base has to say about us. You will run across the word "love" more often than you'd expect. JPAY is also the only company in corrections with an A+ rating from the Better Business Bureau.

In the past five years, JPAY's website has serviced more than 30 million customers, who have viewed close to 1.5 billion pages - and this number continues to grow. With statistics like this, the Agency can be certain that they are partnering with a company who understands the customers' needs and offers the very best online experience for people wishing to make inmate deposits.

The homepage of JPAY.com is designed to draw in new users by quickly letting them know they are in the correct place. The customer does not have to endure the hassle of trying to find the "corrections" category or the "payments" section of the site. Since JPAY's core business is correctional payments, customers will not have a hard time making inmate deposits.



Inmate Search

A deposit begins with finding the inmate in our system. Search is easy and fast. The system provides search results within milliseconds. If the inmate ID number is not entered correctly and an exact match is not found, the system searches for all inmate ID numbers with similar characters and will present the customer with a list of inmate names/IDs to choose from. Typically, the user finds their desired inmate in the first search and very little fall off is experienced during sign up.

Send money to your loved one in state prison. **Email** your cousin in county jail. Chat with a friend using **video visitation** or give the gift of **music** with the JP4® player.

Sign up and start today

First find your offender

West Virginia

×

Next

Don't know the ID #?

Search Results

Selected State: "West Virginia"

Select your Inmate/Offender 1 of 2 pages Next ▶ Las

Name	ID	Agency
John Mayfield	1123496	West Virginia State Prison System
Robert Williams	1201234	West Virginia State Prison System
Denique Clark	1212341	West Virginia State Prison System
Rodney Wilson	1212347	West Virginia State Prison System
Jorge Ruiz	1123439	West Virginia State Prison System

Registration

Once the correct inmate is selected, the system prompts the user to set up a free account. Only an email address, password and security question are required to set up an account. Account creation is simple so customers can seamlessly continue with their transaction.

Registration

✓ Offender: **John Mayfield (1123496)** [BACK](#)

Create an Account

Email Address

Confirm Email

Password

Confirm Password

Choose a security question

▼

Answer

By selecting this box I agree to JPay's Terms & Conditions

Register



Making a Deposit

Once registered, the customer can make a deposit. New customers provide a Visa or MasterCard branded credit or debit card as opposed to returning customers who simply choose which card to use from a drop down box as shown below.

Send Money

How much would you like to send?

\$ **Next**

Recurring Payments
See History

Send Money Step 1 Step 2 Step 3

✓ Offender: **John Mayfield**
#1123496
West Virginia State Prison System

Continue

Send Money Step 1 Step 2 Step 3

Payment Method

Select card ▾

Card Validation Code [What is this?](#)

[Add a credit card](#)

Enter Amount \$

Back **Continue**

Send Money Step 1 Step 2 Step 3

Payment Verification

Offender Name	John Mayfield
Offender ID	1123496
Offender Location	West Virginia State Prison System
Card Information	Melissa Mayfield
Card Number	#####2730, Exp Date 06/2019
Payment Amount	\$75.00
JPay Fee	\$
Total Charge	\$

Back **Submit**

Receipt

Once the payment is submitted, the website shows a confirmation of the transaction.

Send Money

Success
Your payment has been processed.

Receipts for all transactions will be delivered to the email address associated with your account.

Confirmation number: 32829715



An email receipt is also sent to the customer's email address.

From: JPay Support [mailto:DoNotReply@JPay.com]
Sent: Thursday, February 24, 2014 6:19 PM
To: Melissa Mayfield
Subject: JPay Transaction Confirmation

Dear MELISSA MAYFIELD,

Thank you for using JPay. Please let this receipt serve as confirmation of your transaction.

Confirmation Number: 32829715
 Recipient's Name and ID: JOHN MAYFIELD, 1123496
 Correctional Agency: West Virginia State Prison System
 Correctional Agency Address: White Sulphur Springs, WV 24986
 Date of Transaction: 2/26/2014 6:16:37 PM
 Sent Amount: \$ 75.00
 Fee Amount: \$ 
 Sales Tax: \$ 
 Total Amount: \$ 

RIGHT TO REFUND: You, the customer, are entitled to a refund of the money to be transmitted as the result of this agreement if JPay Inc. does not forward the money received from you within 10 days of the date of its receipt, or does not give instructions committing an equivalent amount of money to the person designated by you within 10 days of the date of the receipt of the funds from you unless otherwise instructed by you.

If your instructions as to when the moneys shall be forwarded or transmitted are not complied with and the money has not yet been forwarded or transmitted, you have a right to a refund of your money.

If you want a refund, you must mail or deliver your written request at JPay Inc., Attn: Customer Service, 12864 Biscayne Boulevard, Ste. 243, Miami FL, 33181 USA. If you do not receive your refund, you may be entitled to your money back plus a penalty of up to \$1,000 and attorney's fees pursuant to Section 2102 of the California Financial Code.

This is an auto-notification email, please do not reply to this message.

If you have questions, please contact JPay Customer Support at support@jpay.com.

Recurring Deposits

JPay provides a very popular option for senders who want to send the same amount every month. Our recurring payments feature, unique to JPay only, gives the sender an added convenience of setting up monthly, biweekly or weekly deposits. The customer simply sets up the schedule and the system processes the deposit on the designated date.

Recurring Payment

Step 1
Step 2
Step 3

Payment Method

Select Card Master Card (2730, expires 06/2019) ▾

Validation Code ●●● [What is this?](#) [Add a credit card](#)

Enter Amount 75.00

Recurring Start Date Repeat

February 2014						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	1
2	3	4	5	6	7	8

Weekly
 Every Two Weeks
 Monthly

Back
Submit



Transaction History

Customers can retrieve their transaction history easily on any interface they are accessing, whether it's via the web, mobile app or our IVR system. Statements are provided with details for each transaction reducing unnecessary calls to our call center and to the Agency from customers with transaction inquiries.



Transfer History

[Show latest transactions](#)

Date	Confirmation #	Offender Name	Amount	Status
02/26/14	27113846	JOHN MAYFIELD	\$ 35.00	Cancel ▲
02/26/14	32829715	JOHN MAYFIELD	\$ 75.00	Sent
12/26/13	45145114	JOHN MAYFIELD	\$ 36.00	Sent
11/22/13	52451151	JOHN MAYFIELD	\$ 94.00	Sent
10/22/13	01545116	JOHN MAYFIELD	\$ 95.00	Sent
10/06/13	20255125	JOHN MAYFIELD	\$ 45.00	Fail ▼

[Print Version](#)

Profile Management

Customers can manage their JPay account at any time by logging in and clicking on the "My Account" tab. JPay customers can at any time:

- Update their email address
- Reset their password
- Add or remove an inmate from their account
- Update their credit card information
- Add or delete an existing credit card
- Sign up for email notifications
- Contact JPay for support ... and much more!

My Profile

My Profile

Inmate Information

Add Phone Number

Payment Methods

Change Password

Email Preferences

First Name	<input type="text"/>
Middle Initial	<input type="text"/>
Last Name	<input type="text"/>
Date of birth	## ▾ ## ▾ #### ▾
Address	<input type="text"/>
City/Town	<input type="text"/>
Country	<input style="border-bottom: 1px solid #ccc; width: 100%;" type="text"/>
State/Province	<input style="border-bottom: 1px solid #ccc; width: 100%;" type="text"/>
Zip/Postal Code	<input type="text"/>
Phone (xxx-xxx-xxxx)	<input type="text"/> Add/Delete
Save	



Mobile Deposits



The mobile revolution is here to stay! The average consumer in the US is spending more time than ever using mobile devices. In fact most users average two hours and 42 minutes on their mobile device each day.

Today, more than 45% of our customer base accesses JPAY from a mobile device. This trend has inspired JPAY to remain closely focused on developing new and innovative solutions for mobile environments. JPAY is the only corrections company with a mobile app that allows our customers to make a deposit, check deposit status, and manage their JPAY account all on the go.

Users consistently remark that the mobile app is simple to understand and easy to navigate. In fact, the mobile app has been so popular that since launching in 2013, JPAY has averaged more than 100,000 active app users monthly (and growing). The app is available for Android and iPhone, and downloading is quick and easy from Google Play or the Apple App store. Once downloaded, users can create an account and make a deposit in a few easy steps.



Registration

The signup process begins with the user setting up a free account. Only an email address and password are required to set up an account.

The screenshot shows a mobile application interface for 'Jpay'. A modal window titled 'Add Profile' is displayed over the main app screen. The modal contains the following fields: 'First name', 'Last name', 'Country' (with a dropdown arrow), 'Address', 'City', 'Zip code', 'Date of birth', and 'Phone number'. At the bottom of the modal are two buttons: 'Cancel' and 'OK'. The background app screen shows a blurred view of the main interface with 'VIDEO' and 'MUSIC' buttons.

Inmate Search

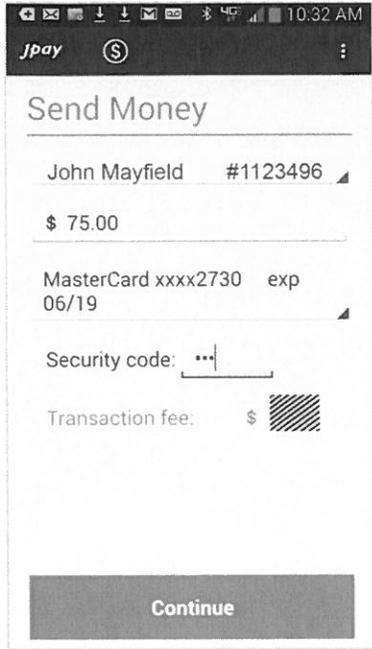
The user must then locate and confirm the inmate name and ID. If ID is not entered correctly, the system searches for all ID numbers with similar characters and will present the customer with a list of inmate names/IDs to choose from. This feature is unique to JPay and greatly enhances the user's experience.

The screenshot shows the 'Find Offender' modal in the Jpay app. The modal has a title 'Find Offender' and a dropdown menu currently set to 'West Virginia'. Below the dropdown is a text input field containing the number '1234'. At the bottom of the modal are 'Cancel' and 'OK' buttons. The background app screen is blurred, showing 'VIDEO' and 'MUSIC' buttons.



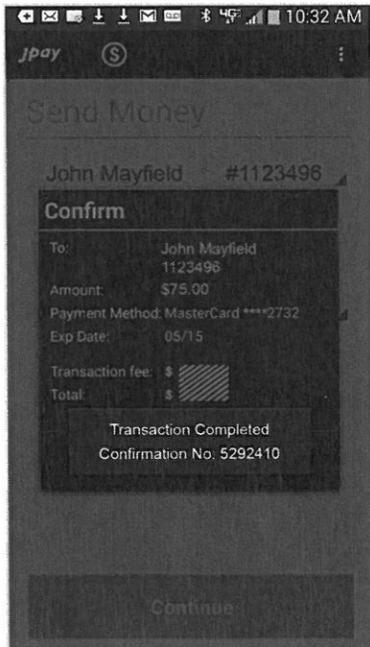
Making a Deposit

Making a deposit is just as effortless as registering and finding the user’s inmate. The user selects the inmate and enters the deposit amount. The app prompts the user to enter the credit/debit card information, or if a card is already on file, enter the card’s CVV code. The transaction is displayed to the customer before the transaction is processed.



Receipt

Once the deposit is submitted, the app shows a confirmation of the transaction, and finally, an email is sent to the email address on file with a receipt of the transaction.





