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Office of the Sheriff

Jesse Jahner, Sheriff

October 11, 2021

Mr. Chad Peterson – Chair
Cass County Commission

Chairman Peterson,

This letter contains a request to have three items submitted for consideration and action at the next available meeting of the Cass County Commission. All three items relate to contractual matters between the Cass County Jail and its vendors.

I am including separate packets for each of the three items which include detailed explanations and contract amendments that will require discussion and commission action. All three items are time sensitive.

Item #1 Contract with the DOCR to formalize payment to Cass County for DOCR sentenced inmates.

Item #2 Upcoming expiration of the Jail Commissary Contract with Turnkey.

Item #3 Amendment to the contract with Securus (inmate phone system), due to FCC action on rates.

I respectfully request the opportunity to discuss each of these items, and present options for the Commission to consider, at the next full meeting of the Commission.

Capt. Andrew Frobig
Jail Administrator

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1612 23rd Avenue North
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Cass County Sheriff
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211 9th Street South
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Fargo, North Dakota 58107-0488
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Cass County Jail
450 34th Street South
Fargo, North Dakota 58103
Phone: 701-271-2900
Fax: 701-271-2967

Item #2. Upcoming Expiration of Contract with Turnkey, for Jail Commissary Operations

The contract for Jail Commissary Services is due to expire on November 10, 2021. The Jail is currently contracted with Turnkey Corrections, with the last amendment and renewal issued on November 10, 2017. This contract provides for Turnkey to operate the inmate commissary system, which includes ordering and delivery of items twice weekly, as well as some limited vending services within the jail.

This contract also provides for an exclusive software system for the purposes of inmate accounting. The software system accounts for all deposits, purchases, debits, withdrawals, and transfers of inmate funds, including money deposited and transferred to the courts for the purposes of posting bail.

Within the past two years, Turnkey software has also integrated with our phone provider to allow for direct purchase and accounting of credits for phone calls. In May of 2021, Turnkey established a small "marketplace" system within the employee breakroom which provides for several pre-packaged snack and meal options to the staff. This marketplace has proved to be quite popular since installation.

Turnkey Corrections has proposed a renewal amendment, which is attached. The renewal calls for an **extension of 4 years, and a commission rate of 35%**. The commissions from this contract are deposited directly in the Inmate Commissary Fund.

The Jail has not solicited any competing offers or explored distribution of a request for proposals. The commissary system has been operating efficiently and with minimal disruption or problems. The software used to account for inmate funds has been reliable and has proven adaptable over the years to various needs that have arisen, such as changes within the Finance Office and changes to bail payment procedures mandated by the District Court.

While we have not solicited any competing offers, one company known as Keefe has inquired with us on several occasions about our commissary contract, and they have submitted to us several pages of marketing materials and summaries of their capabilities, and they did a presentation for the jail administration recently to discuss these materials.

For purposes of comparison, I have attached a copy of the current price list of items that are provided by Turnkey to the inmate population, and I have attached all of the materials that were submitted by Keefe.

The commission is not required to act today. The existing contract contains a provision to automatically renew for 1-year periods as of November 10th, until a new agreement is signed or the contract is terminated. **The existing commission rate, under an automatic renewal, would continue at 30%.**

While no action is required today, I do ask the Commission to offer guidance as to how they wish to proceed. We are fully satisfied with our current commissary provider, and there are many other projects underway that will continue at least thru next year, with booking construction, implementation of a new payroll system, and discussions on possible jail expansion. Considering all that is already

being worked on, it would be our preference to continue with current commissary operations since we are experiencing no performance issues.

The information provided by Keefe can certainly be valuable and informative, but we are not yet at the point of being able to contract with them. If another company is to be considered, it would be my suggestion to commit to a full Request for Proposals so that we may review and entertain proposals from other companies as well. Changing companies would require transfer of all existing account information, as well as integration with all our other vendors such as the phone provider and with New World JMS. This would be a huge project to add on top of other existing projects that are occurring in 2022, so I would anticipate at least one, if not two, automatic yearlong extensions of the existing contract being necessary in order to prepare, review, approve, plan, and execute an RFP and conversion to a new company.

**Cass County, North Dakota
JAIL SERVICE AGREEMENT
AMENDMENT**

THIS AMENDMENT ("Amendment") is attached to a made part of that certain Jail Service Agreement, made effective on November 10, 2017 ("Agreement"), by and between Cass County, in the state of North Dakota ("Facility"), and T.W. Vending Inc., d/b/a TurnKey Corrections ("Provider").

WHEREAS, the Facility desires to amend the Agreement in order to extend the term and increase the commissary commission percentage, and further to allow for the addition of phone and communication prior to the end of the term.

NOW, THEREFORE, for the good and valuable consideration detailed below, the parties agree that the Agreement is modified as follows:

1. Extension of Term. The parties agree that the term of this Amendment shall be four (4) years ("Extended Term"). Upon the expiration of the Extended Term, the Agreement shall automatically renew for three (3) year terms unless otherwise cancelled pursuant to the terms of the Agreement.

(b) During the Extended Term and any renewal thereof, Facility grants Provider the right to be the sole and exclusive provider of all of the services which Provider is capable of delivering, regardless of the package of services chosen for delivery by the Facility.

2. Modified Provision. Section 3, Scope of Services is modified to read:

Scope of Services; Commission Rate

Unless a different rate is expressly stated for specific sales or services, the Facility will earn a commissary commission rate of 35% of gross commissary sales (net of sales taxes) beginning upon the execution of this Amendment.

3. Modified Provision. Section 7, Authorized Agents, is modified to read:

Authorized Agents; Notices.

(a) The Facility shall appoint an authorized agent for the purpose of administration of this Agreement. Authorized agents for the Provider are:

Tom Graham, President
Phone: 715-260-2426
tomg@tkc32m.com

Eric Bloms, IT Information
Phone: 715-636-0411
ericb@tkc32m.com

(b) The address of Provider is:

TurnKey Corrections
3329 Casey Street
River Falls, WI 54022
Attn: Legal

(c) Any notices required under this Agreement shall be in writing, delivered via regular first-class mail, postage prepaid, and deposited in the United States mails, addressed to the authorized agents, as applicable.

4. No Other Changes. Unless specifically modified herein, all of the terms and conditions of the Agreement remain in full force and effect.

Acknowledged and agreed:

Cass County, North Dakota

By: _____

Print Name: _____

Date: _____

T.W. Vending, Inc., d/b/a TurnKey Corrections

By: _____

Dewey Wahlin

Date: _____

Current Canteen Items

Cass County ND

Report Generated 3/10/2021 2:50:09 PM

3/10/2021 2:49:50 PM

Canteen Group Name	Standard/ Indigent	Item Number	Item Description	Price	Tax Rate	Qty per Day
Cass Standard Canteen	Standard	42325	9X12 Catalog Envelope no Stamp	0.92	0.07000	100 per 1
Cass Standard Canteen	Standard	070508	Address Book 2x3	4.59	0.07000	100 per 1
Cass Standard Canteen	Standard	7838	Airheads Xtreme Berry 6 oz	2.98	0.00000	100 per 1
Cass Standard Canteen	Standard	AF-5	Antifungal Cream .5oz	3.50	0.07000	100 per 1
Cass Standard Canteen	Standard	4170	Apple Pie 4oz	1.91	0.00000	100 per 1
Cass Standard Canteen	Standard	1000	Atomic Fireballs	2.01	0.07000	100 per 1
Cass Standard Canteen	Standard	24	Blue Magic Conditioner 4oz	5.44	0.07000	100 per 1
Cass Standard Canteen	Standard	901	Bowl and Lid	2.13	0.07000	100 per 1
Cass Standard Canteen	Standard	1159	Butterfinger	1.58	0.07000	100 per 1
Cass Standard Canteen	Standard	1002	Butterscotch Buttons	2.01	0.07000	100 per 1
Cass Standard Canteen	Standard	Special#1	Candy Special	8.00	0.07000	100 per 1
Cass Standard Canteen	Standard	1CI2400	Cappuccino Mix (K☒)	0.80	0.00000	100 per 1
Cass Standard Canteen	Standard	44366	Cheetos Crunchy 2oz	1.49	0.00000	100 per 1
Cass Standard Canteen	Standard	44368	Cheetos Flamin Hots 2oz	1.49	0.00000	100 per 1
Cass Standard Canteen	Standard	44367	Cheetos Jalapeno Cheddar 2oz	1.49	0.00000	100 per 1
Cass Standard Canteen	Standard	3950	Cherry Pie 4oz	1.91	0.00000	100 per 1
Cass Standard Canteen	Standard	11332	Chili Instant	2.98	0.00000	100 per 1
Cass Standard Canteen	Standard	2907	Chili No Beans 7.5oz	2.98	0.00000	100 per 1
Cass Standard Canteen	Standard	2916	Chili With Beans 7.5oz	2.98	0.00000	100 per 1
Cass Standard Canteen	Standard	2908	Chili With Beans Western Hot 7.5oz	2.98	0.00000	100 per 1
Cass Standard Canteen	Standard	FLCB4	Cocoa Butter Lotion	3.04	0.07000	100 per 1
Cass Standard Canteen	Standard	CCL-FD-5	Coffee Caribbean 11 GRAM	2.05	0.00000	100 per 1
Cass Standard Canteen	Standard	PRC-2	Coffee Premium Roast Regular 2oz	4.01	0.00000	100 per 1
Cass Standard Canteen	Standard	98506	Colored Pencil Full Size	5.44	0.07000	100 per 1
Cass Standard Canteen	Standard	98504	Colored Pencil Short	4.59	0.07000	100 per 1
Cass Standard Canteen	Standard	312	Crossword Puzzle Books	3.55	0.07000	100 per 1
Cass Standard Canteen	Standard	FOA9500	Cup Cakes Chocolate 4 oz (K☒)	1.91	0.00000	100 per 1
Cass Standard Canteen	Standard	27222	Danish Strawberry Cheese Claw 4.25oz (K☒)	1.91	0.00000	100 per 1
Cass Standard Canteen	Standard	DA-2-EA	Denture Adhesive Freshmint 2oz	4.70	0.07000	100 per 1
Cass Standard Canteen	Standard	DENT40	Denture Cleanser Tablet	0.64	0.07000	100 per 1
Cass Standard Canteen	Standard	94002	Deodorant - Solid 1.8oz	5.44	0.07000	100 per 1
Cass Standard Canteen	Standard	763706	Deodorant Suave Anti-Perspirant	4.84	0.07000	100 per 1
Cass Standard Canteen	Standard	44374	Doritos Cool Ranch 1.75oz	1.49	0.00000	100 per 1
Cass Standard Canteen	Standard	44375	Doritos Nacho Cheese 1.75oz	1.49	0.00000	100 per 1
Cass Standard Canteen	Standard	87000	Dots Original 6.5 oz	1.68	0.00000	100 per 1
Cass Standard Canteen	Standard	B8	Dr Pepper	2.11	0.07000	7 per 3
Cass Standard Canteen	Standard	280005	Ear Plugs	0.92	0.07000	100 per 1
Cass Standard Canteen	Standard	15101	Earl's Cheesy Corn 1.375oz	1.49	0.00000	100 per 1
Cass Standard Canteen	Standard	EPC1	Economy Playing Cards	2.59	0.07000	100 per 1
Cass Standard Canteen	Standard	832	Eraser Tip	0.35	0.07000	100 per 1
Cass Standard Canteen	Standard	75914	Freshscent Foot Powder	2.10	0.07000	100 per 1
Cass Standard Canteen	Standard	2CO7201	Fruit Punch Drink Mix	0.37	0.00000	100 per 1
Cass Standard Canteen	Standard	91002	Habanero Cheese Squeeze 1oz	0.93	0.00000	100 per 1
Cass Standard Canteen	Standard	567	Hair Pick	0.93	0.07000	100 per 1
Cass Standard Canteen	Standard	CLUB	Hairbrush Military	1.81	0.07000	100 per 1
Cass Standard Canteen	Standard	6247600	Halls Cough Drops 9 count	2.13	0.07000	100 per 1
Cass Standard Canteen	Standard	84061	Hearty Beef Summer Sausage 5oz	4.19	0.00000	100 per 1
Cass Standard Canteen	Standard	057	Herr's Baby Back Rib Chips 1.5oz	1.49	0.00000	100 per 1
Cass Standard Canteen	Standard	8100	Herr's Cheese Jalapeno Curls	1.49	0.00000	100 per 1
Cass Standard Canteen	Standard	164	Herr's Ragin Ranch 1.5oz	1.49	0.00000	100 per 1
Cass Standard Canteen	Standard	45599	Honey Bun Chocolate 4.75oz (K☒)	1.91	0.00000	100 per 1
Cass Standard Canteen	Standard	2382-BOX	Honey Granola Bar (K☒)	1.58	0.00000	100 per 1
Cass Standard Canteen	Standard	84060	Hot & Spicy Beef Summer Sausage 5oz	4.19	0.00000	100 per 1

Cass Standard Canteen	Standard	25485	Hot Cocoa Mix (K☒)	0.64	0.00000	100 per 1
Cass Standard Canteen	Standard	HS300	Hot Sauce	3.15	0.00000	100 per 1
Cass Standard Canteen	Standard	2CO7601	Iced Tea Drink Mix (K☒)	0.37	0.00000	100 per 1
Cass Standard Canteen	Standard	2712481382	Instant White Rice 2oz	2.13	0.00000	100 per 1
Cass Standard Canteen	Standard	91001	Jalapeno Cheese Squeeze 1oz	0.93	0.00000	100 per 1
Cass Standard Canteen	Standard	1004	Jolly Ranchers 3.6oz	2.01	0.07000	100 per 1
Cass Standard Canteen	Standard	8952	Karrs Energy Mix	1.49	0.07000	100 per 1
Cass Standard Canteen	Standard	8950	Kars Trail Mix 2oz	1.49	0.07000	100 per 1
Cass Standard Canteen	Standard	24672	Kit Kat -Large (K☒)	1.58	0.07000	100 per 1
Cass Standard Canteen	Standard	44361	Lays Sour Cream and Onion (K☒)	1.49	0.00000	100 per 1
Cass Standard Canteen	Standard	1007	Lemon Heads	2.01	0.07000	100 per 1
Cass Standard Canteen	Standard	B9	Lemon Lime Soda	2.11	0.07000	7 per 3
Cass Standard Canteen	Standard	2CO7001	Lemonade Drink Mix (K☒)	0.37	0.00000	100 per 1
Cass Standard Canteen	Standard	LIPEX	Lip Balm	2.17	0.07000	100 per 1
Cass Standard Canteen	Standard	1731	M&M Milk Chocolate Peg Bag 5.3 oz	3.46	0.00000	100 per 1
Cass Standard Canteen	Standard	1232	M&M Peanut (K☒)	1.58	0.07000	100 per 1
Cass Standard Canteen	Standard	1244	M&M Peanut BUTTER (K☒)	1.58	0.07000	100 per 1
Cass Standard Canteen	Standard	1744	M&M Peanut Butter Peg Bag 5.1 oz	3.46	0.00000	100 per 1
Cass Standard Canteen	Standard	1732	M&M Peanut Peg Bag 5.3oz	3.47	0.00000	100 per 1
Cass Standard Canteen	Standard	1231	M&M Plain (K☒)	1.58	0.00000	100 per 1
Cass Standard Canteen	Standard	49133	Mike & Ike Original 5 oz	1.70	0.00000	100 per 1
Cass Standard Canteen	Standard	2152	Milk Duds 5 oz	1.86	0.00000	100 per 1
Cass Standard Canteen	Standard	1101	Milky Way (K☒)	1.58	0.07000	100 per 1
Cass Standard Canteen	Standard	B0000	Mountain Dew	2.11	0.07000	7 per 3
Cass Standard Canteen	Standard	B2	Mountain Dew Diet	2.11	0.07000	7 per 3
Cass Standard Canteen	Standard	4120	Nutty Bar (K☒)	1.08	0.00000	100 per 1
Cass Standard Canteen	Standard	43179	Oatmeal Maple and Brown Sugar Single Packet	1.09	0.00000	100 per 1
Cass Standard Canteen	Standard	71620-m	Obriens Beef and Cheddar 1oz	1.49	0.00000	100 per 1
Cass Standard Canteen	Standard	5304-DS	Obriens Dbl Barrel Hot Shots 1oz	1.49	0.00000	100 per 1
Cass Standard Canteen	Standard	71626-m	Obriens Double Barrel Salami 1oz	1.49	0.00000	100 per 1
Cass Standard Canteen	Standard	10001130	Orange Soda	2.11	0.07000	7 per 3
Cass Standard Canteen	Standard	52605	Paper Lined Writing Pad	2.29	0.07000	100 per 1
Cass Standard Canteen	Standard	91030	Peanut Butter Squeezer	0.92	0.00000	100 per 1
Cass Standard Canteen	Standard	B3	Pepsi	2.11	0.07000	7 per 3
Cass Standard Canteen	Standard	B5	Pepsi Diet	2.11	0.07000	7 per 3
Cass Standard Canteen	Standard	1215	Pinochle Cards	3.55	0.07000	100 per 1
Cass Standard Canteen	Standard	20358	Ponytail Holder (1)	0.93	0.07000	100 per 1
Cass Standard Canteen	Standard	31132	Pop Tart Frosted Brown Sugar	1.91	0.00000	100 per 1
Cass Standard Canteen	Standard	31732	Pop Tart Frosted Strawberry	1.91	0.00000	100 per 1
Cass Standard Canteen	Standard	29187	Protein Bar Chocolate	3.55	0.00000	100 per 1
Cass Standard Canteen	Standard	29189	Protein Bar Chocolate/PB	3.55	0.00000	100 per 1
Cass Standard Canteen	Standard	249593-SAM	Ramen Beef	0.99	0.00000	100 per 1
Cass Standard Canteen	Standard	249586-SAM	Ramen Chicken	0.99	0.00000	100 per 1
Cass Standard Canteen	Standard	249628-SAM	Ramen Chili	0.99	0.00000	100 per 1
Cass Standard Canteen	Standard	249600-SAM	Ramen Lime Chili Shrimp	0.99	0.00000	100 per 1
Cass Standard Canteen	Standard	249614-SAM	Ramen Picante Chicken	0.99	0.00000	100 per 1
Cass Standard Canteen	Standard	249642-SAM	Ramen Soy Sauce	0.99	0.00000	100 per 1
Cass Standard Canteen	Standard	R9951-1.0	Reading Glasses - 1.0 Strength	7.12	0.07000	100 per 1
Cass Standard Canteen	Standard	R9951-1.25	Reading Glasses - 1.25 Strength	7.12	0.07000	100 per 1
Cass Standard Canteen	Standard	R9951-1.5	Reading Glasses - 1.5 Strength	7.12	0.07000	100 per 1
Cass Standard Canteen	Standard	R9951-1.75	Reading Glasses - 1.75 Strength	7.12	0.07000	100 per 1
Cass Standard Canteen	Standard	R9951-2.0	Reading Glasses - 2.0 Strength	7.12	0.07000	100 per 1
Cass Standard Canteen	Standard	R9951-2.25	Reading Glasses - 2.25 Strength	7.12	0.07000	100 per 1
Cass Standard Canteen	Standard	R9951-2.5	Reading Glasses - 2.5 Strength	7.12	0.07000	100 per 1
Cass Standard Canteen	Standard	R9951-2.75	Reading Glasses - 2.75 Strength	7.12	0.07000	100 per 1
Cass Standard Canteen	Standard	R9951-3.0	Reading Glasses - 3.0 Strength	7.12	0.07000	100 per 1
Cass Standard Canteen	Standard	R9951-3.25	Reading Glasses - 3.25 Strength	7.12	0.07000	100 per 1
Cass Standard Canteen	Standard	R9951-3.5	Reading Glasses - 3.5 Strength	7.12	0.07000	100 per 1
Cass Standard Canteen	Standard	R9951-3.75	Reading Glasses - 3.75 Strength	7.12	0.07000	100 per 1
Cass Standard Canteen	Standard	R9951-4.0	Reading Glasses - 4.0 DISC	7.12	0.07000	100 per 1
Cass Standard Canteen	Standard	11309	Red Beans and Rice with Chili	3.55	0.00000	100 per 1

			(K☒) 4.4oz			
Cass Standard Canteen	Standard	44060	Reeses Peanut Butter Cups (K☒)	1.58	0.07000	100 per 1
Cass Standard Canteen	Standard	24860	Reeses Pieces	1.58	0.07000	100 per 1
Cass Standard Canteen	Standard	11480	Reeses Pieces Concession Box 4 oz	1.70	0.00000	100 per 1
Cass Standard Canteen	Standard	10001096	Rootbeer 20oz	2.11	0.07000	7 per 3
Cass Standard Canteen	Standard	1005	Rootbeer Barrels	2.01	0.07000	100 per 1
Cass Standard Canteen	Standard	260155	Salsitas 1.5oz	1.49	0.07000	100 per 1
Cass Standard Canteen	Standard	20927-DS	Salted Nut Rolls	1.58	0.07000	100 per 1
Cass Standard Canteen	Standard	737964	Shampoo 2 in 1 12.6oz	4.38	0.07000	100 per 1
Cass Standard Canteen	Standard	718765	Shampoo Suave 12oz	4.56	0.07000	100 per 1
Cass Standard Canteen	Standard	2129	Shampoo, Dandruff, Head and Shoulders	10.35	0.07000	100 per 1
Cass Standard Canteen	Standard	54012	Sketch Pad	12.34	0.07000	100 per 1
Cass Standard Canteen	Standard	HL-04	Skin Care Lotion	3.34	0.07000	100 per 1
Cass Standard Canteen	Standard	4092	Skittles Original Peg Bag 7.2 oz	3.02	0.00000	100 per 1
Cass Standard Canteen	Standard	1160	Skittles Regular 2.17oz	1.58	0.07000	100 per 1
Cass Standard Canteen	Standard	1163	Skittles Tropical 2.17oz	1.58	0.07000	100 per 1
Cass Standard Canteen	Standard	TKCMASK	Sleeping Mask	1.16	0.07000	1 per 180
Cass Standard Canteen	Standard	C-5	Small Comb	0.64	0.07000	100 per 1
Cass Standard Canteen	Standard	1202	Snickers Bar (K☒)	1.58	0.07000	100 per 1
Cass Standard Canteen	Standard	81110	Snyders Honey Mustard Pieces 2.25oz (K☒)	1.49	0.00000	100 per 1
Cass Standard Canteen	Standard	81090	Snyders Hot Buffalo Wing Pieces 2.25oz (K☒)	1.49	0.00000	100 per 1
Cass Standard Canteen	Standard	81100	Snyders Jalapeno Pieces 2.25oz (K☒)	1.49	0.00000	100 per 1
Cass Standard Canteen	Standard	910	Soap Bar Dial 4oz	2.34	0.07000	100 per 1
Cass Standard Canteen	Standard	2979380	Soap Bar Dove 4 oz. Sensitive	5.44	0.07000	100 per 1
Cass Standard Canteen	Standard	325385	Soap Bar Lever 2000	3.04	0.07000	100 per 1
Cass Standard Canteen	Standard	506225	Sour Patch Kids Peg Bag 5 oz	1.90	0.00000	100 per 1
Cass Standard Canteen	Standard	Special#7	Spicy Special	7.00	0.00000	100 per 1
Cass Standard Canteen	Standard	SF-7TWBUF	Spork Buff - Firm	1.19	0.07000	100 per 1
Cass Standard Canteen	Standard	4114	Star Crunch (K☒)	0.57	0.00000	100 per 1
Cass Standard Canteen	Standard	1001	Starlite Mints 4oz	2.01	0.07000	100 per 1
Cass Standard Canteen	Standard	4133	Strawberry Shortcake Roll (K☒)	1.08	0.00000	100 per 1
Cass Standard Canteen	Standard	782001	Suave Conditioner 12oz	4.56	0.07000	100 per 1
Cass Standard Canteen	Standard	313	Sudoku Numeric Puzzles	3.55	0.07000	100 per 1
Cass Standard Canteen	Standard	1506208	Swedish Fish Red Peg Bag	2.01	0.00000	100 per 1
Cass Standard Canteen	Standard	52050	Sweet N Low 1gm Packet (K☒)	0.18	0.00000	100 per 1
Cass Standard Canteen	Standard	4130	Swiss Roll (K☒)	1.08	0.00000	100 per 1
Cass Standard Canteen	Standard	31505	Takis Fuego Tortilla Chips	1.49	0.00000	100 per 1
Cass Standard Canteen	Standard	01-2013	Tampon	0.60	0.07000	100 per 1
Cass Standard Canteen	Standard	30563	TGIF Potato Cheddar Bacon (K☒)	1.49	0.00000	100 per 1
Cass Standard Canteen	Standard	1103	Three Musketeers Bar (K☒)	1.58	0.07000	100 per 1
Cass Standard Canteen	Standard	TB30	Toothbrush Long Handled	1.46	0.07000	100 per 1
Cass Standard Canteen	Standard	9782	Toothpaste Colgate .85oz	1.99	0.07000	100 per 1
Cass Standard Canteen	Standard	50500	Toothpaste Colgate 2.5oz	4.27	0.07000	100 per 1
Cass Standard Canteen	Standard	3851	Trolli Sour Bite Crawlers 5 oz	2.28	0.00000	100 per 1
Cass Standard Canteen	Standard	00036	Tube of Peanuts 2oz (K☒)	1.58	0.00000	100 per 1
Cass Standard Canteen	Standard	TU303	Tuna in a Pouch 3oz (K☒)	4.48	0.00000	100 per 1
Cass Standard Canteen	Standard	35391	Twix Caramel (K☒)	1.58	0.07000	100 per 1
Cass Standard Canteen	Standard	16795	Vaseline Lotion 10oz *Scents may vary*	5.40	0.07000	100 per 1
Cass Standard Canteen	Standard	311	Word Search	3.55	0.07000	100 per 1
Cass Standard Canteen	Indigent	SD-05-IND	Indigent Deodorant	0.00	0.00000	1 per 7
Cass Standard Canteen	Indigent	SF-20-IND	Indigent Shampoo 2oz	0.00	0.00000	1 per 7
Cass Standard Canteen	Indigent	F50-IND	Indigent Soap Bar .5 oz	0.00	0.00000	3 per 7
Cass Standard Canteen	Indigent	STB30-IND	Indigent Toothbrush Stubby	0.00	0.00000	1 per 28
Cass Standard Canteen	Indigent	CG6-IND	Indigent Toothpaste 0.6oz	0.00	0.00000	1 per 7

Submitted to:

Cass County Jail / Captain Frobig
450 34th Street South
Fargo, ND 58103

Submitted by:

Keefe Commissary Network
13870 Corporate Woods Trail
Bridgeton, MO 63044
Teresa Vitale/Account Manager
314-303-9245

Submitted Date:

October, 11 2021



Executive Summary

Keefe Group has been in bulk commissary business since 1975 and in the full-service commissary business since 1993. We understand the needs of the corrections industry. Keefe's innovative product packaging designs were developed with facilities like Cass County Jail in mind. We currently serve commissary to over 1,000 facilities in the U.S. and 520,000 inmates weekly. Our goal is to provide excellent products and exceptional service to our customers. At Keefe Group, we pride ourselves on becoming a partner to our customers. Our extensive portfolio combines many of the services that facilities like Cass County Jail require.

AccessCorrections is our deposit platform. We offer family and friends the opportunity to add single deposits either online or onsite via the lobby kiosk. Our platform provides lower fees to family members. We understand that fees can be burdensome which is why we do not charge to integrate with the facility's phone/media provider. We discuss our fee structure for these services on page 5 of the proposal. We understand that the facility is busy which is why our Intake Kiosk accepts both bulk bill and coins, has the capability to simply scan an ID to book an individual and auto-populates information. The kiosks are bi-lingual in English and Spanish.

Keefe offers a debit release card option through our provider Rapid Financial Services. This debit card allows the facility to release an inmate without the hassle of cash or check and without the fees like other providers. We discuss this service more starting on page 106 of the Exhibits section.

Our technology is designed with real users in mind. It is supported by a 24/7 helpdesk if problems occur reducing frustration and long wait times to get equipment operational for inmates and loved ones. Our ability and proven integration with the facility's current JMS provides the facility with a smooth transition onto our system. KeepTrak Banking software is cloud based for convenience and security. It is a detailed system with an intuitive dashboard that offers many reports and data, and the information gathered is always property of the facility.

Keefe's direct-debit vending services are next to none. By converting the vending machines into one combo snack/soda machine, it reduces the maintenance required from two machines while still providing cold drinks and a wide selection of products. Our Lexan plated glass fronts, 14-gauge steel housing and wall mounting of the combo vending machine is robust limiting wear and tear.

Machines are accessed via a digital touch-screen pin-pad shown on page 13 of the proposal. The pin protected login removes the need for store value cards that could be stolen or lost. An inmate can check his or her balance, view calorie counts, item pricing and an image of the item before purchasing. The system posts charges and credits immediately and directly to the inmate's bank account in Keefe's banking system. It captures reporting details on inmate vending sales. The system can examine dietary content that inmates are consuming and high selling items. The reporting also provides the current stock status of each vending machine and each item within a machine (maximizing sales/commission and inmate satisfaction).

We are looking forward to the opportunity to serve Cass County Jail.

Proposed Commissary Plan

Commissary Operation

As an experienced national provider of commissary services to correctional facilities, Keefe brings expertise, state-of-the-art technology, and quality products to your facility. Keefe places service to the client and the inmate population at the top of our operation plan. The Cass County Jail expects and deserves a total commitment on the part of our staff to provide the best possible service, and we expect no less from our staff. Our competitors can certainly provide commissary services, but none of them can match our complete package of advanced technology, professional conduct, responsiveness, dedication, and a deep-seated desire to provide a commissary operation that is second to none in the industry. We encourage you to communicate with our references to confirm this standard of excellence.

Keefe is proposing an off-site operation for bagged orders, with the orders be processed at Keefe's service center in St. Louis, Missouri. This service center is nearly 288,000 square feet in size and carries an average daily inventory of roughly \$17 Million. Commissary orders would be distributed to the inmates by Keefe's on-site personnel **(two (2) full-time employees)**.

Keefe will supplement the commissary service with the following:

- A program allowing family and friends to order a package for an inmate. The item selection available for this program will be approved by the Cass County Jail. Restrictions on package weight and dollar amount can be imposed. The county will receive the same commission on package program sales as it does on commissary sales. Additional information on this program has been included in the Exhibits section of this proposal.
- Keefe's in-unit, direct-debit vending service. **Charges for all purchases from the vending machines are posted directly and immediately to the inmate's account in Keefe's banking system. Facility-wide implementation of this service has a proven track record of increasing commissary revenue by upwards of 40%.** Additional information on this service has been included in the Exhibits section of this proposal.

Highlights/Benefits of Keefe's Direct-Debit Vending Service

- **No card required**, as funds in the inmate's trust account are used to cover the cost of the vending purchases. If the product does not vend (based on sensors inside the vending machine) a credit in the amount of the initial charge gets posted to the inmate's account in real-time
- Charges are posted in real-time
- Inmate Identification Options
 - Manual entry
 - Via barcode
 - Via RFID
- Transactions are PIN protected - Inmates can change their PIN via the touchscreen

- The service displays the inmate’s account balance AND spending balance PRIOR to and AFTER a transaction. Note: Displaying the account balance can be disabled
- Can impose a spending limit on vending sales over a specified timeframe
- Ability to restrict use of the service, per inmate
- Ability to restrict, per inmate, what items can be purchased from the vending machines
- Ability to restrict an inmate’s use to the machine(s) designated to his/her housing unit
- Inmates can view previous purchase history
- System displays the calorie count of the item selected PRIOR to the purchase being made, and allows the transaction to be cancelled
- An inmate can lock his/her account from vending purchases being applied
- The system is capable of remotely disabling vending on all machines
- The system has the capability to generate reports, both summary and detail, on vending sales, per a user-specified date/time range. Detailed reports include the inmate’s name, inmate ID, amount of purchase and the date and time of each transaction. Reports can be run on each individual machine

Order Entry

The order process begins with an inmate placing his/her order via Keefe’s kiosk application accessible on the kiosks (and/or tablets) provided to the county by Securus. Orders are then downloaded to Keefe’s service center where they are packed individually in a clear, plastic, perforated bag and then placed in cardboard boxes sorted by housing location and prepared for delivery. Keefe’s commissary system does not allow any inmate to order beyond their account balance and enforces the facility’s set spending and quantity limits, as well as any medical and disciplinary restrictions. It also monitors indigent statuses and only allows inmates who meet the indigent criteria of your facility to order an indigent kit and/or facility-approved indigent items. The completed order is shipped via common carrier to arrive on the designated delivery day.

Order Processing

Keefe’s warehouse software will generate the order pick list, which also serves as the invoice to be signed by the inmate upon receipt of his/her commissary order. Orders are assembled using zone-picking methods, designed to maximize efficiency and order accuracy, as well as, reduced product damage by enabling the packing of heavier items on the bottom. One person is assigned to a zone, which allows them to get to know all the items in their zone and increase their accuracy. Plus, the Order Pick List/Invoice display the ordered items in the same sequence as the zones— promoting efficiency and accuracy.

Each order contains a two-copy receipt that includes:

- Inmate’s name, jail number, facility and housing location
- Delivery date
- Item description and quantity
- Item price, sales tax (when appropriate), and total cost [sales tax is calculated, (remitted by Keefe)]
- Inmate’s account balance, both before and after sale
- Any items removed from the order, with the reason for removal (e.g. exceeds quantity allowed)

A sample order receipt is shown on the following page.

