

State of Iowa Department of Corrections

Policy and Procedures

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Applicability: Institutions, IPI

Policy Code: Public Access

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Chapter 9: IOWA PRISON INDUSTRIES

Sub Chapter: INCARCERATED INDIVIDUAL ACTIVITY

Related DOC Policies: IS-RO-03

Administrative Code Reference: N/A

Subject: COMMISSARY FOR INCARCERATED INDIVIDUALS

PREA Standards: N/A

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Authority:

1. PURPOSE

To provide guidelines to Iowa Department of Corrections (IDOC) prisons and Iowa Prison Industries (IPI) for a commissary system that offers incarcerated individuals' pre-approved personal property and consumable commissary items that may be transferable to any Iowa prison.

2. POLICY

Incarcerated individuals within the Iowa Department of Corrections, limited by security, sanitation, and life safety considerations, shall be allowed to purchase preapproved personal property and consumable commissary items. The IPI commissary shall be the primary provider of these items.

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3. DEFINITIONS – As used in this document:

- A. Central Commissary - The primary source from which all incarcerated individuals shall place commissary orders.
- B. Inventoried Personal Property - Certain items of inventoried personal property are available through IPI and are authorized only when purchased through the Central Commissary. Items available through the Central Commissary, and items substantially similar to those available, shall not be purchased through other vendors. Authorized items which are not available through Central Commissary may be purchased through a vendor authorized by the institution and may include a commercial vendor, an authorized incarcerated individual organization, the institution's recreation department, or other authorized entity.
- C. Non-Inventoried Personal Property and Consumables - Non-inventoried items of personal property and consumable items such as food, personal hygiene items, non-prescription medications, stationery, and writing materials, etc. are available through IPI. Items available through Central Commissary, and items substantially similar to those available, shall not be purchased through other vendors (including institutional organizations, etc.) except as specifically authorized by this policy.

4. PROCEDURES

A. Item Approval

1. Requests to Add Non-Inventoried Items of Personal Property or Consumables to the Central Commissary

All requests for additions of non-inventoried items of personal property or consumables, including items requested by a institution's Incarcerated Individual Council, shall be submitted in writing by the Warden or Associate Warden of Administration to the Deputy Director of Prison Industries. If the request is considered viable, the Deputy Director/Designee shall survey all institutions and seek input from the Department's Institution Operations Offices prior to approval. The addition of any item may result in the deletion of other somewhat similar items from the Central Commissary. If the item requested is not approved, the Warden may submit a written request to the Deputy Director of Institution Operations and the Deputy Director of Prison Industries for the authorization of an alternate purchasing source. Waiver responses shall be made in writing.

2. Requests to Add Inventoried Personal Property Items to the Central Commissary

All requests for additions to the list of authorized *Incarcerated Individual Personal Property* (**IS-RO-03**), including items requested by an institution's Incarcerated Individual Council, shall be submitted by the Warden to the Institution Operations Office for consideration. Requests to add inventoried personal property items shall not be submitted directly to Prison Industries.

3. Ongoing Sale of Authorized Items

Nothing in this policy shall prohibit the Warden from authorizing the ongoing sale of authorized items that are substantially different from items available through the Commissary by an authorized incarcerated individual organization, an institution's canteen, or other authorized entity. The sale of items substantially the same as items sold through the Central Commissary (i.e., different brands, colors, sizes, or styles of the same basic type of item) shall not be authorized. All items authorized for ongoing sale according to this provision shall be reported, in writing, to the Deputy Director of Prison Industries and the Deputy Director of Institution Operations.

4. Special Fundraisers

Nothing in this policy shall prohibit the Warden from authorizing special limited-time fundraisers of less than thirty (30) days in duration for charitable or authorized incarcerated individual organizations. The Warden shall contact the Deputy Director of Prison Industries. The Deputy Director of Prison Industries shall explore the possibility of providing the items to the institution. If the Deputy Director of Prison Industries determines that this is not feasible, the Deputy Director of Prison Industries shall authorize the institution to purchase the items from an alternate vendor. When a fundraiser is approved by the Deputy Director of Prison Industries, or if the Warden is authorized to find an alternate vendor, the Warden shall notify the Deputy Director of Institution Operations in writing of the fundraising cause and items to be sold.