Transaction History

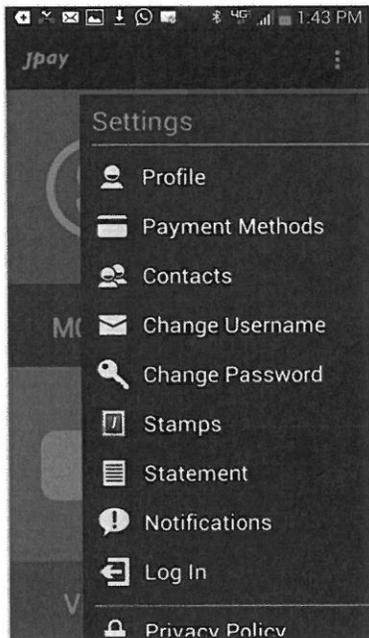
Customers can retrieve their transaction history easily on any interface they are accessing, whether it's via the web, mobile app or our IVR system. Statements are provided with details for each transaction reducing unnecessary calls to our call center and to the Agency from customers with transaction inquiries.



Profile Management

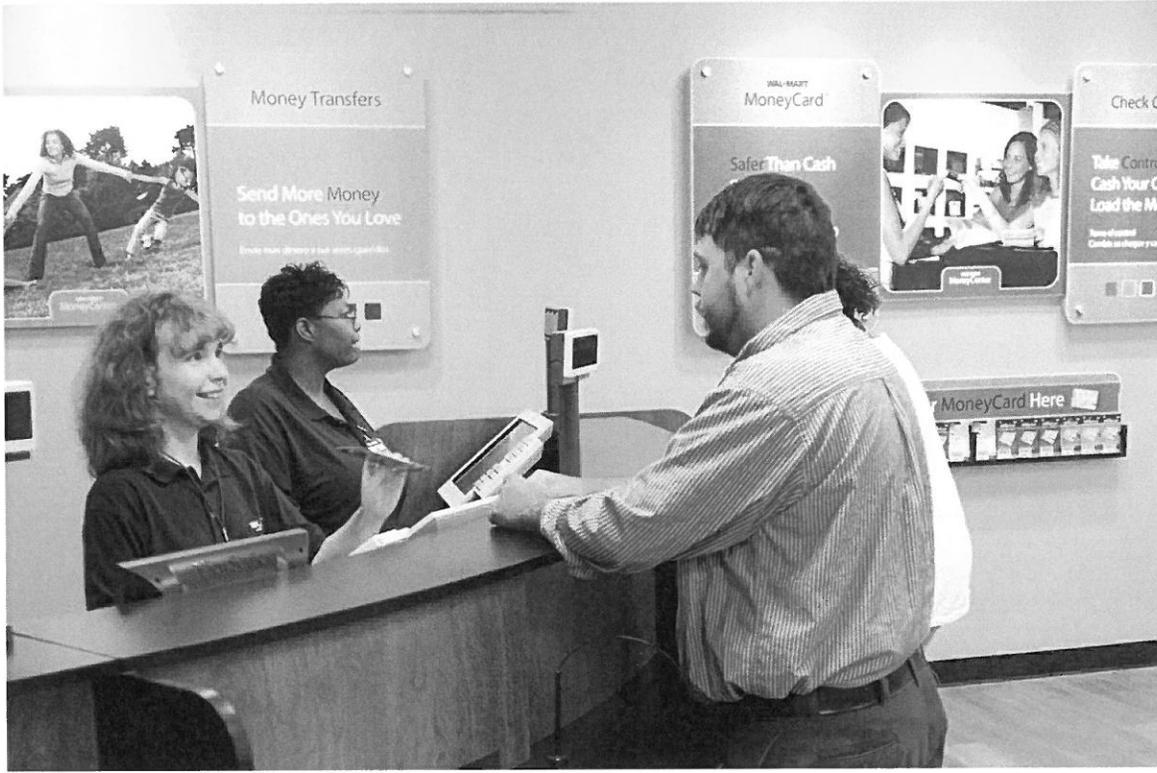
Mobile users can manage their JPay account at any time by logging in and clicking on the “Settings” menu, where they can:

- Update their email address
- Reset their password
- Update their credit card information
- Add a new credit card
- Sign up for notifications
- Access JPay’s FAQs ... and much more!





MoneyGram® Walk-In Payments



JPay and MoneyGram® have partnered exclusively to provide an additional cash deposit channel for inmate friends and family. This partnership, in place for over 10 years, produces many significant benefits. For example, JPay is available at every Walmart and CVS in the country. Also, we have become the only company to offer walk in payments in a way that fully complies with the states' strict guidelines on money transmission. MoneyGram, one of the largest cash payment agent networks in the world, offers a walk in option that is by far the best value proposition for West Virginia family and friends.

JPay is the sole provider of MoneyGram deposit services for corrections. This partnership, in place for over 10 years, produces many significant benefits. For example, JPay is available at every Walmart and CVS in the country. Also, we have become the only company to offer walk-in payments in a way that fully complies with the states' strict guidelines on money transmission. MoneyGram, one of the largest cash payment agent networks in the world, offers a walk in option that is by far the best value proposition for West Virginia family and friends.



Convenient Locations

A customer has the unique ability to walk into any of MoneyGram’s 98 West Virginia retail locations (nearly 50,000 nationwide) to make a deposit to an inmate’s account.

MoneyGram outlets include:



Outlet	Number of Locations in WV
Walmart	38
CVS	50
Other	10
Total	98

MoneyGram gives customers the convenience of sending money at locations that are trustworthy and safe, typically at a big box retailer as opposed to a check cashing storefront. JPay is fully integrated into the MoneyGram Point of Sale network and has special mechanisms to verify payment information at the checkout line, in real time.

At each MoneyGram point of sale, JPay validates:

- Inmate name
- Inmate number
- Inmate location
- Sender name

JPay and MoneyGram offer not only the best selection of outlets, but also the most accessible to friends, family and released offenders needing to make payments. In fact, many MoneyGram stores are open 24 hours a day and well lit, meaning customers are comfortable going into a CVS at midnight as opposed to a check cashing store.

Easy Deposits

Making a deposit is easy. MoneyGram, unlike its competition, has not shied away from training and promoting correctional payment services to its staff. This has made the customer experience outstanding as opposed to competing outlets.



There are also other ways to use MoneyGram. At CVS for example, customers use the red phone at the cash register to make the payment. This eases the burden on the agent and dials straight into the MoneyGram call center.



5.1.2. *Vendor's web portal deposit system must post deposits on-line and in real time to the inmate accounts.*

Online Posting

Depending on the Agency's preference, deposit information can be transmitted by batch mode (FTP) each day or via web services. In both methods, as soon as the deposit is sent to the Agency details of each individual transaction is available on the Facility System for Agency staff to access.

Posting in Real Time

If the state desires to receive payments in real time, individually (as opposed to daily lump sum batches), JPay can utilize APIs and web services to accomplish the task. This type of integration is currently in place with the New York City Department of Correction.

5.1.3. *Vendor's deposit system must have the ability to be posted in batch mode to increase the efficiency of the process.*

Batch Mode

With almost every client, JPay disperses and posts funds in batch mode. In most states the batch system is utilized because it is easy to set up and allows for exception handling. At the end of each day, JPay sends a file containing each deposit made in the past 24 hours. In addition to verifying the inmate's information at the time of deposit, an additional inmate name and number check is performed on the outgoing file to ensure no mistaken payments are sent. The deposits are then automatically uploaded to inmate accounts as soon as the file is accepted.



- 5.1.4. *Vendor's deposit system must interface/integrate with the Agency's current inmate accounting system. Vendor shall pay any costs associated with said interface.*

Integration

No other company in the corrections marketplace has as much experience interfacing with both homegrown and off-the-shelf inmate accounting systems. JPay currently interfaces with 27 state Department of Correction agencies for inmate deposits. JPay assumes all costs associated with integration.

- 5.1.5. *Provide a web portal deposit system that is user-friendly, simple to access, and simple to navigate.*

User-friendly and Simple

JPay prides itself on usability and understands that many inmate friends and family are not necessarily internet savvy, and this may be their first experience with some of the technology we offer. Because of this, we make every effort to ensure that the systems we put in front of our customers are easy to use and simple to navigate. JPay offers a wide array of convenient payment methods designed to make the entire experience quick and easy. By taking customer and correction staff feedback to heart, each of these payment channels has been fine-tuned over the years to perfection. In addition, each channel is entirely compliant with money transmission laws and PCI Data Security Standards. As a result, JPay has one of the best reputations in the business. JPay offers web, mobile, call center, walk-in and money order payments for inmate deposits.



5.1.6 Provide 24/7/365 toll free customer service center to assist individuals in using the web portal deposit system.

24/7/365 Customer Support



JPay's Customer Service Department never closes and is an integral aspect to our service offering – we believe that every customer, regardless of their circumstance, should be treated with respect and care. By offering superior customer support, JPay has achieved remarkable loyalty ratings across our customer base.

In House Call Center

JPay knows our in-house customer service agents are central to our success, and we continue to invest in training to help them effectively handle calls and inquiries. At our South Florida headquarters, JPay employs more than 100 customer service professionals who are dedicated to answering phones and emails around the clock, 365 days a year. They are supported by a supervisory staff that helps ensure that a user's experience on the phone is rock solid.

If a caller has a service issue, the matter is escalated and resolved immediately. Communication is everything! Being in South Florida, our representatives can speak just about every dialect of Spanish, Portuguese, French and Creole. This ability is an important aspect when communicating with customers or released offenders who might need help with their payment or release card.



In-House Training

What sets our service and support apart is our in-house quality control and training, which allows us to easily bring on new correctional agencies and respond quickly to business changes or new customer needs. We continuously monitor calls to ensure minimal hold times, excellent customer/agent interaction and caller satisfaction. And finally, we have built support teams that specialize in key aspects of the business, including business support, resource planning, trending, implementation and customer email.

Social Media Support

Our customer service extends to our Facebook page, our blog and the JPay Friends & Family Forum. These websites attract and assist countless people with information and emotional support. Over 150,000 friends and family have not only liked our Facebook page, but they engage daily with posts and pictures, giving each other helpful tips and answering questions.

- 5.1.7. Vendor must provide a system that allows Agency the ability to view within the link analysis all transactions in a quick and easy view manner.

The Facility System

Customer Support for assistance.'"/>

All transactions are stored securely in JPay's databases and made accessible to the Agency via a secure web portal, called the Facility System. The Facility System is used by Agency staff to administer all of JPay's products and services including trust account payments, release debit cards and Intel. The system provides reports and transaction details for all payments and release cards. In addition, the site provides features that allow investigators to better detect and investigate crimes. All of JPay's features and services are administered through this central, user-friendly system.

The Facility System provides the Agency staff with an array of options to review, confirm or reject transactions. JPay has developed many tools over the past decade that effectively control and restrict the flow of funds to specific inmates and/or from specific customers.



The Intel System



JPay’s Intel System is unparalleled in the industry. While our competitors offer a network map as their sole intelligence tool, JPay is the only company in corrections to provide a comprehensive Intel System for tracking transactions. This service has helped recapture escapees, prevent attacks on inmates and officers, broken up gang and fraud rings and more. Simply put, the engine takes millions of financial records and identifies critical, previously undetectable relationships. The information can be securely accessed anytime by Agency investigators using JPay’s tools. JPay’s Intel System includes search functionality and reports that enable investigators to easily detect inmate to inmate communication, identify suspicious depositor activity, set up multiple alerts and map all of the data graphically.