KEEFE COMMISSARY NETWORK
P.O BOX 17490, St Louis, MO 63178-7490
379 for SOUTHERN REGIONAL JAIL

KEEFE COMMISSARY NETWORK
P.O BOX 17490, St Louis, MO 63178-7490
379 for SOUTHERN REGIONAL JAIL

Name: Sean, Won ID: 1987 DOB: Bal Before Order: 631.05
Bal After Order: 545.61 Acct #: 19084 Order #: 17319518
CPR #: 6697 Order Date: 03/18/2021
Block: Block A Tier: Unit 2 Cell:

Name: Sean, Won ID: 1987 DOB: Bal Before Order: 631.05
Bal After Order: 545.61 Acct #: 19084 Order #: 17319518
CPR #: 6697 Order Date: 03/18/2021
Block: Block A Tier: Unit 2 Cell:



17319518-6697



17319518-6697

Bay-Seq.	Qty	UOM	Description	Alias	T	Price
CRJ50	5	EA	S.S. HOT COCOA	2070		2.05
	5	EA	KEEFE COLOMBIAN BLEND	2283		26.95
	5	EA	CHILI CHEESE FRITOS 2OZ	2737		7.25
	1	EA	(EA)ZC D-DUNX	3245		0.95
	5	EA	BC CHILI W/ BEANS	6173	S	0.00
	5	EA	FC MACKERAL	6178		13.40
	5	EA	TWIN BEEF STICK	6300		6.40
	5	EA	PEPPER - SINGLE PACKET	6518		0.25
*	5	EA	GINGER ALE 20OZ	2492		13.10

Bay-Seq.	Qty	UOM	Description	Alias	T	Price
CRJ50	5	EA	S.S. HOT COCOA	2070		2.05
	5	EA	KEEFE COLOMBIAN BLEND	2283		26.95
	5	EA	CHILI CHEESE FRITOS 2OZ	2737		7.25
	1	EA	(EA)ZC D-DUNX	3245		0.95
	5	EA	BC CHILI W/ BEANS	6173	S	0.00
	5	EA	FC MACKERAL	6178		13.40
	5	EA	TWIN BEEF STICK	6300		6.40
	5	EA	PEPPER - SINGLE PACKET	6518		0.25
*	5	EA	GINGER ALE 20OZ	2492		13.10

FACILITY ITEMS						
	5	EA	\$2 Phone time non-DL	9801	V	5.00

FACILITY ITEMS						
	5	EA	\$2 Phone time non-DL	9801	V	5.00

OTHER						
	5	EA	CHILI RAMEN	6026	N	4.60
<i>Subbed with Item-6173</i>						

OTHER						
	5	EA	CHILI RAMEN	6026	N	4.60
<i>Subbed with Item-6173</i>						

ITEM(S) NOT AVAILABLE-AUTO CREDIT IN PROCESS						
	5	EA	TEXAS BEEF RAMEN SOUP	6018	C	4.60

ITEM(S) NOT AVAILABLE-AUTO CREDIT IN PROCESS						
	5	EA	TEXAS BEEF RAMEN SOUP	6018	C	4.60

Sub-Total: 84.55
Tax: 0.89
Total: 85.44

Su-Total: 84.55
Tax: 0.89
Total: 85.44

SHORTAGES/CANCELLED

Alias	Qty	Description	Reason
3230	5	(EA) ZC PB WAFERS	Item restricted
3245	4	(EA)ZC D-DUNX	Exceeds quantity limit

SHORTAGES/CANCELLED

Alias	Qty	Description	Reason
3230	5	(EA) ZC PB WAFERS	Item restricted
3245	4	(EA)ZC D-DUNX	Exceeds quantity limit

I have checked and received this order with any and all credits/shortages as indicated herein.

I have checked and received this order with any and all credits/shortages as indicated herein.

Signed: _____ Date: _____

Signed: _____ Date: _____

Witnessed By: _____ Date: _____

Witnessed By: _____ Date: _____

Quality and Inventory Control

Each vendor delivery to our warehouse is compared to the packing slip to ensure all items are present and in good condition; only then is it entered in our software program. We use the first in, first out system for all products, or in the case of lot-controlled items (expiration dated), we use First Expiration, First Out, and we never sell any item that is beyond its "Best by" date or is damaged in any way—preserving product freshness. It is the responsibility of our supervisor and all workers in the commissary to ensure that we never deviate from this policy. Products that are stale or damaged are accounted for and destroyed.

Safety and Security

Keefe stresses safety and security to all staff in our monthly training sessions. Our staff will observe all the facility's security and safety policies and procedures during the delivery process and will follow any directives given to them by the facility's staff.

Procedures Used for Return and Credit

We are very conscious of the fact that the inmate expects and deserves quality products and service. If a product is damaged on receipt, the inmate returns it to the delivery person for a credit. All credits will be processed after the initial delivery. When an inmate is released, his/her undeliverable commissary order can be credited to his/her account and the remaining funds can be included on their Debit Card or release check. Or, within the facility's predefined timeframe, the commissary order can either be credited or claimed as belongings are claimed. Keefe will work with your facility to implement the most feasible option in handling commissary credits and returns for released inmates.

Banking System & Reporting

Keefe is proposing its cloud-based banking and commissary system. The software retains all historical records of all commissary sales and financial transactions, including debt collection. Numerous reports can be generated, including sales analysis reports, product history reports, item analysis reports, inventory reports, and much more. Additional information on the banking system has been included in the Exhibits section of this proposal.

Product Selection and Pricing Philosophy

Our product selections are based on our experience regarding the most popular and required products for inmate populations. We submit our Commissary Product List with the intent that we are establishing a partnership with the Cass County Jail. Products can be added or deleted as needed prior to finalizing the menu. All products meet the standards for correctional facility sales and glass containers or products with alcohol are never sold. We acknowledge that all products sold are solely determined by the Cass County Jail's designated representative. It's always Keefe's intention to offer quality products at fair pricing to the inmate population. **The pricing includes the proposed commission rate.** A proposed menu has been included, beginning on page 17.

Summary of Proposed Commissary Project Plan

What's Included

- Full use of Keefe's Online Banking and Commissary Systems (overview provided as Exhibit A)
- Keefe's kiosk application accessible via Securus' kiosks/tablets (overview provided as Exhibit B)
- Deposit Services (deposits via phone, web & walk-in), (overview provided as Exhibit C)
- One (1) Lobby Kiosk, (see page 7) - Facility responsible for removal of cash
- One (1) Intake Kiosk – **ACCEPTS BOTH BULK COIN & BILLS, HOLDS UP TO 1,000 BILLS AND 2,000 COINS** (see page 10) - Facility responsible for removal of cash
- Eight (8) AMS Sensit 39 Bottle & Food (combo) 5-wide Vending Machines (see page 11)
- SecurePak (family & friends) Package Program (overview provided as Exhibit D)
- Secure Release (debit card) Service (overview provided as Exhibit E)
- Interface with Cass County's Jail Management System (New World)
- Interface with Securus - for posting charges for phone calls/time to the inmate's account in Keefe's banking system), **at no cost to the inmate**

Note: Keefe's interface with the phone/media provider (at no cost to Cass County or the inmate), allows for single deposits to be used for multiple purposes, thus lowering fees paid by family members and accelerating the collection of debt.

Commissary & Vending Service Highlights

- **Frequency of Bagged Ordering:** Once per week
- **Orders Placed Via:** Keefe's kiosk application (accessible via Securus' kiosks/tablets)
- **Order Bagging Location:** Off-site at Keefe's Service Center in St. Louis Missouri
- **Order Turnaround Time:** Two (2) days
- **Orders Distributed to Inmates By:** Keefe's on-site personnel
- **Vending Machines Stocked By:** Keefe's on-site personnel
- **Vending Machine Stocking Schedule:** Per Agreed upon schedule (most machines 2-3 times per week)

Staffing

KCN will manage the commissary and vending service with two (2) full-time employees.

Deposit Service Fees				
Gross Amount Deposited	Web	Phone	Lobby Cash	Lobby Credit
\$0.01 - \$19.99	\$4.95	\$6.95	\$4.00	\$4.95
\$20.00 - \$99.99	\$7.95	\$9.95	\$4.00	\$7.95
\$100.00 - \$199.99	\$9.95	\$11.95	\$4.00	\$9.95
\$200.00 - \$300.00	\$11.95	\$13.95	\$4.00	\$11.95

Commission & Revenue

Commission Rate Proposed:

20%

Note: This commission rate applies to all sales conducted by KCN.

Annual Projections

Revenue/Sales: \$401,200

Commission to the County: \$79,318

The projected revenue amount is based on the increased purchasing opportunities inmates will have due to the vending service. Note: Based on Keefe's extensive experience with the vending service, the annual revenue stated above is conservative for facility-wide implementation of this service.

*Note: When comparing commission percentages offered by other vendors, please take into consideration the commission percentage applied to the vendor's **projected revenue/sales**. Keefe has a proven record of driving significantly more sales when implementing its direct debit vending service.*

Equipment Provided/Included

Transaction (lobby) Kiosk (1)

Keefe has the largest network of transaction kiosks in the country servicing government agencies. Family and Friends enjoy the convenience of our **800+** transaction kiosks located throughout the US. Our transaction kiosks allow users to make a deposit or payment for any agency that Keefe services regardless of its' location.



ACCESS SECURE PAYMENTS PROCESSES MANY FINANCIAL OBLIGATIONS!	
Probation & Parole	Court Ordered Payments
Supervision Fees	Child Support
Program Fees	Fees & Fines
Drug Screening	Restitution
Monitoring Fees	



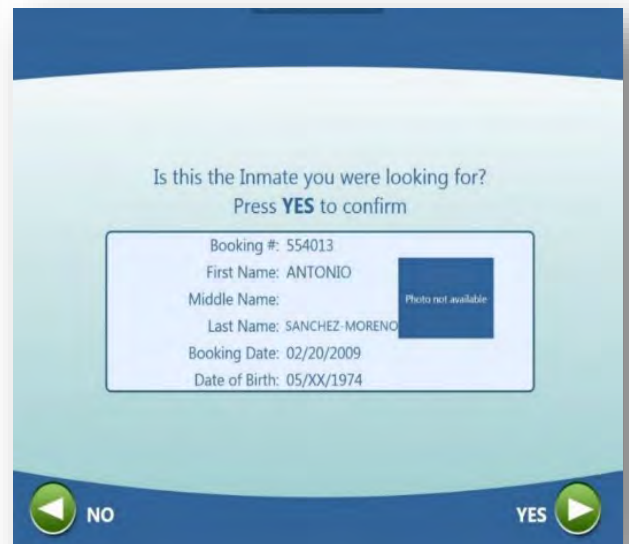
Deposit Purpose Feature

Our Deposit Purpose feature allows depositors to make deposits for a specific purpose. This can include Trust Fund Deposits, Bail, Probation and Parole, Medical, etc. The deposit purpose fields can be customized per the facility's needs. By identifying what the deposit is for it allows for easier understanding and reconciling of each deposit. These deposits can be made via lobby kiosk, web or phone.

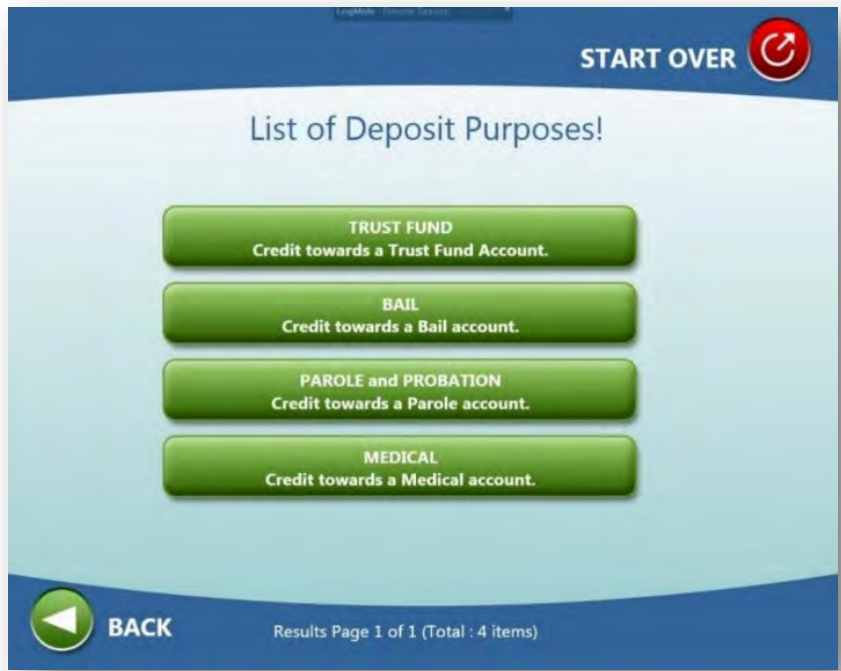
Lobby Kiosk

Our Lobby Kiosk can be setup with our Deposit Purpose feature. This allows the depositor to identify what purpose they wish to make a deposit.

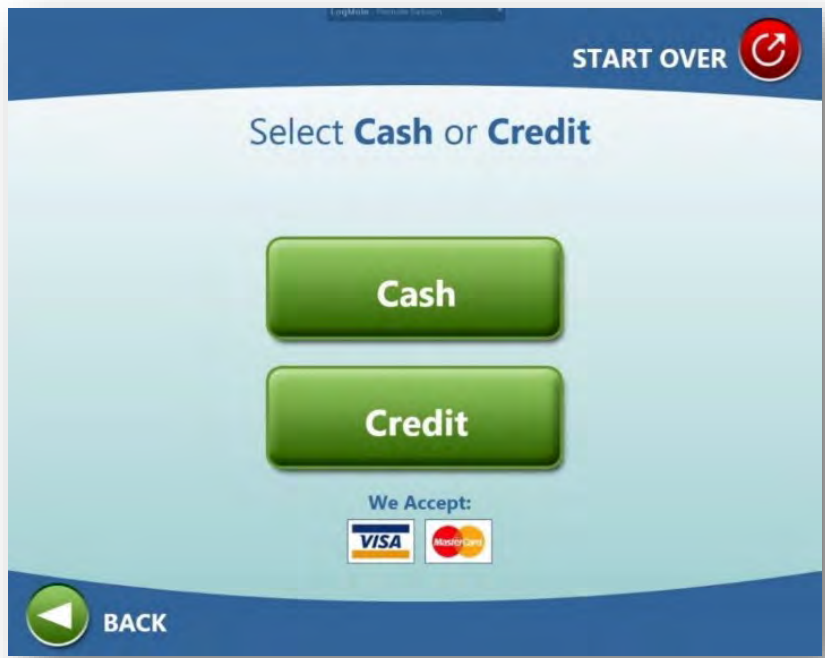
The depositor first searches for and then selects the offender:



After the offender is selected, a list of deposit purposes will display. This allows the depositor to select the purpose of their deposit. The list of deposit purposes can be customized per facility.



We accept both cash and credit/debit card deposits. The depositor then selects their method of deposit to complete.



Intake Kiosk (1)

The Secure Intake kiosk is designed to collect money from new inmates, securely and with minimal staff interaction. The self-service kiosk features a large, easy to navigate touch-screen display for inmate registration and validation. Inmates and/or facility staff can feed a stack of bills or pour coins directly into the acceptors for automatic counting – saving time and eliminating the potential for error. The kiosk provides a printed receipt with a unique confirmation number and deposit totals.

Intake Kiosks features include:

- Automatic counting of cash and coin
- Large capacity acceptors
 - Holds up to 1,000 bills and 2,000 coins
- Deposit tracking during each shift
- Accessible only by authorized staff
- **Security Controls**
 - Conduct automatic real time OFAC checks
 - Detect and reject counterfeit currency
 - Gather additional information for high dollar transactions
 - Audit access to kiosk components and cash bins

Facility Benefits:

- Less intake process workload, cash handling and cost
- Interfaces seamlessly with cash management software
- Manual input and human error are eliminated
- Online shift reporting for cash management
- Intake Kiosk can be configured to accept Bail Payments



Combo Vending Machines (8)



Visi-Combo

Offering A Combination Of Snacks And Bottled Sodas

Potato chips, pretzels, and candy, can be combined with beverages such as water, soda, or juices.

Dimensions

- Width: 35 or 39 inches
- Height: 72 inches
- Depth: 35 inches
- Snack helix openings: 1 1/4" to 3 1/4"
- Candy helix openings: 3/4" to 3 7/8"
- Configure four food and two beverage for 241 units

Features

- Sensit[®] patented guaranteed delivery system
- State-of-the-art electronics
- Motor coupling and home positioning
- State-of-the-art electronics
- Polyurethane foam

AMS machines are built with state-of-the-art materials and technology. They are purposely designed to be rugged and reliable. The product viewing area of each vending machine will be covered with a sheet of (non-breakable) Lexan) in a metal frame.

Specifications

Enclosure:

Rugged, 14-gauge metal

Lexan glass front on all snack machines, tempered glass with Lexan front on all refrigerated machines

Front door access allows machine to be placed against the wall

Slide-out components allows for easy re-stocking

Four adjustable, leveling feet

Network & System Connectivity:

Network cabling or wireless access points required in each housing unit

Integration to the facility's banking system, either KCN's or a third party's (via Live Funds Interface)

Power Requirements:

Standard 20 amp/110 volt power

Optional uninterruptible power supply

Amperage used:

Snack Machines, 3.0 amps

Snack & Refrigerated Machine, 10.8 amps

Dimensions & Weight:

Snack Machine

72"H x 39"W x 35"D

686 lbs.

Snack & Refrigerated Machine

72"H x 35"W x 35"D

~600 lbs.



Vending Made Easy



For more information, contact your account manager or call 800.325.8998



Direct-Debit Vending



With Keefe's Direct-Debit Vending, inmates can instantly access funds in their accounts to purchase products from a machine. Vending products are available 24/7/365, which leads to increased revenue.

Facility Benefits:

- Increased sales and commissions
- Potential inmate labor programs
- Ability to remotely control/disable the machine
- Potential behavior modification tool
- Product selection different from regular commissary list
- Supplemental service to commissary
- Real-time financial transactions

How it Works:

We will work with each facility to deliver and install the machines, and train staff on the program. Once the service is live, inmates will follow this process:

1. The inmate authenticates his/her identity and unique PIN at the vending machine.
2. Once verified, the inmate receives approval to proceed with purchase.
3. If the inmate's product selection is approved, his/her account balance is verified and a charge is applied.

4. If the product vends successfully, the transaction is complete and the account is immediately debited.
5. If the product does not vend successfully, the transaction is cancelled and a credit in the amount of the original charge is immediately applied to the inmate's account.

This inmate vending transaction requires little to no interaction from staff.

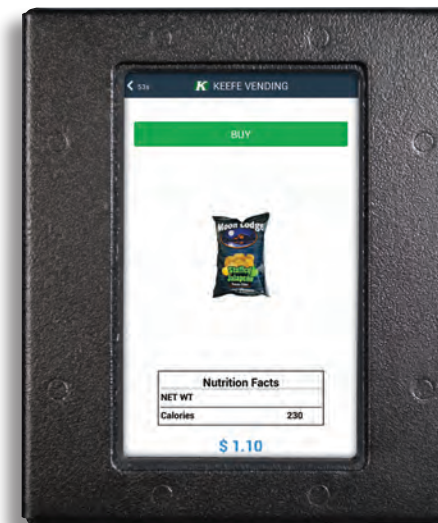
Touchscreen Keypad:



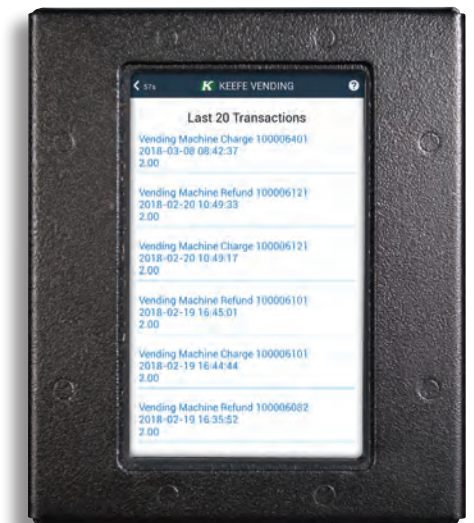
Each inmate will authenticate his/her unique ID and key in his/her unique PIN number. ID card barcode scanning is also an option.



Options on the touchscreen include Purchase, Account History, PIN management and Lock Account functions. It can also display inmate balance and spending limit.



An image of the item being purchased, along with its calorie count and price will appear before the purchase is confirmed.



The inmate's prior transactions can also be displayed to help him/her manage the account.

Customer Experience:

Since incorporating Keefe's vending services into its inmate commissary program, the Greene County Sheriff's Office has seen inmate morale improve, tensions in the pods decrease and commissary sales increase. The additional revenue has also helped supplement the inmate security fund.

“The vending service provided by Keefe has given us an additional tool that helps save taxpayer money from being spent on inmate security needs.”

Sheriff Jim Arnott
Greene County Sheriff's Office

Highlights/Benefits of Keefe's Direct-Debit Vending Service

- **No card required**, as funds in the inmate's trust account are used to cover the cost of the vending purchases. If the product does not vend (based on sensors inside the vending machine) a credit in the amount of the initial charge gets posted to the inmate's account in real-time
- Charges are posted in real-time
- Inmate Identification Options
 - Manual entry
 - Via barcode
 - Via RFID (recently implemented at two county jails in the state of MN)
- Transactions are PIN protected - Inmates can change their PIN via the touchscreen
- The service displays the inmate's account balance AND spending balance PRIOR to and AFTER a transaction. Note: Displaying the account balance can be disabled
- Can impose a spending limit on vending sales over a specified timeframe
- Ability to restrict use of the service, per inmate
- Ability to restrict, per inmate, what items can be purchased from the vending machines
- Ability to restrict an inmate's use to the machine(s) designated to his/her housing unit
- Inmates can view previous purchase history
- System displays the calorie count of the item selected PRIOR to the purchase being made, and allows the transaction to be cancelled
- An inmate can lock his/her account from vending purchases being applied
- The system is capable of remotely disabling vending on all machines
- The system has the capability to generate reports, both summary and detail, on vending sales, per a user-specified date/time range. Detailed reports include the inmate's name, inmate ID, amount of purchase and the date and time of each transaction. Reports can be run on each individual machine

For a live demo of this service, please use the following link:

<https://youtu.be/aoBCbuey70U>

Comparing Vending Services: Keefe's direct-debit vs. stored-value card method

Disadvantages of using stored value cards

- The need to manage an inventory of cards
- Cards are in circulation within the facility – potential security risk
- Stored value cards can be used as currency
- A lost card equals lost funds
- The need to load/transfer funds on/to the card
 - Cards with various denominations available ONLY when commissary is processed
 - May be reliant on a functional kiosk to transfer funds (what if kiosk is not working)

- Balance on card needs to be reconciled at the time of release
- Unable to impose item restrictions
- Unable to determine/report on items that were purchased

Advantages of Keefe's Direct-Debit Vending Service

- No card required, as funds in the inmate's trust account are used to cover the cost of the vending purchases. If the product does not vend (based on sensors inside the vending machine) a credit in the amount of the initial charge gets posted to the inmate's account in real-time
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- The system is capable of remotely disabling vending on all machines
- The system has the capability to generate reports, both summary and detail, on vending sales, per a user-specified date/time range. Detailed reports include the inmate's name, inmate ID, amount of purchase and the date and time of each transaction. Reports can be run on each individual machine

System's Stock Status Screenshots

All Machines View (within a facility)

Location	Route	Inventory	Sold Out	Last Refill Time
26197J-5D AMS Snack	St. Louis City-26197J-5D	96.75%	Sold Out(1planogram)	2021-05-21 08:38:26
26197J-5A AMS Snack	St. Louis City-26197J-5A	94.79%	Sold Out(2planogram)	2021-05-21 08:05:33
26197J-4D AMS Snack	St. Louis City-26197J-4D	62.28%	Sold Out(2planogram)	2021-02-05 09:13:15
26197J-4C AMS Snack	St. Louis City-26197J-4C	100%	Normal	2021-02-22 11:15:28
26197J-4B AMS Snack	St. Louis City-26197J-4B	92.84%	Sold Out(1planogram)	2021-05-24 07:52:13
26197J-4A AMS Snack	St. Louis City-26197J-4A	68.55%	Sold Out(5planogram)	2021-01-14 08:40:14
26197J-3D AMS Snack	St. Louis City-26197J-3D	36.88%	Sold Out(8planogram)	2021-04-02 11:38:49
26197J-3C AMS Snack	St. Louis City-26197J-3C	12.36%	Sold Out(15planogram)	2021-04-02 11:06:38
26197J-3A AMS Snack	St. Louis City-26197J-3A	93.06%	Sold Out(1planogram)	2021-05-24 08:51:07

Single Machine View

Column ID	Product Name	Capacity	Initial Stock	# Sold	Inventory	Sold Out	Sold Out Time
10	The Whole Shabang Potato Chips Extreme Ripple	9	9	9	0	Sold Out	2021-03-28 22:53:03
12	ML Hot Hot Hot BBQ Chips	9	9	2	7	Normal	
14	ML Buffalo Wing Blue Cheese Chips	9	9	5	4	Normal	
16	ML Stuffed Jalap. Potato Chips	9	9	3	6	Normal	
18	Chocolate Creme Cupcakes	9	9	5	4	Normal	

The info shown above allows Keefe on-site employees to determine which machines are most in need of a full restock as well as which items are sold out and in need of spot-filling. This will ensure machines are adequately stocked leading to inmate satisfaction and maximization of sales (and commission dollars to Cass County).

PROPOSED MENU & PRICING

Prices shown do NOT include sales tax

Item #	Product Description	Size	Sell Price
1	SHAMPOO	4 OZ	\$1.22
2	CONDITIONER	4 OZ	\$1.22
20	DANDRUFF SHAMPOO	4 OZ	\$1.59
30	SULFUR 8 SHAMPOO	7.5 OZ	\$4.29
31	S-8 CONDITIONER	2 OZ	\$4.29
68	LUSTER PINK OIL MOIST	8 OZ	\$6.05
102	ANTIPERSPIRANT/DEODORANT	2.5 OZ	\$2.74
106	ANTIPERSPIRANT/DEODORANT, WOMENS	2.5 OZ	\$3.35
107	P-UP DRIVE DEODORANT	2.5 OZ	\$2.80
118	FORCE A/P DEOD ROLL-ON	3 OZ	\$2.25
120	SCENTED LADY'S STICK	1.4 OZ	\$3.69
121	FRESHSCENT ROLL-ON	1.5 OZ	\$0.99
105	POWER UP_ ANTIPERSPIRANT DEODORANT_ DRIVE	2.5 OZ	\$3.96
210	SKIN CARE LOTION	4 OZ	\$1.22
212	COCONUT LIME ALOE LOTION	15 OZ	\$2.15
215	COCOA BUTTER LOTION	4 OZ	\$1.22
192	(IND) HYDROCORTISONE CRM	1 OZ	\$2.05
193	ANTI-FUNGL CRM - INDIGENT	.5 OZ	\$2.34
242	NATUREPLEX ZIT FREE BENSOYL PEROXIDE	1 OZ	\$2.53
261	HYDRATING COND ALMD/SHEA	15 OZ	\$3.12
273	LIP BALM	.15 OZ	\$1.32
320	REG MAGIC CREAM SHAVE	6 OZ	\$4.71
331	PRO-TECTION SHAVE CREAM	7 OZ	\$2.64
141	THICKENING SHAMP ALOE/GNS	15 OZ	\$3.18
264	DANDRUFF SHAMP ALMND/SHEA	15 OZ	\$4.50
420	JRGN MLD SOAP	4.5 OZ	\$1.15
424	MOISTURIZING SOAP	5 OZ	\$0.67
426	SPORT BAR SOAP	5 OZ	\$1.29
490	SOAP DISH	EACH	\$0.84
500	COOL WAVE_ MOUTHWASH_ ALCOHOL FREE	8 OZ	\$1.58
445	COLG TP CLEAR ANTI-CVTY	4.2 OZ	\$3.74
519	COLGATE TOOTHPASTE	2.5 OZ	\$2.68
447	COOL WAVE FLOURIDE TP	4 OZ	\$2.59
554	SECURITY TOOTHBRUSH	EACH	\$0.53
580	TOOTHBRUSH HOLDER	EACH	\$0.60
590	DENTURE TABLET	40 CT	\$3.88
595	EFFERGRIP	2.5 OZ	\$5.88
596	ORAFIX DENTURE BATH	EACH	\$2.88
188	ORAL GEL	.33 OZ	\$2.34

614	GEN TYLENOL(NON-ASPIRIN)	2 PK	\$0.59
640	EXTRA STRENGTH ANTACID (1 ROLL)	EACH	\$1.16
651	GOODSENSE HEMORRHOIDAL OINTMENT	2 OZ	\$5.29
186	ANTIBIOTIC CRM - INDIGENT	1 OZ	\$5.59
671	GEN CGH DROPS-CHRY	30 CT	\$1.41
675	HALLS COUGH DROPS	9 CT ROLL	\$1.12
693	GEN VISINE-EYE DROPS	.5 OZ	\$2.12
697	CONTACT LENS CASE	1 UNIT	\$4.23
753	EMERY BOARD	EACH	\$0.71
800	5 INCH COMB	EACH	\$0.44
815	HW MILITARY BRUSH_ NO HANDLE	EACH	\$2.54
821	PALM BRUSH	EACH	\$0.82
840	SHOWER CAP	EACH	\$0.15
855	PONYTAIL HOLDER	EACH	\$0.41
889	CONTACT SOLUTION_ MULTIPURPOSE	2 OZ	\$1.70
1001	LARGE STAMPED ENVELOPE	EACH	\$0.69
1010	#10 WHITE ENVELOPE	EACH	\$0.11
1015	MANILLA ENVELOPE, 9.5 X 12.5	EACH	\$0.29
1049	1 EACH 1ST CLASS STAMP	EACH	\$0.58
1049	1 EACH 1ST CLASS STAMP	Book of 10	\$5.80
1060	BOARDROOM_ PAPER_ WHITE, 8.5 X 11 50 SHEET	EACH	\$1.53
1062	BOARDROOM_ PAPER_ YELLOW, 8.5 X 11 50 SHEET	EACH	\$1.87
1057	SECURITY PEN-BLACK (CASE)	EACH	\$0.47
1070	SKETCH PAD 8.5 X 11 WHITE, 8.5 X 11 50 SHEET	EACH	\$1.10
1075	PENCIL (GOLF TYPE)	EACH	\$0.06
1080	ROSE ART COLORED PENCILS	3.5 IN	\$2.35
1085	BEVELED ERASER	EACH	\$0.55
1086	POCKET DICTIONARY II	EACH	\$3.84
1087	SPANISH ENGLISH DICTIONAR	EACH	\$2.86
1100	BIRTHDAY CARD W/O STAMP	EACH	\$1.55
1101	JUVENILE BIRTHDAY CARD W/O STAMP	EACH	\$1.55
1104	GET WELL CARD - PAPER W/O STAMP	EACH	\$1.55
1110	FRIENDSHIP CARD - ACETATE W/O STAMP	EACH	\$1.55
1115	ANNIVERSARY CARD W/O STAMP	EACH	\$1.55
1120	THANK YOU CARD W/O STAMP	EACH	\$1.55
1121	SEASONAL GREETING CARD W/O STAMP	EACH	\$1.55
1200	AAA 4/PK ION3 BATTERIES	EACH	\$0.56
1249	RADIO_ DIGITAL AM FM_ EA_ CLEAR	EACH	\$17.01
1255	EAR BUDS	EACH	\$5.01
1239	THREE A_ PLAYING CARDS	EACH	\$2.47
1305	PINOCHLE CARDS	EACH	\$2.54
1308	WORD SEARCH BOOK	EACH	\$3.51
1310	DOUBLE SIX DOMINOES	EACH	\$3.03

1321	PRESSMAN TOY_CHESS/CHECKERS/BACKGAMMON_COMBO SET	EACH	\$8.23
1399	GEN_BOWL W/ID_24 OZ	EACH	\$0.99
1411	COFFEE CUP_W/ HANDLE_12 OZ	EACH	\$1.04
1413	CUP 22 OZ WHITE	EACH	\$1.04
2000	SINGLE SERVE KEEFE COFFEE	.053 OZ	\$0.44
2011	KF DECAF (CLRPK W/ZIP)	3 OZ	\$5.32
2014	INST.CAPPUCCINO FR. VANILLA	.81 OZ	\$0.60
2015	100% COLOMBIAN FREEZE DRIED COFFEE	3 OZ	\$5.47
2017	MAXWELL HOUSE	4 OZ	\$5.66
2035	SALT	10 PK	\$0.32
2036	PEPPER	10 PK	\$0.32
2070	S.S. HOT COCOA	.8 OZ	\$0.55
2087	NON-DAIRY CREAMER 10PK	10 PK	\$1.05
2091	SUGARTWIN	10 PK	\$1.00
2105	TEA W/LEMON	SS	\$0.53
2110	FRUIT PNCH	SS	\$0.53
2115	BLACK CHRY	SS	\$0.53
2120	LEMONADE	SS	\$0.53
2283	KEEFE COLOMBIAN BLEND	3 OZ	\$5.15
2296	INSTANT OATMEAL REGULAR	.98 OZ	\$0.60
2438	MAPLE BROWN SUGAR OATMEAL	1.51 OZ	\$0.60
2615	BC REG SUMMER SAUSAGE	1.625 OZ	\$1.10
2666	CHEESY RICE	2 OZ	\$1.21
2667	SPICY CHEESY RICE	2 OZ	\$1.40
2668	CHEESY REFRIED BEANS	4 OZ	\$2.11
2670	SPICY REFRIED BEANS&RICE	4 OZ	\$2.21
3004	ZC PB CREME COOKIES	6 OZ	\$1.56
3010	GRANDMAS COOKIES CHOCOLATE CHIP	2.5 OZ	\$1.11
3015	GRANDMAS COOKIES OATMEAL RAISIN	2.5 OZ	\$1.11
3020	OREO COOKIES	2.4 OZ	\$0.95
3030	ZC VNILLA CRM COOKIE	6 OZ	\$1.56
3031	ZC ORNG-PNAPPLE CRMS	6 OZ	\$1.56
3035	ZC CHOC CHIP COOKIES	6 OZ	\$1.56
3040	ZC ICED OATML COOKIES	6 OZ	\$1.29
3045	ZC DUPLEX CREMES	6 OZ	\$1.56
3110	CLUB CRACKERS	5.25 OZ	\$2.21
3115	CHEEZ ITS CRACKERS	1.5 OZ	\$0.77
3139	(SLEEVE) SALTINE CRACKERS	4 OZ	\$1.11
3193	2/PK FRSTD STRWBRY POPTAR	3.38 OZ	\$1.26
3201	STRAWBERRY DBL DECKER MOON PIE	2.75 OZ	\$1.00
3026	CHOC DBL DECKER MOON PIE	2.75 OZ	\$1.00
3028	BANANA DBL DECKER MOON PIE	2.75 OZ	\$1.00
3219	CHEESE ON CHEESE SANDWICH CRACKERS	1.38 OZ	\$0.77

