

Attention all Inmates/Staff and the Community as of 7/20/22:

1. We are proud to announce that ACRJ will be transitioning to Keefe Commissary on 8/1/22 – Which will give inmates and families some additional food options and other features in the next several weeks.
 - a. This process will be new for ALL (inmates, families and staff) and patience from staff, inmates and their families will be required to have a smooth transition.
 - b. We are sorry for any inconvenience but it is important that YOU (the inmate) share with your families FAMILIES/FRIENDS this change. And more importantly please share the need to add money to your canteen account for canteen purchases, phone purchases, or the need for them to make web-order family purchases by the deadlines. **These dates and times CANNOT be changed or extended for any reason due to the necessary cut-over processes. Please plan accordingly. This is out of ACRJ's control.**
2. During the transition, finance, canteen and medical staff will **NOT** have any ability to do financial functions in the system of any kind beginning 7/29/22 @ 2p – Tuesday 8/2/22. (Again this is out of staff's control). Inmates will have access to see their funds and do transactions again on Tuesday 8/2/22.
3. **No other financial transactions can be made in the system after Friday 7/29/22 @ 2p for any reason.**
4. On Monday 8/1/22 ACRJ will **NOT** be able to do any transactions including:
 - a) No Adding credit
 - b) No Releasing funds to anyone
 - c) Inmates will **NOT** be able to order or check balances
 - d) Medical billing
5. The last day for **Inmate canteen orders with OASIS** is due Sunday 7/24/22 @ 10p (This is **NOT** a change).
6. The last day for **Family canteen orders with OASIS** is due Sunday 7/24/22 @ 10p (This is **NOT** a change).
7. **Commissary Phone ordering** – the last day to do this is Sunday 7/24/22 @ 10p (This is **NOT** a change).
8. **Commissary Tablet ordering** – the last day to do this is Sunday 7/24/22 @ 10p (This is **NOT** a change).
9. **Web Deposits** – The last day that families can deposit money into your jailatm.com OASIS canteen account is Friday, 7/29/22 at 2p.
10. **Lobby ATM** – The last day that families can deposit money into your jailatm.com OASIS canteen account is Friday, 7/29/22 at 2p.
11. All canteen claims must be resolved addressed by Wednesday 7/27/22 to Mrs. Murray-Key. No claims for **OASIS** orders can be addressed after that day for any reason including family orders. Families should 800-956-2747 and speak with Ivy regarding family orders by that time as well. Inmates must be able to show receipts or documentation of any issues and concerns outstanding. Credits **CANNOT** be given without proof. (This is **NOT** a change). (**WRITE ON A PAPER FORM – MRS MURRAY-KEY will come around to collect this from the block so check your purchases before OASIS leaves your block on Tuesday, 7/26/22.**)
12. **Debit Card & Check Releases** – The last day funds will be released is Friday, 7/29/22 @ 2p.
13. Debit Time Purchases – **The LAST DAY to TRANSFER money from your canteen to make phone calls is Thursday, July 28 @ 10p.** As long as you have already transferred money to the phone side before Thursday 7/28/22 @ 10p you will be able to make calls (BUDGET so you will have enough money available through Tuesday 8/2/22. Once this is cut-off on Thursday 7/28/22 @ 10p, the only way you can make calls if you have **NOT** transferred the money before the cut-off time, is if each of your individual family members has an IC Solutions account set up with money on it for each number they want you to call. **There is NO COLLECT CALLING ALLOWED ON IC SOLUTIONS.** Money must be on an account.
14. Mrs. Murray-Key will come to each housing/block area and speak with all inmates regarding this. Staff does **NOT** have any more information than what is here at this time. A training on the new process will happen in each housing area Friday 7/29/22 by 6p so that everyone will know how to do things.

This same information is given to staff, posted on our website and in the ACRJ lobby at the kiosk machine. Please share it with your families ASAP. Families can contact Major Murray-Key @ 434-977-6981 x226 or email: murray-keyg@acrj.org with questions.

Information regarding the new processes related to adding money for phone, canteen, tablets, and how to get refunds will be forthcoming during the training before the cutover.

PLEASE BE PATIENT

Respectfully submitted,
Major Gequetta “G.” Murray-Key, Associate Superintendent