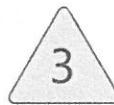
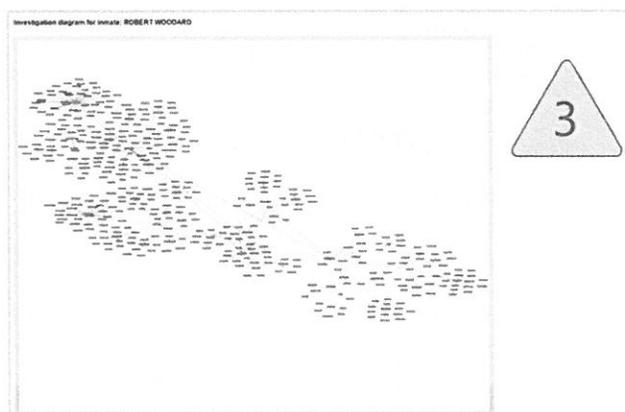
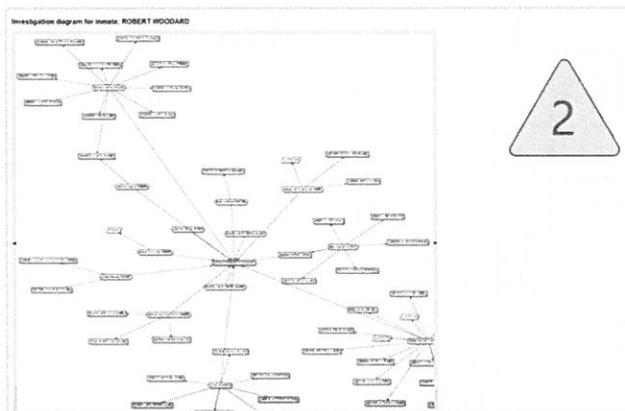
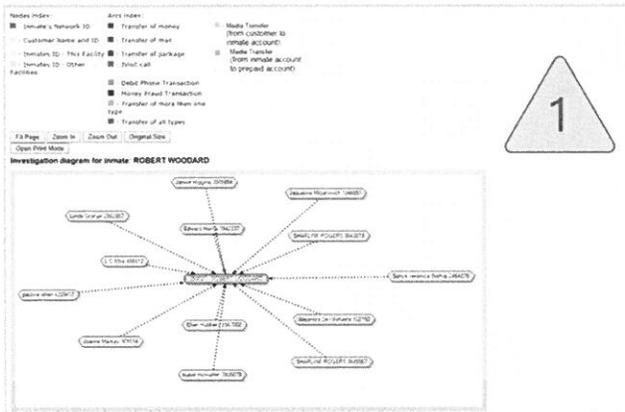
Graphical Mapping

What used to take investigators countless hours is now accomplished with the click of a button, using a subset of data far greater than any human can analyze. With the Intel mapping feature, investigators can quickly see an inmate or customer’s transactional network, saving hundreds of hours researching an incident.

Investigators can use this tool to identify gangs or other Security Threat Groups. Financiers or other members of the group on the outside are not only identified but their full transaction history is displayed, including detail about funds sent to inmates at other agencies which JPay serves.



The following illustrations show who transmits money to whom, who receives from whom, and how each of the linkages can be expanded into larger networks of inmates and customers. The maps below show “1, 2 and 3 Degrees of Separation.”





Watch Lists

Using the Facility System, a user interface for the Agency to administer all of JPay’s services, staff can add customer or inmate names to various watch lists. When payments are made from or to these specified customers or inmates, the system is configured to either reject or suspend such deposits until further review by Agency staff. The illustration below shows what the Agency staff sees when adding inmates to the watch list.

Watch List

Add the following information:

Offender ID	1123496
Offender Name	JOHN MAYFIELD
Destination Mail Bucket	Default Bucket ▼
Mail Watch List Enable	<input type="checkbox"/>
Mail Watch List Reason	
Money Watch List Enable	<input checked="" type="checkbox"/>
Money Watch List Reason	FOR ALL FUNDS THAT ARE DEPOSITED FOR THIS OFFENDER, THE SYSTEM WILL AUTOMATICALLY WITHOLD THE FUNDS UNTIL FURTHER REVIEW.

Customized Alerts

Agency staff can customize their own set of alerts based on inmate and customer activity. For example, a staff member may choose to receive an alert if multiple inmates are receiving money from one customer. The JPay system will alert the staff member via email whenever this customer uses the system to send a payment to an inmate. Investigators can also register to receive email alerts every time a transaction or account balance exceeds a designated amount. Setting up alerts is quick and easy in the user-friendly Facility System. This introduces an unprecedented level of detection capability to correctional staff.

Officer Wayne Smith

From: contact@jpay.com
 Sent: Mon, Feb 24, 2014
 To: Officer Wayne Smith
 Subject: Suspicious
 Attachments: 001564.jpg

New items have matched one or more of the suspicious criteria you have inserted. Please review the following information:

Suspicious Criteria Feature: Money
 Facility Scope: FacilityID
 Facility Value: 49

A customer sent money to an Offender:
 Offender ID: 1123496
 Offender Name: JOHN MAYFIELD
 Customer Name: Melissa Mayfield
 Amount Sent: \$75.00
 Date: 02/24/2014 09:55:42 AM



Router Detection

One of the most popular tools on the Facility System used by investigators today is called Router Detection. This function allows investigators to identify customers or inmates who sent to or received funds from a specified amount of people.

The following illustration depicts a search result based on actual data for all customers who send money to more than eight different inmates.

Router Detection

Inmates
 Customers

Show all customers with more than direct linked inmates

Without Cash Transactions
 Include Fraud Transactions

[View Senders](#)

Customers with more than 8 direct linked inmates

Customer	Customer ID	Num of Direct Connections	
Sheila Howard	1038971	8	show network
Antoinette Chambers	1038972	8	show network
Julie Proveaux	1038973	8	show network
Dorothy White	1038974	8	show network
Patricia Ghoens	1038975	8	show network

Conversely, the user can search for a list of all inmates who receive payments from more than eight different customers.

Router Detection

Inmates
 Customers

Show all customers with more than direct linked customers

Without Cash Transactions
 Include Fraud Transactions

[View Inmates](#)

Inmates with more than 8 direct linked customers

Inmate ID	Num of Direct Connections	
0337783	8	show network
0337784	8	show network
0337785	8	show network
0337786	8	show network
0337787	8	show network



From either list, the Agency user can click any one of the inmates or customers listed in the search results, and the system will by default display all relevant customer and inmate data.

Show Inmate's Network

Inmate ID: Level:

Without Cash Transactions Show data as map Show data as table
 Include Fraud Transactions

[Repaint Network Diagram](#)

Page 1 of 2

From	To	Link Type
Byrant Goodman 435330	Shakim Williams 0333803	Money
Jake Davis 435331	Shakim Williams 0333804	Money
Jason Mullsen 435332	Shakim Williams 0333805	Money
Lewis Williams 435333	Shakim Williams 0333806	Money
Mark Shaw 435334	Shakim Williams 0333807	Money

Next 2 > Last Page >> Export to Excel

In order to facilitate comprehensive searches and sorting, the system allows the user to export the data results to Excel, as illustrated below:

	A	B	C	D	E	F	G
1	Level 1 Intel Network Data for ID .Date Created:9/24/2012 3:25:29 PM						
2							
3	From (ID)	From (Name)	To (ID)	To (Name)	Link Type	Comment	
4	4353350	byrant goodman	333803	SHAKIM WILLIAMS	Money		
5	2750419	Jake Davis	333803	SHAKIM WILLIAMS	Money		
6	2907012	Jason Manus	333803	SHAKIM WILLIAMS	Money		
7	1671302	Lewis Williams	333803	SHAKIM WILLIAMS	Money		
8	2871809	mark shaw	333803	SHAKIM WILLIAMS	Money		
9	946292	May Pinckney	333803	SHAKIM WILLIAMS	Money		
10	1512091	virginia williams	333803	SHAKIM WILLIAMS	Money		
11	1988049	Willie Johnson	333803	SHAKIM WILLIAMS	Money		
12							

Not only does JPay's system completely give Agency staff the ability to track who is sending to whom, but our Facility System makes it extremely easy to access, customize and manage this data.

In-Depth Search Ability

Facility staff can also lookup specific transactions or the complete history of an inmate or depositor's activity. Transactions can be researched by entering any of the following search criteria:

- Inmate first, last or full name
- Inmate ID
- Customer first, last or full name
- Customer account ID
- Customer IP address
- Batch number
- Transaction number
- Customer phone number



As an example, if the Agency staff chooses to search by customer, the sub-menu selection provides the ability to search by the customer's first name, last name, full name, account ID or their IP address.

Search by Money

Customer - Select -

- First Name
- Last Name
- Full Name
- Account ID
- IP Address

Show Older Transactions

5.1.8. *Vendor shall resolve all problems with depositing/receiving funds within a 24 hour period.*

After more than 11 years of processing deposits, we have perfected our system so that transmission problems rarely occur. We conduct extensive quality assurance testing and ensure that sample deposits are processed and received correctly before going live. In the unlikely event of a problem, JPay promises to resolve the issue within hours, but issues are typically resolved within minutes. Note that JPay guarantees all funds and takes full responsibility for any chargebacks, fraudulent transactions or misdirected payments.

5.1.9. *In order for depositors to identify inmates, Vendor's system shall contain the inmate's name, DOC ID number, and any other pertinent information requested by the Agency. Vendor's deposit system must interface/integrate with Agency's current inmate information system. Vendor shall pay any costs associated with said interface.*

Each day, JPay receives a data file from the Agency listing all requested inmate identification fields (name, ID, housing location). Customers will not be able to add an inmate to their account or send a deposit until our system has verified that the inmate is still in custody and appears on the Agency's file.

If a customer accidentally types an incorrect ID, the next screen will display the ID along with the inmate's full name for confirmation. This provides redundancy and reduces the likelihood of funds going to the wrong inmate. If the customer enters an ID that is missing a digit, our system will search for all inmate ID numbers with similar characters and present the customer with a list of inmate names/IDs to choose from. JPay assumes all costs for this interface.



5.1.10 Vendor must provide printable receipt/ confirmation to depositors, or the option to have receipt/ confirmation emailed to depositor.

Receipts



There are many requirements and specifications for a money transmission license in any given state. Providing receipts is one of these requirements, which is no easy task. If a receipt is not provided to the customer, in the format and context required by a particular state regulator, the company can be fined and even lose its license. Since specific language is required depending on where the customer is located, JPay has developed an intricate receipt process to satisfy each state's requirements.

Web & Mobile Receipts

JPay provides its web and mobile customers with email receipts for every transaction executed. These email receipts can be printed. Statements and account history can also be accessed at any time.

<p>From: JPay Support [mailto:DoNotReply@JPay.com] Sent: Thursday, February 24, 2014 6:19 PM To: Melissa Mayfield Subject: JPay Transaction Confirmation</p> <p>Dear MELISSA MAYFIELD,</p> <p>Thank you for using JPay. Please let this receipt serve as confirmation of your transaction.</p> <p>Confirmation Number: 32829715 Recipient's Name and ID: JOHN MAYFIELD, 1123496 Correctional Agency: West Virginia State Prison System Correctional Agency Address: White Sulphur Springs, WV 24986 Date of Transaction: 2/26/2014 6:16:37 PM Sent Amount: \$ 75.00 Fee Amount: \$ ████████ Sales Tax: \$ ████████ Total Amount: \$ ████████</p> <p>RIGHT TO REFUND: You, the customer, are entitled to a refund of the money to be transmitted as the result of this agreement if JPay Inc. does not forward the money received from you within 10 days of the date of its receipt, or does not give instructions committing an equivalent amount of money to the person designated by you within 10 days of the date of the receipt of the funds from you unless otherwise instructed by you.</p> <p>If your instructions as to when the money shall be forwarded or transmitted are not complied with</p>	<p style="text-align: right;">10:32 AM</p> <p>JPay Transaction Confirmation</p> <p>To: melissamay@hotmail.com Dear MELISSA MAYFIELD,</p> <p>Thank you for using JPay. Please let this receipt serve as confirmation of your transaction.</p> <p>Confirmation Number: 328297105 Recipient's Name and ID: JOHN MAYFIELD, 1123496 Correctional Agency: West Virginia State Prison Correctional Agency Address: White Sulphur Springs, WV 24986 Date of Transaction: 2/24/2014 6:16:37 PM Sent Amount: \$ 75.00 Fee Amount: \$ ████████ Total Amount: \$ ████████</p> <p>RIGHT TO REFUND: You, the customer, are entitled to a refund of the money to be</p> <p style="text-align: center;"> </p>
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5.1.11. Vendor shall provide sufficient promotional and training material to the Agency, the inmate population, and depositors.