3222	TOASTED PEANUT BUTTER CRACKERS	1.38 OZ	\$0.77
3230	MARKET SQUARE PEANUT BUTTER WAFER	2 OZ	\$0.71
3236	MARKET SQUARE CAKE SWISS ROLL	2 OZ	\$0.71
3245	MARKET SQUARE DONUT STICKS	1.67 OZ	\$0.66
2726	CINNAMON ROLL	4 OZ	\$1.37
3270	ZC CHOC CREME CUPCAKE	4 OZ	\$1.45
2207	MONSTER ICED HONEY BUN	6 OZ	\$1.45
3581	BC SUMMER SAUSAGE_HOT & SPICY	1.625 OZ	\$1.40
4000	M&M PLAIN CHOC	1.69 OZ	\$1.21
4001	M&M CHOC PEANUT	1.74 OZ	\$1.21
4005	BUTTERFINGER_CANDY BAR	1.9 OZ	\$1.21
2208	MARS_SNICKERS_CHOC PEANUT	1.86 OZ	\$1.21
4013	MILK WAY CHOC CARAMEL	1.84 OZ	\$1.21
4019	CHICK O STICK	.7 OZ	\$0.50
4035	REESES P/BUTTER CUP	1.5 OZ	\$1.21
4039	KIT KAT	1.5 OZ	\$1.21
4040	SKITTLES CANDY	2.17 OZ	\$1.19
4056	PEANUT BUTTER SQUEEZE POUCH	2 OZ	\$1.06
4065	BIG HUNK	2 OZ	\$1.21
4100	BUTTERSCOTCH DISCS	4.25 OZ	\$1.24
4110	LEMON DROPS	4.25 OZ	\$1.26
4120	ROOT BEER BARRELS	4.25 OZ	\$1.26
4145	STARLITE MINTS	3.75 OZ	\$1.26
4150	SOUR FRUIT BALLS	4.25 OZ	\$1.26
4155	SUGAR FREE WILD FRUIT	1.75 OZ	\$1.34
4314	2/PK BLUEBERRY POP TARTS	3.38 OZ	\$1.26
4387	ROCKY ROAD BAR	1.65 OZ	\$1.21
4429	ZC STRAWBERRY SF WAFERS	2.75 OZ	\$1.40
4430	CHEESE DANISH_BLUEBERRY	4.25 OZ	\$1.42
4431	STRAWBERRY CHEESE DANISH	4.25 OZ	\$1.42
1275	READING GLASSES +1.25	EACH	\$8.07
5274	1.50 READING GLASSES	EACH	\$8.07
5275	1.75 READING GLASSES	EACH	\$8.07
5276	2.0 READING GLASSES	EACH	\$8.07
1282	2.25 READING GLASSES	EACH	\$8.07
5278	2.5 READING GLASSES	EACH	\$8.07
5956	SZ 6 CANVAS VELCRO SHOES	EACH	\$12.36
5957	SZ 7 CANVAS VELCRO SHOES	EACH	\$12.60
5958	SZ 8 CANVAS VELCRO SHOES	EACH	\$12.36
5959	SZ 9 CANVAS VELCRO SHOES	EACH	\$12.60
5960	SZ 10 CANVAS VELCRO SHOES	EACH	\$12.60
5961	SZ 11 CANVAS VELCRO SHOES	EACH	\$12.60
5962	SZ 12 CANVAS VELCRO SHOES	EACH	\$12.60

5963	SZ 13 CANVAS VELCRO SHOES	EACH	\$12.60
6007	CAJUN CHICKEN RAMEN	3 OZ	\$0.99
6004	TEXAS BEEF RAMEN	3 OZ	\$0.99
6005	CHILI RAMEN	3 OZ	\$0.99
6000	CHICKEN RAMEN	3 OZ	\$0.99
6050	KK INSTANT RICE	8 OZ	\$2.11
6011	HOT & SPICY VEG RAMEN	3 OZ	\$0.96
6003	CAJUN SHRIMP	3 OZ	\$0.96
2209	THE WHOLE SHABANG_POTATO CHIPS_ORIGINAL	1.5 OZ	\$0.96
6083	WHITE CHEDDAR POPCORN	5 OZ	\$2.45
6100	POTATO CHIPS	1.5 OZ	\$0.96
6102	STUFFED JALP CHIPS	1.5 OZ	\$0.96
6103	HABANERO TORTILLA CHIPS	1.5 OZ	\$1.34
6105	BBQ POTATO CHIPS	1.5 OZ	\$0.96
6111	CA HOT&SPICY CORN CHIPS	1.5 OZ	\$0.96
6114	HOT FRIES (ANDY CAPP)	0.85 OZ	\$0.96
6116	CHEESE PUFFS	2 OZ	\$1.03
6120	NACHO TORTILLA CHIPS	1.5 OZ	\$0.74
6125	HOT CHIPS	1.5 OZ	\$0.96
6127	PORK RINDS_HOT & SPICY	2 OZ	\$1.50
6134	ML CARAMEL POPCORN	3.53 OZ	\$1.50
4321	DORITOS CLR BAG	1.75 OZ	\$1.40
6159	CHEETOS FLMN HOT	1.75 OZ	\$1.45
6167	CHEETOS	2 OZ	\$1.45
6176	BC BEEF STEW	11.25 OZ	\$2.95
6212	CAJUN SNACK MIX	3.5 OZ	\$1.61
6213	HEALTHY SNACK MIX	3.25 OZ	\$1.41
6217	TROPICAL SNACK MIX	4 OZ	\$1.76
6262	MAYONNAISE	12 PK	\$1.26
4415	MUSTARD	12 PK	\$0.71
4418	KETCHUP	12 PK	\$0.90
6268	HOT SAUCE	12 PK	\$0.90
6300	TRAILS BEST_BEEF STICKS_TWAIN PACK	1 OZ	\$1.50
6320	TRAILS BEST_BEEF STICK_BEEF & CHEESE	1 OZ	\$1.21
6400	CHWY CHOC CHIP GRANOL	.84 OZ	\$0.71
6412	GRAPE JELLY	1 OZ	\$0.45
6428	CA SHARP CHDR CHS SQUEEZE	2 OZ	\$0.85
6429	CA JALAP CHEESE SQUEEZE	2 OZ	\$0.85
3257	NUTRIGRAIN STRAWBERRY BAR	1.3 OZ	\$0.60
6600	FLOUR TORTILLAS	8 OZ 6CT 8 IN	\$2.11
6385	PEANUTS ROASTED & SALTED	1.75 OZ	\$0.55
6607	HOT PEANUTS	1.75 OZ	\$0.85
6700	SV REFRIED BEANS	8 OZ	\$2.95

6711	HOT CHILI REFRI BEAN&RICE	4.4 OZ	\$1.89
7029	EARBUD_W/MICROPHONE	EACH	\$8.44
	ASSORTED SODA - ALL FLAVORS, BOTTLE	20 OZ	\$2.08

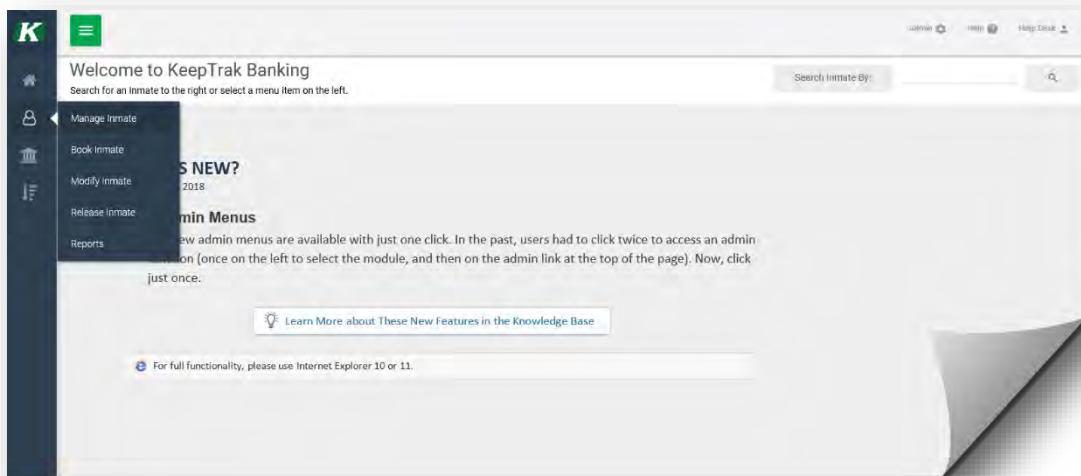
Exhibit A

Banking System

Keefe is proposing its KeepTrak Online Banking & Commissary system to the Cass County Jail. An overview of this system begins on the following page. The software retains all historical records of all commissary sales and financial transactions, including debt collection. Numerous reports can be generated including: sales analysis reports, product history reports, item analysis reports, inventory reports, and much more.

With this software, Keefe cloud services are hosted at redundant data centers managed by Keefe Production Engineers. All cabling, switches, routers, fiber connectors, ISP services are included in Keefe's solution.

Keefe manages the cloud delivery system using Solar Winds and Goverlan technologies. The Banking, Edge Exchange, Intake Kiosk products proposed are hosted at khs.keefegp.com and require Internet Explorer 10 or 11 on the desktops of County users.



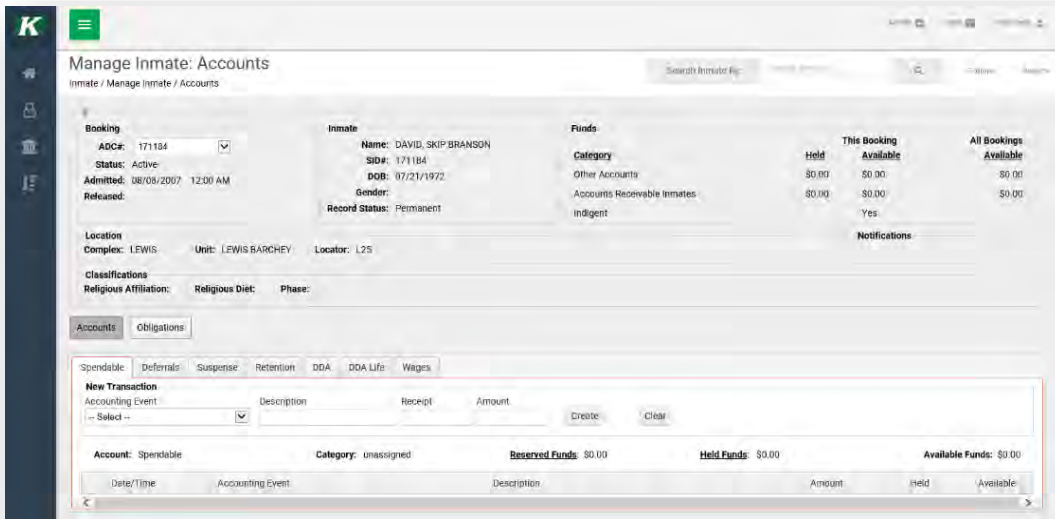
The Commissary product Keefe proposes is hosted at apps.keefegp.com and requires Internet Explorer 10 or 11 plus the Citrix Internet Explorer browser plug-in.

With the hosted version of the KeepTrak banking solution, County users will be able to use a web browser to login to a secure web site, making KeepTrak Banking available anywhere they work and with a new streamlined look and feel!

Inmate Account Management

Create, Change and Maintain single or multiple bookings per inmate

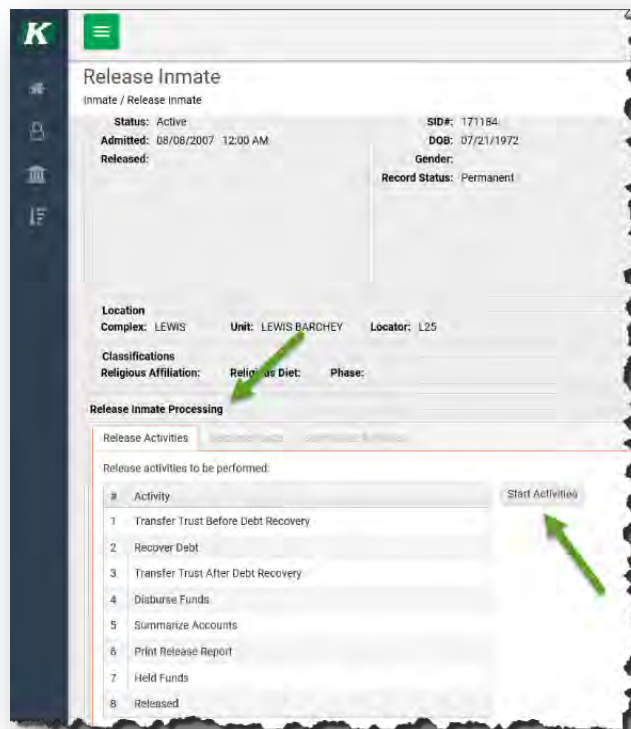
KeepTrak Banking supports multiple bookings for a single offender. Bring forward financial balances from one booking to another and retain inmate debt for payment across multiple bookings.



Deposits and Disbursements:

Deposit and Disburse Inmate Funds

Users can take advantage of the strong deposit and disbursement features, which has expanded the titles for transaction types, the length of the transaction descriptions, and enhanced the on-screen review of transaction history and transaction relationships.



Grouped Data Entry

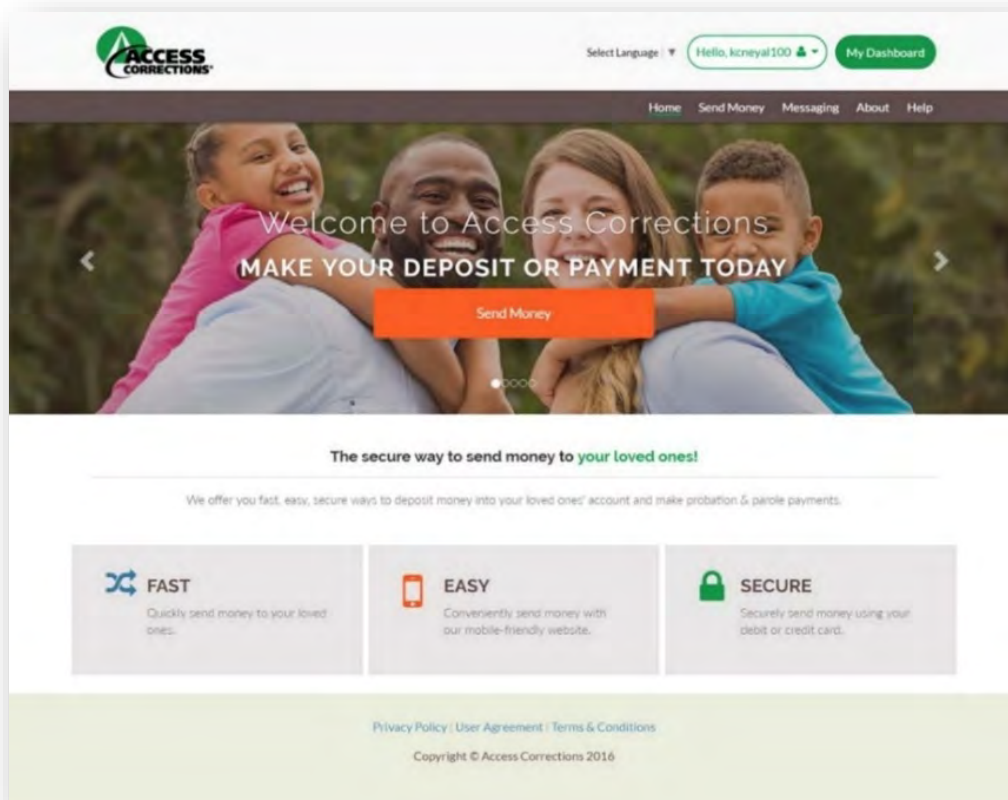
Create and Process batches of transactions with review and revise capability

Easily setup groups of similar transactions and review current or prior batches at any time from our convenient batch history listing. Also import transactions from other systems through our batch file import function.

Online Deposits:

Receive online (and kiosk) deposits

Facilities connected to KeepTrak Banking are also connected to Keefe's Secure Deposits platform to receive deposits from Access Corrections and other deposit providers. Subscribing to Keefe's online services streamlines user workflow for deposit processing.



Keefe Cloud

SINGLE DESTINATION FOR FUNDING INMATE ACCOUNTS

- Ensures that fees are collected from incoming deposits prior to purchasing phone, media, or vending services.
- Results in lower costs to the family member depositing the funds Single transaction fee versus multiple transaction fees



INMATE ACCOUNTS

FUNDING AND DEDUCTIONS

- Consolidate Friend and Family Funding Transactions to the Keefe Cloud Inmate Banking system
- Process Sheriff/County deductions from Inmate Accounts Automatically
- Vendors capture funds from remaining inmate balance as needed

End User	Website	Purpose	Result	Automatic
Friend - Family	Access Corrections	Trust Deposit	Online Deposit to Inmate Account	Fee Deductions
Inmate	Keefe Cloud Vendor Financial Interface	Vendor Service – phone, media, vending	Trust Withdrawal from Inmate Balance	
Inmate	Keefe Cloud	Canteen Purchase from Inmate Funds	Trust Withdrawal from Inmate Balance	Canteen buying restrictions shared between Keefe Cloud and SecurePak - Spending limits, quantity limits, time limits
Friend - Family	SecurePak	Canteen Purchase	Charge Family Credit/Debit Card	Keefe Cloud Court Obligation Accounts Payable
Friend - Family	Access Corrections	Bond	Bond Deposit	

ACCESS CORRECTIONS

KEEFE CLOUD INMATE BANKING COMPARISON TO OTHER APPROACHES

- Access Corrections allows higher dollar single transactions with a lower net handling charge
- Single path flow of funds makes more available in the inmate account for both collection of fees and for services

Funding Service	Transaction	Amount	Handling Charge	Total Friend/Family	Amount Due from Inmate for Fees	60% Auto-Capture from Deposit	Amount Available	Used for	Fees Collected	Fees to Family
Access Corrections	Trust Deposit	\$240	\$11.95	\$251.95	\$90	-\$90	\$150	Canteen, Phone, Media, Vending	\$90.00	\$11.95
Other	Trust Deposit	\$80	\$8.95		\$90	-\$48	\$32	Canteen, Vending	\$48.00	\$26.85
	Phone Card	\$80	\$8.95				\$80	Phone		
	Media	\$80	\$8.95				\$80	Media		
	Total	\$240	\$26.85	\$266.85			\$192			

Fines and Fees:

Collect Inmate Fines and Fees from available funds or from future deposits

Go beyond KeepTrak Banking's traditional recoverable technology. Keefe's debt accounting now supports an independent ledger for the management of fines, fees, and other financial obligations.

KeepTrak features an enhanced user-defined rule-based collection function to support deductions from deposits through fixed balance or declining balance calculations. Research charges and payments are now at the user's fingertips through a new transaction review popup.

Write-off expired fines and fees automatically

KeepTrak counts down the days until an open debt expires. The Account Event configuration allows users to specify how long a debt can remain on an inmate account. Once the timer expires KeepTrak automatically performs the transaction to keep further collections from happening.

Cash Flow Management:

Manage cash workflows and audit trails

For cash received at intake or for mail deposits, KeepTrak Banking structures your workflow with strong controls and separation of duties. The cash management feature leads you through drawer open/count/close, adjustments, approvals, reviews, and consolidated bank deposits.

All transactions are reviewable in their original cash drawer records and through the bank deposit process.

Automated Intake Cash Count

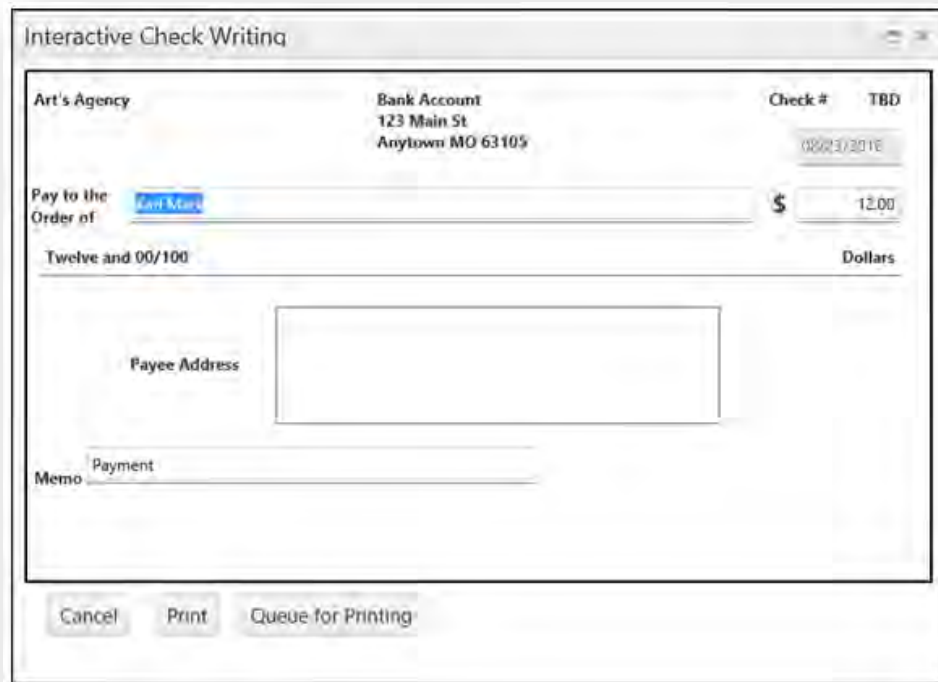
Use our booking peripheral to count intake cash automatically when an inmate account is accessed and intake cash transactions are required.



Check Writing:

Write checks from inmate accounts or from General Ledger Accounts Payable

The on-screen check writing gives you the controls to manage, track, and research disbursements from inmate accounts or from ledger payment accounts.



Check Printing Enhancements:

Queued Check Printing

KeepTrak Banking introduces queued check printing for those customers who prefer to complete all check generating transactions before printing numerous checks. This feature is convenient also for a financial department in which several clerks are actively generating checks throughout the day or where the check printer is located at a distance from the individual clerk. The queue includes the ability to filter by date range, transaction type, user, and check printer. Once printed the user can confirm print status, provide check numbers for pre-printed check stock, and reprint a failed or destroyed check.

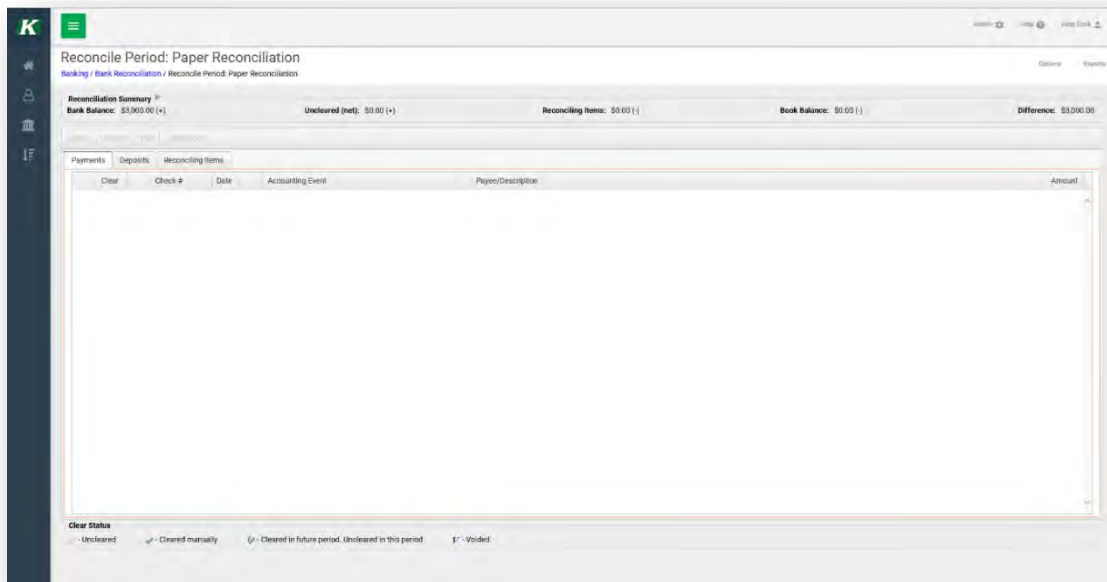
MICR Check Printing with Automatic Check Numbering

KeepTrak Banking can now print to blank check stock using standard MICR ink printers. The new feature formats the check including logos, signatures, caption text, bank account number, routing number, and check number. Check number sequences can be associated with windows printers that support MICR ink printing.

Bank Reconciliation:

Reconcile Bank Statements

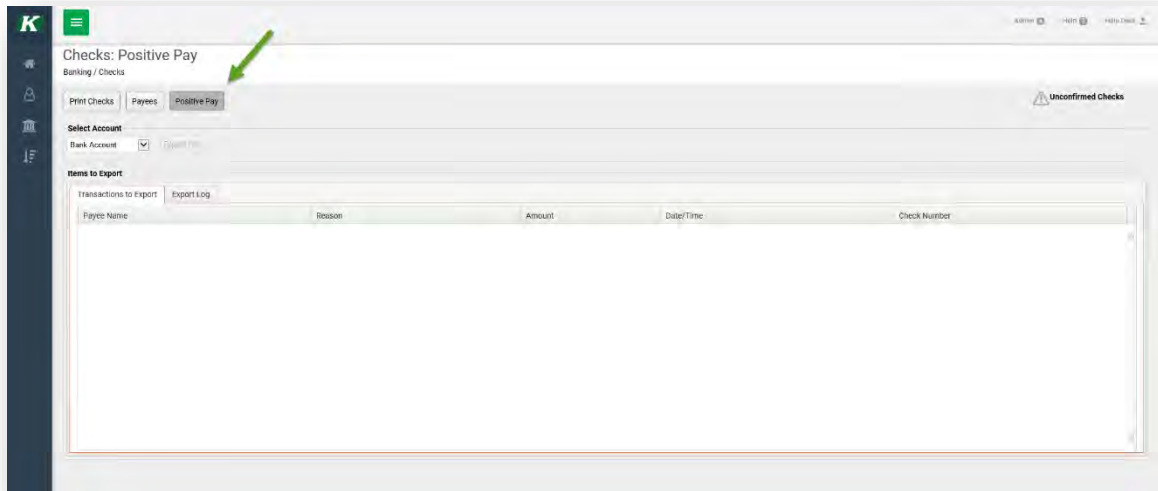
Match bank statement information to the deposits and disbursements you have recorded in KeepTrak Banking. We give you convenient online tools for marking transactions as cleared within a period, for adding reconciling transactions, and for reviewing bank reconciliations at any time.



Positive Pay:

Send Check Data to Bank for Positive Pay

KeepTrak allows facilities to choose a standard positive pay format for files to their bank. This allows Keefe's facility users to stop fraud in its tracks by insuring that their bank honors only those checks that they issue.



Banklink Export Automation

For customers that export issued check information to their bank for Positive Pay, this feature schedules the automatic creation and transport of the Positive Pay file. The user can review the history of files created by the export. The automation supports SFTP transport to the bank's secure FTP site.

Debit Cards for Release Processing:

Load and activate debit cards in real time

Facilities have the option to embed debit card processing in their release workflow to insure immediate loading of Access Corrections debit cards through Keefe's secure online service.



Accounting (General Ledger) Management:

Manage Accounting Profiles

Facilities can craft and control every aspect of their GAAP compliant chart of accounts. Simplify staff workflow by organizing their accounting policies into specific roles.

Define General Ledger Account Categories

KeepTrak users can create a classified balance sheet with groups and titles that make it easy to organize accounts.

Make General Ledger Entries in Real Time

Close out accruals, pay bills, make end of period entries. Keefe's legendary General Ledger finds new power in organization, efficiency, and ease of use.

Run Trial Balance and Balance Sheet Reports

Users can view and report on all or part of their GL accounts, and print or export reports to adobe and excel format. And KeepTrak allows users to save their report input decisions to save time when you run the report again.

Manage User Accounts

Design individual and group authorizations. Link these profiles to accounting and workflow specifications to establish roles tailored to your operation.

Reporting Features:



Organize Report workflows

Enjoy the flexibility of having KeepTrak's entire report library at your disposal. Specify where reports show up, and substitute reports with your logo and column choices for our standard reports.

Online Report Library:

19 Standardized reports with parameters you can save and use again and again

- 1.) Bank Reconciliation Details
- 2.) Cash Drawer Count
- 3.) Cash Drawer Details
- 4.) Classified Balance Sheet

- 5.) General Ledger Account Activity Summary
- 6.) Offender Account Statement
- 7.) Offender Account Summary
- 8.) Offender Balance List
- 9.) Offender Transaction Receipt
- 10.) Bank Reconciliation Summary
- 11.) Trial Balance Report
- 12.) General Ledger Month Detail
- 13.) Offender Charged, Paid, Due
- 14.) Offender Deposit and Withdrawal Summary
- 15.) Debt Charges and Payments per Offender
- 16.) Debt Charged, Paid, Due
- 17.) Visitor Visitation Receipt
- 18.) Offender Consolidated Statement
- 19.) Offender Indigency Review

Select and export report data for further analysis

For those reports that need more analysis or for questions that pop up in the course of your work, use our new data export feature to quickly scan and filter available data fields, export the results to Excel®, and save your export configuration for future use.

Indigence Reporting

KeepTrak reporting allows the user to set parameters for determining indigence. The customer can set a default number of days and a maximum balance in the workflow administration for offender accounts. This report, Offender Indigence Review, uses these defaults to produce an indigent list. The user may also specify whether only the primary trust account is reviewed or additional reserved accounts may be included in the review.

Visitor Visitation Receipt

This report hides the inmate trust account balances when receipts are given to visitors who have made a deposit to the inmate account.

Offender Consolidated Statement

This report comprehends all accounts for a given inmate including the primary trust account, additional reserved trust accounts and the debt account.

- Includes ability to select a date range for the statement
- Includes opening and closing balances for each account type within the selected date range
- Includes the ability to select the report for multiple inmates using parameters for status, block, tier, and cell

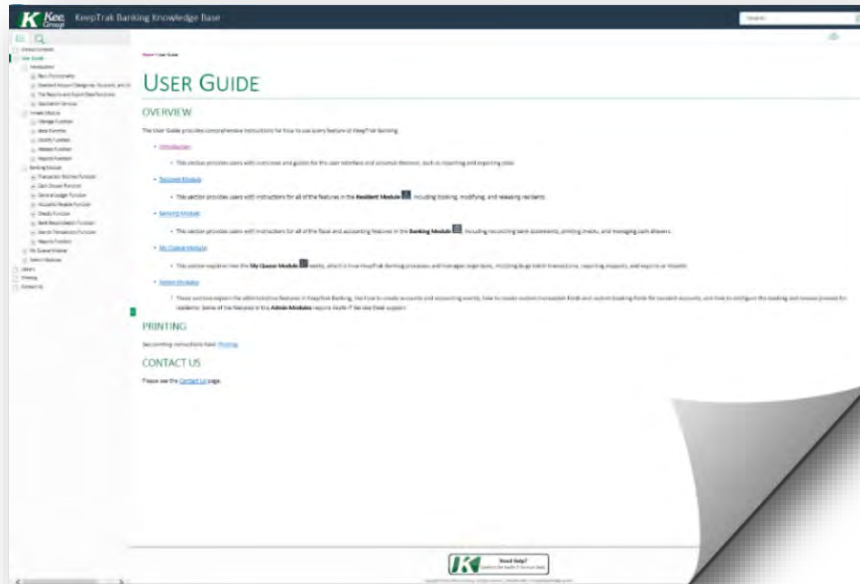
Offender Indigency Review

This report produces a roster of inmate accounts that meet indigence thresholds based on number of days with a balance below a customer defined maximum

Online Help:

Review Help Documentation Online

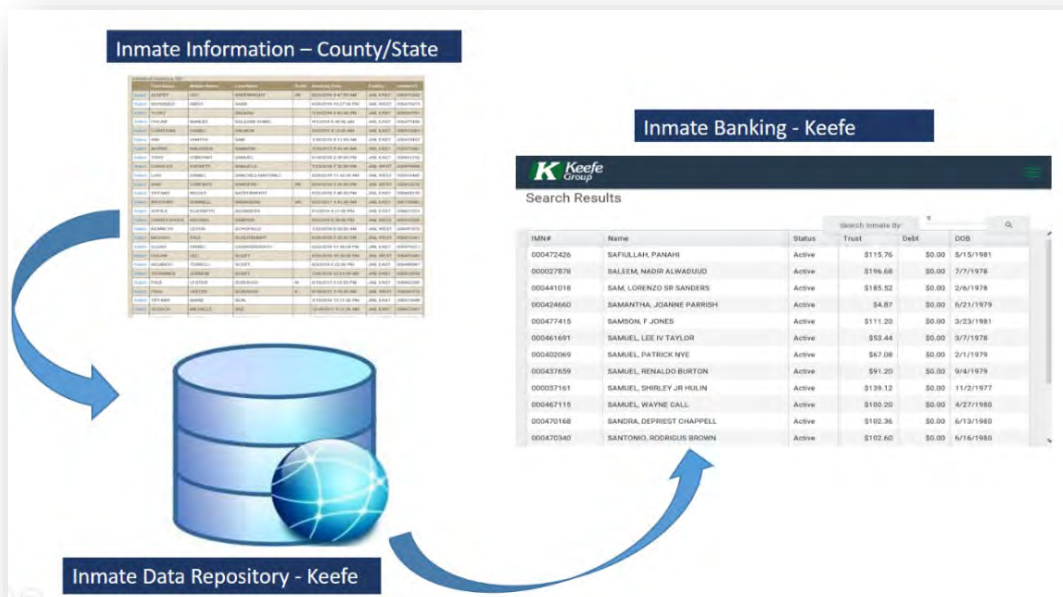
Facility users can quickly find and search the online reference guide for information on KeepTrak Banking functions.



