

WHERE DO I SEND NON-PRIVILEGED MAIL?

Pigeonly will process the following non-privileged mail:

- Letters (including drawings)
- Greeting Cards
- Postcards
- 4x6 Photos (limit to 10 per parcel)
- Unbound Newsletters

Mail to:

**Inmate Name – Booking Number
Madera County Jail – 1300
PO Box 96777
Las Vegas, NV 89193**

WHERE DO I SEND PRIVILEGED (Legal) MAIL?

Privileged and/or official documents should continue to be sent directly to the facility

Mail to:

**Inmate Name – Booking Number
Madera County Jail
195 Tozer Street
Madera, CA 93638**

WHERE DO I SEND BOOKS & MAGAZINES?

The following Books/Magazines should continue to be sent directly to the facility:

- Printed materials sent directly from the publisher
 - Magazines
 - Periodicals
 - Soft covered books

Mail to:

**Inmate Name – Booking Number
Madera County Jail
195 Tozer Street
Madera, CA 93638**

New Inmate Mail Delivery System at Madera County Jail

To curb the introduction of mail contraband, the Madera County Jail is implementing a new inmate mail delivery process. Effective **May 9th, 2024**, incoming non-privileged inmate mail must be sent to Pigeonly Corrections' mail processing center.

**Inmate Name – Booking Number
Madera County Jail – 1300
PO Box 96777
Las Vegas, NV 89193**

Pigeonly Corrections will operate the mail processing center. They will open all non-privileged mail and scan them into a digital color copy. The digital color copy will be printed and delivered to the Madera County Jail. Originals will not be returned to the sender but temporarily stored and then securely destroyed.

Pigeonly Mail Guidelines

Pigeonly's Accepted Mail Requirements

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

Pigeonly's Prohibited Mail Materials

- Mail with glitter, rhinestones, stickers, or glued items
- Wax paper letters
- Shaped-cut photos or papers
- Letters written on tiny papers or sticky notes
 - Crystals, religious tokens, coins, toys, key chains,stickers, artwork items

- Unused/blank envelopes, paper, stationary, and stamps
- Newspaper clippings
- Envelopes: Express or Priority/Hard Mail/Bubble type/Large thin paper envelopes
- Stapled items
- Books, Booklets, magazines, or anything spined
- Greeting Cards that are overly thick, electronic, fold-out, 3D, have pop-ups or are oversized.
- Polaroid photos and Photographs from 3rd-party vendors (ex. Shutterfly)
- Official documents
- Bulk mail
- Documents you do not want destroyed, such as Birth certificates, driver's licenses, social security cards, etc.
- Any type of legal mail
- Envelopes written in light or colored ink

- Illegible envelopes
- Cash, gift cards, credit cards, etc.

Send Mail Online for Free!

Sign up at www.pigeonly.com today to send mail from any cell phone, tablet, or computer. With Pigeonly's Free plan, friends and family can send a limited amount of mail for free. Visit www.pigeonly.com to create an account, which allows you to:

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

For those who still want to send physical mail through the USPS, senders can track their mail delivery status by creating a Pigeonly account – at no cost. (*Paid unlimited mail plans are available.*)

Frequently Asked Questions

Why is this new mail delivery process needed?

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

How does the new mail processing system work?

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

How is legal mail handled?

Attorneys will continue to send legal mail directly to the Madera County Jail for delivery to their incarcerated clients.

How can I send money to an inmate?

Pigeonly Corrections accepts payments in the form of checks and money orders. Please note that Pigeonly Corrections does NOT accept cash. In the event cash is received, it will promptly be returned to the sender.

Mail payments to:

Inmate Name – Booking Number
Madera County Jail – 1300
PO Box 96777
Las Vegas, NV 89193

How long does it take for an incarcerated individual to receive non-privileged mail? Within 24 hours of receipt, Pigeonly will open and scan incoming mail, share the electronic scan with the Madera County Jail for further screening, then print and prepare the mail for shipment. Printed mail is delivered to the Madera County Jail via Priority Mail and will be received within 1-3 days of shipment.

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

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

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

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

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