Promotional Materials



JPay provides a cost-free and comprehensive marketing program to inform inmates, inmate friends and family and released offenders about our services. Some marketing campaigns are designed to introduce the service while others are specific to increasing adoption. All marketing campaigns are in English and Spanish and are provided at no cost to the Agency. JPay submits all marketing materials to the Agency for review and approval before distribution.

Print Campaigns

JPay provides thousands of posters, flyers, prepaid post cards for inmates to send to their families and other materials critical for getting the word out. Print campaigns are managed and fulfilled in our South Florida headquarters where posters, flyers and any other media are boxed and shipped. JPay can ship to each institution as well as to central office. We also follow up to ensure boxes are received and print material is distributed throughout the facility.

Marketing materials can contain information on pricing, accessibility, JPay's lock box, the turnaround time for money orders to post, and any other Agency policy and procedural information deemed necessary to notify the population. In other words, JPay can customize the material to meet the needs of the Agency.



Web Campaigns

In addition, a web campaign is entirely necessary for introducing electronic payments to inmate family and friends. JPay suggests providing information and a link on the Agency's homepage which will inform customers about the service as well as notify money order senders of the new lock box address.

JPay can also add a payment button directly on the Agency website so payments can be made without leaving the site. JPay can also offer links or landing pages that explain the service and assist customers through the payment process.

Social Media



With social media more important than ever, we become part of our customers' support networks and engage with them where they live their digital lives – on the major social media platforms and on our own Friends & Family Forum. JPay's Facebook page has over 150,000 active fans - the largest fan base in corrections. With thousands of followers and daily relevant tweets, JPay is well established on Twitter. JPay's Friends & Family Forum provides a space for those with incarcerated loved ones to share and interact.



Training Materials



JPay’s comprehensive, cost-free training program is designed to familiarize Agency staff with JPay services, deliver competency over the functions of the JPay applications and the Facility System, and lay the framework for an effective data-based intelligence and investigative strategy.

JPay has a state-specific training team that works with the Agency points of contact to customize the deliverables and objectives. The team will provide staff with Field Training, Master User and Train the Trainer instruction for access and system usage throughout the term of the contract. The training team spends the first three months of the system rollout on site when needed, and will conduct quarterly visits throughout the duration of the contract. In addition, system upgrades (every month) are detailed in monthly newsletters and on the Facility System home page.

Content and Literature Distribution

Training agendas are provided at the local facility level. The materials are standardized for use by all employees. These materials are also easy to update, so all references are always in step with the latest versions of JPay’s solutions. Training manuals and tutorials are also available on the Facility System or can be distributed via email. The materials are distributed during and after training sessions, before software releases or during campaigns to promote learning and adoption of features.

Live Training Sessions

For the initial training, JPay prefers to provide instructor-led classroom training for presenting a large body of material to large or small groups of employees. This ensures that the training information provided is well received and that the attendees have an opportunity to ask questions and become very familiar with all aspects of JPay’s Facility System. Live demonstrations are used as an excellent way to analyze and capitalize on real world examples, showing how various elements come together to create solutions to existing problems. Following the session, the participants break down into small groups to discuss or solve case studies and work situations. This is a good way for knowledgeable veteran employees to pass on their experience to newer employees.



Remote Training Sessions

With the Agency's consent, JPay uses programs such as WebEx and Silverlight to perform follow up and refresher computer-based training and offer supplementary remote guidance. This training is also used if additional JPay services are implemented at a correctional facility already familiar with the Facility System, or upon request. JPay's training programs are interactive, requiring trainees to answer questions, make choices and experience the significances of those choices. This interaction generally results in greater retention and comprehension of JPay services.

5.1.12. Vendor shall have a formal quality assurance/quality control program in place that demonstrates that internal review and quality control measures and processes are in place. In addition, routine evaluations of the quality of the system, equipment, and service are performed to ensure compliance with the terms and conditions of this contract.

A dedicated team of seven Quality Assurance (QA) Engineers administer our Quality Assurance Program. Objectives for testing JPay applications to ensure complete validation of the business and software requirements include:

- Performing detailed test planning
- Verifying software requirements are complete and accurate
- Identifying testing standards and procedures that will be used on the project
- Preparing and documenting test scenarios and test cases
- Regression testing to validate that unchanged functionality has not been affected by changes
- Providing test matrix/testing summary reports



Routine Evaluations

- Unit Testing developers test their code unit by unit, each unit being a small chunk of their application or code.
- Functional Testing focuses on the functional requirements of the software and is performed to confirm that the application operates accurately according to the terms and conditions of the contract. QA ensures that interfaces to external systems are properly working during this testing.
- Interface Testing performed to ensure that the product actually works in the way a typical user would interact with it.
- Negative Testing concentrates on the error detection and error prevention areas of the product. This testing is used in an attempt to anticipate conditions where a user may encounter errors. Negative testing is less structured than other testing techniques and is determined by individual testers.
- User Acceptance Testing conducted by the business users and focuses on usability and practical functionality.
- Integration Testing in which individual modules are combined and tested as a group. In its simplest form, two units that have already been tested are combined into a component and the interface between them is tested. Integration testing ensures that all the modules making up a process are working together.
- Regression Testing verifies that previously tested features and functions do not have any new defects, while correcting other problems or adding and modifying other features.



5.2. Lobby Deposit Kiosk:

5.2.1. Vendor shall install lobby deposit kiosks at all Agency work release centers and parole offices in location determined by the Agency.

Lobby Deposit Kiosk



JPay's lobby kiosk network is installed and maintained in prison and county jail visitation rooms across the country. Complete support, including cash collections and custodial service, is provided throughout the life of the contract. JPay provides all the necessary labor, parts, materials, and transportation to maintain all proposed kiosks in good working order and in compliance with the equipment manufacturer's specifications at no cost to the Agency.

JPay designed each kiosk screen with ease of use, just as we did with our mobile and web applications. The screens and their flow are simple, transactions do not take more than 1-2 minutes and the customer leaves the machine satisfied, with a receipt confirming that their payment is complete.

The first step will be to conduct site surveys with the Agency to determine the best installation location per facility. Then the power, data and connectivity components are installed. Once kiosks have been physically installed, JPay field engineers will finalize connectivity and bring the kiosks online, incorporating all testing needed for system readiness. Throughout the kiosk rollout process, JPay's Technical Project Manager will share weekly status updates.

5.2.2. Each kiosk must accept cash, debit cards, and credit cards.

JPay lobby kiosks accept credit/debit cards and cash as forms of payment.



5.2.3. *Each kiosk must be equipped with a camera to capture a picture of each depositor.*

Currently, lobby kiosks do not have a camera built in but JPay is willing to discuss adding this feature upon contract award.

5.2.4. *In order for depositors to identify inmates, Vendor's kiosk system shall contain the inmate's name, DOC ID number, and any other pertinent information requested by the Agency. Vendor's deposit system must interface/integrate with Agency's current inmate information system. Vendor shall pay any costs associated with said interface.*

Each day, JPay receives a data file from the Agency listing all requested inmate identification fields (name, ID, housing location). Customers will not be able to send a deposit until our system has verified that the inmate is still in custody and appears on the Agency's file.

If a customer accidentally types an incorrect ID, the next screen will display the ID along with the inmate's full name for confirmation. This provides redundancy and reduces the likelihood of funds going to the wrong inmate.

If the customer enters an ID that is missing a digit, our system will search for all inmate ID numbers with similar characters and present the customer with a list of inmate names/IDs to choose from. JPay assumes all cost for this interface.

5.2.5. *All funds deposited into the lobby deposit kiosk must be guaranteed by the Vendor.*

JPay assumes all risk for payments made through any of our payment channels including payment instruments returned by the issuing bank and any debit or credit card remittances which are disputed by the cardholder or the card issuer. We guarantee all payments and take full responsibility for any credit card disputes, chargebacks, reversals or insufficient funds items.

5.2.6. *All deposits shall post to inmate's account in real time.*

JPay can disperse and post funds in real time or by batching deposits at the end of each day and dispersing them overnight. In most states the batch system is utilized because it is easy to set up and allows for exception handling. At the end of each day, JPay sends a file containing each deposit made in the past 24 hours. The deposits are automatically uploaded to the inmate account as soon as the file is accepted.

5.2.7. *The lobby deposit kiosks must print an itemized receipt for each depositor.*

The JPay lobby kiosk automatically prints a receipt for each customer. As a licensed money transmitter, JPay is committed to providing a receipt with all required information and customer disclosures.

5.2.8. *Vendor shall be responsible for all costs of hardware, software, and installation of the lobby deposit kiosks, including but not limited to electrical and network cabling and infrastructure.*

In order to absorb the costs associated with electrical cabling, JPay requires that each lobby kiosk conduct a minimum of 300 transactions per month over any rolling 3-month period.



In lieu of installing additional lobby kiosks at locations where this volume will be difficult to reach, JPay can provide an alternative deposit channel for cash payments. Customers can access any one of the 98 MoneyGram retail locations within West Virginia to make a payment at one of the lowest rates in the industry. In JPay’s experience, the advantages of having convenient, affordable, nationally recognized retail cash locations (i.e. MoneyGram) as an alternative payment source to a kiosk has been much appreciated by JPay’s clients due to reduced foot traffic and a host of other benefits.

5.2.9. Vendor shall be responsible for providing all supplies necessary for the kiosks.

JPay understands and agrees to comply with this requirement.

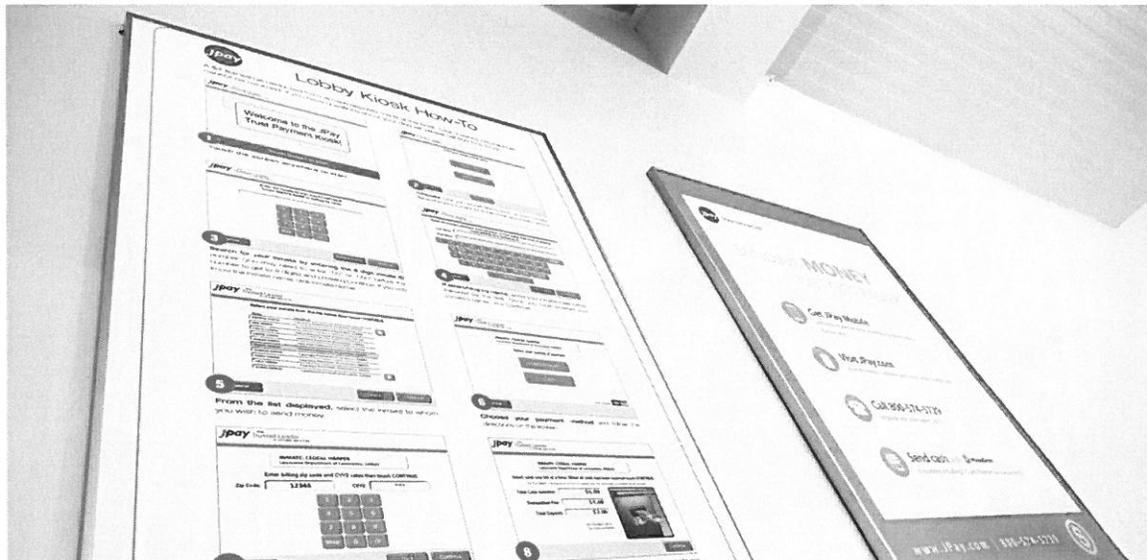
5.2.10. Vendor is authorized by the Agency to subcontract the removal of money from kiosk and repairs of kiosk. Vendor shall provide Agency with the name of subcontractor(s) upon award of contract.