Web Services Interfaces for Partner Systems:

With its KeepTrak Online Banking and Commissary software solution, a cloud-based banking platform, Keefe integrates with an Inmate Data Repository.

County and State custody systems post inmate information to the repository for use by Keefe technologies such as banking, commissary, inmate self-services and family services.



Inmate Financial Information Lookup Service

KeepTrak Banking Inmate Financial Information Lookup services allows partner systems to present KeepTrak financial information in their applications.

Custody systems can take advantage of this read only interface to present an inmate balance, financial history, or specific transactions appropriate for the given user role. Other uses can include court systems, bail systems, and inmate self-service devices. The web services specifications are available upon request for KeepTrak Banking implementations.

Reserved Accounts

KeepTrak Banking now supports reserved accounts for inmates. Prior to Release 1.3 each inmate received a Primary Trust account and a Debt account by default. With the introduction of reserved accounts, the customer may define additional trust accounts reserved for specific purposes.

Reserved accounts may be used for bail, release savings, prepaid medical procedures, holds, gifts, debt exempt deposits, and other customer-defined trust account types. Characteristics for reserved accounts include spending rules, contributing deposit types, transfers, and disbursements.

This new feature performs well beyond the legacy encumbrance function. In legacy the customer was limited to encumbrance types. An encumbrance could be funded by deposits or transfers, but was difficult to manage through the disbursement process, and was difficult to report on.

The new approach establishes reserved accounts as a core feature in KeepTrak Banking. This includes refactoring of the inmate accounts page, a number of reports, indigence assessment, transaction types, fees, debt recovery, release workflow, and administration capabilities.

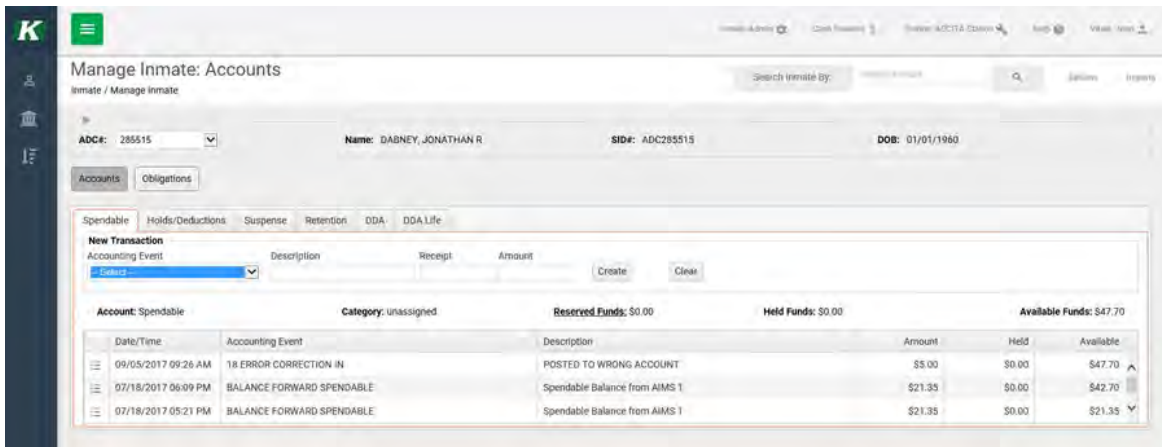
View Prior Account History

KeepTrak Banking now gives its customers the option to view inmate account history from its prior banking system. The feature introduces a Prior History tab in the inmate accounts page. When the customer navigates to this new tab, KeepTrak Banking links the inmate ID with a Keefe-hosted document library. The customer contributes Adobe® documents to the library with the inmate's account statement from the prior banking system.

To assist with the migration of current Keefe banking customers, our developers have created an Adobe® export application that allows Keefe customers to choose the statement report from a selection of SAPCrystalReports. The export application then uses the SAPCrystalReport to

create an Adobe document for each inmate account. The customer-specific documents can then be imported to the document library for each Keefe customer.

Hover Navigation Menu



KeepTrak Banking introduces a more streamlined look and feel to its main menu selection process. With hover navigation, GFCC users can quickly select their destination from a list of main menu silhouettes.

The options within each selection fly out when the mouse pointer hovers over the menu item. The user then moves the mouse pointer to a given option and selects it. The selected page appears and the menu hides, giving the user more space to work within a given area of the application.

Cash Drawer Filtering by User or Group

KeepTrak Online Banking now allows the customer to filter which Cash Drawer types will display to a given user or group. This new feature keeps the list of cash drawer types focused on just which drawer or drawers this particular user should be working with.

Reducing the complexity of the drawer type selection process cuts down on inadvertent errors by customer staff, especially in accounts where numerous cash collecting activities occur in various departments, buildings, or campuses.

Expanded Deduction Rules for Payroll Deposits

KeepTrak Banking increases the types of rules and the combination of rules relating to deposit deductions.

These rules are particularly useful in processing payroll. Using the expanded rules, customers can setup a payroll deposit type and then associate a sequence of automatic deductions including:

Mandatory deductions:

Savings, Discharge, Transition Fees, Housing, Dependent Care, DUI

Facility and court obligations:

Accounting Fees, Court Ordered Fees, State Filing Fees, Federal Filing Fees, Disciplinary Debts, Other accumulated debts

Gross pay deductions for inmates in Private Industries:

Deductions can be configured on a percentage basis or on a fixed dollar basis. Remaining Funds after deductions are automatically posted to the inmate account specified by the deposit rules.

Batch Management and Transaction Posting Services

KeepTrak Banking allows partner systems to organize and post financial transactions using web services. In addition to posting online deposits, phone time transfers, and commissary transactions, customers can now connect payroll, medical, housing fee, or other custody fee systems to KeepTrak Banking.

The KeepTrak Banking interfaces specify the variety of inputs and return values so that the partner system developer can take advantage of transaction postings and transaction history information and organize transactions into groups that are meaningful to both systems. The web services specifications are available upon request for KeepTrak Banking implementations.

Batch Processing Enhancements:

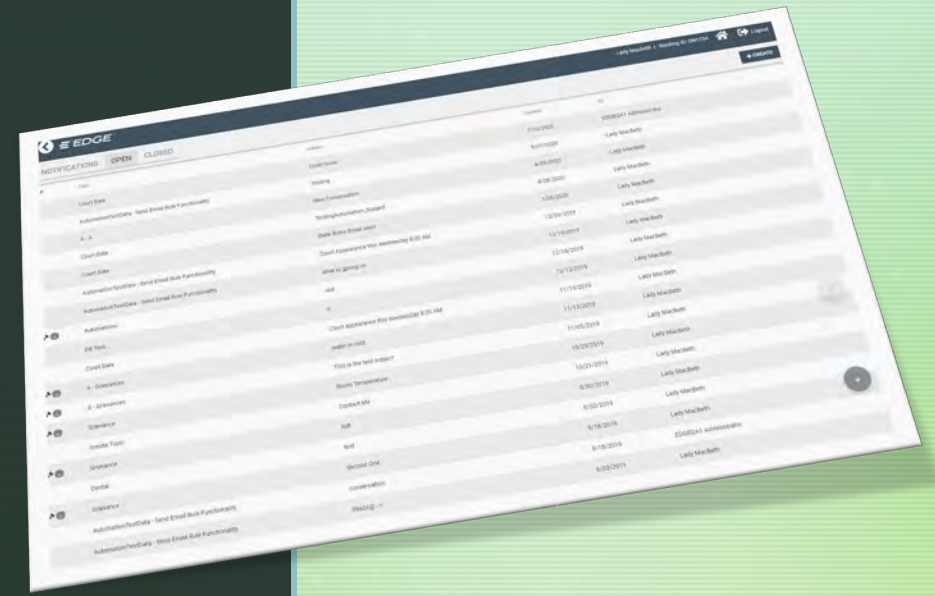
Batch Details Reporting

KeepTrak Banking now includes a detailed report of inmate transactions related within a single batch.

Two-stage Batch Approval

KeepTrak Banking now allows a manager role that can commit batches of transactions that were entered by a clerk. The clerk may not commit the transactions, only record them

Exhibit B
Kiosk Application (Commissary Ordering)



Keefe Group Presentation

Edge Kiosk APP 2.0.



About Edge

- ▼ Edge Kiosk 2.0. is a secure application hosted by Keefe for persons in custody at correctional facilities.

EDGE KIOSK APP 2.0.

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- Law Library: 65-70
- Communications: 71-87

NOTIFICATIONS	OPEN	CLOSED		DATE	BY
UNIT DATA			Unit Location	1/18/2018	EDGE01 Administrator
Submission/DefectData - Send Email Bulk Functionality			Approps	1/18/2018	Lilly MacBeth
A, A			Welding	4/26/2017	Lilly MacBeth
Client Date			New Construction	4/26/2017	Lilly MacBeth
Submission/DefectData - Send Email Bulk Functionality			Building/Construction, Insured	1/18/2018	Lilly MacBeth
Client Date			Check Status Email alert	12/14/2017	Lilly MacBeth
Submission/DefectData - Send Email Bulk Functionality			Client Appointment from Meeting/Meeting @ All	12/14/2017	Lilly MacBeth
Client Date			Alert on going on	12/14/2017	Lilly MacBeth
Submission/DefectData - Send Email Bulk Functionality			Alert	11/16/2017	Lilly MacBeth
Client Date			Alert	11/16/2017	Lilly MacBeth
Submission			Court Appearance for Outstanding @ All	11/05/2017	Lilly MacBeth
Client Date			Alert in Use	10/27/2017	Lilly MacBeth
Submission			File in the field subject	10/24/2017	Lilly MacBeth
Client Date			Weekly Temperature	8/29/2016	Lilly MacBeth
A, A - Generation			Contract Mfr	8/23/2014	Lilly MacBeth
A, A - Generation			Sub	8/17/2014	Lilly MacBeth
Submission			Mail	8/17/2014	EDGE01 Administrator
Client Date			Second One	8/18/2014	Lilly MacBeth
Submission			Coordination	8/18/2014	Lilly MacBeth
Submission			Meeting		

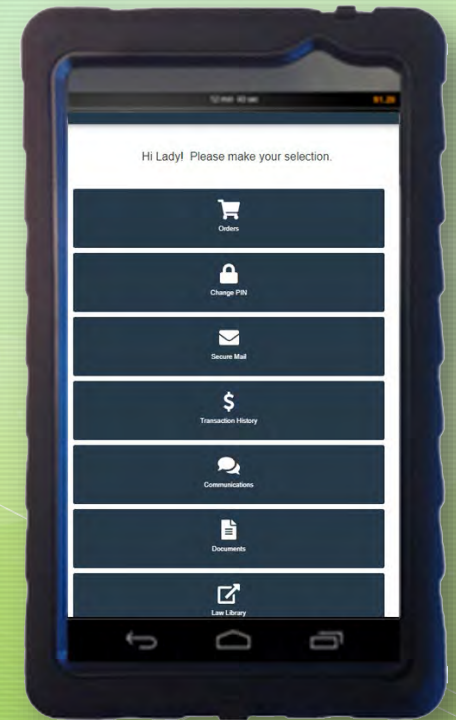
Use from a Kiosk

Edge 2.0. can launch from Keefe's secure Edge kiosk...



Event	Event Date	Event Description	Amount	User
Check Stock	11/2/2015	Check Stock		EDGEDM1 Administrator
Check Stock	11/2/2015	Check Stock		Lily MacBeth
Check Stock	11/2/2015	Check Stock		Lily MacBeth
Check Stock	11/2/2015	Check Stock		Lily MacBeth
Check Stock	11/2/2015	Check Stock		Lily MacBeth
Check Stock	11/2/2015	Check Stock		Lily MacBeth
Check Stock	11/2/2015	Check Stock		Lily MacBeth
Check Stock	11/2/2015	Check Stock		Lily MacBeth
Check Stock	11/2/2015	Check Stock		Lily MacBeth
Check Stock	11/2/2015	Check Stock		Lily MacBeth
Check Stock	11/2/2015	Check Stock		Lily MacBeth
Check Stock	11/2/2015	Check Stock		Lily MacBeth
Check Stock	11/2/2015	Check Stock		Lily MacBeth
Check Stock	11/2/2015	Check Stock		Lily MacBeth
Check Stock	11/2/2015	Check Stock		Lily MacBeth
Check Stock	11/2/2015	Check Stock		Lily MacBeth
Check Stock	11/2/2015	Check Stock		Lily MacBeth
Check Stock	11/2/2015	Check Stock		Lily MacBeth
Check Stock	11/2/2015	Check Stock		Lily MacBeth
Check Stock	11/2/2015	Check Stock		Lily MacBeth
Check Stock	11/2/2015	Check Stock		Lily MacBeth
Check Stock	11/2/2015	Check Stock		Lily MacBeth

Use with a Tablet
...or from other kiosk and tablet systems that support secure web browser sessions.



EDGE KIOSK 2.0.
*Designed to meet
your facility's
requirements.*

- Commissary Ordering
- Account Lookup
- Facility Bulletin Board
- Law Library
- Communications



Edge Kiosk 2.0. supports three (3) language options:

1. English
2. Spanish
3. Creole

 THE **EDGE**™

Enter your ID

Enter your ID

Continue

English

English

Español

Kreyòl

Logging into Edge 2.0.

- ▼ Edge Kiosk 2.0. features User ID and PIN Security.

Log In

Edge users log in from a touch-screen pop-up keypad.

THE EDGE™

Enter your ID

ON1234

Continue

English



EDGE

Lady MacBeth | Booking ID : ON1234

Enter Current PIN

Current PIN

Cancel Continue

1 2 3 4 5 6 7 8 9 (

q w e r t y u i o

a s d f g h j k l

⌘ z x c v b n m -

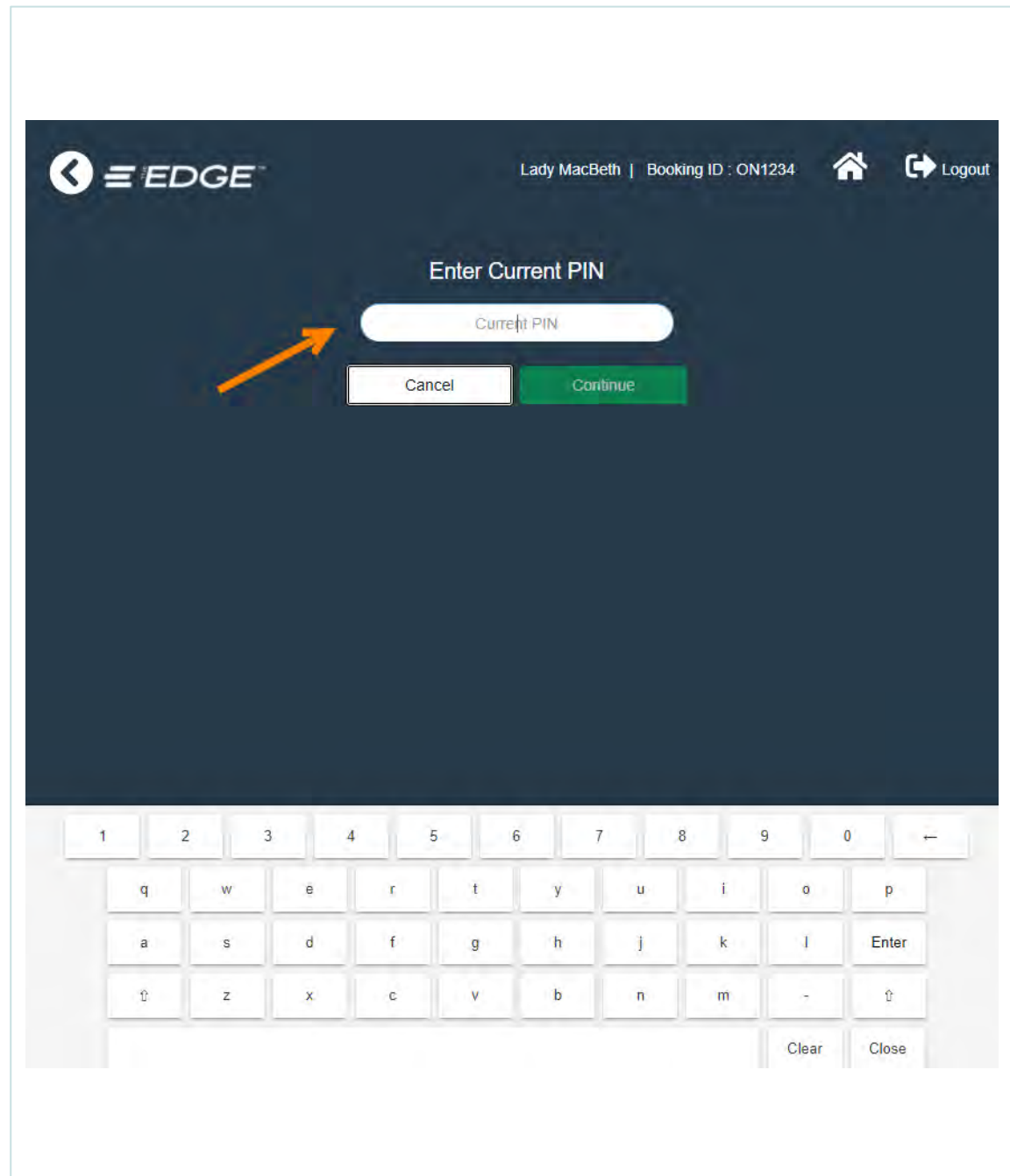
Clear

PIN Reset

On first use, Edge users will be asked to change their PIN from the one first assigned to them.

The log in screen redirects to a **PIN Reset** screen where users enter the PIN initially assigned to them and select **Continue**.

PIN Reset



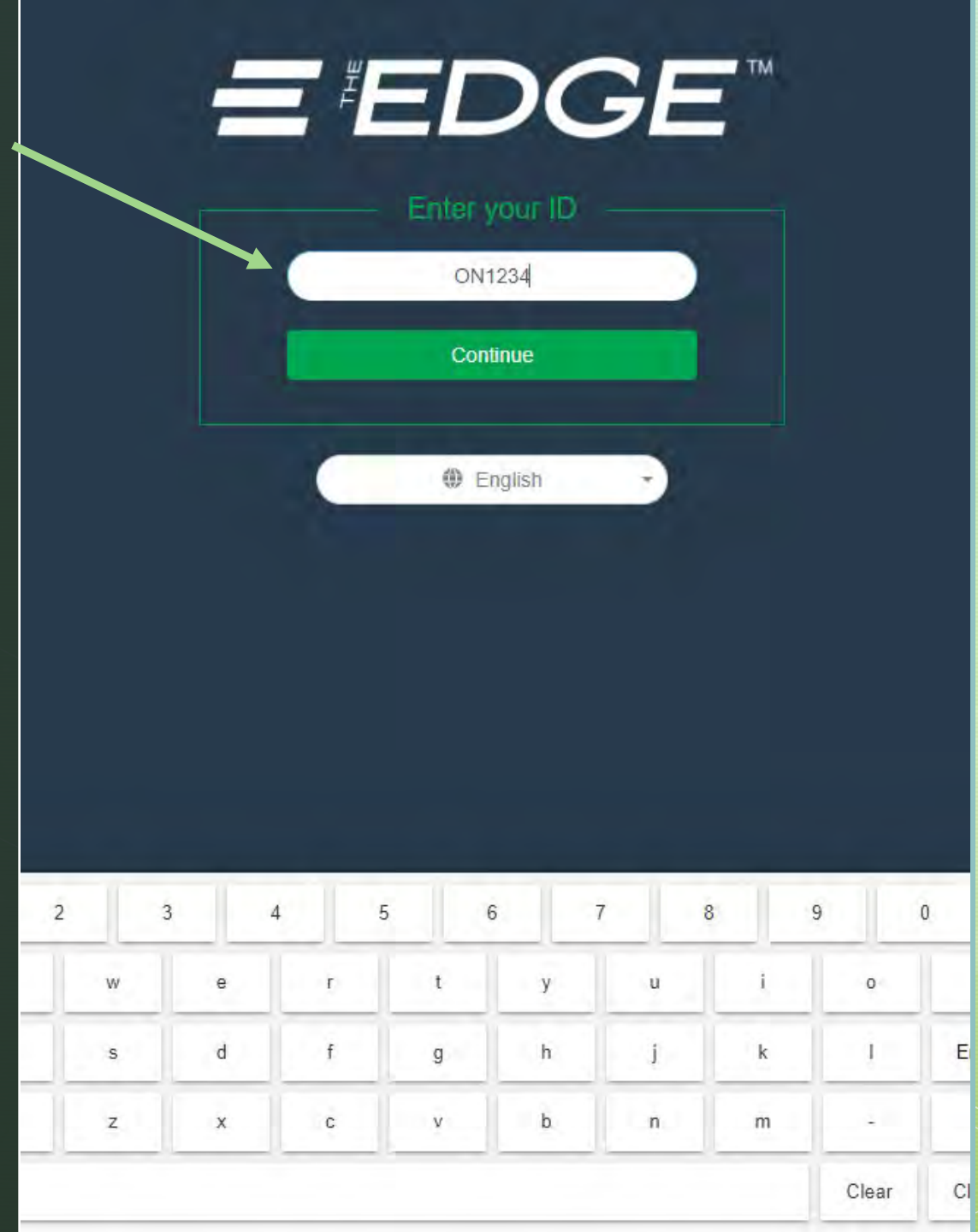
Users enter a new PIN in the left-hand field, re-enter that new PIN in the right-hand field, and select **Continue**.

PIN Reset

The screenshot displays the 'Enter New PIN' screen in the EDGE mobile application. At the top left is the EDGE logo, and at the top right, the user's name 'Lady MacBeth' and 'Booking ID : ON1234' are shown, along with home and logout icons. The main content area contains two white input fields: 'New PIN' on the left and 'Re-enter new PIN' on the right. Below these fields are two buttons: a white 'Cancel' button and a green 'Continue' button. Three orange arrows point to the 'New PIN' field, the 'Re-enter new PIN' field, and the 'Continue' button. At the bottom of the screen is a virtual keyboard with a numeric row (1-0 and backspace), a QWERTY row, a ZXCVC row, and 'Clear' and 'Close' buttons.

The new PIN is set. All future log-ins will require Edge users to enter their ID...

PIN Reset




...and personal PIN
number.

PIN Reset

 THE **EDGE**™

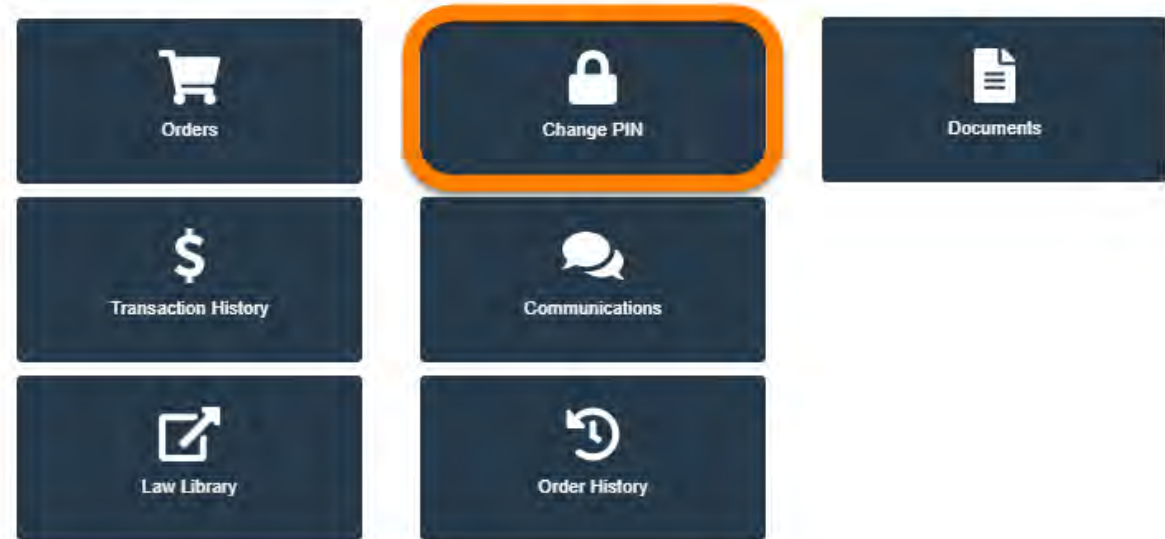
Enter your PIN

....|

 Login



Hi Lady! Please make your selection.



PINs can also be changed
from the Edge 2.0. **Home
Menu** at any time.

PIN Reset

Hi Lady! Please make your selection.



Orders



Change PIN



Documents



Transaction History



Communications



Law Library



Order History

When successfully logged in to Edge 2.0., users may select from any of the **Home Menu** applications the facility has decided to display. **Orders**, **Transaction History**, and **Change PIN** are always available.

Home Menu

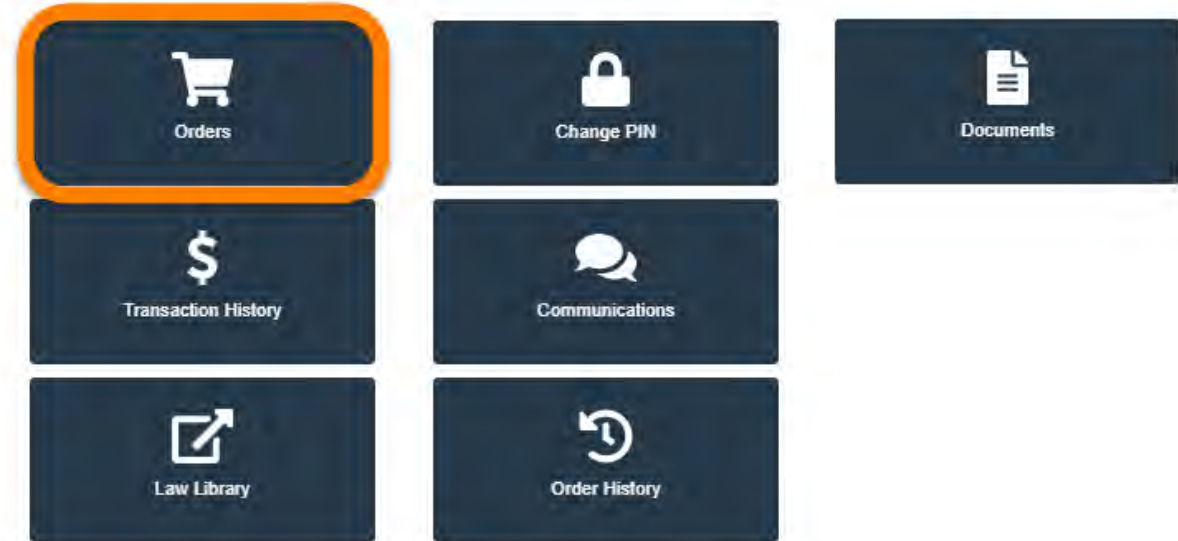
Commissary Shopping

- ▼ **Edge 2.0. features commissary ordering from a visual catalog.**

Edge users select **Orders** from the **Edge Kiosk 2.0. Home Menu** to start making purchases.

Commissary Shopping

Hi Lady! Please make your selection.



Please select a category.

MISCELLANEOUS

Coffee

Site and Phone

BEVERAGES

Hair-care

COOKIES/CRACKERS/PASTRIES

CANDY

FOOD/SNACK ITEMS

PERSONAL CARE PRODUCTS

Edge users are sent to the **Category** page where they can choose a category and begin selecting items.

Commissary Shopping



\$1.80
JOLLY RANCHERS ASST. 3.70



\$0.30
MAYO SINGLE SERVE 1-EA



\$1.85
MAYONNAISE 12PK



\$1.85
ZC ICED OATML COOKIES 6OZ



\$1.35
CHEETOS FLMN HOT 1.75-OZ



\$4.00
ZC(BOX) PB WAFERS 6-2PKS



\$3.40
(BOX)SALTINE CRACKERS



\$1.15
SOUR CREAM ONION 1.5 OZ



\$1.85
ZC CHOC CHIP COOKIES 6OZ



\$3.25
FRESH CATCH TUNA 4.23 OZ.



\$5.50
BOOK OF TEN STAMPS



\$1.20
CA SHARP CHDR CHS SQUEEZE



\$1.40
MOISTURIZING SOAP 5 OZ



\$3.25
(BX)PINK SUGAR SUBSTITUTE



\$2.95
BC HOT CHILI W/ BEANS



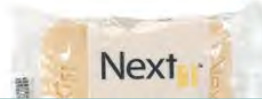
\$1.00
CAJUN SHRIMP RAMEN



\$2.55
8 OZ CREAMER CLEARPACK



\$1.85
ZC DUPLEX CREMES 6OZ



Users select an item by clicking on the picture of the item.

Commissary Shopping

The selected item is displayed in a pop-out window.

Users indicate the desired quantity by moving the **-/+** range buttons and then selecting **Add to Order** or **Cancel**.

Commissary Shopping



\$1.00
TEXAS BEEF RAMEN SOUP



\$1.00
HOT & SPICY VEG RAMEN

\$1.00
CHICKEN

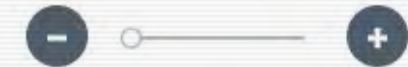


CHILI RAMEN

\$1.00

Quantity

1



CANCEL

ADD TO ORDER

\$1.85
MAYONN

Selected items are moved to a visual shopping cart where quantities can be edited, or items can be deleted.

Commissary Shopping

EDGE
Lady MacBeth | Booking ID: ON1234

Items and quantities may be adjusted at the time the order is filled

Item Name	Price	Quantity	Edit	Delete
CHILI RAMEN	\$1.00	2		
HAIRDRESS & PRESS OIL	\$3.50	3		
3-N-1 CONDITIONING SHAMPO	\$3.90	1		
KK INSTANT RICE	\$2.95	1		
PALM BRUSH	\$1.00	1		
CONDITIONER-ALMOND/SHEA	\$3.35	1		
ALBERTO VO5_SHAMPOO - EXT	\$2.70	1		
(BX)PINK SUGAR SUBSTITUTE	\$3.25	1		
8 OZ CREAMER CLEARPACK	\$2.55	1		
CHEETOS FLMN HOT 1.75-OZ	\$1.35	2		
WHOLE SHABANG 1.5 OZ	\$1.15	2		
HOT & SPICY VEG RAMEN	\$1.00	4		
TEXAS BEEF RAMEN SOUP	\$1.00	4		
100% COLOMBIAN FREEZE DRI	\$4.00	1		
FLOUR TORTILLAS	\$2.25	2		
ZC MONSTER ICED BUNEEZ		2		

[Show Limits](#)
Total: \$67.30
[Continue Adding Items](#)
[Cancel Order](#)
[Done](#)

Once users have completed their orders, they can select the **Show Limits** button to check restrictions.

Commissary Shopping

The screenshot shows the EDGE mobile app interface for a commissary shopping cart. At the top, the user is identified as 'Lady MacBeth' with a 'Booking ID: ON1234'. A notification at the top states: 'Items and quantities may be adjusted at the time the order is filled'. The cart contains 15 items, each with a product image, name, price, and quantity. The items are:

Item Name	Price	Quantity
CHILI RAMEN	\$1.00	2
HAIRDRESS & PRESS OIL	\$3.50	3
3-N-1 CONDITIONING SHAMPO	\$3.90	1
KK INSTANT RICE	\$2.95	1
PALM BRUSH	\$1.00	1
CONDITIONER-ALMOND/SHEA	\$3.35	1
ALBERTO VO5_SHAMPOO - EXT	\$2.70	1
(BX)PINK SUGAR SUBSTITUTE	\$3.25	1
8 OZ CREAMER CLEARPACK	\$2.55	1
CHEETOS FLMN HOT 1.75-OZ	\$1.35	2
WHOLE SHABANG 1.5 OZ	\$1.15	2
HOT & SPICY VEG RAMEN	\$1.00	4
TEXAS BEEF RAMEN SOUP	\$1.00	4
100% COLOMBIAN FREEZE DRI	\$4.00	1
FLOUR TORTILLAS	\$2.25	2
ZC MONSTER ICED BUNEEZ		2

At the bottom of the screen, there are four buttons: 'Show Limits' (highlighted with a red circle), 'Total: \$57.30', 'Continue Adding Items', 'Cancel Order', and 'Done'.

Denied items, Reason denied, and Approved items are displayed.

