

New Incarcerated Individual Mail Delivery System at Iowa Department of Corrections

To curb the introduction of mail contraband, Iowa Department of Corrections is implementing a new incarcerated individual mail delivery process. Effective **July 21, 2022**, incoming non-legal mail must be sent to a central mail processing facility at the following address:

Incarcerated Individual Name – IDOC ID Number
Facility Name – Facility ID Number
PO Box 96777
Las Vegas, NV 89119

This mail processing facility will be operated by Pigeonly Corrections. They will open all non-legal mail and scan them into a digital color copy. The digital copy will be printed and delivered to the appropriate Iowa DOC facility. Originals will not be returned to the sender, but will be temporarily stored then securely destroyed, per Iowa DOC's policies.

Send Mail Online for Free with Pigeonly!

Friends and family are encouraged to create an account at www.pigeonly.com where they can send a limited amount of mail from any cell phone, tablet or computer for free. This is a convenient option for those who choose to take advantage of it.

With Pigeonly online, friends and family can:

- Create and send letters, photos, greeting cards, postcards, and web articles
- Receive mail delivery status and related notifications

For those who still want to send physical mail through the United States Post Office, senders can still track their mail delivery status by creating a Pigeonly account – at no cost. Visit www.pigeonly.com to create an account and begin sending mail today.

Pigeonly Non-Legal Mail Requirements

- All mail must have a return address.
- Envelopes must be no larger than 4 in. x 9½ in.
- Letters must be on paper that is no larger than 8 ½ in. x 11 in.
- Greeting Cards must be no larger than 5 in. x 7 in.
- Postcards must be 5 in. x 7 in.
- Photographs must be 4 in. x 6 in. (Limit to 10 photos per Parcel)

Pigeonly's Prohibited Non-Legal Mail Materials

- Greeting Cards and Letters with glitter, rhinestones, stickers, or any glued-on items.
- Greeting Cards that are electronic, have pop-ups, or are oversized.
- Photographs smaller or larger than 4 in. x 6 in.
- Unused/blank envelopes, paper, stationary, and stamps.
- Official documents.
- Bulk mail.

Mail Delivery Guidelines

Pigeonly

Pigeonly will process the following non-legal mail at their offsite facility:

- Letters (including children's drawings)
- Greeting Cards
- Postcards
- 4x6 Photos (Limit to 10 Photos)
- Unbound Newsletters

Mail To

Incarcerated Individual Name – IDOC ID Number
Facility Name – Facility ID Number
PO Box 96777
Las Vegas, NV 89119

Iowa DOC

Iowa DOC will continue to process the following mail:

- Legal Mail: Attorneys should continue to send legal mail directly to Iowa DOC for delivery to their incarcerated clients.
- Official Documents (including but not limited to):
 - Deposit Slips
 - Birth Certificates
 - Social Security Cards
 - Driver's License
 - Welfare Card
 - Medical Card
 - School Diplomas
 - Checks
- Printed material sent directly from publisher or commercial dealer:
 - Magazines
 - Newspapers
 - Periodicals
 - Soft-Covered Books
 - Photo Books

Mail To

Incarcerated Individual Name – IDOC ID Number
Facility Name – Facility ID Number
Facility Address
Facility City, IA Facility Zip Code

Frequently Asked Questions

Why is this new mail delivery process needed?

Postal mail remains an access point to introduce contraband and illicit drugs into correctional facilities, which poses a significant health and safety risk. This new process will increase safety while allowing incarcerated individuals to continue corresponding with loved ones in a timely manner.

How does the new mail processing system work?

- Non-legal mail is sent via PO Box to a central processing facility, operated by Pigeonly.
 - All non-legal postal mail is opened, screened for contraband, and scanned into an electronic document that closely resembles the original hardcopy, including color.
 - The scanned mail is shared electronically with the DOC facilities through a secure dashboard for further screening and review.
 - The scanned mail is printed at Pigeonly's processing facility and shipped to the appropriate Iowa DOC facility for distribution to the incarcerated individual recipients, completely eliminating the risk of contraband.
 - For families and friends of incarcerated individuals, Pigeonly provides an easy-to-use website (www.pigeonly.com) that allows them to create, send, and track delivery of printed photos, letters, greeting cards, and postcards from a cell phone, tablet, or computer.
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How is legal mail handled?

Attorneys will continue to send legal mail directly to the appropriate Iowa DOC facility for delivery to their incarcerated clients.

Iowa DOC continues to accept official documents directly through postal mail (government ID cards, medical cards, diplomas, checks, etc.). Are these documents delivered to incarcerated individuals?

Official documents will be held on file for the incarcerated individuals.

How long does it take for an incarcerated individual to receive non-legal mail?

Within 24 hours of receipt, Pigeonly will open and scan incoming mail, share the electronic scan with IDOC for further screening, then print and prepare the mail for shipment. Printed mail is delivered to IDOC via Priority Mail and will be received at the appropriate facility within 1-3 days of shipment.

How long is mail held at Pigeonly's processing facility?

Original copies of postal mail are held for 45 days. After this period, it is destroyed.

I sent mail to an inmate and it was returned as undeliverable. Why?

It may have been returned because it violates mail policy. All received mail will be inspected for prohibited materials. Mail that contains the following will be flagged and is subject to being marked as undeliverable: nudity, explicit sexual material, obscene material, violent language, promotion of violence, and contraband such as but not limited to weapons, drugs, or items of an unknown substance or odor.

I'm a formerly incarcerated individual and want access to all my scanned mail pieces. Can I get a copy of them?

After release, formerly incarcerated individuals can email support@pigeon.ly with their ID number to download their scanned mail items for free.