JPay’s long standing relationships with a courier (Loomis Fargo) and technical service providers across the US will be used to provide top level maintenance and support to the lobby kiosks. Loomis Fargo is alerted when the kiosk’s cash needs to be picked up, and will ensure that each unit has a sufficient supply of receipt paper and toner. The relationship between Loomis and JPay offers the Agency a level of service that is unparalleled. The constant flow of information and data allow for almost perfect vision into kiosk health and maintenance.



5.2.11. Vendor shall provide sufficient promotional and training material to the Agency and depositors.

JPay posts an instructional poster (24” by 12”) next to each lobby kiosk to inform depositors of how to properly use the machine. No training is needed for Agency staff since the kiosk operates seamlessly, without the need for facility involvement.





- 5.2.12. *Vendor's lobby deposit kiosk system must provide the ability for Agency staff to see connections between inmates and depositors and all transaction history.*

JPay's Intel system operates across all payment platforms. It makes no difference whether a depositor sent funds using the online portal, lobby kiosk or even if they sent a money order, JPay's Intel system will clearly identify all links and display transaction history between inmates and depositors.

- 5.3. *Permanent Release Debit Cards:*

- 5.3.1. *Vendor shall provide Agency with pin based debit cards for the purpose of transferring an inmate's remaining account balance upon release from prison.*

Release Debit Cards Program Overview



In 2006, JPay designed and implemented a release debit card program for the Colorado Department of Corrections so CDOC would no longer have to issue cash or checks to inmates being released. JPay's release debit card program has proved to be a great alternative for correctional agencies to liquidate trust accounts and issue gate money without having to handle cash. The release card system lets the Agency give a prepaid debit card to an offender that contains the offender's remaining trust account balance and/or gate money. Once released, the offender ("Cardholder") can use the card for cash withdrawal at ATMs and at merchants for signature and PIN-based purchases. Even after an offender is released, the Agency can still modify (add/subtract), reload funds or void a release card.

JPAY's release debit card program is currently active in 12 state prison systems and multiple county jails. Over half a million cards have been issued to date. There is no other corrections-grade debit card program in the country that has been this tried and tested.



Inventory

JPay will gather information in close collaboration with the Agency to determine the average monthly releases at each facility. JPay will send, at a minimum, three months of inventory to each facility. JPay monitors inventory volume at each facility and an alert is triggered when a facility's inventory reaches a predetermined threshold. This system allows JPay to ship supplies without the facilities having to worry about notifying us ahead of time.

If needed, Agency staff can request additional shipments by contacting their Help Desk Analyst or by submitting an online request via the Facility System. Cards are generally shipped out within 2-3 business days. Should an emergency arise, JPay can also process orders the same day and cards will arrive at the facility the following business day.

Each card comes inside of a sealed envelope and contains a Cardholder Agreement and Disclosure Statement which outlines the Terms and Conditions as they apply to the Cardholder's use of the card.

5.3.2. *Agency's staff must have the ability, via web based program, to transfer funds to debit card.*

Transferring Funds to a Debit Card

The Facility System, the same web interface used to administer JPay's inmate deposit service, is also used to administer JPay's release debit card program (as well as all of JPay's other services). To ensure that no one other than the Cardholder has access to the full 16-digit card number, each card comes inside a sealed envelope.

A unique number, the RPID, is found in the window of the envelope that is used to identify each card. This function allows the Agency to load and manage a card without having to open the envelope and expose the full card number.





Transferring funds onto a card can be done in a few simple steps. The user clicks on the tab titled “RPID Activation” and enters the 6-digit RPID number displayed in the envelope’s window. Then enter the inmate’s ID number and click “Submit”. The facility, inmate name, date of birth and funding amount will automatically populate based on the inmate file. If the information doesn’t populate because the inmate’s information has already been removed from the file, the user can manually input this information and issue the card.

RPID Activation

RP ID	<input type="text" value="330700"/>
Offender ID	<input type="text" value="1123496"/>
	<input type="button" value="Submit"/>
Facility	<input type="text" value="- Select -"/>
First Name	<input type="text" value="JOHN"/>
Last Name	<input type="text" value="MAYFIELD"/>
SSN	<input type="text" value="000 - 00 - 0000"/>
Date of Birth	<input type="text" value="00/00/0000"/>
Release Date	<input type="text" value="00/00/0000"/>
Funding Amount	<input type="text" value="0.00"/>
Release Allowance	<input type="radio"/> Yes <input checked="" type="radio"/> No
	<input type="text" value="0.00"/>
	<input type="radio"/> Detainer
	<input type="radio"/> Re-parole
	<input type="radio"/> Other
Officer Name	<input type="text"/>
	<input type="button" value="Submit"/>



The user will see a summary screen for review. They can now activate the card or go back to edit information.

RPID Activation

RP ID	330700
Offender ID	1123496
<input type="button" value="Submit"/>	

PLEASE REVIEW THE FOLLOWING INFORMATION

Card RP ID	330700
Offender ID	1123496
Offender First Name	JOHN
Offender Last Name	MAYFIELD
Offender SSN	000 - 00 - 0000
Offender Date of Birth	00/00/0000
Offender Location	West Virginia
Offender Release Date	03/01/2014
Officer Name	Wayne Smith
Funding Amount	25.00
Gate Amount	6.80
Total Amount	31.80

YOU ARE ABOUT TO ACTIVATE AND/OR MODIFY THE AMOUNT PLACED ON A DEBIT CARD, IF YOU DO NOT SEE A CONFIRMATION SCREEN AFTER THIS STEP, PLEASE DO NOT ATTEMPT THE OPERATION AGAIN. CALL JPAY TO MAKE SURE THE TRANSACTION DID NOT GO THROUGH BEFORE MAKING ANOTHER ATTEMPT.

<input type="button" value=" << Back"/>	<input type="button" value=" Submit"/>
---	--

Once the card is activated successfully, the user can print a receipt to be handed to the inmate together with the card.

5.3.3. All transfers shall post to the debit card in real time.

Every dollar loaded onto the JPay release card is immediately available for the inmate to spend. To make a PIN-based purchase or withdraw funds from an ATM, the Cardholder simply calls the toll-free number on the back of the card to securely set up their unique PIN number.



5.3.4. Vendor shall provide the ability for Agency staff to view and print a summary of all funds transferred.

Summary Reports

The Facility System gives the Agency access to reports that detail cards issued, cards reloaded as well as cards that were modified or voided by the Agency. Reports can be viewed for one or multiple facilities or statewide.

Bank Report

From

To

Facility

Report	# Cards	Total Amount
Activation Report	13797	1,260,378.88
Void Report	338	-27,297.56
Reload Report	1107	351,004.76
Modification - Addition Report	1090	35,686.79
Modification - Subtract Funds Report	129	-4,120.09
Banking Total		\$ 1,615,652.78

Authorized staff can click on any report to see the details of issued, voided, reloaded and modified cards. All reports can be drilled down or exported to Excel for additional analysis.

The following information is contained on each report:

- RPID number, inmate name, ID and DOB
- Date the card was issued
- Username of staff member who issued the card
- Amount that was initially transferred to the card
- Amount that was added to or subtracted from the card

5.3.5. After confirmation of funds transferred to the debit card, funds must be guaranteed by the Vendor.

All funds loaded to release debit cards are guaranteed by JPAY.



5.3.6. Debit cards shall be reloadable.

Reloading a Debit Card

Agency staff can load additional funds (i.e. offender pay, commissary credits) onto the activated card or modify the card in case of an error. From a drop down box the user selects "Reload" as the card action and simply enters the amount of money they want to add onto the card. Once the user clicks "Reload Card," the funds are instantly available to the Cardholder.

Release Card Admin

Type

PLEASE REVIEW THE FOLLOWING INFORMATION

Card RP ID	1123496
Offender First Name	JOHN
Offender Last Name	MAYFIELD
Offender SSN	000 - 00 - 0000
Offender Date of Birth	00/00/0000
Offender Location	West Virginia
Offender Release Date	03/01/2014
Funding Amount	25.00
Gate Amount	6.80
Total Amount	31.80
Select an Action	<input type="text" value="- Select -"/> Reload Modify Void

Upon completion of any action relating to release cards, the Agency staff member can print out a receipt.



5.3.7. Agency must have the ability to set geographical locations or types of allowed businesses for debit card usage on paroled offenders.

JPay’s release card program was designed for correctional agencies, which is why the majority of agencies using our card program are set up to prohibit the card from being used at liquor stores, casinos or for adult entertainment. The Agency will have full control over where the release card can be used, which includes setting restrictions for geographical locations or types of businesses.

5.3.8. Released inmates shall have the ability to withdraw funds from the debit card at point-of-sale (POS) locations; banks; and ATMs worldwide.

JPay’s card program is nationally and internationally accepted at millions of locations through Cirrus, a worldwide interbank network operated by MasterCard. Anywhere MasterCard is accepted, JPay’s release debit card is accepted.



Surcharge-Free ATM Network

JPay’s card program is part of the MoneyPass network. This gives released offenders access to thousands of surcharge-free ATMs across the country. There are 139 surcharge-free ATMs in West Virginia and 22,430 surcharge-free ATMs in the United States.



5.3.9. Vendor's system shall provide real time alerts to Agency.

JPay understands and agrees to comply with this requirement.

5.3.10 Vendor shall supply training and training material to Agency staff for operating and maintaining the debit card program.

For the initial training, JPay prefers to provide onsite training. This ensures that the information pertaining to the program is well received and that the attendees have an opportunity to ask questions and become familiar with all aspects of JPay’s Release Debit Card program.

Remote Training Sessions

With the Agency’s consent, JPay uses programs such as WebEx and Silverlight to perform follow up and refresher computer-based training and offer supplementary remote guidance. JPay’s training programs are interactive, requiring trainees to answer questions, make choices, and experience the significances of those choices. This interaction generally results in greater retention and comprehension of JPay’s services.



Release Card Manual

JPay provides a release card manual that is distributed to Agency staff who oversee the release debit card program. This simple guide is a great tool for managing the program. Step by step instructions detailing the process of issuing, reloading, voiding and modifying a JPay release card are included. Each step is clearly outlined and illustrated in a simple to understand format.

5.3.11 Vendor shall supply brochures to inmates containing debit card usage instructions.

Each card envelope contains a Cardholder Agreement and clear user instructions on how to use the card. Cardholders can also contact JPay by calling our toll-free number printed on the back of the card and a JPay representative is available 24/7/365 to provide assistance.

5.4. Work Release Debit Cards:

5.4.1. Vendor shall provide Agency with pin based debit cards for the issuance to work release inmates.

Work Release Debit Cards

JPay's work release card gives the Agency the ability to give a prepaid debit card to work release inmates. The Cardholder can use the card for cash withdrawal at ATMs and at merchants for signature and PIN-based purchases. The Agency can reload or modify – add/subtract – funds and void a release card at any time.