Commissary Shopping

EDGE

Lady MacBeth | Booking ID: ON1234

Items and quantities may be adjusted at the time the order is filled

	Requested	Denied	Reason	Approved
CHILI RAMEN \$1.00	2	1	Exceeds spending li...	1
HAIRDRESS & PRESS OIL \$3.50	3	3	Exceeds spending li...	0
3-N-1 CONDITIONING SHAMPO \$3.90	1	1	Exceeds spending li...	0
KK INSTANT RICE \$2.95	1	1	Exceeds spending li...	0
PALM BRUSH \$1.00	1	0		1
CONDITIONER-ALMOND/SHEA \$3.35	1	1	Exceeds spending li...	0
ALBERTO VO5_SHAMPOO - EXT \$2.70	1	1	Exceeds spending li...	0
(BX)PINK SUGAR SUBSTITUTE \$3.25	1	1	Exceeds spending li...	0
8.07 CREAMED CLEARBACK				

Sub-Total:\$30.65 Sales Tax:\$0.06 Order Total:\$29.71

Show Limits Continue Adding Items Cancel Order Done

The blue icon at the top of the page reminds Edge users that restrictions will be applied when the order is processed for fulfillment.

Commissary Shopping

The screenshot displays the EDGE mobile application interface. At the top, the header includes the EDGE logo, the user name "Lady MacBeth", and the booking ID "ON1234". A notification banner at the top right, highlighted with an orange circle, contains a blue information icon and the text "Items and quantities may be adjusted at the time the order is filled". A green arrow points from this banner to the first item in the cart. The cart contains the following items:

Item Name	Price	Quantity	Actions
CHILI RAMEN	\$1.00	2	Edit, Delete
HAIRDRESS & PRESS OIL	\$3.50	3	Edit, Delete
3-N-1 CONDITIONING SHAMPOO	\$3.90	1	Edit, Delete
KK INSTANT RICE	\$2.95	1	Edit, Delete
PALM BRUSH	\$1.00	1	Edit, Delete
CONDITIONER-ALMOND/SHEA	\$3.35	1	Edit, Delete
ALBERTO VO5_SHAMPOO - EXT	\$2.70	1	Edit, Delete
(BX)PINK SUGAR SUBSTITUTE	\$3.25	1	Edit, Delete
8 OZ CREAMER CLEARPACK	\$2.55	1	Edit, Delete
CHEETOS FLMN HOT 1.75-OZ	\$1.35	2	Edit, Delete
WHOLE SHABANG 1.5 OZ	\$1.15	2	Edit, Delete
HOT & SPICY VEG RAMEN	\$1.00	4	Edit, Delete
TEXAS BEEF RAMEN SOUP	\$1.00	4	Edit, Delete
100% COLOMBIAN FREEZE DRI	\$4.00	1	Edit, Delete
FLOUR TORTILLAS	\$2.25	2	Edit, Delete
ZC MONSTER ICED BUNEEZ		2	Edit, Delete

At the bottom of the screen, there is a "Show Limits" button, a total price of "\$57.30", and three buttons: "Continue Adding Items", "Cancel Order", and "Done".




























Show Limits also calculates and displays the order **Sub-Total**, **Sales Tax**, and **Order Total**.

Commissary Shopping

EDGE

Lady MacBeth | Booking ID: ON1234

Items and quantities may be adjusted at the time the order is filled

	Requested	Denied	Reason	Approved		
 CHILI RAMEN \$1.00	2	1	Exceeds spending li...	1		
 HAIRDRESS & PRESS OIL \$3.50	3	3	Exceeds spending li...	0		
 3-N-1 CONDITIONING SHAMPOO \$3.90	1	1	Exceeds spending li...	0		
 KK INSTANT RICE \$2.95	1	1	Exceeds spending li...	0		
 PALM BRUSH \$1.00	1	0		1		
 CONDITIONER-ALMOND/SHEA \$3.35	1	1	Exceeds spending li...	0		
 ALBERTO VO5_SHAMPOO - EXT \$2.70	1	1	Exceeds spending li...	0		
 (BX)PINK SUGAR SUBSTITUTE \$3.25	1	1	Exceeds spending li...	0		
 8 OZ CREAMER CLEARBACK						

[Show Limits](#)
Sub-Total:\$30.65 Sales Tax:\$0.06 Order Total:\$29.71
[Continue Adding Items](#)
[Cancel Order](#)
[Done](#)


























- Users may:
- **Continue Adding Items**
 - **Cancel Order**
 - or select **Done** to exit the shopping cart.

Commissary Shopping

EDGE

Lady MacBeth | Booking ID: ON1234

Items and quantities may be adjusted at the time the order is filled

	Requested	Denied	Reason	Approved		
 CHILI RAMEN \$1.00	2	1	Exceeds spending li...	1		
 HAIRDRESS & PRESS OIL \$3.50	3	3	Exceeds spending li...	0		
 3-N-1 CONDITIONING SHAMPO \$3.90	1	1	Exceeds spending li...	0		
 KK INSTANT RICE \$2.95	1	1	Exceeds spending li...	0		
 PALM BRUSH \$1.00	1	0		1		
 CONDITIONER-ALMOND/SHEA \$3.35	1	1	Exceeds spending li...	0		
 ALBERTO VO5_SHAMPOO - EXT \$2.70	1	1	Exceeds spending li...	0		
 (BX)PINK SUGAR SUBSTITUTE \$3.25	1	1	Exceeds spending li...	0		
 8 OZ CREAMER CLEARPACK						

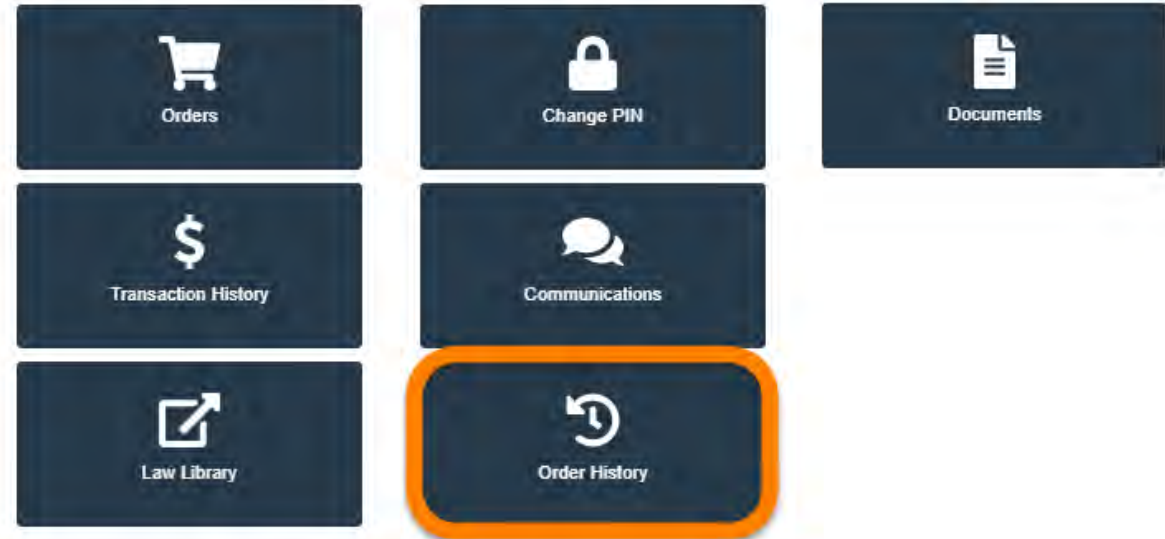
Sub-Total:\$30.65 Sales Tax:\$0.06 Order Total:\$29.71

[Show Limits](#)
[Continue Adding Items](#)
[Cancel Order](#)
[Done](#)

Edge users may review past orders at any time by selecting **Order History** from the **Home Menu**.

Commissary Shopping

Hi Lady! Please make your selection.



Order History




Date	Time	Order#	Amount	Status
07/28/2020	01:24 PM	594	\$0.00	Shipped
07/27/2020	04:05 PM	592	\$4.80	Shipped
07/27/2020	03:59 PM	591	\$0.00	Shipped
07/24/2020	09:37 AM	584	\$0.00	Shipped
07/24/2020	09:34 AM	583	\$0.00	Shipped
07/24/2020	12:25 AM	582	\$0.00	Shipped
07/24/2020	12:04 AM	581	\$0.00	Shipped

The **Order History** displays all orders by **Date**, **Time**, **Order #**, **Amount**, and **Status**.

Commissary Shopping

Users can also review individual items they have ordered by selecting a specific order.

Commissary Shopping

 Lady MacBeth Booking ID: ON1234   Logout									
Order# :592			Order Date:07/27/2020			Status:Shipped			
Sub-Total:\$4.80			Sales Tax:\$0.00			Order Total:\$4.80			
Refund Sub-total:\$0.00			Refund Sales Tax:\$0.00			Refund Order Total:\$0.00			
Item #	Item	Item Price	Requested	Approved	Total	Denied	Reason	Refund Quantity	Refund Amount
40601	JOLLY RANCHERS ASST. 3.70	\$1.80	1	1	\$1.80	0		0	\$0.00
505	HOT & SPICY VEG RAMEN	\$1.00	1	1	\$1.00	0		0	\$0.00
10	CHILI RAMEN	\$1.00	1	1	\$1.00	0		0	\$0.00
8	CHICKEN RAMEN	\$1.00	1	1	\$1.00	0		0	\$0.00

Commissary Processing by Staff

- ▼ Commissary managers process Edge Kiosk 2.0. order requests through the **Cloud Commissary** application.



- Home
- Inmate
- Banking
- My Queue
- Commissary
- Communications
- Access Corrections
- Intake Matching

Batches

Commissary / Batches

 Download  Create Batch

Filter

Batch #	Catalog Name	Batch Type	Start Date	End Date	Status	Source
<input type="text"/>	<input type="text"/>	All	12-01-2019 	08-28-2020 	All	All

Clear

Apply

To process orders, the commissary manager logs into the Keefe Cloud Commissary application and selects **Create Batch**.

Commissary Processing by Staff

- Home
- Inmate
- Banking
- My Queue
- Commissary
- Communications
- Access Corrections
- Intake Matching

Create Batch

Commissary / Batches / Create Batch

Catalog

Select Catalog

DirectLink Vendor

No Vendor

Type



Commissary



SecurePak



Concession Sale

Cancel

Send Now

The manager selects the type of batch using the **Catalog** drop down menu.

Commissary Processing by Staff

- Home
- Inmate
- Banking
- My Queue
- Commissary
- Communications
- Access Corrections
- Intake Matching

Create Batch

Commissary / Batches / Create Batch

Catalog DirectLink Vendor

Commissary

Type

Commissary SecurePak Concession Sale

Facilities have the option to process by
Catalog, Location, or Type.

Commissary Processing by Staff

- Home
- Inmate
- Banking
- My Queue
- Commissary
- Orders
- Refunds
- Catalogs
- Batches
- Reports
- Communications
- Access Corrections
- Intake Matching

Create Batch

Commissary / Batches / Create Batch

Catalog

Commissary

DirectLink Vendor

No Vendor

Type



Commissary



SecurePak



Concession Sale

Inmate Housing Location

BLOCK	TIER	CELL	Location #4	Location #5	Location #6	
MAIN						<input checked="" type="checkbox"/>
ANNEX						<input type="checkbox"/>

Cancel

Send Now

The manager may select the orders to be processed from the displayed locations.

Commissary Processing by Staff

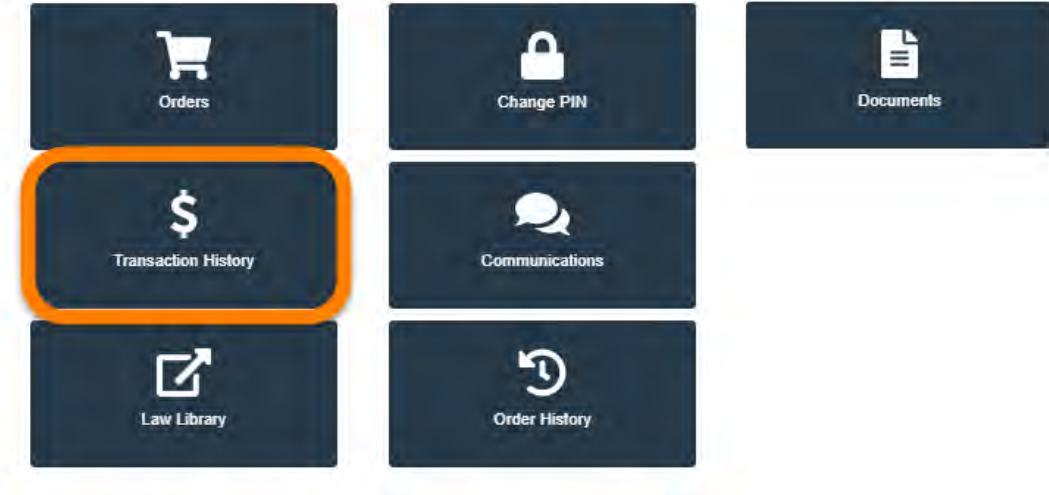
Account Lookup

- ▼ **Edge Kiosk 2.0. Transaction History** displays completed user financial transactions.

Account Lookup

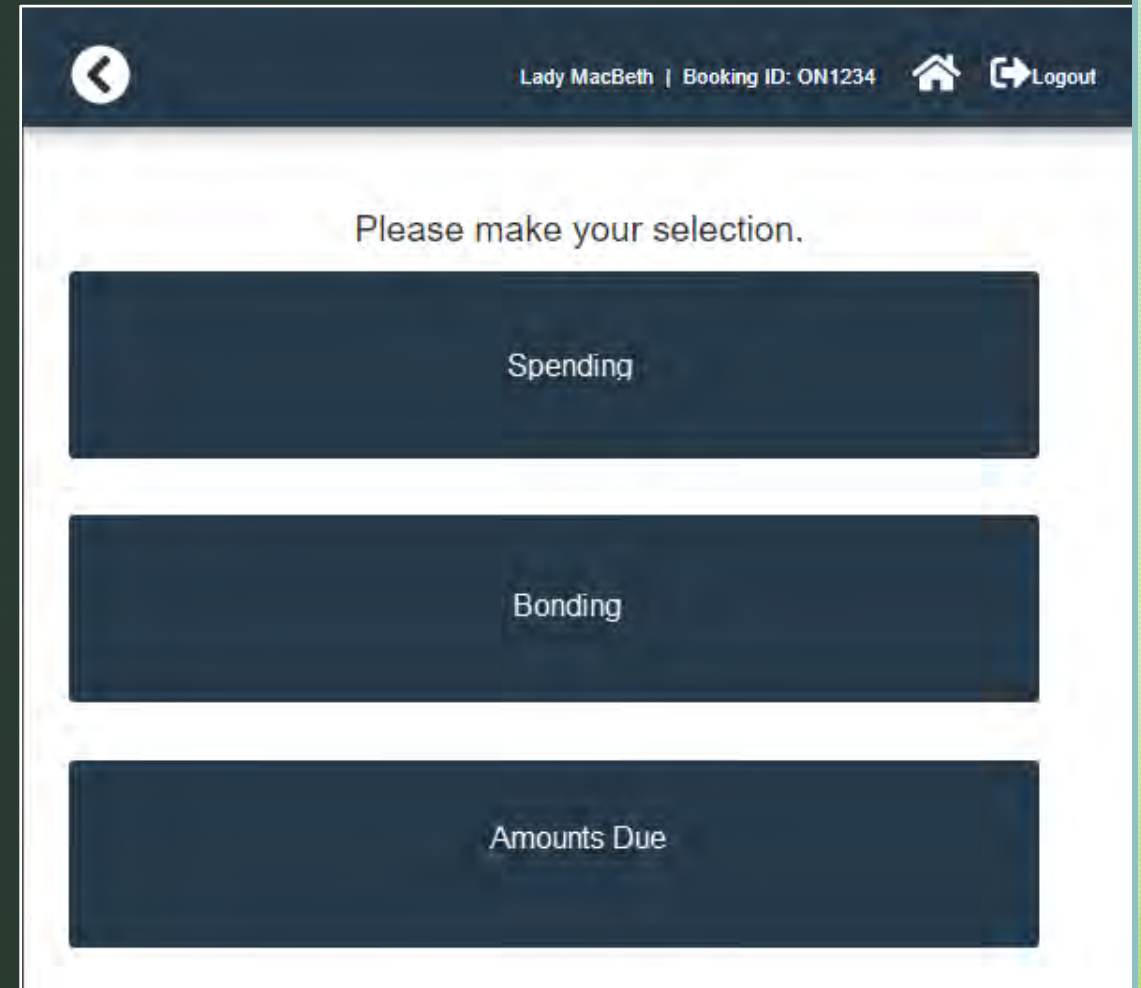
To review their transaction history, Edge users select **Transaction History** from the Edge 2.0. Home Menu.

Hi Lady! Please make your selection.



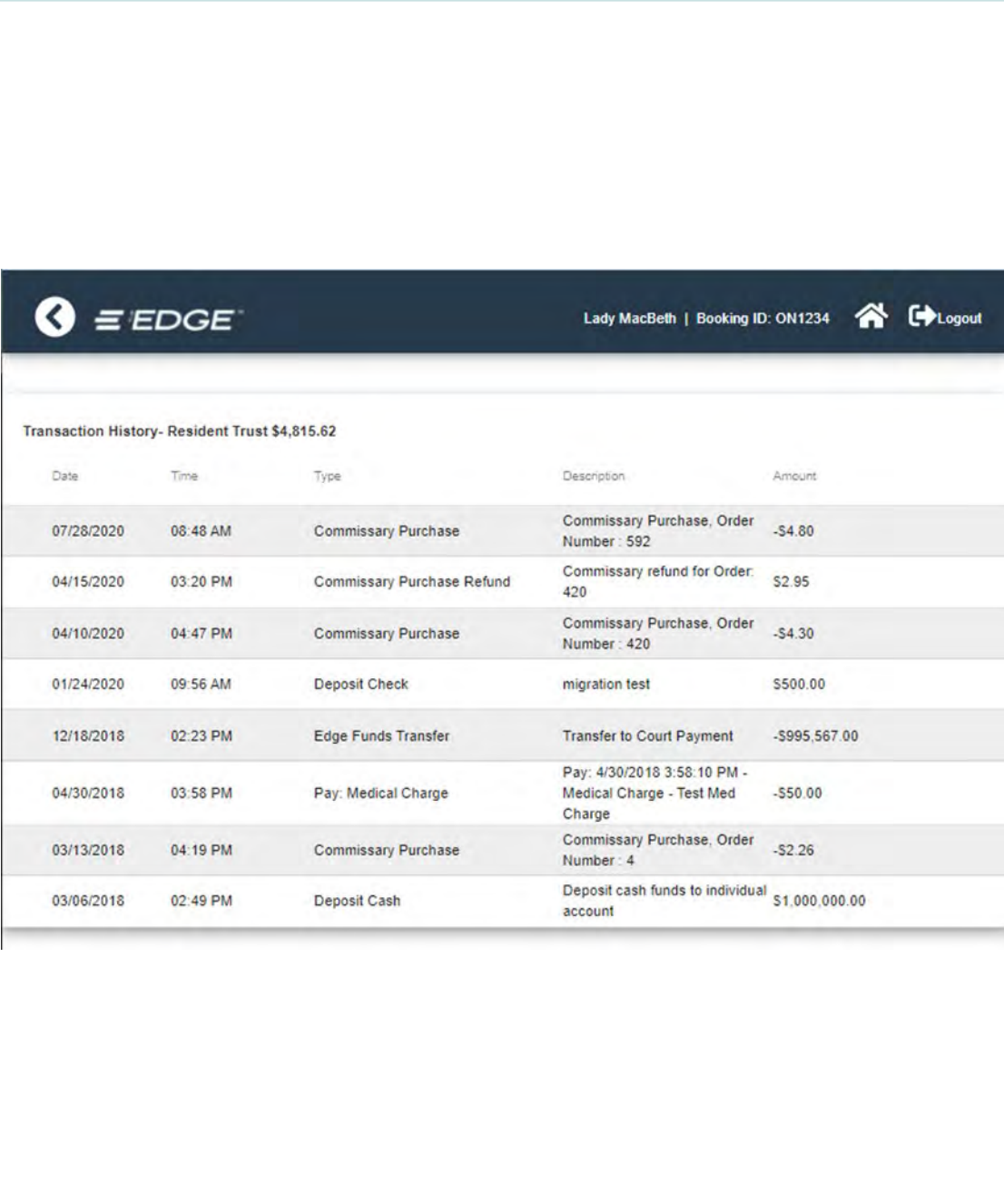
Account Lookup

Next, users select the platform (Ex. Spending, Bonding, or Amounts Due) where their transactions are stored.



Users can review
detailed transactions
from each account.

Account Lookup



Transaction History- Resident Trust \$4,815.62

Date	Time	Type	Description	Amount
07/28/2020	08:48 AM	Commissary Purchase	Commissary Purchase, Order Number : 592	-\$4.80
04/15/2020	03:20 PM	Commissary Purchase Refund	Commissary refund for Order: 420	\$2.95
04/10/2020	04:47 PM	Commissary Purchase	Commissary Purchase, Order Number : 420	-\$4.30
01/24/2020	09:56 AM	Deposit Check	migration test	\$500.00
12/18/2018	02:23 PM	Edge Funds Transfer	Transfer to Court Payment	-\$995,567.00
04/30/2018	03:58 PM	Pay: Medical Charge	Pay: 4/30/2018 3:58:10 PM - Medical Charge - Test Med Charge	-\$50.00
03/13/2018	04:19 PM	Commissary Purchase	Commissary Purchase, Order Number : 4	-\$2.26
03/06/2018	02:49 PM	Deposit Cash	Deposit cash funds to individual account	\$1,000,000.00

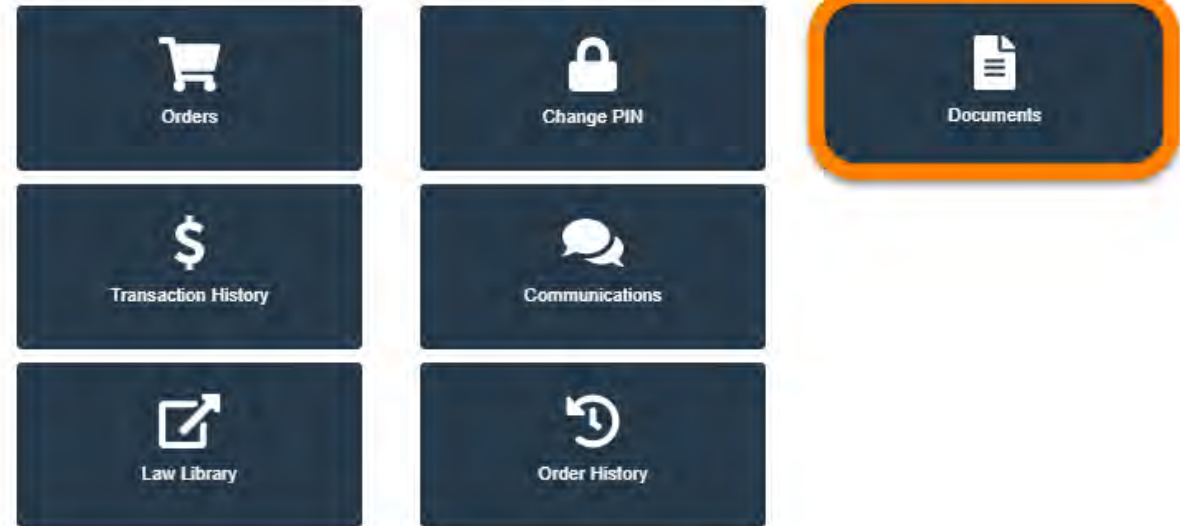
Facility Bulletin Board

- ▼ **Edge Kiosk 2.0. features a Facility Bulletin Board for online review.**

Users select **Documents**
from the Edge Kiosk 2.0.
Home Menu.

Facility Bulletin Board

Hi Lady! Please make your selection.



Facility bulletin board posts are displayed in a pop out window.

Facility Bulletin Board



The screenshot shows a mobile application interface with a dark header. On the left, there is a back arrow and the 'EDGE' logo. On the right, it displays 'David Jr Ralph | Booking ID: 45636', a home icon, and a 'Logout' button. A white pop-out window titled 'Inmate Handbook' is centered on the screen, featuring a close button in the top right corner. The window contains the following content:


The seal of Hall County, Georgia, featuring a central figure and the text 'HALL COUNTY GEORGIA' and '1818'.

NOTICE

This handbook does not replace Georgia Department of Corrections (GDC) Official Rules and Regulations. The information relating to Hall County Correctional Institution (HCCI) has been provided to help you understand what is required of you at this institution. This handbook should be used in conjunction with the GDC Rules and Regulations. Most of your questions will be answered in this handbook. However, if you have trouble understanding these rules or regulations ask a staff member for further explanation.

The portion of your prison term served here at HCCI will reflect your personal efforts on work detail and program participation. Your hard work (or lack thereof) will be documented through Work Evaluations, Program Certificates and Disciplinary Records. Your attitude, work performance and behavior will affect Parole consideration and GDC referrals. HCCI staff will support you in your efforts to change but you must make responsible decisions and prove your desire to successfully return to society.

This handbook has been provided to you as a reference to the Rules and Expectations while incarcerated here at Hall County Correctional Institution.

HALL COUNTY CORRECTIONAL INSTITUTION
A DIVISION OF HALL COUNTY COMMUNITY SAFETY
1098 BARBER ROAD

At the bottom right of the pop-out window, there are two circular icons: a light gray one above a dark blue one with a white downward-pointing arrow.

Posts can be displayed in different languages according to facility requirements.

Facility Bulletin Board

EDGE David, Jr. Ralph, J. Booking ID: 45636 Logout

Acknowledgement required. Click the "I HAVE READ" button at the bottom of this document to confirm acknowledgement.

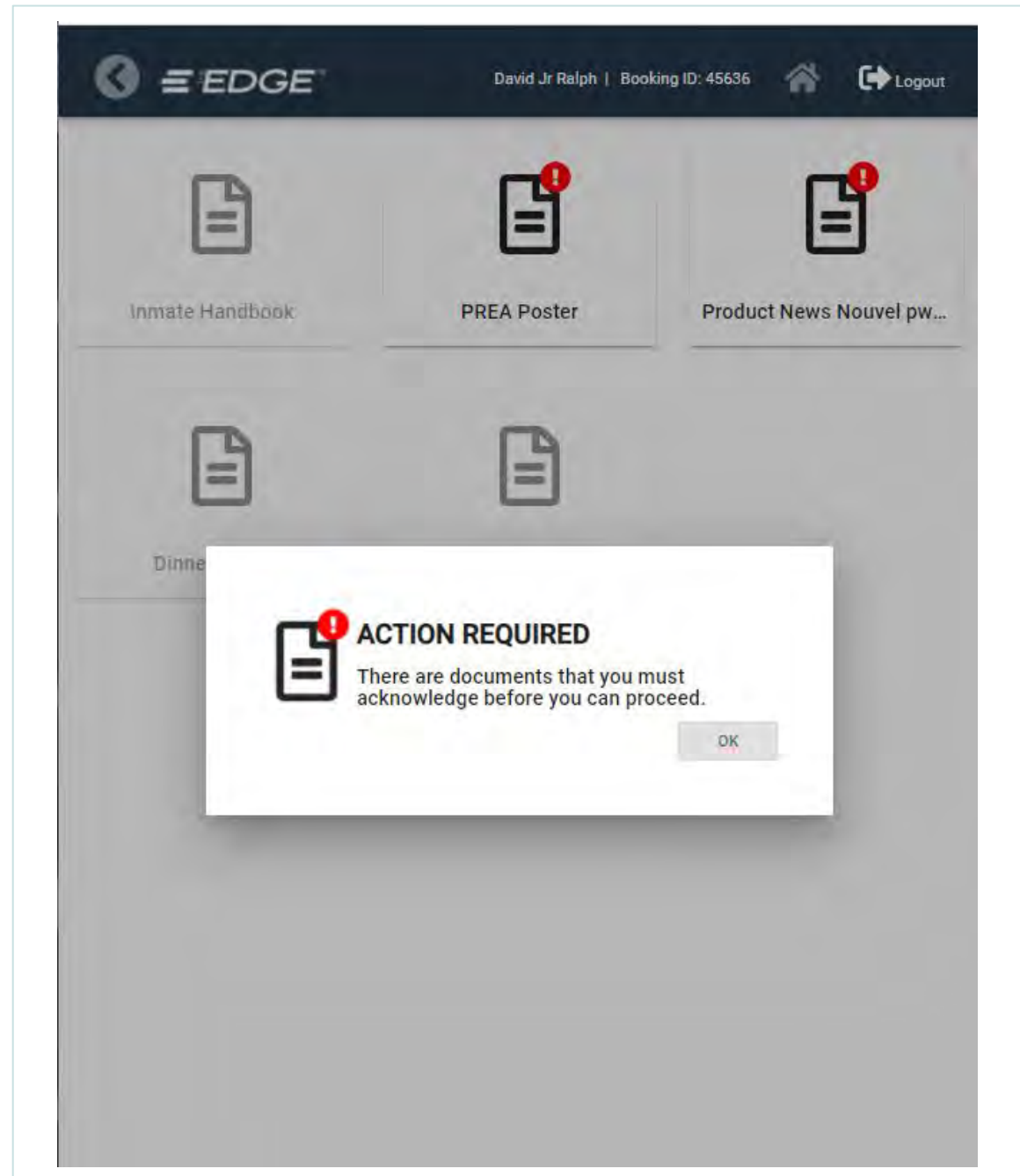
Product News Nouvel pwodwi yo Noticias de produ ✕

<i>Effective: 08/14/2019</i>	<i>Eficaz: 08/14/2019</i>	<i>Efikas: 08/14/2019</i>
Product Changes 3010 GRANDMAS COOKIES CHOCOLATE CHIP REPLACED BY 3035 ZP CHOC CHIP COOKIES	Cambios de product 3010 CHOCOLATES CHOCOLATE GRANDMAS CHIP REEMPLAZADO POR 3035 COCINAS DE CHIP CHOC ZP	Pwodwi Chanjman 3010 GRANDMAS BOUTON CHOCOLATE CHIP REPLACED BY 3035 ZP CHOC CHIP Cookies
Price Changes 2620 JL PEPPERONI FROM \$3.25 TO \$3.50	El precio cambia 2620 JL PEPPERONI DE \$ 3.25 A \$ 3.50	Pri Chanjman 2620 JL PEPPERONI Soti nan \$ 3.25 rive \$ 3.50
Product Availability New: 6047 SV SPICY REFRIED BEANS Discontinued: 6610 GV PLAIN BAGEL	Disponibilidad del product Nuevo: 6047 SV Frijoles refinados picantes Descatalogado: 6610 GV BOLS0 USO	Availability pwodwi Nou: 6047 SV SPICY REFRIED FAANS Offent: 6610 GV PLAIN BAGEL


I HAVE READ

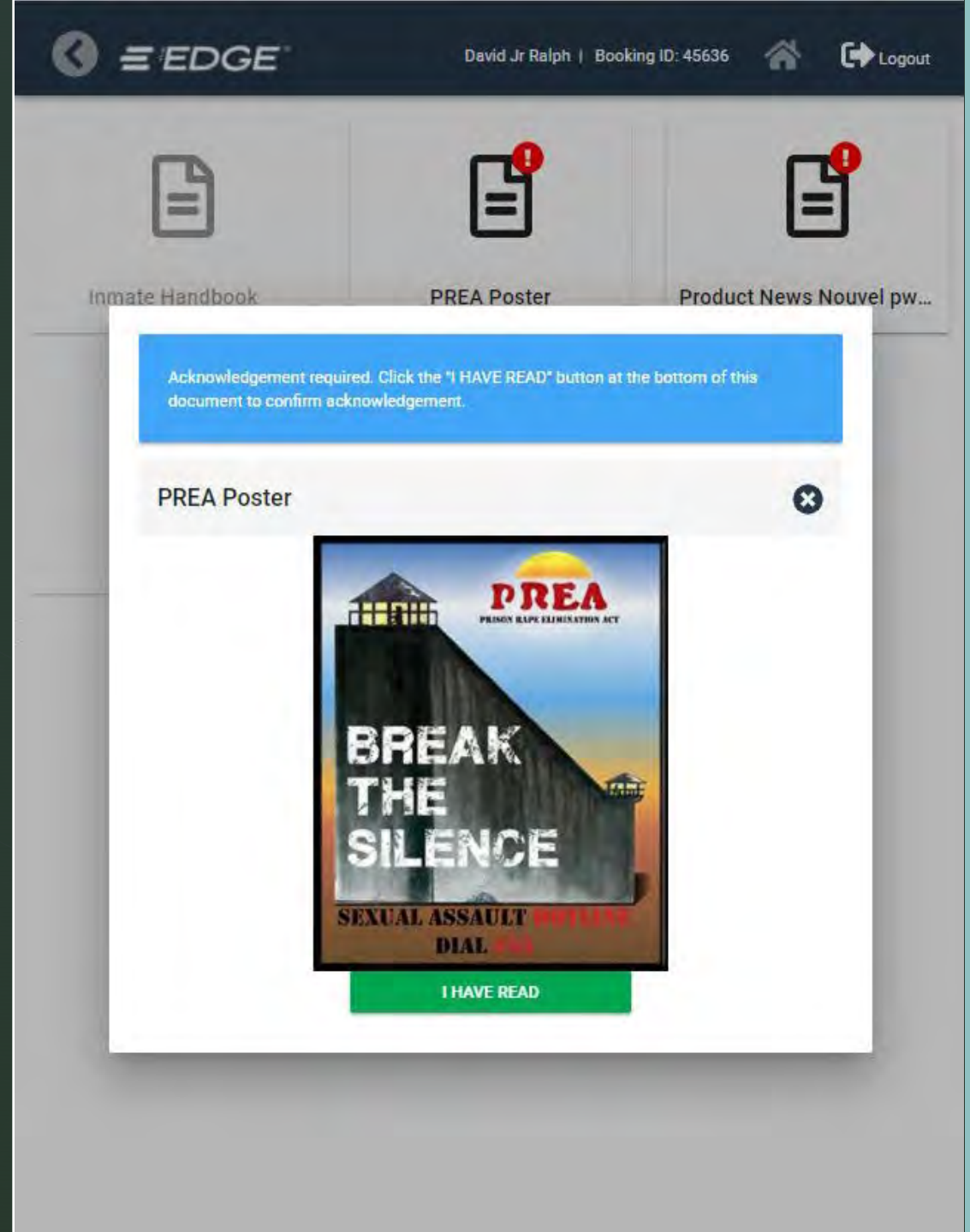
Facility Bulletin Board

Facilities may choose to include mandatory acknowledgements (ACTION REQUIRED) before users can proceed to Edge Kiosk 2.0. features.