5. Vending Machines

- a. Nothing in this policy shall prohibit the Warden from authorizing the sale of food items, including items identical to those available in the Central Commissary, through a vending machine or other outlet in the institution's Visiting Room/waiting area.
- b. Vending machines in the incarcerated individual locations shall only sell freezer/cold food items, beverages and other food items not offered by commissary.

B. Waivers

Upon written request of the Warden, the Deputy Director of Prison Industries may issue a written waiver allowing the sale of products that are substantially similar to those available through the Central Commissary (i.e., the Deputy Director of Prison Industries may authorize the ongoing sale of freshly-popped popcorn by an incarcerated individual organization, a special fundraiser in which items similar to those available in the Central Commissary are sold for a charitable purpose or the betterment of the institution, or other items as specifically approved). Waivers shall be approved by the Deputy Director of Prison Industries and shall be reviewed annually. When the Deputy Director of Prison Industries is considering denial of a requested waiver, the matter shall be discussed with the Deputy Director of Institution Operations.

C. Sales History

1. All items of Inventoried Personal Property sold through the Central Commissary shall be recorded in the property module of ICON.
2. A record of all purchases of inventoried and non-inventoried items made by an incarcerated individual through Central Commissary shall be available to institutional staff upon request.

D. Transferring Order Funds

Central Commissary will invoice the institution. The IDOC banking system shall be utilized for transferring funds electronically from the incarcerated individual account to the Central Commissary.

E. Order Delivery

All orders shall be delivered to the respective prison location on a weekly schedule.

F. Incarcerated Individual Orders

1. Incarcerated individuals shall place orders weekly through the local Business Office or by kiosk for desired and authorized commissary items.
2. The local Business Office shall transmit incarcerated individual orders to the Central Commissary for processing.
3. The Central Commissary Managers shall review all orders for accuracy; ensuring adequate funds are available and ensuring that incarcerated individual orders are processed timely.
4. Any incarcerated individual order that attempts to circumvent the order process shall be relayed to the Associate Warden of Administration at the incarcerated individual-housed location for appropriate action.
5. A reconciled incarcerated individual invoice for items purchased shall be returned in an unopened bag along with the incarcerated individual's purchases.
6. A copy of the invoice shall be provided to the local Business Office. Incarcerated individual orders shall be delivered weekly to a location designated by the Business Office.

7. The Business Office and the Commissary Manager shall approve incarcerated individual returns before credits are issued.

G. Refunds, Replacements, and Exchanges

1. Refunds, replacements, and exchanges will only be conducted after products are returned to the Canteen. Refunds, replacements, and exchanges are processed on a weekly basis, typically on Wednesdays.
2. All returns (not including damaged products) must be in resalable condition and must not be engraved, marked, or tagged.
3. All returns must be sent back with a readable copy of the receipt, and within 30 days of the purchase date. The reason for return should also be printed on the receipt.
4. The Canteen reserves the right to refuse to refund, replace, or exchange any product that appears to have been tampered with or abused.
5. Products will be replaced or exchanged whenever possible. Refunds for products will only be conducted under the circumstances listed in this policy.

a. Refunds will be allowed only in the following circumstances:

- 1) The incarcerated individual was released from custody before delivery was made.
- 2) The product delivered is different from the product listed on the receipt.

b. Refunds will not be allowed when the incarcerated individual:

- 1) Orders the wrong product or wrong quantity (using either a bubble sheet or the kiosk).
- 2) Did not like the product or refused the item after it had been delivered.
- 3) Is sent to lockup (administrative or disciplinary detention).
- 4) Purchases items in excess of an institution/unit limit or restriction.

5) Transfers from one institution to another after the order has been shipped. (Before orders are shipped each day, the Canteen will review the upcoming planned transfers list to prevent orders from being shipped to the wrong institution.)

6) Returns the product after 30 days of the purchase date.

c. The Canteen will not refund any items without the following:

1) The receipt with date of purchase. The receipt must be readable and must include a brief description of the reason for refund.

2) All items that originally came with the product; i.e., headphones, ear buds, belt clips, battery door covers, warranty information, manuals, etc.

3) The product's original box/container/package. Televisions require the original box and the correct packaging material.

d. Electronics

The Canteen will replace or exchange products found to be defective within 30 days of the purchase date on the receipt.

1) The Canteen will replace an item up to twice within 30 days of the purchase date on the receipt.

2) The Canteen will examine all returned products prior to replacement or refund.

3) If a particular product is having an unacceptable amount of defects, the Canteen will contact the manufacturer and/or vendor to find a solution before receiving additional shipments. If the manufacturer and/or vendor cannot correct the issue, the Canteen may discontinue the product.