5.4.2. Agency must have the ability, via web based program, to transfer funds to the debit card.

Transferring Funds to a Debit Card

The Facility System, the same web interface used to administer JPay's inmate deposit service, is also used to administer JPay's release debit card service (as well as all of JPay's other services). Transferring funds to an inmate's card can be performed in a few simple steps. To ensure that no one other than the Cardholder has access to the full 16-digit card number, each card comes inside a sealed envelope. The staff will activate cards by manually entering the RPID into the Facility System. The RPID is the unique number found in the window of the envelope that is used to identify each card. This function allows the Agency to manage a card without having to open the envelope and expose the full card number.





Transferring funds onto a card can be done in a few simple steps. The user clicks on the tab titled “RPID Activation” and enters the 6-digit RPID number displayed in the envelope’s window. Then enter the inmate’s ID number and click “Submit”. The facility, inmate name, date of birth and funding amount will automatically populate based on the inmate file. If the information doesn’t populate because the inmate’s information has already been removed from the file, the user can manually input this information and issue the card.

RPID Activation

RP ID	<input type="text" value="330700"/>
Offender ID	<input type="text" value="1123496"/>
	<input type="button" value="Submit"/>
Facility	<input type="text" value="- Select -"/>
First Name	<input type="text" value="JOHN"/>
Last Name	<input type="text" value="MAYFIELD"/>
SSN	<input type="text" value="000 - 00 - 0000"/>
Date of Birth	<input type="text" value="00/00/0000"/>
Release Date	<input type="text" value="00/00/0000"/>
Funding Amount	<input type="text" value="0.00"/>
Release Allowance	<input type="radio"/> Yes <input checked="" type="radio"/> No
	<input type="text" value="0.00"/>
	<input type="radio"/> Detainer
	<input type="radio"/> Re-parole
	<input type="radio"/> Other
Officer Name	<input type="text"/>
	<input type="button" value="Submit"/>



The user will see a summary screen for review. They can now activate the card or go back to edit information. Once the card is activated successfully, the user can print a receipt to be handed to the inmate together with the card.

RPID Activation

RP ID	330700
Offender ID	1123496
Submit	

PLEASE REVIEW THE FOLLOWING INFORMATION

Card RP ID	330700
Offender ID	1123496
Offender First Name	JOHN
Offender Last Name	MAYFIELD
Offender SSN	000 - 00 - 0000
Offender Date of Birth	00/00/0000
Offender Location	West Virginia
Offender Release Date	03/01/2014
Officer Name	Wayne Smith
Funding Amount	25.00
Gate Amount	6.80
Total Amount	31.80

YOU ARE ABOUT TO ACTIVATE AND/OR MODIFY THE AMOUNT PLACED ON A DEBIT CARD, IF YOU DO NOT SEE A CONFIRMATION SCREEN AFTER THIS STEP, PLEASE DO NOT ATTEMPT THE OPERATION AGAIN. CALL JPAY TO MAKE SURE THE TRANSACTION DID NOT GO THROUGH BEFORE MAKING ANOTHER ATTEMPT.

<< Back	Submit
----------------------	---------------

5.4.3. Agency must have the ability to set spending and withdrawal limits on debit cards.

JPay can place limits on spending and withdrawals per the Agency's request.

5.4.4. All transfers shall post to the debit card in real time.

Every dollar loaded onto the JPay release card is immediately available for the inmate to spend. To make a PIN-based purchase or withdraw funds from an ATM, the Cardholder simply calls the toll-free number on the back of the card to securely set up their unique PIN number.



5.4.5. Vendor shall provide the ability for Agency staff to view and print a summary of all funds transferred.

Summary Reports

JPay provides multiple reports for Agency staff to reconcile and account for every dollar that is added to or subtracted from a card.

The Agency will have access to reports that detail cards issued, cards reloaded with additional funds as well as cards that were closed or voided by the Agency. Reports can be viewed for any date range and for selected facilities or at the statewide level.

Bank Report

From

To

Facility

Report	# Cards	Total Amount
Activation Report	13797	1,260,378.88
Void Report	338	-27,297.56
Reload Report	1107	351,004.76
Modification - Addition Report	1090	35,686.79
Modification - Subtract Funds Report	129	-4,120.09
Banking Total		\$ 1,615,652.78

Authorized staff can click on any report to see the details of issued, voided, reloaded and modified cards. All reports can be exported to Excel for additional analysis.

The following information is contained in each report:

- RPID number
- Inmate name and ID
- Inmate DOB
- Date the card was issued
- Username of staff member who issued card
- Amount that was initially transferred to the card
- Amount that was reloaded onto the card

5.4.6. After confirmation of funds transferred to the debit card, funds must be guaranteed by the Vendor.

All funds loaded to work release debit cards are guaranteed by JPay.



5.4.7. Debit cards shall be reloadable. Funds loaded to work release debit cards may only be performed by Agency.

Reloading a Work Release Debit Card

From the drop down box the user selects "Reload" as the card action and simply enters the amount of money they want to add onto the card. Once the user clicks "Reload Card" the funds are instantly available to the Cardholder.

Release Card Admin

Type RP ID ▾

330700

Submit

PLEASE REVIEW THE FOLLOWING INFORMATION

Card RP ID	1123496
Offender First Name	JOHN
Offender Last Name	MAYFIELD
Offender SSN	000 - 00 - 0000
Offender Date of Birth	00/00/0000
Offender Location	West Virginia
Offender Release Date	03/01/2014
Funding Amount	25.00
Gate Amount	6.80
Total Amount	31.80
Select an Action	<div style="border: 1px solid black; padding: 2px;"> - Select - ▾ Reload Modify Void </div>

5.4.8. Agency must have the ability to set geographical locations or types of allowed businesses for transactions.

JPAY's work release card program was designed for correctional agencies which is why the majority of agencies using our card program are set up to prohibit the card from being used at liquor stores, casinos or for adult entertainment. The Agency will have full control over where the release card can be used, which includes setting restrictions for geographical locations or types of businesses.



5.4.9. *Inmates shall have the ability to use debit cards at point-of-sale (POS) locations; banks; and local ATMs.*

JPay's card program is nationally and internationally accepted at millions of locations through Cirrus, a worldwide interbank network operated by MasterCard. Anywhere MasterCard is accepted, JPay's release debit card is accepted.



Surcharge-Free ATM Network

JPay's card program is part of the MoneyPass network. This gives offenders access to thousands of surcharge-free ATMs across the country. There are 139 surcharge-free ATMs in West Virginia and 22,430 surcharge-free ATMs in the United States.



5.4.10. *Vendors system shall provide real time alerts to Agency.*

JPay understands and agrees to comply with this requirement.

5.4.11. *Vendor shall provide the ability for Agency to track inmate purchases and/or withdrawals.*

The Agency can contact JPay's Help Desk anytime for assistance in tracking and monitoring inmate purchases and withdrawals.

5.4.12. *Vendor shall supply training and training material to Agency staff for operating and maintaining the debit card program.*

Live Training Sessions

For the initial training, JPay prefers to provide onsite training. This ensures that the information pertaining to the program is well received and that the attendees have an opportunity to ask questions and become familiar with all aspects of JPay's Work Release Debit Card program.

Remote Training Sessions

With the Agency's consent, JPay uses programs such as WebEx and Silverlight to perform follow up and refresher computer-based training and offer supplementary remote guidance. JPay's training programs are interactive, requiring trainees to answer questions, make choices, and experience the significances of those choices. This interaction generally results in greater retention and comprehension of JPay's services.



Release Card Manual

JPay provides a release card manual that is distributed to Agency staff who oversee the release debit card program. This simple guide is a great tool for managing the program. Step by step instructions detailing the process of issuing, reloading, voiding and modifying a JPay release card are included. Each step is clearly outlined and illustrated in a simple to understand format.

5.4.13. *Vendor shall supply brochures to inmates containing debit card usage instructions.*

Each card contains a Cardholder Agreement and clear user instructions on how to use the card. Inmates can also contact JPay by calling our toll-free number printed on the back of each card and a JPay representative is available 24/7/365 to provide assistance.

5.5. *Parole Supervision Fees, Court Costs and Victim Restitution:*

5.5.1. *Paroled inmates shall have the ability to make deposits via the web portal and/or parole office lobby kiosk for the payment of parole supervision fees; court costs; and victim restitution payments.*

Introduction – Supervision Payments

JPay has extensive history collecting and processing parole and probation fees. Currently, JPay handles community supervision payments for the following states:

- Arizona
- California
- Colorado
- Florida
- Georgia
- Mississippi
- North Carolina
- Tennessee
- Washington

Web Portal Payments

The homepage of JPay.com is designed to draw in new users by quickly letting them know they are in the correct place. The parolee does not have to endure the hassle of trying to find the “corrections” category or the “payments” section of the site. Since JPay’s core business is correctional payments, paroled offenders will not have a hard time trying to make a payment.



Parole & Probation
Make every payment on time.
Get started



Offender Lookup

Parole payments begin with finding the paroled offender in our system. Search is easy and fast. The customer simply chooses West Virginia from the state drop down list and enters their ID. If the person mistypes their ID, the system will identify similar ID numbers and present them with a list of names and ID numbers within the state of West Virginia.

Parole & Probation

Help us find your record

Search by

Select State...

Enter here... **Start**

Don't know what to enter here?

Making payments just got easier

The one-stop shop for probationers, parolees, and anyone else making community correction payments. You can get the peace of mind that comes with knowing that your supervising agency has received your payment quickly and securely. Make restitution, pay supervision fees, court costs, self-report fees, monitoring fees and more online with a credit or debit card.

Make a Payment

Release Cards

Registration

Once the customer confirms the offender's identity, the system will prompt them to complete the registration process. Only an email address, password and security question are required to set up an account. Account creation is simple so customers will continue with their transaction.

Registration

Offender:
John Mayfield (1123496)

[BACK](#)

Create an Account

Email Address

Confirm Email

Password

Confirm Password

Choose a security question

Answer

By selecting this box I agree to JPay's Terms & Conditions

Register



Payment

Once registered, the customer can make a payment. If it is their first payment, they must provide a Visa or MasterCard branded credit or debit card as opposed to returning customers who simply choose which card to use from a drop down box as shown below.

The system always prompts the user to review the information before the payment is processed. This ensures customer confidence and limits mistaken payments.

Receipt

Once the payment is submitted, the website shows a confirmation of the transaction.



An email receipt is also sent to the customer's email address.

From: JPay Support [mailto:DoNotReply@JPay.com]
Sent: Thursday, February 24, 2014 6:19 PM
To: Melissa Mayfield
Subject: JPay Transaction Confirmation

Dear MELISSA MAYFIELD,

Thank you for using JPay. Please let this receipt serve as confirmation of your transaction.

Confirmation Number: 32829715
 Recipient's Name and ID: JOHN MAYFIELD, 1123496
 Correctional Agency: West Virginia State Prison System
 Correctional Agency Address: White Sulphur Springs, WV 24986
 Date of Transaction: 2/26/2014 6:16:37 PM
 Sent Amount: \$ 75.00
 Fee Amount: \$ 
 Sales Tax: \$ 
 Total Amount: \$ 

RIGHT TO REFUND: You, the customer, are entitled to a refund of the money to be transmitted as the result of this agreement if JPay Inc. does not forward the money received from you within 10 days of the date of its receipt, or does not give instructions committing an equivalent amount of money to the person designated by you within 10 days of the date of the receipt of the funds from you unless otherwise instructed by you.

If your instructions as to when the moneys shall be forwarded or transmitted are not complied with and the money has not yet been forwarded or transmitted, you have a right to a refund of your money.

If you want a refund, you must mail or deliver your written request at JPay Inc., Attn: Customer Service, 12864 Biscayne Boulevard, Ste. 243, Miami FL, 33181 USA. If you do not receive your refund, you may be entitled to your money back plus a penalty of up to \$1,000 and attorney's fees pursuant to Section 2102 of the California Financial Code.