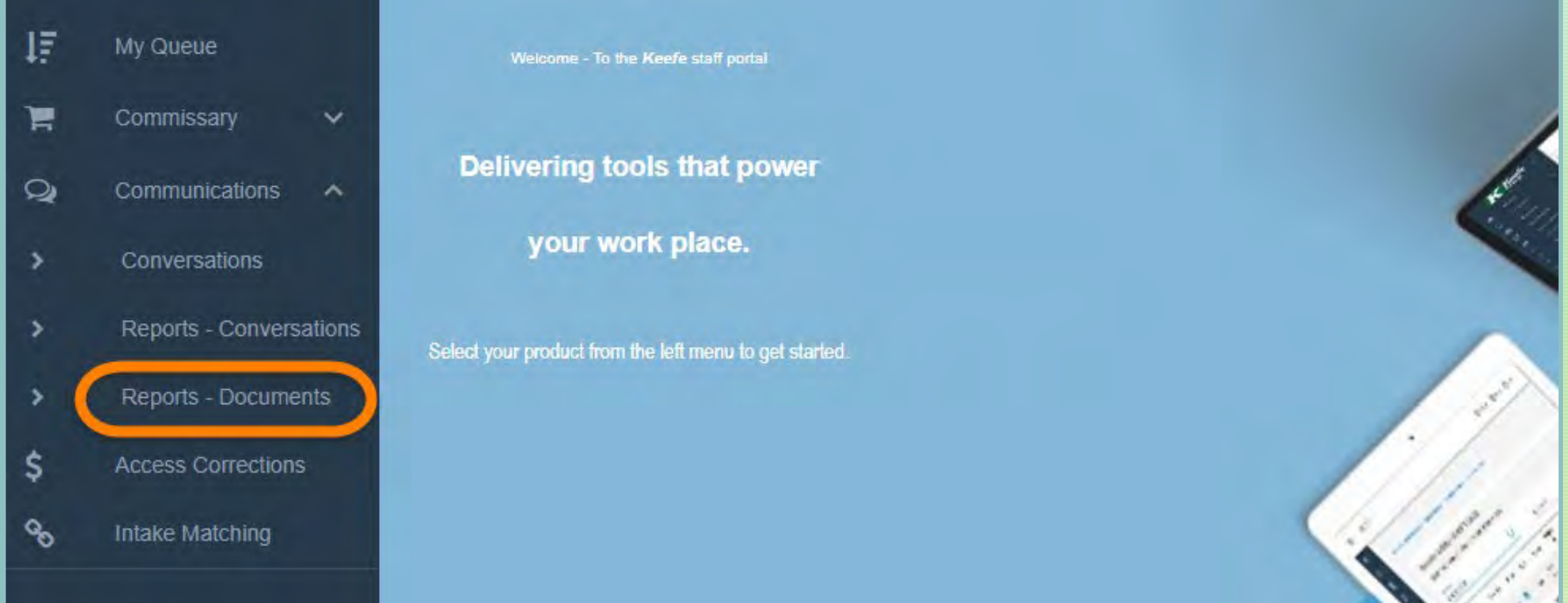


Facility Bulletin Board

Users must acknowledge mandatory documents before the  icon becomes available to enable the Edge 2.0. **Home Menu.**



The screenshot displays the Edge 2.0 interface. At the top, the 'EDGE' logo is on the left, and the user's name 'David Jr Ralph | Booking ID: 45636' and a 'Logout' button are on the right. Below the header, three document icons are visible: 'Inmate Handbook', 'PREA Poster', and 'Product News Nouvel pw...'. The 'PREA Poster' icon has a red exclamation mark. A modal window is open over the 'PREA Poster' document. At the top of the modal is a blue banner with the text: 'Acknowledgement required. Click the "I HAVE READ" button at the bottom of this document to confirm acknowledgement.' Below the banner, the document title 'PREA Poster' is shown with a close button (X). The main content of the modal is a poster for the 'PREA PRISON RAPE ELIMINATION ACT'. The poster features a prison building and the text: 'BREAK THE SILENCE', 'SEXUAL ASSAULT HOTLINE', and 'DIAL 733'. At the bottom of the poster is a green button labeled 'I HAVE READ'.



For reporting/review purposes, facility staff can review a user's acknowledgements from the **Keefe Cloud Banking** application's **Reports** module.

Facility Information

The screenshot displays a software interface with a dark navigation sidebar on the left and a main content area on the right. The sidebar contains the following menu items: 'Inmate', 'Banking', 'My Queue', 'Commissary', 'Communications', 'Conversations', 'Reports - Conversations', and 'Reports - Documents'. An orange arrow originates from the 'Reports - Documents' menu item and points to a table in the main content area. The table is titled 'Reports' and has a header row with the text 'Name'. Below the header, there is one data row with the text 'Inmates Document Viewing History'. To the right of the table, there is a button labeled 'Export to CSV'.

Facility staff choose the **Reports – Documents** option from the **Communications** menu.

Facility Information

...and export the viewing history.

Facility Information

The screenshot displays the Keefe Group software interface. On the left is a dark blue sidebar with the Keefe Group logo at the top and a list of navigation items: Home, Inmate, Banking, My Queue, Commissary, Communications, Conversations, Reports - Conversations, Reports - Documents, Access Corrections, and Intake Matching. The main content area is white and titled 'Reports'. At the top right of this area are links for 'Admin', 'Help', and the user 'Cassandra Rochester'. Below the title is a table with a blue header row containing the word 'Name'. The first data row is highlighted in yellow and contains the text 'Inmates Document Viewing History'. To the right of this row is a blue button labeled 'Export to CSV'. An orange arrow points from the left towards this button.

Facility Information

The document viewing history includes when a document was read, whether it was acknowledged, and when it was acknowledged.

Autosave On InmatesDocumentViewingHistory.csv - Excel Vitale, John

	A	B	C	D	E	F	G	H
1	Inmate	Inmate Name	Document	Document Display Name	Language	Last View Date & Time	Acknowledged	Acknowledge Date & Time
91	45636	DAVID JR RALPH	15	Inmate Handbook	English	8/28/2020 11:21	No	
92	45636	DAVID JR RALPH	74	Product News - Nouvel pwodwi yo	English	8/28/2020 11:20	Yes	8/28/2020 11:21
93	45636	DAVID JR RALPH	40	PREA Poster	English	8/28/2020 11:20	Yes	8/28/2020 11:20
94	45636	DAVID JR RALPH	75	Dinner Menu	English	8/27/2020 13:24	Yes	8/11/2020 10:42
95	45636	DAVID JR RALPH	64	Cafeteria Rules	English	3/3/2020 9:15	No	
96	45636	DAVID JR RALPH	139	Book Club Info	English	3/3/2020 9:14	Yes	2/28/2020 12:02
97	45636	DAVID JR RALPH	173	Crime Stoppers	English	3/3/2020 9:13	No	
98	45636	DAVID JR RALPH	172	TKC Handbook	English	3/3/2020 9:12	No	
99	45636	DAVID JR RALPH	171	Food Service 32	English	3/3/2020 9:12	No	
100	45636	DAVID JR RALPH	132	New Jpeg File	English	2/28/2020 12:02	Yes	2/28/2020 12:02
101	45636	DAVID JR RALPH	65	Library Fines	English	2/28/2020 12:01	Yes	2/28/2020 12:01
102	45636	DAVID JR RALPH	84	Report-Checks	English	1/24/2020 14:57	Yes	12/11/2019 16:18
103	45636	DAVID JR RALPH	76	Club Rule	English	1/24/2020 14:56	Yes	8/29/2019 11:18
104	45636	DAVID JR RALPH	97	Blood Drive-2019-001	English	9/27/2019 9:32	Yes	9/12/2019 8:41
105	45636	DAVID JR RALPH	93	Cafe-Rules-2019	English	9/25/2019 9:39	Yes	9/12/2019 9:13
106	45636	DAVID JR RALPH	99	Cafe Rules	English	9/23/2019 9:22	Yes	
107	45636	DAVID JR RALPH	43	File 1234	English	7/2/2019 10:28	No	
108	45636	DAVID JR RALPH	44	Pdf File 2657	English	6/14/2019 18:54	No	
109	45636	DAVID JR RALPH	41	Cartel de PREA	English	5/22/2019 15:51	No	
110	45636	DAVID JR RALPH	22	Jpeg	English	5/20/2019 15:19	No	
111	45636	DAVID JR RALPH	21	PDF File	English	5/20/2019 15:19	No	
112	45636	DAVID JR RALPH	18	Book-Club-05062019s	English	5/20/2019 15:19	No	

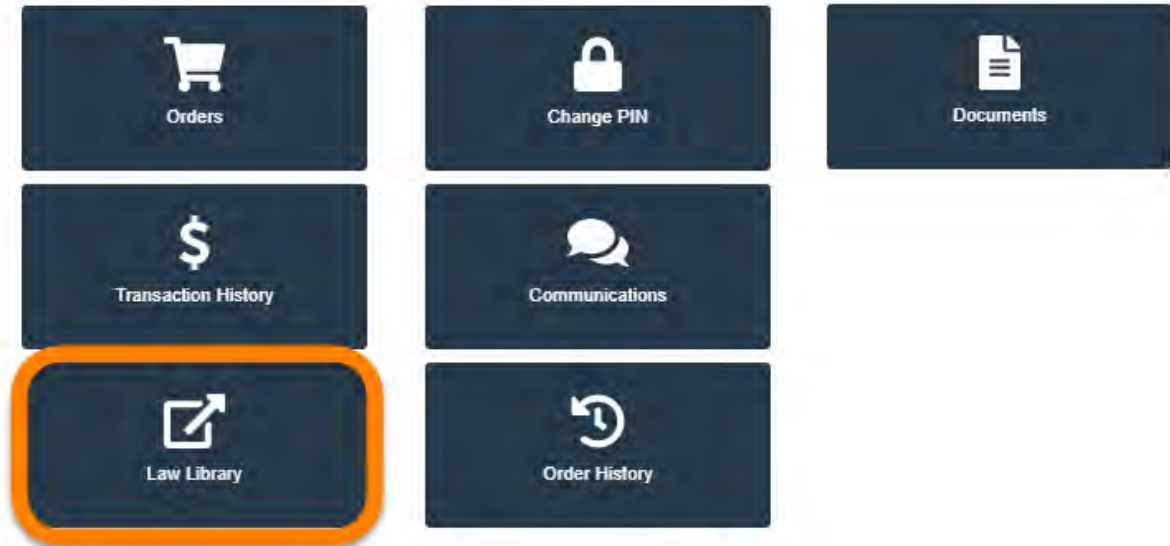
Law Library

- ▼ **Edge Kiosk 2.0. can link to law library providers' secure website.**

Users select **Law Library** from the Edge 2.0. Home Menu.

Law Library

Hi Lady! Please make your selection.



The Casemaker site lists state and federal libraries available to users.

Law Library

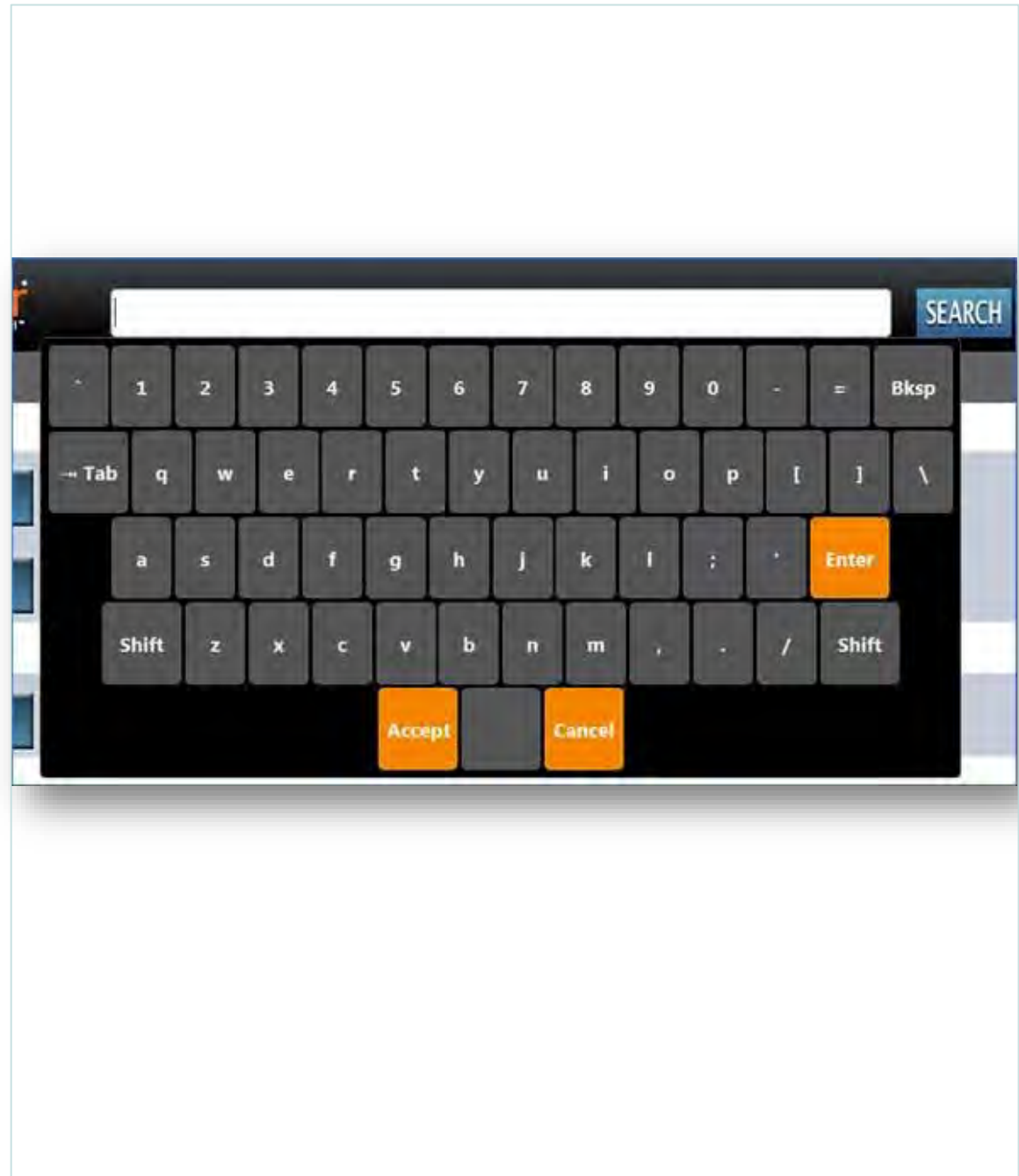


The screenshot displays the Casemaker website interface. At the top, the Casemaker logo is on the left, and a search bar with the placeholder text "Type your search here" and a "SEARCH" button is on the right. Below the search bar, there are five radio buttons for search criteria: "Keyword" (selected), "Cite", "Party", "Section", and "Docket No.". The main content area is divided into three sections: "Federal Libraries", "Jurisdictions", and "Help".

- Federal Libraries:** This section has a sub-header "All States and Federal Libraries" with a checked checkbox. Below it are five buttons: "Federal Libraries" (checked), "Practice Materials", "Dictionary", "Practice Manual", and "Jailhouse Lawyers Manual".
- Jurisdictions:** This section has a sub-header "Jurisdictions" and one button: "Missouri" (checked).
- Help:** This section has a sub-header "Help" and one button: "Help Manual".

Users enter a key word to
search for relevant
cases.

Law Library



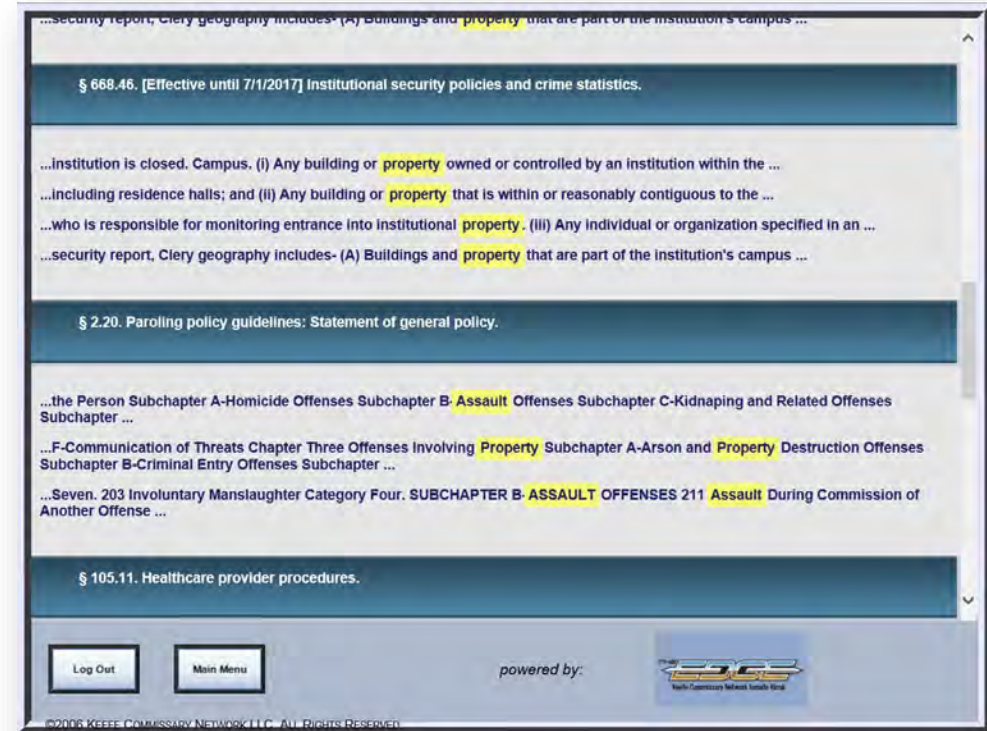
Links to matched cases are
displayed for user review.

Law Library



When the user clicks on
the link, legal policies and
statutes are displayed.

Law Library



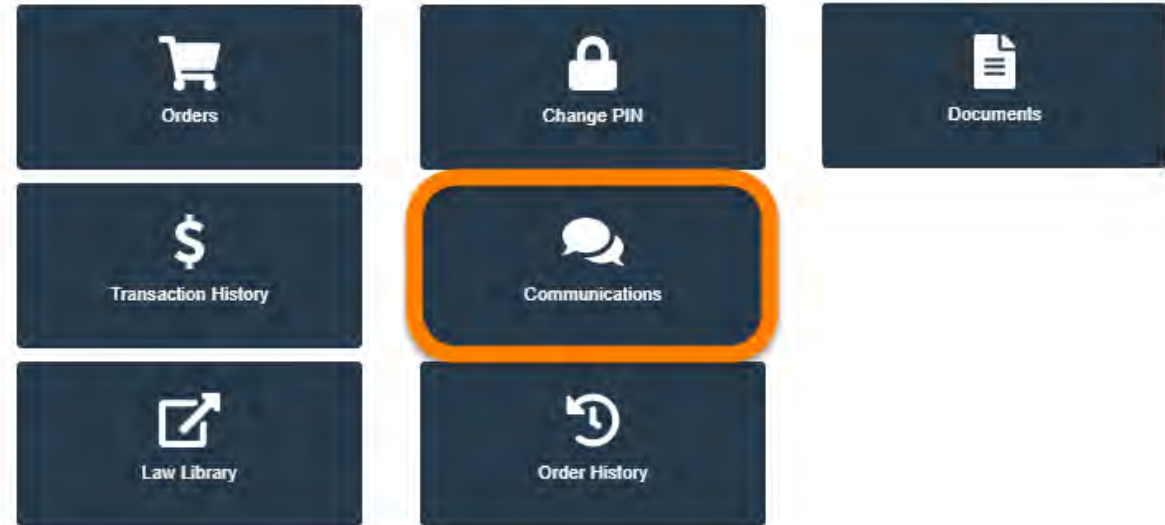
Communications

- ▼ Edge users and facility staff exchange messages through the Edge 2.0. **Communications** application.

Edge users select the **Communications** tab from the Edge 2.0. **Home Menu**.

Communications

Hi Lady! Please make your selection.



NOTIFICATIONS			
OPEN		CLOSED	
+ CREATE			
Topic	Subject	Updated	By
Fitness	M W F access to fitness eqp	9/02/2020	AUSTON DA

Topic	Subject	Updated	By
Douglas Property Appeal	Property Lost	5/31/2020	DAVID RALPH JR
Douglas Property Request option2	property request	5/31/2020	DAVID RALPH JR
Douglas Property Grievance	property grievance open	5/29/2020	Darryl Rundel
Medical	Need to see nurse	12/30/2019	DAVID RALPH JR
Mental Health	Flat Earth vs Is earth Round	11/07/2019	DAVID RALPH JR
Religious	Need Bible	11/05/2019	Wendy Miller
Fitness	Class sign up	10/22/2019	DAVID RALPH JR
Records/Visitation	Need to add visitor	10/17/2019	DAVID RALPH JR
Kitchen Questions	Work Program	10/16/2019	Wendy Miller

Users review message details under each heading.

Communications

Subject: Mail Money Voided

Case #: 78013

Topic: Accounting

Reference #: 10447892

AUSTON DAILEY (315265) - 9/2/20, 3:09 PM

Someone voided the money order from my account last week. I want this corrected.

John Vitale - 9/2/20, 3:11 PM

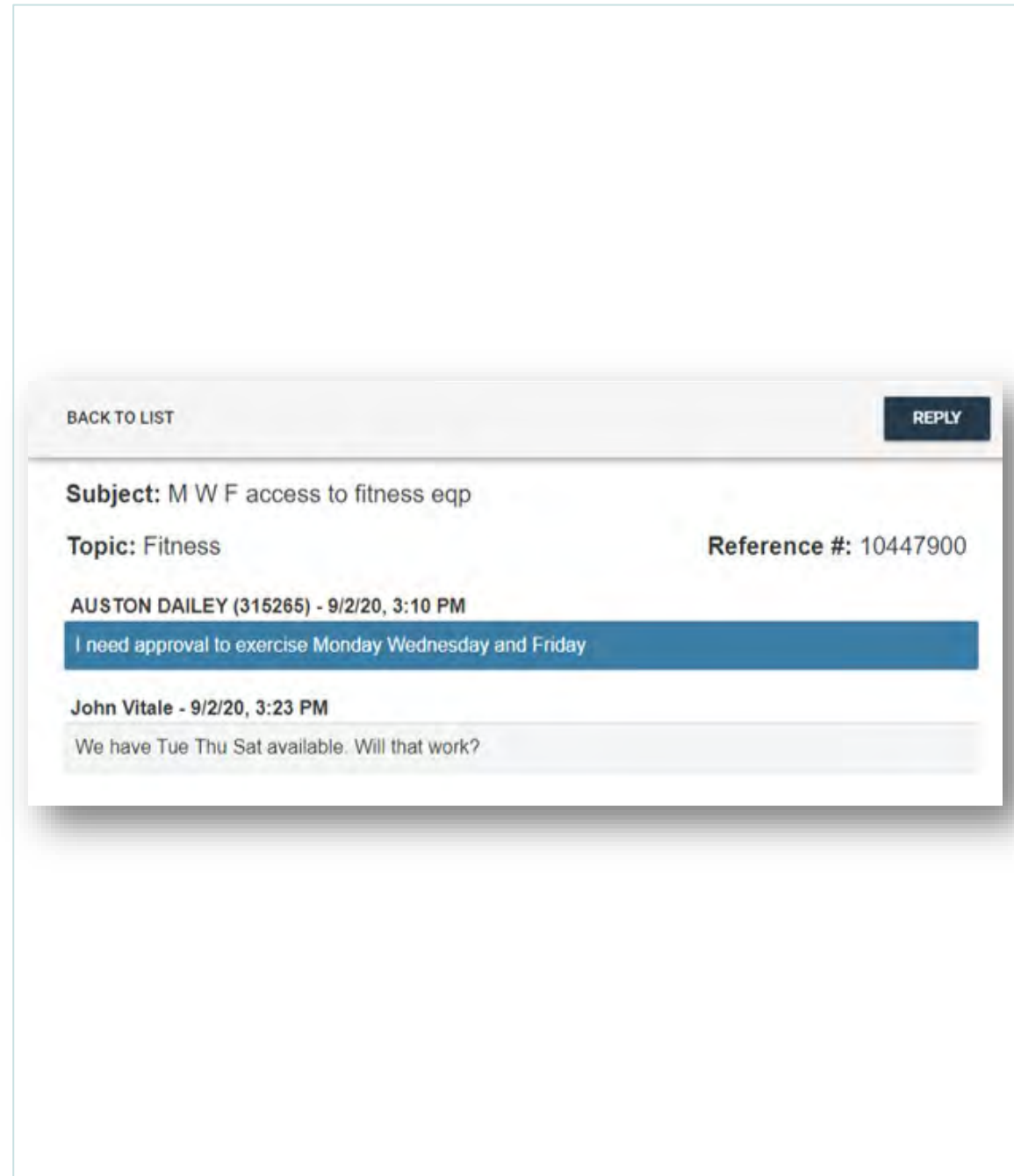
Judgement: Unfounded - That money order was posted to your account in error. The void was to correct the error

Grievances are listed with a gavel icon and the number of days remaining to appeal.

Communications

For non-grievance requests, users select the **Reply** button to respond to messages.

Communications



BACK TO LIST REPLY

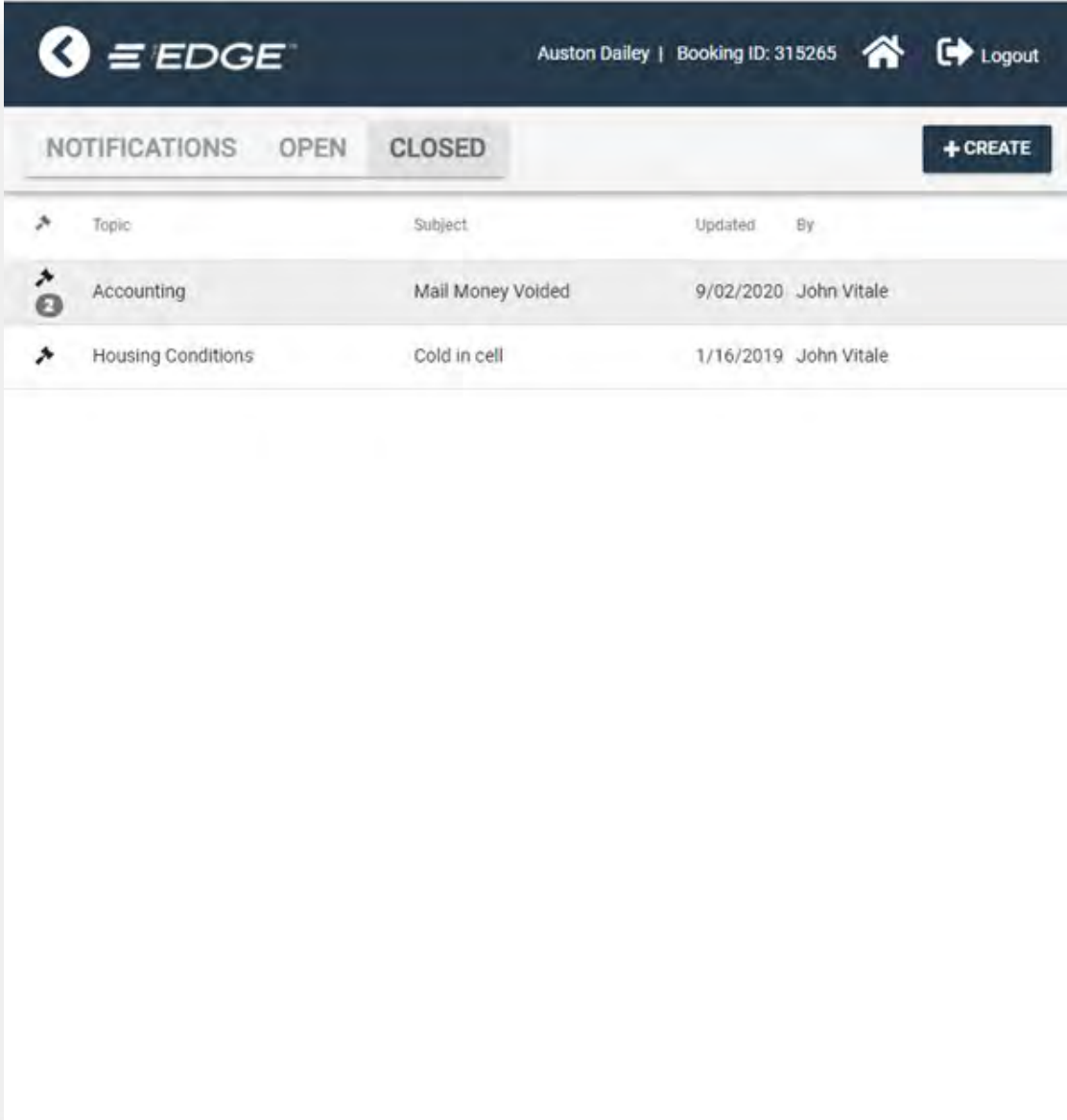
Subject: M W F access to fitness eq
Topic: Fitness **Reference #:** 10447900

AUSTON DAILEY (315265) - 9/2/20, 3:10 PM
I need approval to exercise Monday Wednesday and Friday

John Vitale - 9/2/20, 3:23 PM
We have Tue Thu Sat available. Will that work?

To initiate a new message, users select **Create.**

Communications



The screenshot displays the EDGE system interface. At the top, the user is identified as Austin Dailey with Booking ID: 315265. The interface includes a navigation bar with a home icon and a Logout button. Below the navigation bar, there are tabs for NOTIFICATIONS, OPEN, and CLOSED, along with a + CREATE button. The main content area shows a table of notifications with columns for Topic, Subject, Updated, and By.

Topic	Subject	Updated	By
Accounting	Mail Money Voided	9/02/2020	John Vitale
Housing Conditions	Cold in cell	1/16/2019	John Vitale

Users choose **Select Topic** and then click the topic for which they are communicating.

Communications

The screenshot displays the EDGE user interface. At the top, the navigation bar includes a back arrow, the EDGE logo, the user name 'Auston Dailey', the 'Booking ID: 315265', a home icon, and a 'Logout' button. Below the navigation bar, there is a 'BACK TO LIST' link and a 'SEND' button. The main content area features a form with the following elements:

- A button labeled '*SELECT TOPIC'.
- A text input field with the placeholder '*Enter a subject here'.
- A text input field with the placeholder '*Enter a me:'. A modal window is overlaid on this field.

The modal window, titled 'Topics' with a close button (x), lists the following communication topics:

- Accounting
- Fitness
- Laundry Step 1
- Medical problem
- Mental Health
- Pod Officer
- Programs
- Records/Visitation
- Religious
- Urgent Matter
- Grievance

A 'CANCEL' button is located at the bottom right of the modal.

After selecting the **Topic**, users enter a subject and message in the appropriate fields using the touchscreen keypad.

Communications

The screenshot shows the EDGE mobile application interface. At the top, there is a dark blue header with a back arrow, the EDGE logo, and user information: "Austin Dally | Booking ID: 315265". To the right of the user information are icons for home and logout. Below the header is a white bar with "BACK TO LIST" and a "GO" button. The main content area is a light gray background with a "Grievance" button. Below this are two text input fields: "*Enter a subject here" and "*Enter a message here". At the bottom, there is a white keyboard overlay with a "Grievance" button, a "BACK" button, and a "Grievance" button. The keyboard has a green "ENTER" key. The bottom of the screen shows a white bar with "SPACE" and a "Grievance" button.