4) In the event that a product needs to be replaced a second time, the Canteen reserves the right to open the product and inspect it for defects to ensure the product is working properly prior to shipment.

- 5) If a product has already been replaced twice by the Canteen, and is outside the Canteen's 30-day warranty period, the incarcerated individual will be required to contact the manufacturer at the incarcerated individual's expense to have the product replaced or repaired.

e. Music Players and Tablets

- 1) Music players and Tablets are currently warranted by Access Corrections. Access Corrections' warranty covers software and function defects of the player and accessories. Access Corrections will not exchange or refund physically damaged items. If the player is examined by Access Corrections and is found to be defective within Access Corrections' warranty period, it will be replaced at no additional charge. Players sent to Access Corrections without a Return Authorization Number will be refused.
- 2) Steps for returning a music player or tablet to Access Corrections:
 - a) Incarcerated individual will call the Access Corrections Help Desk to obtain a Return Authorization Number.
 - b) Incarcerated individual will send the player or tablet to Access Corrections. Access Corrections provides free shipping boxes and free address labels to each institution. Incarcerated individual will be responsible for shipping to Access Corrections.
 - c) Access Corrections will ship the player or tablet back to the incarcerated individual's facility. They will include a form detailing whether the player or tablet was repaired, replaced, or out of warranty.

f. Clothing

A clothing item may be returned if it has a manufacturer's defect, or to exchange for a different size or color. Clothing items are only refunded when a requested size is not available.

- 1) Rules for replacing/exchanging clothing items:

- a) Incarcerated individual must return the product within 30 days of the purchase date on the receipt. The receipt must be readable and must detail the defect or the size requested.
- b) Clothing items must not have been washed, marked, or tagged.
- c) The size being exchanged for must be the same cost as the requested size. If the incarcerated individual needs a larger or smaller size, and there is a cost difference, the product will be refunded.

2) Rules for refunding clothing items:

- a) Incarcerated individual must return the product within 30 days of the purchase date on the receipt. The receipt must be readable.
- b) Clothing items must not have been washed, marked, or tagged.
- c) Refunds are provided when a customer returns a clothing item for a size exchange, but the requested size is not available.
- d) Refunds are provided when the customer wants to exchange for a different size, but there is a cost difference between the two sizes.

g. Shoes

- 1) Incarcerated individual must return the product within 30 days of the purchase date on the receipt. The receipt must be readable.
- 2) Shoes must be in resalable condition if exchanging for a different size. The Canteen will not exchange shoes that have been soiled, marked, or tagged.
- 3) Shoes cannot be exchanged for an entirely different shoe/style, only size exchanges. Incarcerated individual must write the requested size on the receipt.

- 4) Shoes may be refunded if the customer requests an exchange for a size that is no longer available from the vendor.

h. Missing Items

The Canteen has extensive inventory control procedures in place to effectively control its assets.

- 1) Complete stock inventories are conducted daily.
- 2) Shortages are immediately investigated by staff.
- 3) Reporting missing items:
 - a) The incarcerated individual must report missing items to a staff member at the time of receiving the order. Staff must notate on the receipt which item(s) is missing from the order. The receipt must then be returned to the Canteen.
 - b) If the Canteen has a positive inventory balance for the missing item, the Canteen will send the product to the incarcerated individual.
 - c) If the Canteen does not have a positive balance for the missing item, the institution will investigate their loss locally. If they cannot locate the missing product, they may elect to have the Canteen send a replacement to the incarcerated individual. The cost of the missing product(s) will be deducted from the requesting institution's profit dispersal.

i. Special Considerations

Situations will occur that require special consideration. Items that are not typically allowed to be returned may be replaced, exchanged, or refunded upon request by the Associate Warden of Administration or designee at the facility's cost. This cost will be deducted from the requesting facility's profit dispersal.

H. Quarterly Product Reviews

The Canteen will conduct quarterly product and performance reviews to ensure all items authorized are selling at a rate sufficient to ensure only high-quality items are being offered.

I. Canteen Profit Distribution

1. The Canteen conducts this business as a service to the Iowa Department of Corrections. All profits are distributed to participating institutions.
2. Canteen profits after expenses are distributed to each facility based upon a percentage of purchases to the total.

J. Audits

Audits of the Canteen program shall be conducted by the State Auditor annually.