This is an auto-notification email, please do not reply to this message.

If you have questions, please contact JPay Customer Support at support@jpay.com.

Recurring Payments

JPay's recurring payments feature allows a customer to set automated monthly payments so that they don't have to worry about missing a payment. This offering has greatly increased the collection rate for the agencies we service.

Recurring Payment

Step 1
Step 2
Step 3

Payment Method

Select Card Master Card (2730, expires 06/2019) ▼

Validation Code ●●● [What is this?](#) [Add a credit card](#)

Enter Amount 75.00

Recurring Start Date

February 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	1
2	3	4	5	6	7	8

Repeat

Weekly

Every Two Weeks

Monthly

Back
Submit



Payment Channels

Collection Kiosk Payments

JPay can install lobby kiosks throughout the state so that a friend, family member or the paroled offender themselves can make secure payments in just a matter of minutes.

Mobile Payments

Today, more than 5,000 released offenders pay their community corrections obligations using the JPay app. JPay is the only company with a mobile app that allows customers to make their payment on the go. After collecting and processing these payments for over a decade, JPay has learned that providing multiple payment options greatly increases collection rates.

MoneyGram Walk-In Payments

Walk-in payments are an extremely valuable option for community corrections since many released offenders do not have a credit or debit card. JPay is the only vendor in corrections that can offer this payment channel through our exclusive partnership with MoneyGram.

5.5.2. *Vendor shall transfer the above referenced deposits into the inmate's account via the Agency's inmate accounting system.*

JPay understands and agrees to comply with this requirement.

5.5.3. *Agency shall be responsible for processing payments to all courts and victims.*

JPay understands and agrees to comply with this requirement.

5.5.4. *Agency shall be responsible for transferring parole supervision fees from inmate's account to the proper Agency account.*

JPay understands and agrees to comply with this requirement.

5.5.5. *All provisions outlined under "Web Portal Deposits" shall apply to this section.*

JPay understands and agrees to comply with this requirement.

5.5.6. *All provisions outlined under "Lobby Deposit Kiosk" shall apply to this section.*

JPay understands and agrees to comply with this requirement.



5.6. *Post Office Lock Box Address:*

5.6.1. *Vendor shall supply a lock box service/address for the collection and processing of money orders sent to inmates.*

Money Order Payments



At no cost to the Agency and no cost to the customer, JPay can collect and process all money orders through our secure, in-house lock box service. Money orders are sent to a PO Box that is exclusively designated for the Agency. A separate PO Box will be established for community supervision payments. By making JPay the provider of lock box services, Agency payment data from every collection channel will become instantly available on JPay's online reporting system. This gives the Agency complete transparency over all payments as well as ad-hoc investigative reporting capabilities.

JPay collects and processes every money order payment for the entire state prison system in the following jurisdictions:

- Florida
- Illinois
- Indiana
- Louisiana
- Michigan
- New Jersey
- North Carolina
- Ohio
- Pennsylvania
- South Carolina
- Tennessee
- Virginia

5.6.2. *Vendor shall electronically post funds to inmate accounts.*

Posting

The JPay process of posting money orders requires the user to complete and submit a money order deposit slip. Our software reads all scanned items to ensure the information on the payment slip matches the payment information, such as the inmate's information and payment amount. The inmate information (name and ID) are verified against the current file of inmates that JPay receives from the Agency each day, and lock box payments are included in the daily payment file JPay sends back to the Agency for automatic posting to inmate accounts.



5.6.3. No personal, business, cashier's check or certified checks shall be accepted.

JPay understands and agrees to comply with this requirement.

5.6.4. Deposit slips must be included with each money order for proper inmate identification.

JPay's Deposit Slip

The JPay process of posting money orders requires that the user complete and submit a money order deposit slip, which provides easy-to-understand instructions for the customer.

JPAY Stay Connected Money Order Deposit Form

HOW TO
SEND A MONEY ORDER

- 1 Detach and complete the Money Order Deposit Slip at the bottom in blue or black ink.
- 2 Make the Money Order payable to JPay.
- 3 Place the Money Order and the Deposit Slip in an envelope.
- 4 Mail to: JPay, PO Box 100000X, XXXXX, FL 3355X.

Make sure to...

- Write clearly on the form to avoid delay processing the money order.
- Not include any letters or notes with your payment because these will be discarded.
- Verify that the inmate name and ID are entered correctly on the money order deposit slip.

DID YOU KNOW?
Money orders can take days to mail and process!

There's a Better Way
Send money without a money order - and get the funds there the next day!

www.JPay.com
Sign up for your free account now.

JPay Mobile
Free mobile app for Android and iPhone.

800-374-3728
Toll-free phone number 24/7

In-person@Cash
MoneyGram locations including CVS & Walmart

*Some facilities do not permit cell, tablets or wireless.

JPAY Money Order Deposit Slip **ALL FIELDS REQUIRED**

Mail to: JPay, PO Box 100000X, XXXXX, FL 3355X
Money Order Amount - maximum 5999.99

Your Address

Inmate's ID Inmate's State X

Inmate's Full Name

Your First Name Your Phone Number

Your Last Name

JPAY Manténgase Conectado Hoja de Depósito para Giros Postales

CÓMO
ENVIAR UN GIRO POSTAL

- 1 Complete y despegue la ficha de depósito del giro postal ubicada en la parte de abajo en tinta azul o negra.
- 2 Haga el giro postal pagadero a JPay.
- 3 Coloque el giro postal y la ficha de depósito en un sobre.
- 4 Envíe por correo a: JPay, PO Box 100000X, XXXXX, FL 3355X.

Asegúrese de...

- Escribir claro en el formulario para evitar retrasos en el procesamiento del giro postal.
- No incluir con su pago notas personales ni cartas, porque serán rechazadas.
- Verificar que el nombre y el ID del recluso estén enterados correctamente en la ficha de depósito del giro postal.

Mail to: JPay.com para Teléfono & Computadora. No se necesitan tener una cuenta en JPay para enviar giro postal. Llame al 800-374-3728 si necesita más información o asistencia para completar sus formularios.

SABÍA QUE?
Los giros postales pueden tomarse días en enviarse y procesarse?

Hay una mejor manera
Envíe dinero en un giro postal - y haga recibir los fondos el próximo día!

www.JPay.com
Regístrese para una cuenta gratis.

JPay Móvil
Aplicación móvil gratis para Android e iPhone.

800-374-3728
Número gratuito 24/7

El giro postal es gratis
Transferir MoneyGram incluyendo CVS & Walmart

*Algunos centros no permiten el envío de paquetes ni días festivos.

JPAY Hoja de Depósito de Giros Postales **TODO LOS ESPACIOS SON OBLIGATORIOS**

Envíe a: JPay, PO Box XXXXXXX, XXXXX, FL 3355X
Cantidad de dinero - máximo 5999.99

Dirección del remitente

Número de identificación del reo Estado del reo X

Ciudad
Estado Código Postal

Nombre completo del reo
Correo Electrónico

Nombre del remitente
Teléfono del remitente

Apellido del remitente

5.6.5. Vendor shall supply deposit slips to depositors. Vendor shall supply deposit slips to Agency for placement in lobby areas and visitation areas. Agency shall also place pdf deposit slips on the Division of Corrections website.

JPay makes lock box deposit slips available for download on our website, and will provide a link so the Agency can make them available on their website as well. JPay will also coordinate with Agency staff to ensure that all facilities have enough deposit slips for their lobby and visitation areas.

5.6.6. Vendor shall process and post funds to the inmate accounts within 48 hours of receipt.

JPay understands and agrees to comply with this requirement.

5.6.7. Vendor shall provide the ability for Agency to view and print reports of all money order deposits.

Using the Facility System, Agency staff can view and print reports for money order deposits.



5.7. *General Specifications:*

5.7.1. *Vendor shall be responsible for safeguarding all stored data, particularly files that contain recipient information, so as to be compliant with all state and federal laws and regulations, and in the case of the Debit Cards, individual card brand requirements. Vendor must be compliant with Payment Card Industry Data Security Standards (pCI DSS) and must be able to show proof of such certification in accordance with the policies, standards and guidelines.*

JPay understands and agrees to comply with this requirement.

5.7.2. *Vendor must provide written notification to Agency as soon as possible, but no later than 24 hours, following the reasonable belief of any unauthorized access or breach of confidential information provided to the Vendor under the Contract. Written notice shall include: a) the nature of the unauthorized use or disclosure; b) the specific confidential information involved; c) who gained unauthorized accessed) what steps has been or will be taken to mitigate any negative effect of the unauthorized use or disclosure; and e) what corrective action Vendor has taken or shall take to prevent future similar unauthorized use or disclosure.*

JPay understands and agrees to comply with this requirement.

5.7.3. *Vendor must comply with Regulation E, "Electronic Funds Transfer" requirements (12 CFR Part 205) issued by the Board of Governors of the Federal Reserve System pursuant to the Electronic Fund Transfer Act (15 U.S.C. § 1693 et seq.).*

JPay understands and agrees to comply with this requirement.

5.7.4. *The Vendor may have access to private or confidential data maintained by the Agency to the extent necessary to carry out its responsibilities under this contract. Vendor shall ensure that all data is secured and protected during the course of this contract.*

JPay understands and agrees to comply with this requirement.

5.7.5. *No private or confidential data collected, maintained or used in the course of performance of this contract shall be disseminated by the Vendor except as required by federal or state laws and regulations, either during the period of this contract or thereafter. The Vendor must agree not to use any such data or any material derived from the data for any purpose and where so instructed by Agency, will destroy or render it unreadable.*

JPay understands and agrees to comply with this requirement.

5.7.6. *Vendor shall preserve and make available all of its records and other evidence involving transactions related to this contract for a period of at least five (5) years from the date of expiration or termination.*

JPay understands and agrees to comply with this requirement.

5.7.7. *Vendor shall agree that authorized State or Agency representatives shall have access to and the right to examine records during the term of this contract.*

JPay understands and agrees to comply with this requirement.



5.7.8. Vendor must provide activity reports to the Agency on an agreed basis, which will include information as outlined by the Agency. Vendor shall provide a description of reporting packages available and if Agency will have access to enter the online system.

System Reporting

JPay’s Facility System is a secure online portal that allows Agency staff to generate standard and ad-hoc reports on a per-facility basis or statewide. In addition to the following listed standard reports, ad hoc and temporary project report requests can be submitted via email. All reports can be exported to the Microsoft® Suite for advanced sorting and analysis and can be printed in PDF format.

Daily Report

This report displays the total transactions and dollar amount deposited to the Agency or each individual facility on a daily basis. The user can drill down to obtain detailed transaction information.

Deposit Report

View By:

From:

To:

[Export to Excel](#)

Date	Transfers	Amount	Transferred	Facility Commission
1/14/2014	5	62.00	62.00	0.00
1/13/2014	4	33.00	33.00	0.00
1/12/2014	5	50.00	50.00	0.00
1/11/2014	4	115.00	115.00	0.00
1/10/2014	5	265.00	265.00	0.00
1/09/2014	4	422.00	422.00	0.00
1/08/2014	5	265.00	265.00	0.00
1/07/2014	4	422.00	422.00	0.00
1/06/2014	5	265.00	265.00	0.00
1/05/2014	4	422.00	422.00	0.00
1/04/2014	5	400.00	400.00	0.00
1/03/2014	4	210.00	210.00	0.00



Weekly Deposit Report

This report allows Agency staff to easily search for deposit information for any range of time. The report displays both the transaction volume and dollar amount and is extremely useful for reviewing historical data.