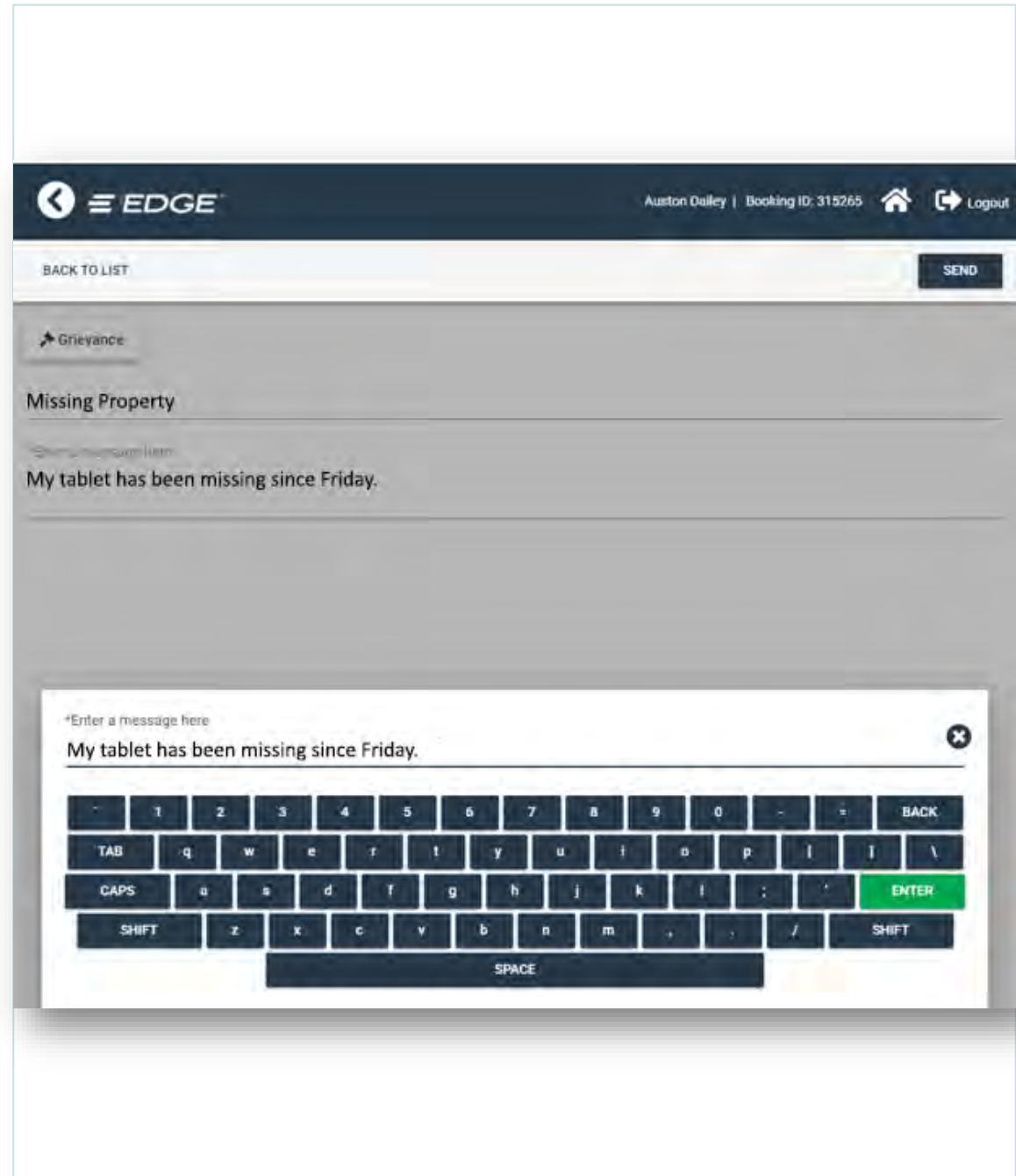
After entering the subject and message, users select **Enter** to save the message.

Communications

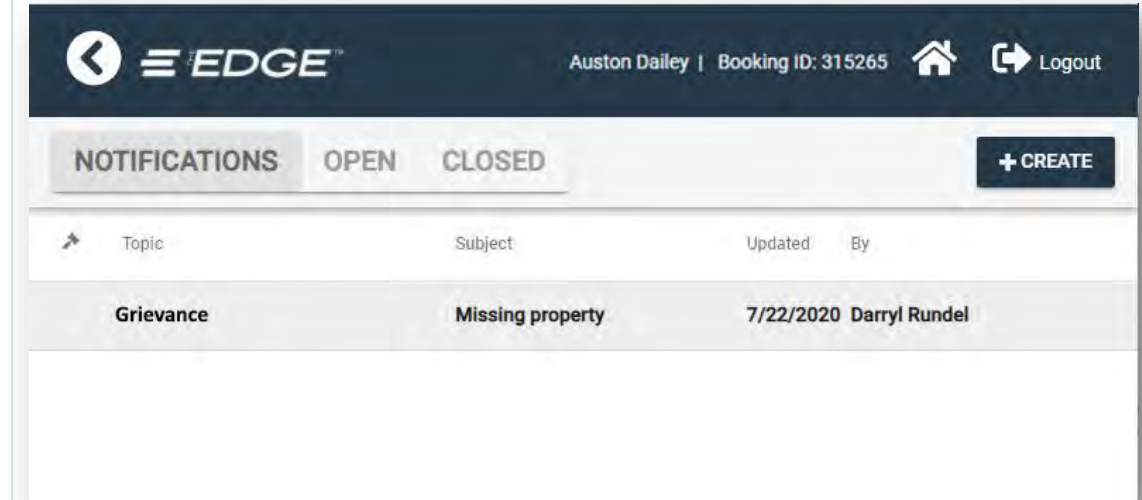
The screenshot shows the EDGE mobile application interface. At the top, there is a dark blue header with the EDGE logo on the left and the user's name 'Austin Dalley' and 'Booking ID: 315265' on the right. Below the header, there is a white bar with a 'BACK TO LIST' button on the left and a 'SEND' button on the right. The main content area is a light gray background with a 'Grievance' header and a 'Missing Property' section. The message text reads 'My tablet has been missing since Friday.' At the bottom, there is a white input field with a placeholder text '*Enter a message here' and a close button (X). The text 'My tablet has been missing since Friday.' is entered in the field. Below the input field, a virtual keyboard is displayed, with the 'ENTER' key highlighted in green.

Pressing the **Send** button submits the post for immediate facility review.

Communications

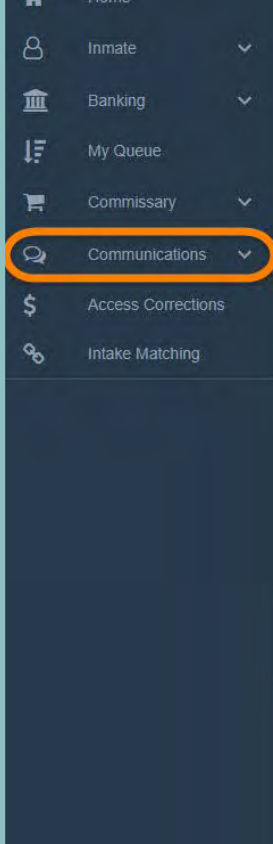


The user's new post is
now listed under the
Open category.
Communications



The screenshot displays the EDGE user interface. At the top, the user is identified as Austin Dailey with Booking ID: 315265. The interface includes navigation icons for home and logout. Below the header, there are tabs for NOTIFICATIONS, OPEN, and CLOSED, along with a + CREATE button. A table lists a notification with the following details:

Topic	Subject	Updated	By
Grievance	Missing property	7/22/2020	Darryl Rundel



Welcome - To the **Keefe** staff portal

**Delivering tools that power
your work place.**

Select your product from the left menu to get started.



Facility staff logs into the Keefe Cloud application and selects Communications.

Communications

- Home
- Inmate
- Banking
- My Queue
- Commissary
- Communications
- Access Corrections
- Intake Matching

Open Conversations

OPEN

CLOSED

NEW

Filters Filter by: No filters applied.

Ref #	Status	Conversation Topic	Inmate	Location	Start Date	First View Date	Last Updated	Flag	Assigned
9995908	New	Fitness - How to get equipment - Has anyone seen my reque...	daniel reyes	b2	06/04/2020 09:48 AM	08/18/2020 01:11 PM	08/27/2020 06:35 PM	Exercises	
8234454	New	Urgent Matter - Riot happening - hoping you get this soon	DAVID RALPH JR	JAIL EAST	09/04/2019 02:00 PM		09/04/2019 02:00 PM	N/A	
8193385	New	Urgent Matter - Disturbance in Block 12 - ther is a fight brea...	DAVID RALPH JR	JAIL EAST	08/29/2019 11:13 AM		08/29/2019 11:13 AM	N/A	
8133409	New	Urgent Matter - Abusive Situation - I need to report an abusi...	DAVID RALPH JR	JAIL EAST	08/21/2019 10:54 AM		08/21/2019 10:54 AM	N/A	
7376569	New	Urgent Matter - Chest Pain - Need to go to med ward	daniel reyes	b2	05/01/2019 07:55 AM		05/01/2019 07:55 AM	N/A	
10527065	Replied	Medical problem - appointment - you are scheduled for 1pm	daniel reyes		09/16/2020 09:37 AM		09/16/2020 09:37 AM	N/A	
10448017	Read	Programs - Re-Entry Classes - Can I get enrolled in the classe...	AUSTON DAILEY	GRAHAM	09/02/2020 03:33 PM	09/03/2020 11:56 AM	09/02/2020 03:33 PM	N/A	
10447900	Replied	Fitness - M W F access to fitness eqp - We have Tue Thu Sat a...	AUSTON DAILEY	GRAHAM	09/02/2020 03:10 PM	09/02/2020 03:23 PM	09/02/2020 03:23 PM	Exercises	
10419806	Read	Programs - Program Available?- Can I sign up for a program t...	daniel reyes	b2	08/27/2020 06:39 PM	09/02/2020 11:46 AM	08/27/2020 06:39 PM	N/A	
9705026	Replied	Fitness - Rent some equipment - Approved. Please contact Eq...	daniel reyes	b2	03/31/2020 01:52 PM	08/18/2020 01:11 PM	08/18/2020 01:46 PM	Exercises	Cassandra ...
10128813	Read	Fitness - New Weights - ok, thanks for letting me know	EDWARD CARPENTER		07/02/2020 11:13 AM	07/02/2020 11:21 AM	07/02/2020 11:21 AM	Exercises	
10062072	Read	Records/Visitation - Add Visitor - And my other cousin Bill Rey...	daniel reyes	b2	06/17/2020 02:58 PM	07/23/2020 08:21 AM	06/17/2020 03:00 PM	N/A	
10060345	Read	Fitness - ache - I pulled a muscle	daniel reyes	b2	06/17/2020 10:08 AM	07/28/2020 02:54 PM	06/17/2020 10:08 AM	Exercises	
10014805	Read	Medical problem - Meds - I need my medications tonight.	EDWARD CARPENTER	JAIL EAST	06/08/2020 11:43 PM	06/17/2020 10:04 AM	06/08/2020 11:43 PM	N/A	
10014802	Read	Immediate Notification - Court - I will be ready.	EDWARD CARPENTER	JAIL EAST	06/08/2020 11:42 PM	06/30/2020 04:09 PM	06/08/2020 11:42 PM	N/A	

FIRST ... 1 2 3 4 5 ... LAST 15 items per page

Showing 1 - 15 of 63 items

Open Conversations displays messages still in progress.

Communications

Closed Conversations
is for reporting and
exporting of filtered
searches on completed
conversations.

Communications

The screenshot displays a web application interface with a top navigation bar containing an 'Admin' link with a gear icon. Below the navigation bar, there are three tabs: 'OPEN', 'CLOSED' (which is highlighted in blue), and 'NEW'. The main content area is divided into several sections. On the left, there is a 'Last Updated:' section with 'From:' and 'To:' fields, each containing a date input field (MM/DD/YYYY) and a calendar icon, and a 'By Staff:' field with a dropdown menu. In the center, there is a 'Topic & Flag:' section with a dropdown menu that is currently open, showing a list of topics. The 'Commissary' option is highlighted in blue. On the right, there is a 'Status & Assigned:' section with a 'Status:' dropdown menu and an 'Assigned:' field with a dropdown menu. At the bottom right, there is an 'Export To CSV' button with a download icon.

Admin

OPEN CLOSED NEW

Last Updated:

From: MM/DD/YYYY

To: MM/DD/YYYY

By Staff: - Select -

Topic & Flag:

Topic: - Select -

- Select -

Accounting Appeal

A New Topic

Accounting

Accounting Kontak Contabilidad

Accounting Step 2

Already Resolved

Appeal 1

Appeal 2

Classification Step 1

Classification Step 2

Classification Step 3

Commissary

Commissary Appeal 1

Commissary Step 1

Commissary Step 2

Commissary Step 3

Communications

Douglas Grievance Request

Douglas Property Appeal

Status & Assigned:

Status: - Select -

Assigned: Select -

Export To CSV

Closed Conversations

Filters > Filter by Topic: Commissary

Id #	Status	Conversation Topic
6655680	Replied	Commissary - ORDER DENIED - Judgement: Unfounde
6884555	Replied	Commissary - Commissary - Judgement: Unfounde
6436570	Replied	Commissary - Chicken Ramen - Judgement: Unfounde
6161539	Replied	Commissary - Kosher menu - We updated your comm
2387	Read	Commissary - Order Delivery Status - Inx

Closed Conversations is also essential for reviewing conversations that users have closed.

Communications

OPEN

CLOSED

NEW

	Inmate	Location	Start Date	First View Date	Last Updated	Flag
Your ...	EDWARD CARPENTER		01/09/2019 04:56 PM	04/29/2019 10:52 AM	05/30/2019 11:59 AM	New
ollowin...	EDWARD CARPENTER		02/15/2019 10:13 AM	02/15/2019 01:00 PM	02/15/2019 01:03 PM	New
l - we h...	EDWARD CARPENTER		12/04/2018 04:20 PM	12/11/2018 08:35 AM	12/11/2018 08:37 AM	New
sary cl...	BRUCE STEPHEN		10/22/2018 08:41 AM	12/11/2018 08:31 AM	12/11/2018 08:32 AM	New
ne can...	John Vitale	Main	04/19/2017 09:31 AM	05/17/2017 11:29 AM	12/11/2018 08:29 AM	New
ne chip...	ANGEL BATISTA	POPLAR	05/22/2017 01:50 PM	05/22/2017 01:51 PM	05/22/2017 01:52 PM	N/A
2 - rc...	WOLFGANG EHMKE	MAIN	03/31/2017 12:24 PM	05/22/2017 01:00 PM	05/22/2017 01:01 PM	N/A
hygien...	John Vitale	Main	02/23/2017 08:27 AM	02/23/2017 08:27 AM	02/23/2017 08:34 AM	N/A
ed and...	CARLOS CAMPANIONI		01/19/2017 01:17 PM		01/19/2017 01:17 PM	N/A
	John Vitale	Main	11/29/2016 10:58 AM	11/29/2016 10:59 AM	11/29/2016 11:06 AM	N/A

Showing

Facility staff can:

- ✓ **Reply**
- ✓ **Reply then Close**
- ✓ **Reroute or Change** the Topic
- ✓ **Assign** the Conversation to a group member

Communications

View Conversation

Inmate: AUSTON DAILEY (315265)	Location: GRAHAM	Subject: Re-Entry Classes	Topic: Programs
Assigned:	Flag:	Ref #: 10448017	Status: Read

AUSTON DAILEY (315265) - 9/2/2020 3:33:47 PM

Can I get enrolled in the classes this month?

Actions

Reply ▾

- Reply
- Reply Then Close
- Change Topic
- Assign

Request is not subject to appeal

Message

- ✓ Or **Create** a new message to a user.

Communications

New Conversation

Search for Inmate

Inmate ID: No Inmate Selected
Name:

Topic
– Select –

Subject

Close Conversation on Send

Message

Cancel Send

ID Search

<< Back Cancel

First Name	Last Name	ID
DOUGLAS	FAIRCHILD	709815

Exhibit C

Access Secure Deposits/Payments™ Overview

Access Corrections is well experienced in handling trust fund deposits and payments. Access Corrections currently processes millions of transactions per year, nationwide, including 700 County agencies and sixteen (16) State Department of Corrections.

Access Corrections Secure Deposits/Payments service will provide family and friends a quick, efficient and easy to access options of sending funds to offenders as well as make payments for Bond/Bail Payments and other obligations due. The agency has the flexibility to set different transaction limits and rules for each service offered. This ensures policy/procedures are followed and agency efficiencies are maximized.

The Secure Payments platform can process a wide variety of transactions, including parole, probation, and many types of court ordered payments. The probation & parole payment options are limitless with the most common being; supervision fees, program fees, drug screening, monitoring and restitution. Court ordered payments can be made for a variety of different obligations such as fees/fines, child support, licensing records and etc.

Our solution offers deposits and payments to be made using credit or debit cards as well as cash. These deposits and payments can be made via: telephone, internet, lobby kiosk, lockbox or at walk-in retail locations.

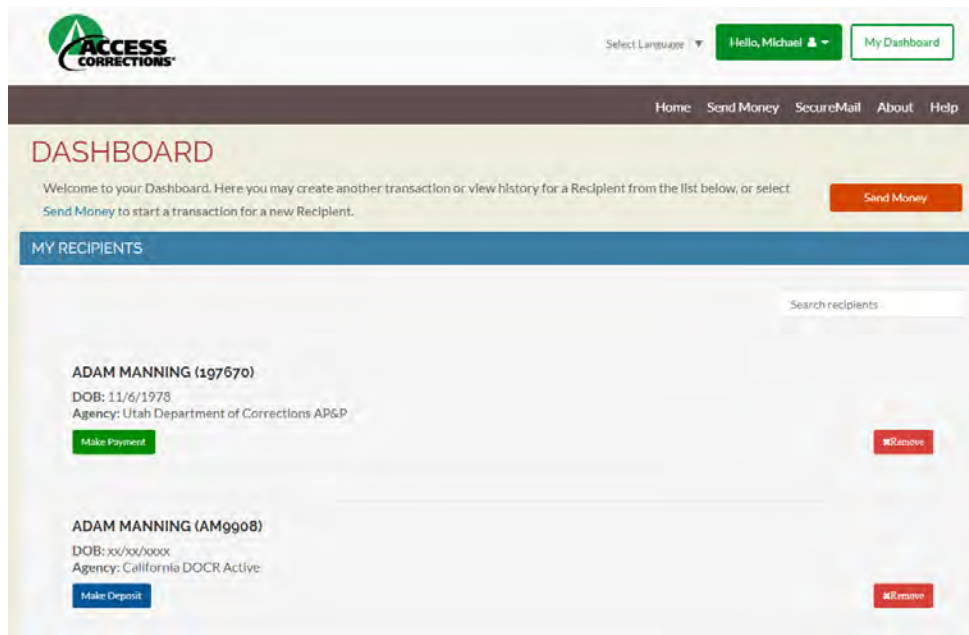


Online Deposits/Payments via Computer, Smart Phone or Tablet

To allow inmates' family and friends to make deposits or payments online, Keefe operates a secure website 24/7/365 – www.accesscorrections.com. All that is required to set up an account is an email address and a personal password. Once they have completed this process, they can log onto the secure website.



My Dashboard

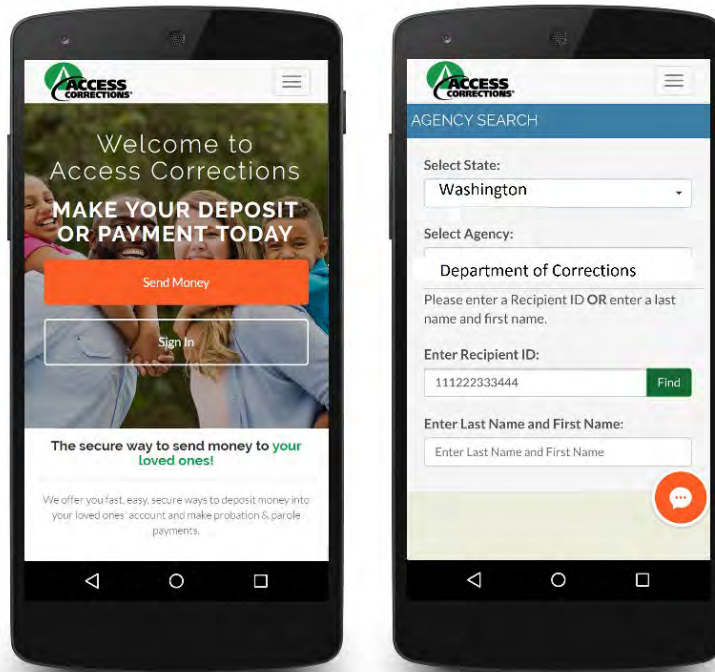


Adding a Recipient to my Dashboard

The screenshot shows the ACCESS CORRECTIONS website interface. At the top left is the ACCESS CORRECTIONS logo. To the right, there is a language selection dropdown, a user greeting 'Hello, Michael' with a profile icon, and a 'My Dashboard' button. Below this is a navigation bar with links for Home, Send Money, SecureMail, About, and Help. The main heading is 'FIND AN AGENCY' in red, with a subtext: 'Make a deposit or payment by selecting a state and an agency.' There are VISA and MasterCard logos to the right. Below the heading is a blue 'AGENCY SEARCH' bar. Underneath, there are two dropdown menus: 'Select State:' with 'ARIZONA' selected, and 'Select Agency:' with a list of agencies including 'Apache County Jail, AZ', 'Arizona DOC Community Corrections', 'Arizona DOC Trust Fund Deposits', 'Arizona Visitor Background Fee', 'Cochise County Jail, AZ', 'Gila County Jails, AZ', 'Graham County Detention Center, AZ', and 'Greenlee County Jail, AZ'. At the bottom, there are links for 'Privacy Policy', 'User Agreement', and 'Terms', along with a copyright notice for Access Corrections.

Deposit and Payment Mobile App


Consumers love our mobile app to make deposits or payments while they are on the go. The App is available for both Android and IOS (Apple) phones.



Phone Deposits

Keefe offers a 24/7 Toll Free phone number for friends and family that may need a little more help with their transaction. Our bilingual (English & Spanish) Customer Service Representatives (“CSR’s”) are trained to assist customers with their questions with the goal of completely satisfy the customer needs so they don’t call agencies needing additional information.

Keefe also offers 24/7 Toll Free IVR system that allows friends and family the ability to make a deposit or payment without having to talk with a Customer Services Representative.




DEPOSITS/PAYMENTS

PHONE

- **CONVENIENT:** Toll-free number
- **IVR Option**
- **BI-LINGUAL:** Spanish-speaking CSR’s available 24/7.
- **FLEXIBLE:** Make payments using credit or debit cards.
- **SAFE:** All staff must pass background & credit check.
- **FAST:** Available real-time funds posting to probationer & parolee accounts.
- **PCI & AML COMPLIANT**

**Customer Service
IVR or Live Agent Options
866.345.1884
Available 24/7/365**



Transaction Kiosks

Keefe has the largest network of transaction kiosks in the country servicing government agencies. Family and Friends enjoy the convenience of our **800+** transaction kiosks located throughout the US. Our transaction kiosks allow users to make a deposit or payment for any agency that Keefe services regardless of its' location.



ACCESS SECURE PAYMENTS PROCESSES MANY FINANCIAL OBLIGATIONS!	
Probation & Parole	Court Ordered Payments
Supervision Fees	Child Support
Program Fees	Fees & Fines
Drug Screening	Restitution
Monitoring Fees	



Keefe's deposit system allows us to implement minimum and maximum deposit levels for a single transaction. In addition to single transaction limits, Keefe's system can also set maximum individual inmate deposit limits per a specific time-period. For example, we can set in place a limit of \$300 per inmate per day. This would mean that an inmate could not receive any more than \$300 in a single day. These amounts and time periods are customizable to the requirements of the facility.

Deposit Purpose Feature

Our Deposit Purpose feature allows depositors to make deposits for a specific purpose. This can include Trust Fund Deposits, Bail, Probation and Parole, Medical, etc. The deposit purpose fields can be customized per the facility's needs. By identifying what the deposit is for it allows for easier understanding and reconciling of each deposit. These deposits can be made via lobby kiosk, web or phone.

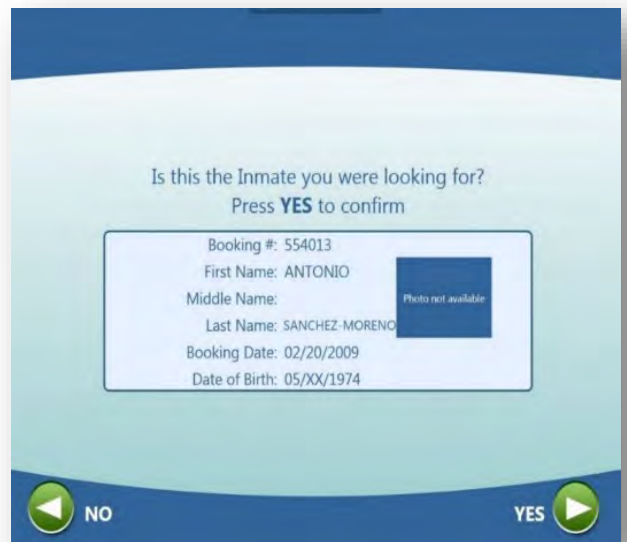
Lobby Kiosk

Our Lobby Kiosk can be setup with our Deposit Purpose feature. This allows the depositor to identify what purpose they wish to make a deposit.

The depositor first searches for and then selects the offender:

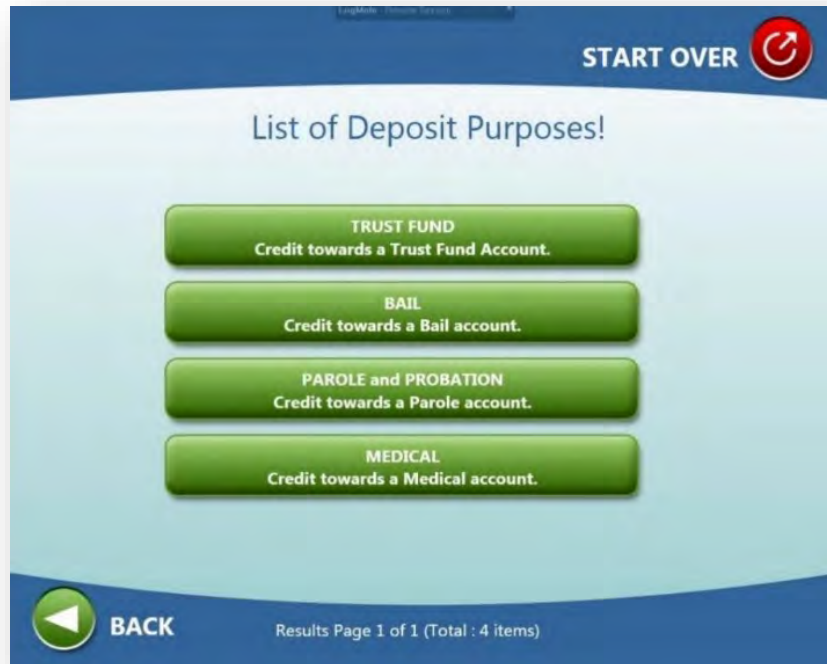


The screenshot shows a kiosk interface for searching an inmate. At the top, there is a "START OVER" button with a circular arrow icon. Below it, the text reads: "Please enter Last and First Name by using the on-screen keyboard. When you are done, select NEXT to continue!". There are two input fields: "Last Name" and "First Name". Below the input fields is a green on-screen keyboard with letters, numbers, and symbols. At the bottom, there are two large buttons: "BACK" with a left arrow and "NEXT" with a right arrow.

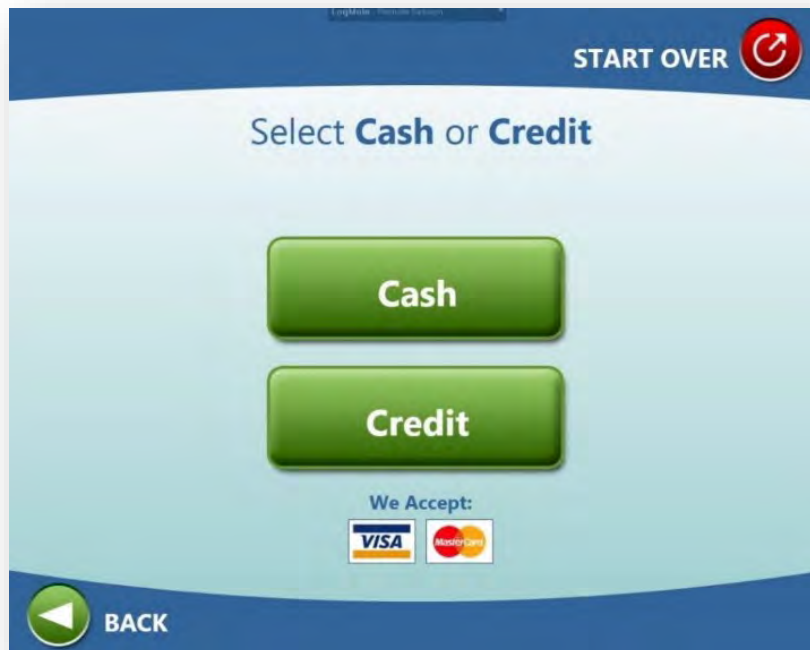


The screenshot shows a kiosk interface for confirming an inmate search. The text reads: "Is this the Inmate you were looking for? Press YES to confirm". Below this is a box containing the following information: "Booking #: 554013", "First Name: ANTONIO", "Middle Name:", "Last Name: SANCHEZ-MORENO", "Booking Date: 02/20/2009", and "Date of Birth: 05/XX/1974". There is a small blue square icon with the text "Photo not available" next to the last name. At the bottom, there are two large buttons: "NO" with a left arrow and "YES" with a right arrow.

After the offender is selected, a list of deposit purposes will display. This allows the depositor to select the purpose of their deposit. The list of deposit purposes can be customized per facility.



We accept both cash and credit/debit card deposits. The depositor then selects their method of deposit to complete.

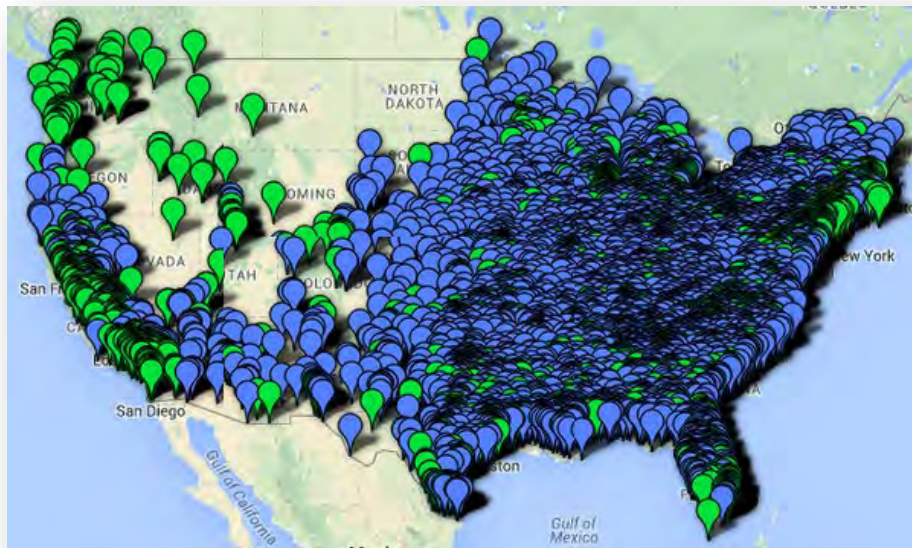


Walk-In Retailers

Keefe is partnered with CashPayToday, a leading Payment Technology company automating cash transactions via its network of 35,000 National/Regional retailers in the US. These locations will accept cash transactions on behalf of Keefe. Currently we offer thousands of walk-in locations across the United States including CVS, 7-Eleven and Dollar General and Family Dollar stores.

CashPayToday

CashPayToday has over 35,000 locations in the US including Dollar General, Family Dollar, 7-Eleven and CVS. These national retailers align with the demographics of our customer base. Our customers are already shopping at these stores making it very convenient way to make a payment or deposit for your agency.



 **CVS pharmacy**

7-ELEVEN

FAMILY DOLLAR

DOLLAR GENERAL

Convenience like no other Provider

Customers have the choice to get their CashPayToday account information right on their smart phone or mailed to their address. Consumers love the convenience of the smart phone option because they always have their phone with them. In addition, it provides real-time retailer location map based on their GPS along with transaction history and an account bar code to send money quick. Also, there is no need to tell the cashier what you are sending the money for. They just know it is being sent to Access Corrections!



Agency Manager

The new Agency Manager is an intuitive web application used by agencies to reconcile banking transactions via reports. The new Agency Manager is replacing the Legacy Agency Manager application, giving users a fresh look and feel with new and improved navigating functionality making report accessibility extremely easy.

Agency Manager expands to 4 main report types; Bank Transfers, Cash Pickups, Recipient Activity, and Depositor Activity. Each report allows you to view specific report details based on the type of transaction information needed.

Agency Manager	Bank Transfers	Cash Pickups	Recipient Activity	Depositor Activity
<ul style="list-style-type: none"> ★ Dashboard 📊 Reports <ul style="list-style-type: none"> > Bank Transfers > Cash Pickups > Recipient Activity > Depositor Activity 	<p>View Details:</p> <ul style="list-style-type: none"> • Batch Date • Batch ID • Number of Transactions • Net Deposit <p>Drill Down Feature:</p> <ul style="list-style-type: none"> • Batch ID (link) opens to Bank Transfer Details report. 	<p>View Details:</p> <ul style="list-style-type: none"> • Date • Pickup ID • Kiosk • Transactions • Deposit Amount <p>Drill Down Feature:</p> <ul style="list-style-type: none"> • Pickup ID (link) opens to Cash Pickup Details report. 	<p>Required Data:</p> <ul style="list-style-type: none"> • Recipient ID <p>View Details:</p> <ul style="list-style-type: none"> • Date Time • Receipt # (link) • Type • Source • Purpose • Depositor Name • Depositor Address • Net Deposit 	<p>Required Data:</p> <ul style="list-style-type: none"> • Depositor Name <p>View Details:</p> <ul style="list-style-type: none"> • Date Time • Receipt # (link) • Photo • Type • Source • Recipient ID • Recipient Name • DOB • Location • Purpose • Net Deposit

Agency Manager Quick Guide

How Do I - Navigate the New Agency Manager?

As an agency Administrator, use this guide as an overview of the New Agency Manager application. This guide highlights key functional areas for How-to perform standard functions within the application.

Navigate to the following URL -> <https://agency.aprisoncorrections.com>.

- Bookmark this link by clicking the Favorites Star (🌟) to the far right of the browser window.
- Enter a name for the bookmark. Click Done to save.

Navigating Agency Manager

1. Select **Reports** from the navigation panel to expand the reporting options.


2. Select a **Report**. (i.e. Bank Transfers)


3. Opens to the selected report view.

Note: The report title appears in the upper left corner of the report view
4. Use the **Date/Range** filters to set report range results. Click the calendar icon (📅) to specify a *Start or End* date.


5. Click a **Batch ID** link to drill-down to Bank Transfers Detail report.


6. The **Bank Transfer Details** report enables additional drill-down report details –such as **Recipient and Depositor** reports.



Revised 2/2020 (01-02)
Keefe Group, Inc.
1

Depositor Photo Preview

New Agency Manager presents the ease of access to depositor photos.

- Click the photo icon (📷) from the **Depositor Activity Report**. Source must specify Kiosk (Lobby or Intake).



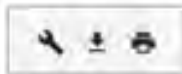
- Opens to depositor photo.



Note: Some images may not register, returning "Image Not Found".

Report Features

Use the icons in the upper-right corner of a Bank Transfer Details report view to do the following:



- Click the **Tools** (🔧) icon to Filter search Locations and Purposes.
- Click the **Download** (⬇️) icon to export reports to MS Excel.
- Click the **Print** (🖨️) icon to print reports.

Data Detective

To obtain recipient-to-public user interaction search feature.

1. Select **Data Detective** from the navigation panel.
2. Search **Recipient** or **Public User** details using the intuitive search feature.

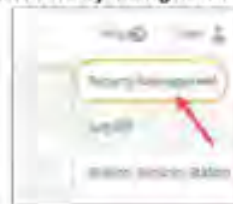
3. Click **Search**. Hover over the nodes for additional information. Drag nodes out for accessibility.



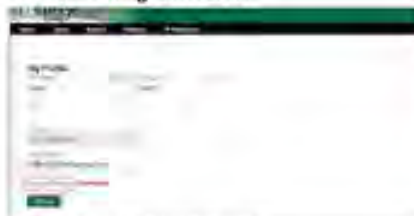
Security Management

Use Security Management for administrative tasks, such as password changes.

1. Click **User** (👤) to expand the security application options.
2. Select **Security Management**.



3. Click **Change Password**.



Note: Access is based on role.

Help Resources

Refer to the *Agency Manager Help File - Knowledge Base* for further instructional guidance.

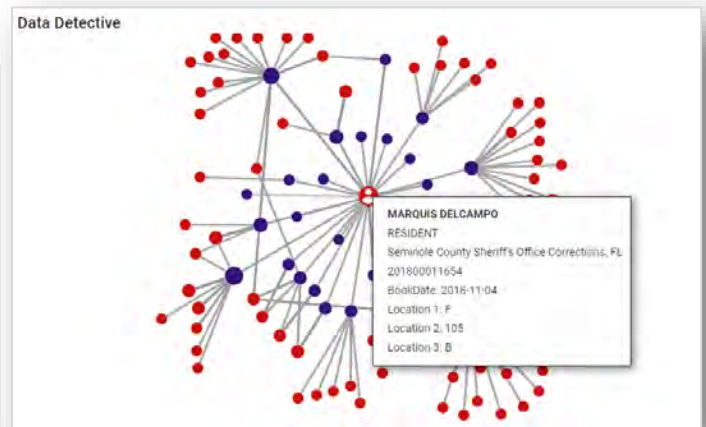
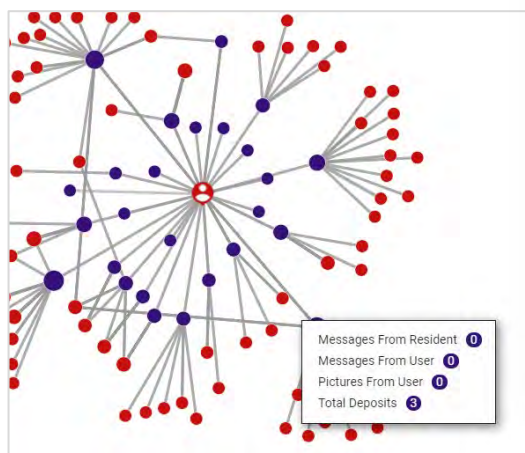
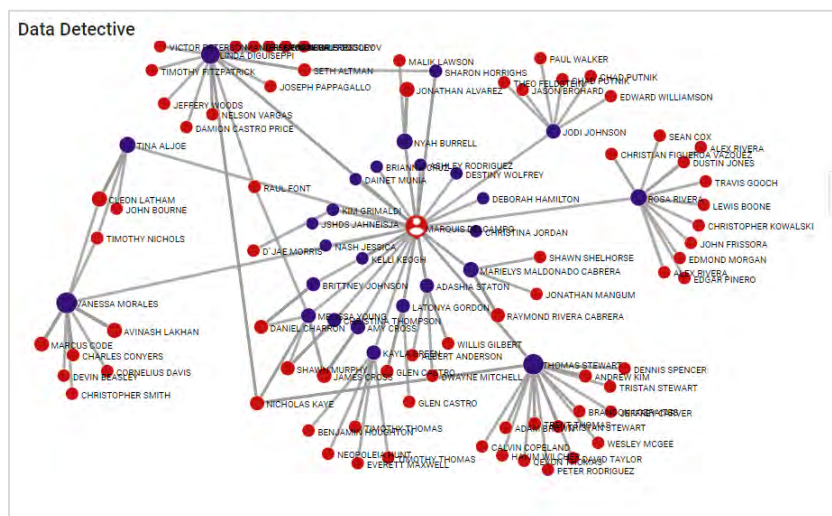
For support, contact *IT Service Desk* at (800) 864-5986.

Data Detective

Data Detective® is Keefe's data mining solution specifically designed for our services. This tool is designed with the investigative nature of the corrections market in mind. Authorized staff will be able to search varying degrees of separation in order to establish links from inmate to individuals receiving money and the consumer. Some of the features are listed below:

- Agency staff can explore important data using a dynamic visual map.
- The unique design of the visual map allows investigators the ability to quickly find connections and patterns between senders and receivers.
- The Agency has access to reports 24/7 in real time via the Access Corrections Agency Manager website. These reports can be searched by date range and include all transaction information including the depositor/sender's address and IP address.

Keefe also provides detailed information regarding the sender through its Data Detective software.



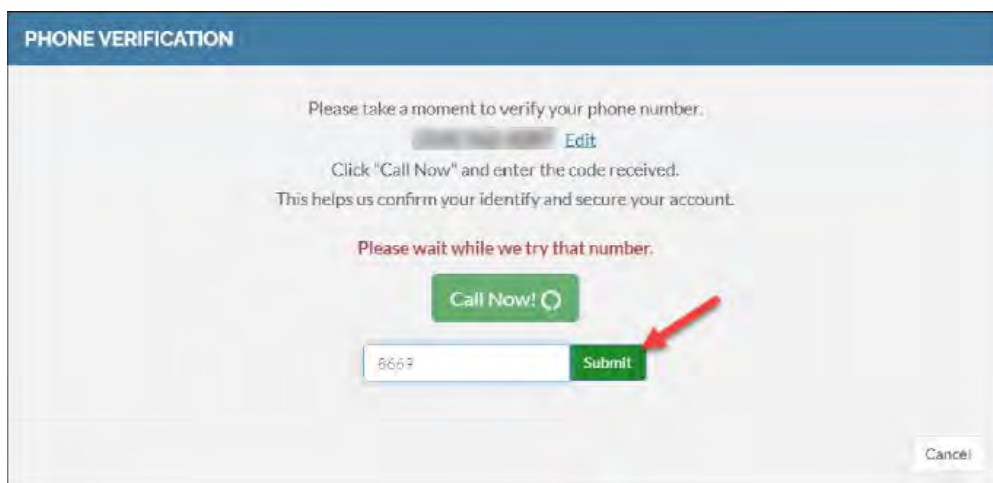
KYC (Know Your Customer)

Access Corrections uses industry leading 3rd party software platform to confirm the identity of the account holder/sender. The software validates user information against public and private data and delivers a pass/fail real-time decision. To meet state and federal regulations regarding KYC (Know Your Customer) and to protect the public from fraud, Access Corrections restricts the failed identities from using our services. Additionally, Access Corrections has an internal fraud investigation team of 14 employees that monitor suspicious activity using internal and external software and databases to prevent fraud from happening before the transaction is completed. Access Corrections is committed to reducing fraud and illegal activity in correctional facilities.

To assist with the detection and prevention of fraud and other financial crimes, Access Corrections is taking additional steps to verify the information provided by its customers through phone, email and address verification.

Phone Verification

Customers using AccessCorrections.com are required to verify the phone number from their profiles. This is to help prevent fraudulent transactions from entering the system.



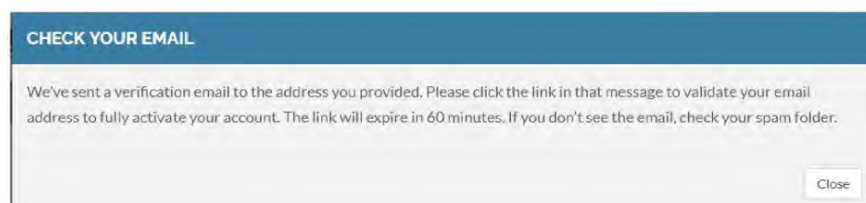
The screenshot shows a dialog box titled "PHONE VERIFICATION". The text inside reads: "Please take a moment to verify your phone number." followed by a masked phone number and an "Edit" link. Below that, it says "Click 'Call Now' and enter the code received. This helps us confirm your identify and secure your account." A red message states "Please wait while we try that number." There is a green "Call Now!" button with a phone icon. Below it is a text input field containing "8667" and a green "Submit" button, which is pointed to by a red arrow. A "Cancel" button is located in the bottom right corner.

A user will provide a valid phone number and receive a call with numeric code to enter on the website. This code is entered in the available field thus validating the phone number.

Email Verification

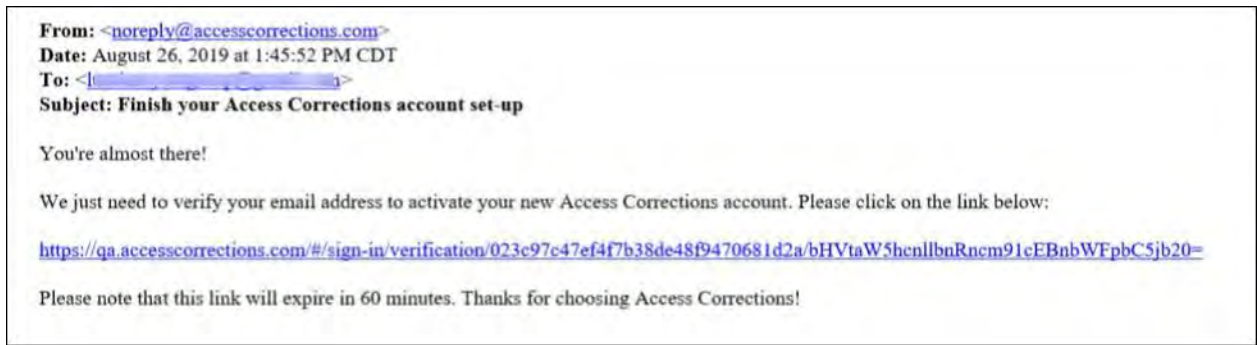
The Email Verification is provided to ensure customers are submitting a valid source of email contact upon creating a new account or editing an existing account.

After successfully creating the new account, a message to "Check You Email" for an email verification appears on the screen.

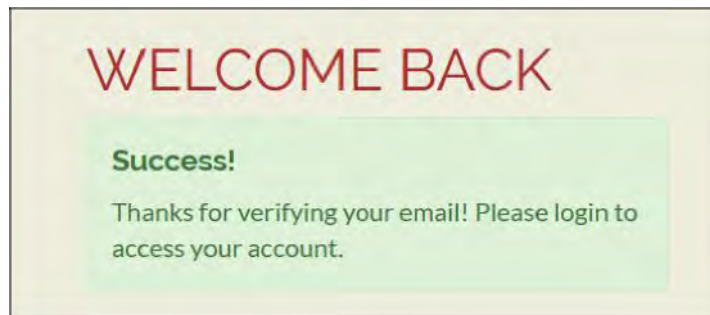


The screenshot shows a dialog box titled "CHECK YOUR EMAIL". The text inside reads: "We've sent a verification email to the address you provided. Please click the link in that message to validate your email address to fully activate your account. The link will expire in 60 minutes. If you don't see the email, check your spam folder." A "Close" button is located in the bottom right corner.

Below is a message a new customer would receive to validate their email.



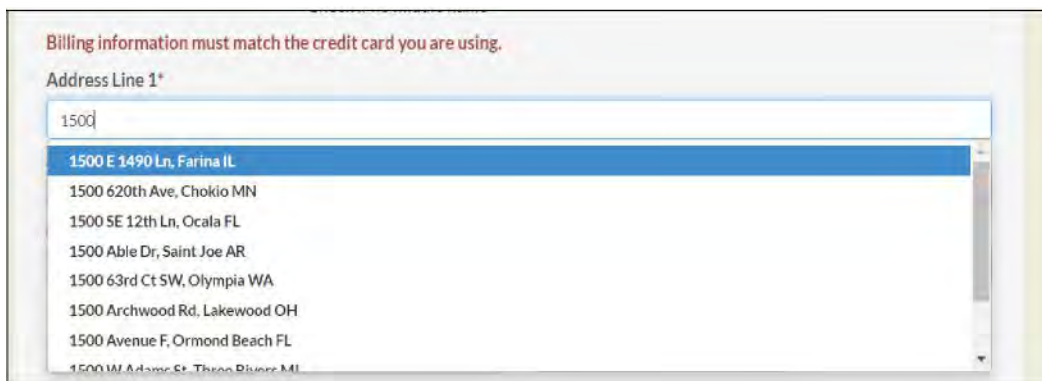
Once the link is activated, the Login screen opens, indicating a successful validation.



Address Verification

Address Verification is provided to ensure customer are submitting a valid source of a billing address upon creating a new account. With the integration of leading third-party software, addresses take seconds to locate and assist with the validation.

A user starts by entering their address starting with their street number and name. While entering this information, the software immediately starts to provide options of possible address matches.



After selecting an address, the **City** and **State** fields will auto-populate in the remaining fields.

Billing information must match the credit card you are using.

Address Line 1*
1500 E Taylor Ave

Address Line 2
Apartment, suite, unit, building, floor, etc. ✓

City* Cottage Grove ✓

State* Oregon ✓

After selecting an address, the Zip Code will auto-populate in the field

Exhibit D

Package Program Overview



Access Securepak is the most comprehensive custom-package program in the corrections industry. It allows family members and friends to send packages to inmates, while it also eliminates contraband and reduces the time and labor required to process packages.

FLEXIBILITY

The Access Securepak program is designed to make the process of creating a package program easy for prisons and jails. YOU determine the key parameters and we set up the program to your exact specifications, including:

- Which inmates are eligible to receive packages.
- What items you'll include in the selection menu.
- What the dollar, quantity or weight limits on orders will be.
- How often packages can be ordered and received (weekly, bi-weekly, monthly, quarterly)

TECHNOLOGY

We write, own and support proprietary software that gives each unique facility full control over how it manages its package program. Our technology:

- Processes orders and enforces product restrictions and quantity limits.
- Enforces spending, weight, order frequency and inmate status limits.
- Provides detailed reporting and customized reports, including inmate order history and ship dates.
- Is fully customizable if/when you need to make changes

We also create for each facility a customized, user-friendly website that lets users place online orders 24/7 (see details below).

SAFETY AND SECURITY

Securepak offers the most correctional-friendly commissary items in the industry and eliminates the need to search and x-ray packages from outside sources.

- Orders are packaged at Keefe's secured warehouse.
- Boxes are sealed with tamper-evident tape to ensure the security of the packages.
- All our employees undergo an extensive screening process and background check.





CONVENIENCE

- Our customized, user-friendly website lets inmates' friends/family members place online orders 24/7.
 - Your website will be built for your facility or state, displaying your approved menu.
 - Your regulations and order limitations will be enforced.
 - Customers receive online order confirmation.
- We accept VISA, MasterCard and Discover.
- We provide free catalogs, order forms and marketing support.
- We'll create a delivery and shipping schedule that meets YOUR needs.

EXCEPTIONAL CUSTOMER SERVICE

KCN has built its business and reputation on delivering unparalleled customer service. We do that in part through our:

- State-of-the art call center, with live customer service reps who process orders and answer questions.
- Toll-free customer assistance, available in English and Spanish.
- On time, accurate order fulfillment.

INNOVATIVE PRODUCT LINE

We offer the largest selection of products in the industry, packaged with safety and security in mind.

Food & Snacks:

- Flexible pouches
- Clear, resealable packages
- Plastic jars
- Kosher & Halal certified products

Personal Hygiene Products:

- Hundreds of name-brand and private-label products in clear containers

Electronics:

- Clear plastic casings and security screws that eliminate contraband
- Headphone jacks
- Custom modifications available

Apparel:

- Shoes & boots, underwear & socks, t-shirts, sweats, shorts, jeans and more
- Colors that meet facility requirements
- Sizes available in Small to 6XL

When you add it all up—experience, flexibility, technology, safety and security, convenience, customer service, product selection —you see that Access Securepak is the clear choice for your custom package program.

**For more information, contact us
800-546-6283 or www.accesscatalog.com.**

Exhibit E
Release Pay Overview

RELEASEPAY OVERVIEW

In the last decade, correctional facilities have experienced a tremendous increase in costs associated with handling Inmate Trust Funds. In an effort to streamline and reduce costs associated with this obligation, many facilities have replaced cash and checks with our debit card program. Debit cards are a cost-effective alternative to issuing traditional checks. All hardware needed to provide this service will be provided by Keefe at no cost.

Benefits of ReleasePay

- Reduces exposure to fraud and lost checks
- Eliminates uncashed checks
- Easy to use, simplifies bank account reconciliation
- Eliminates checks and cash handling

The Keefe debit release card is provided through our partnership with Rapid Financial Solutions. Our debit card carries the MasterCard logo and can be used worldwide. The card will be immediately activated at the time the funds are loaded on to the card and a PIN code will be provided to the cardholder. There are no extra steps required to activate the card. This provides the cardholder with immediate access to their funds.

RELEASEPAY OVERVIEW

Our debit card is also part of a national surcharge free network – Money Pass. This means that the cardholder can get cash via an ATM without paying additional surcharge fees, when using a participating MoneyPass ATM at such convenient locations as Credit Unions, National Banks, 7-Eleven ATMS, and Wal-Mart store ATMs. This debit card allows inmates with or without a bank account access to their money 24 hours a day at ATM locations and Point-of-Sale locations worldwide.

In addition to the MoneyPass ATM network, our debit cards also provide the cardholder the ability to remove the total balance of their card for FREE by visiting any financial institution that is a MasterCard principal member and asking for a cash advance for the balance of their card.

Inmates can access their cash for free at Cash Back Point-of-Sale locations anywhere in the world. The facility can load the card with as little as \$0.01 or as much as \$9,700.00. There is no fee to load the card. All funds are on deposit at an FDIC insured bank. Every inmate qualifies for this program and can be issued a debit card regardless of immigration status.

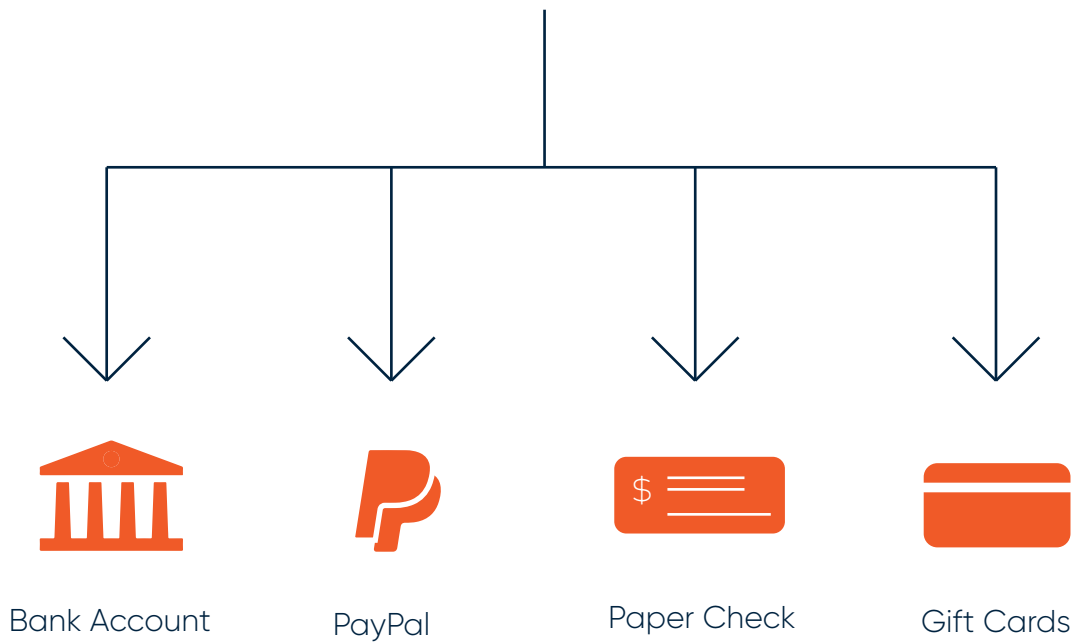
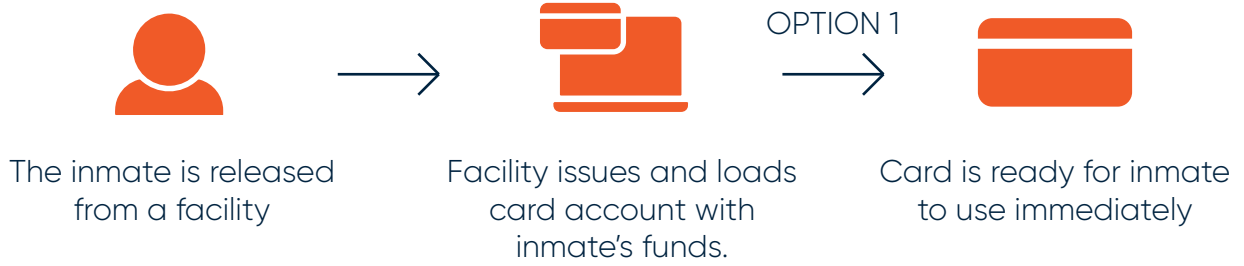
OPT-IN APPROACH OVERVIEW

Once the facility loads the inmate's money to the card/account the inmate now has many options to receive their money, including using the card at any MasterCard accepting retailer, receiving cash back after purchase, using an ATM, and visiting a MasterCard sponsored bank all with no fees.

Other options to receive their money include direct deposit to a bank or Paypal account, requesting a check from Rapid Financial Solutions, and purchasing a gift card. All options can be processed through our app, online, or by calling customer service.

There are no fees incurred on the card during the first 100 days of ownership, but if the inmate has not validated (used) the card or received their funds through one of the options mentioned above within the 100 days, the card/account will incur an inactivity fee. If the inmate realizes that these fees have occurred, they can call customer support and request a refund.

OPT-IN APPROACH OVERVIEW



CONSUMER-DRIVEN OPTIONS AND CHOICES



Use your card anywhere MasterCard is accepted for Point of Sale purchases. Swipe your card at checkout and enter your PIN or run as credit.



Use your card to make purchases online. Just enter the card number, expiration date, and security code.



Check your balance and get cash at ATM's. Insert card and follow prompts. *ATM's will charge usage fees.



Go into participating banks to receive cash back off your card.



At a Point of Sale purchase select cash back option to get funds off card FREE of charge.



Transfer money to a bank or PayPal account, or request paper check from ReleasePay.



Change PIN or hear account balance by calling 877-592-1118



Ability to purchase gift cards.



Manage your money and check your account balance through mobile online banking app.



pulse.



Use your card anywhere you see these logos.

For Customer Service call 1-877-287-2448

RELEASEPAY'S GIFT CARD PROGRAM

With ReleasePay's gift card program, inmates have access to over 100 different retailers that participate.



PROPOSED STANDARD FEE PROGRAM

Inmate Release Card Program Fees Cardholder Fees Associated with the Inmate Release Program

	Charge
Card Activation Fee	FREE
Support Calls Fee	FREE
PIN Change Fee	FREE
Point of Sale (POS) Transactions (PIN & Signature)	FREE
Cash Back Option with POS purchase	FREE
POS Declines	FREE
Card to Bank ACH Transfer****	FREE
Cash Out at any Principal MasterCard Member Institution	FREE
Monthly Maintenance Fee*	\$3.95
ATM Account Inquiry Fee	\$1.50
Inactivity Fee**	\$3.95
Domestic ATM Fees***	\$2.95
ATM Decline for Non Sufficient Funds Fee	\$2.95
International ATM Fees***	\$3.95
ATM Decline International Fee	\$3.95
Replacement of lost or stolen card	\$0.00
Account Closure Fee/Request for Balance by Check	FREE

* After 15 days of the card being validated (used for a transaction) the card starts incurring a monthly maintenance fee to cover the cost of the FDIC insured account. Once the card has been validated the inactivity fees no longer apply. Both fees will never be charged together.

** If after 100 days the card has not been validated (used for a transaction) the card will be charged an inactivity fee of \$3.95 per month. Until the card has been validated (used for a transaction).

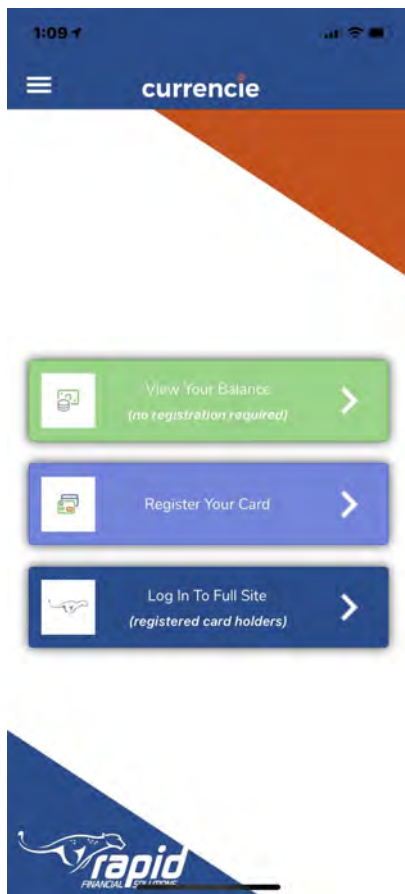
***Fees may also be imposed by the local ATM provider in addition to card fees. For a listing of surcharge-free ATM's, visit <http://www.moneypass.com/>.

****Returned or rejected ACH transfers for invalid banking information are subject to a \$9.95 returned processing fee.

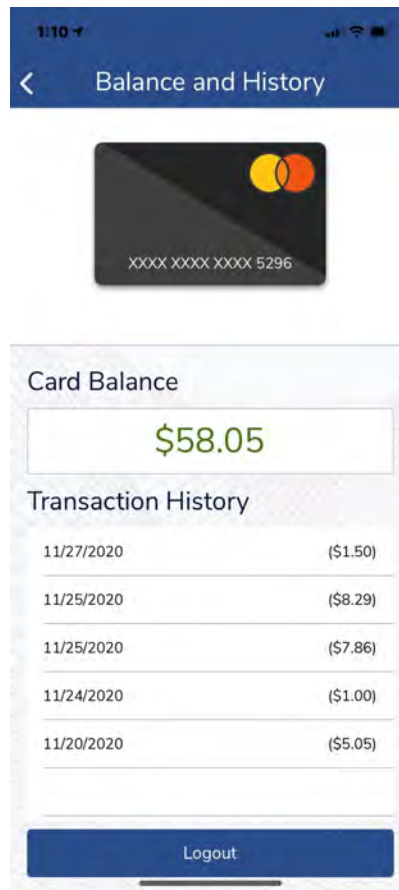
*****Cardholder fees are subject to change. Thirty (30) day prior written notice of a change in fees will be given. The changes will be posted on the Card website at www.accessfreedomcard.com. You will be deemed to have proper notice thirty days (30) after the amendments are posted.

MOBILE BANKING

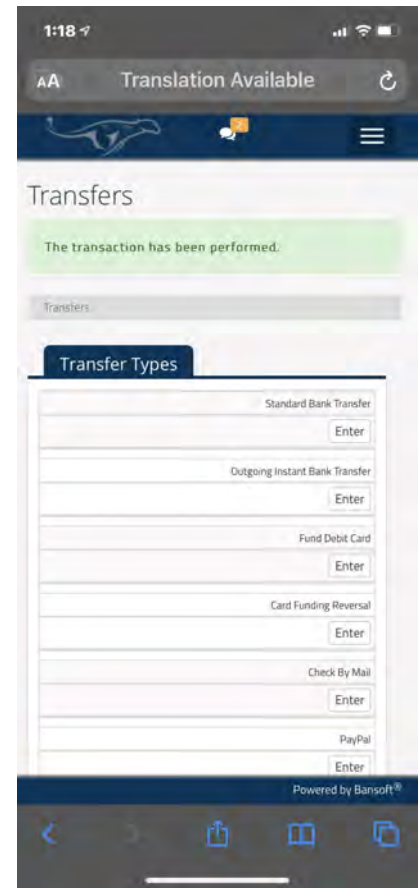
ReleasePay's app, Currencie, is our mobile banking solution allows inmates to manage and monitor their money in real time with features like checking account balances and transferring funds.



Login



Balance



Transfers

ReleasePay's unique card jacket provides security by shielding the card number as well as providing all the instructions for an inmate to successfully gain access to their money in a manner that best suits their lifestyle.

RELEASE PAY
POWERED BY RAPID FINANCIAL SOLUTIONS

GET STARTED

with these options to receive your money.

If You Want To Use Your Card:

- **Use your card** anywhere MasterCard® is accepted.
- **Get cash back** when you make a debit transaction.
- **Download** the **currencie** app to check your balance and transaction history or **register** for the options below.

Your Card Is Inactive and must be validated. To validate:

- Call 877-287-2448
- Activate online by visiting the website on the back of your card.
- Use the card

If You Do Not Want To Use Your Card:

Register online at the website on the back of your card or through the mobile app to use these options below at no cost.

- Move money to a **bank account**.
- Send money to **PayPal**.
- Buy **gift cards**.
- Request a **paper check**.

Sample of our card jacket that is provided to the inmate upon release.

Explanation of how an inmate gains access to their money by using the debit card.

Easy to follow instructions on how to activate card.

Other options for the inmate to manage their money if they choose not to use the card.

RELEASEPAY CARD JACKET

Page 2 of the jacket provides an overview on fees and the best ways to use your card.

FEES FOR RELEASEPAY PREPAID CARD

You do not have to validate or use this card to receive your funds. Call the number or visit the website on the back of your card for other ways to receive your funds at no cost.

Monthly Fee	Per purchase	ATM withdrawal	Cash reload
\$3.95*	\$0	\$2.95	N/A
ATM balance inquiry	\$1.50		
Customer service	\$0		
Inactivity	\$3.95 [†]		
We charge other types of fees. They are:			
ATM decline	\$2.95		
Card replacement	\$0		

*Begins 15 calendar days after card is validated and then every 30 days thereafter. If card is not validated, this fee will not be charged.

[†]Fee begins after 100 calendar days of no activity and then every 30 days thereafter, even if the card is not validated. If card is validated, this fee will not be charged.

No overdraft/credit feature.

Your funds will be held at or transferred to Axiom Bank N.A., an FDIC-insured institution.

For general information about prepaid accounts, visit cfpb.gov/prepaid. Obtain details and conditions for all fees and services in the Cardholder Agreement on the reverse side of this card carrier.

WAYS TO AVOID FEES

Do not use your card to "Pay at the Pump" at stations. For gas, see the attendant inside and specifying how much you want to spend. Your card may be declined at the pump if you do not have adequate funds, which imposes a decline fee.

Know your balance and check your balance online, through the app, or call before using an ATM or making a purchase.

For best success, run your card as credit to avoid potential fees.

Use cash advance to remove your entire card balance at no charge by visiting any MasterCard® principal financial institution.

You can run your card as debit when you make a transaction and ask for cash back.

Utilize the direct deposit transfer service to send funds from your card to your bank account.

Check your balance online or through customer service before using an ATM to avoid a decline fee.

If your card is rejected at an ATM, never attempt over and over again. Some ATM providers impose a fee even for declined transactions. The card provider also imposes a fee for declined transactions.

Watch gratuity as some merchants may authorize your card up to 25% more than the transaction to allow for gratuity, which can cause declined transactions and incur a decline fee.

Update your temporary PIN before use. Do this by calling 877-287-2448.

To avoid maintenance fees, use your card in a timely manner. See fee table for details.

If you want to split your payment between this card and another form of payment, you must specify to the cashier the amount you would like run on the card. Be sure you know the balance on your card before you do this kind of transaction.

Information about the fees associated with the ReleasePay card.

Clear ways to avoid fees and how to use your money your way.

RELEASEPAY CARD JACKET


Page 3 of the jacket provides information on the different options ReleasePay offers to manage your money.

Manage Your Money Your Way

Check your balance or change PIN (Personal Identification Number) three different ways:

 **Register online at**
www.ReleasePay.com

—OR—

 **Download the *currencie***
mobile app

—OR—

 **Call 877-287-2448**

Funds are available immediately once the account has been loaded.

Use your card anywhere MasterCard® is accepted to make purchases.

Or register for more options to use your money such as transfer to a bank, PayPal, gift cards, or a paper check.



Download the *currencie* App from the App Store or Google Play Store to check your balance and transaction history.



App Store
for iOS



Google Play Store
for Android

INDIVIDUALS WHO BELIEVE THEY HAVE RECEIVED THIS CARD NON-CONSENSUALLY WILL BE ENTITLED TO A FULL REFUND OF ANY FEES CHARGED TO THE CARD. INDIVIDUALS CAN CLAIM THEIR FULL BALANCE BY VISITING DAILYPAY.ME OR CALLING THE NUMBER ON THE BACK OF THE CARD.

Clear instructions on how to manage your money your way.

ReleasePay's free app, Currencie, is a great tool for the inmate to manage their money.

Important notice on how a refund can be issued if you received the card non-consensually or incur an inactivity fee.