Deposit Report

View By: Weeks

From: 01/06/2010

To: 01/06/2014

Transfers [Export to Excel](#)

Dates	Online	Phone	Mobile	MoneyGram	IVR	Money Order	Other	Total
01/24/2014 - 01/28/2014	5	1	0	0	0	0	0	6
01/17/2014 - 01/23/2014	4	0	0	0	0	0	0	4
01/10/2014 - 01/16/2014	5	0	0	0	0	0	0	5
01/03/2014 - 01/09/2014	4	0	0	0	0	0	0	4
Total	18	1	0	0	0	0	0	19

Money

Dates	Online	Phone	Mobile	MoneyGram	IVR	Money Order	Other	Total
01/24/2014 - 01/28/2014	117.00	44.00	0.00	0.00	0.00	0.00	0.00	6.00
01/17/2014 - 01/23/2014	95.00	0.00	0.00	0.00	0.00	0.00	0.00	4.00
01/10/2014 - 01/16/2014	117.00	0.00	0.00	0.00	0.00	0.00	0.00	5.00
01/03/2014 - 01/09/2014	95.00	0.00	0.00	0.00	0.00	0.00	0.00	4.00
Total	\$424.00	\$44.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$468.00

Monthly Recap Report

This report summarizes the monthly totals per facility for all JPay services deployed. In the example shown below, the facility uses JPay's money and mail products.

Deposit Report

View By: Months

Date: February 2014

Include archived data

Transfers [Export to Excel](#)

Facility	Incoming Email	EFT Transactions	EFT Total Dollars Sent
WV_S00023	44	28	1061.87
Total	44	28	\$1,061.87



Pending Transactions

Should the Agency choose to receive deposits in batch mode, this report allows Agency staff access to all deposit details in real time, even before a batch posts.

Confirm / Cancel Transactions

To confirm a transaction, please check the relevant checkboxes and click the "Confirm Transactions" button. To cancel a transaction, please click the transaction # and click the "Cancel Transaction" button.

Date	Transaction #	Offender Name	Offender Number	Offender DOB	Deposit Amount	Type	Customer	
02/24/14	13846	JOHN MAYFIELD	001234	12/05/65	\$75.00	MoneyGram	Melissa Mayfield	<input checked="" type="checkbox"/>
02/22/14	45113	JERRY STERLING	002545	04/27/82	\$92.00	MoneyGram	Joseph Grove	<input type="checkbox"/>
02/21/14	25512	GLEN ICKES	002893	06/17/77	\$18.00	MoneyGram	Glena Ickes	<input type="checkbox"/>

Lookup Options

Agency staff members can also lookup specific transactions or the complete history of any inmate or customer's activity. Transactions can be researched by entering any one of the below search criteria:

- Inmate first, last or full name
- Inmate ID
- Customer first, last or full name
- Customer account ID
- Customer IP address
- Batch number
- Transaction number
- Customer phone number

As an example, if the Agency staff chooses to search by customer, the sub-menu selection provides the ability to search by the customer's first name, last name, full name, account ID or their IP address.

Search by Money

Customer - Select -

- First Name
- Last Name
- Full Name
- Account ID
- IP Address

Show Older Transactions

5.7.9. Technical support must be available 24/7/365 by both telephone and web.

Telephone Support

JPay is one of the only vendors in the corrections marketplace who has live, multi-lingual agents available to respond to facility as well as customer concerns 24/7/365.

Web Support

JPay.com features a comprehensive Help Section & FAQ designed to be understood by customers without technical expertise or an advanced educational background. A link to the Help Section appears in the header of every page.



- 5.7.10. *Customer service must be provided 24/7/365 by both telephone and web. Web service must be user friendly and non-complicated for all friends and families of the inmates. Vendor must provide customer satisfaction surveys by telephone and web. Vendor shall describe its responsibilities of customer service personnel, including the chain of command for problem resolution.*

Customer Experience

- JPay's call center is open 24 hours a day, 7 days a week, 365 days a year. In addition, emails and Help Desk tickets are answered by a team 24 hours a day, 7 days a week. In addition, we always have multi-lingual staff available.
- JPay's website and mobile apps attract the most users time and time again because of our emphasis on usability. The Agency will get the largest adoption rate possible when using JPay. In addition, JPay advertises heavily in places where we know a substantial portion of the user base will be. These target methods continue to drive new customers to the site every day.
- Customers are always polled as to their satisfaction. Part of the company's usability test includes surveys from the field. JPay tries to release surveys and polls every month to gauge how customers feel about new features and products.

Customer Service Personnel Responsibilities

Each agent is trained to handle every type of customer inquiry. If an issue does need to be escalated, it is sent to a supervisor, who is able to respond immediately. The supervisor typically has more experience and can better maneuver within the system to resolve the issue.

Rarely do issues surface which a supervisor cannot remediate. If so, the Call Center Director invokes the proper resources to reach a solution. The Director may have to bring in development or account management resources to reach a solution.

- 5.7.11. *Vendor shall be responsible for any fees or costs associated with the interface to Agency's current inmate accounting system and inmate information system.*

JPay understands and agrees to comply with this requirement.

- 5.7.12. *For all services outlined in this RFP, Vendor must provide the ability for Agency to see connections between inmates and depositors and all transaction history.*

Using the Facility System, Agency staff will be able to identify inmate to inmate connections. JPay's unique Intel System combines data from other correctional agencies throughout the country to identify and display patterns and connections that may present a security concern. All of the information is displayed to the user in a format that is easy to read and dissect. A detailed description of our Intel System is provided in section 5.1.7.

- 5.7.13. *For all services outlined in this RFP, Vendor must provide the ability for Agency's investigators to view within the link analysis all transactions in a quick and easy view manner.*

Once an investigator logs into the Intel System, navigation is a breeze. Link analysis reports typically take seconds and the information is on their screen immediately. This huge increase in productivity continues to prevent countless crimes both in and outside of the prison walls. For a more detailed description of this process, please see section 5.1.7.



5.7.14. *Resolve all deposit and transferring of funds issues within a twenty-four hour period.*

Instead of waiting 24 hours, we typically handle issues immediately and resolve customer concerns as soon as they are reported. Since our call center is staffed with payment experts, literally, they are equipped to handle just about every customer service related issue that stems from payment processing in prisons. This happens 24 hours a day, 7 days a week.

5.7.15. *Ensure all receipts are properly identified with the name of depositor, the inmate's name and the inmate's DOC ID number.*

Since receipt handling is a major requirement for licensed money transmitters, JPay's receipting capabilities are second to none. Receipts are distributed to customers for every type of transaction. The information on the receipt is complete and identifies every necessary aspect of the transaction, including the inmate's name and ID number.

5.7.16. *Vendor shall have a final quality assurance/quality control program in place that demonstrates internal review and quality control processes are in place and routine evaluations of the quality of the system, equipment, and services are performed to ensure compliance with the terms and conditions of this contract.*

JPay understands and agrees to comply with this requirement. Please see section 5.1.12 for a detailed accounting of JPay's QA program and philosophy.

5.7.17. *Vendor shall have five years' experience in providing web based deposit services and debit card services in a correctional setting.*

JPay has over 11 years of experience in providing web based deposit services and eight years of release debit card experience in a correctional setting. While other companies were offering these services to support their commissary or phone contracts, JPay has been laser focused on expanding and improving the quality of these services alone. The result, 27 state Departments of Corrections rely on JPay to process their payments.

5.7.18. *Vendor shall provide three (3) professional references, preferably from government owned correctional agencies*

References

Facility & Contact Info	Services
California Department of Corrections and Rehabilitation Contact: Irene Painter, Manager, Inmate Accounts Telephone: (916) 255-1036 Email: irene.painter@cdcr.ca.gov	Trust Account Deposits Supervision Fee Deposits Release Debit Cards
Colorado Department of Corrections Contact: Jason Martin, Manager Telephone: (719) 226-4139 Email: jmartin@state.co.us	Trust Account Deposits Supervision Fee Deposits Release Debit Cards
Florida Department of Corrections Contact: Jeffrey Straley, Bureau of Finance and Accounting Telephone: (850) 717-3850 Email: straley.jeff@mail.dc.state.fl.us	Trust Account Deposits Supervision Fee Deposits Release Debit Cards



Facility & Contact Info	Services
<p>Georgia Department of Corrections Contact: Mitzi Richards, Manager Telephone: (478) 992-6314 Email: richam00@dcor.state.ga.us</p>	<p>Trust Account Deposits Supervision Fee Deposits Release Debit Cards</p>
<p>Indiana Department of Correction Contact: James Basinger, Deputy Commissioner of Operations Telephone: (317) 232-1309 Email: jbasinger@idoc.in.gov</p>	<p>Trust Account Deposits Release Debit Cards</p>
<p>Louisiana Department of Public Safety and Corrections Contact: Suzanne Sharpe, Chief Procurement Officer Telephone: (225) 342-6578 Email: ssharp@corrections.state.la.us</p>	<p>Trust Account Deposits Release Debit Cards</p>
<p>Michigan Department of Corrections Contact: Deb Kline, Account Manager – Fiscal Division Telephone: (517) 780-6210 Email: klined1@michigan.gov</p>	<p>Trust Account Deposits Release Debit Cards</p>
<p>Ohio Department of Rehabilitation and Correction Contact: Brian Wittrup, Contract Administrator Telephone: (740) 774-7050 x2320 Email: brian.wittrup@odrc.state.oh.us</p>	<p>Trust Account Deposits</p>
<p>Pennsylvania Department of Corrections Contact: Mike Knaub, Manager Telephone: (717) 728-4035 Email: mknaub@state.pa.us</p>	<p>Trust Account Deposits</p>
<p>Texas Department of Criminal Justice Contact: Lynda Cobbler, Manager Telephone: (936) 437-1490 Email: lynda.cobbler@tdcj.state.tx.us</p>	<p>Trust Account Deposits</p>
<p>Washington Department of Corrections Contact: Devon Schrum, Director of Security Telephone: (360) 725-8835 Email: dlschrum@doc1.wa.gov</p>	<p>Trust Account Deposits Supervision Fee Deposits</p>



Addendum A: List of Settlement Agreements

Agency	Date	Fine
New Jersey Department of Banking and Insurance	12/15/2011	\$5,000
Pennsylvania Department of Banking	12/16/2011	\$80,000
Florida Office of Financial Regulation	02/22/2012	\$68,000
Virginia State Corporation Division	06/05/2012	\$25,000
Alabama Securities Commission	08/24/2012	\$10,000
Illinois Department of Financial & Professional Regulation	09/04/2012	\$68,000
Michigan Department of Licensing and Regulatory Affairs	11/09/2012	\$152,500

REQUEST FOR PROPOSAL

COR61609 - Inmate Banking Services

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

JPay Inc.

(Company)

Errol Feldman, Chief Administrative Officer



(Representative Name, Title)

P: (954) 862-6903 / F: (305) 675-0693

(Contact Phone/Fax Number)

04/08/14

(Date)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: COR61609

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input checked="" type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input checked="" type="checkbox"/> Addendum No. 7 |
| <input checked="" type="checkbox"/> Addendum No. 3 | <input checked="" type="checkbox"/> Addendum No. 8 |
| <input checked="" type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input checked="" type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

JPay Inc.

Company



Authorized Signature

04/08/14

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

RFQ No. COR61609

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: JPay Inc.

Authorized Signature: _____ Date: 04/08/14

State of Florida

County of Broward, to-wit:

Taken, subscribed, and sworn to before me this 8 day of April, 2014

My Commission expires 7/18, 2015

AFFIX SEAL HERE

NOTARY PUBLIC _____

Purchasing Affidavit (Revised 07/01/2012)

