

TextBehind Mail Questions and Answers

How do IP's ask questions regarding TextBehind and DOC mail processing?

Please follow the chain of command posted for the mailroom to have questions answered about the mail system.

Why was the notice to the population less than 30 days?

There is no timeframe requirement of the agency to announce changes.

Is there a contract between the State of Minnesota and TextBehind?

Yes. TextBehind is an approved state vendor and there is a contract with the Minnesota DOC.

Have printed copies of mail from TextBehind arrived at the facilities and been processed out to the population?

Mail has been delivered to each facility several times since the start of the new mail process.

Why does some TextBehind documentation state I will receive my mail in 24 hours, yet I am not?

DOC policy allows up to two business days for processing mail after the photocopies are received at the facility.

How should family and friends address mail?

The following format must be used on envelopes:

First Name / Last name, and OID

MCF-facility name, Minnesota (*do not abbreviate Minnesota*)

P.O. Box 247

Phoenix, MD 21131

Does anything change with IP-to-IP mail?

Mail sent from an IP to another IP must be sent to the TextBehind address for processing.

How is standard mail handled if received at the facility after November 1, 2024?

The mail is stamped with the statement below in red and returned to the sender through the U.S. Postal Service. Note that this DOES apply to photo envelopes from third-party sources, such as: Free Prints and Pelipost. The DOC will not reimburse anyone for postage.

RETURN TO SENDER This facility DOES NOT accept friend and family mail directly. You MUST USE TextBehind.com to send mail to any inmate in this facility.

Is there a change for visiting applications?

No. Visiting applications must be mailed to: MCF-Rush City. Any personal letters that arrive with visiting applications will not be provided to the IP.

Are there any changes for outgoing mail?

Yes. Unless otherwise noted in these responses, mail must be sent to the TextBehind address.

What will happen to the following types of mail sent to TextBehind:

- Items that do not have both a first and last name, or OID number will be rejected.
- Any envelope without complete information as required will be discarded UNOPENED.
- Vital documents (such as education transcripts, social security cards, birth certificates, marriage license/certificates, death certificates, driver's license, passports, notarized documents, and other IDs) will be forwarded to the Minnesota DOC facility where the IP resides. The facility will then process in accordance with the appropriate policies. *Note that some of these may result in a Notice of Non-Delivery with further instructions.*

How are payments and money handled?

- **Government and Corporate Payments:** Funds approved to be received, such as U.S. Treasury checks, tribal payments, vendor refunds, and other corporate or government-issued checks, should be sent directly to:

MN Department of Corrections
Attn: Office of Financial
Management
PO Box 4719
St. Paul, MN 55101-4719

- **Personal Deposits:** Funds from friends, family, and/or personal bank accounts should continue to be sent through JPay, as usual.

Where does legal mail go?

Legal mail will continue to be sent to the regular facility address. When sending out legal mail, incarcerated people should use the facility address as their return address.

How do I address shipping and return addresses on vouchers?

All vouchers, except for photo orders, should use the facility as the shipping address and return address (such as shoe orders, hobby craft orders, money being sent out, etc.).

Photo vouchers should use the TextBehind address for shipping and return addresses.

Where should published materials/subscription renewals be sent?

These items as defined as bulk/published materials in DOC policy will continue to be sent to the facility. The renewals for these will continue to be processed at the facility.

Where should business mail (mail from counties, child support, other state agencies, etc.) be sent?

These items will continue to be sent to the facility.

Where should pen pal mail be sent?

Pen pal mail should be sent to TextBehind. Please update your contact information with any pen pal services you are part of. If an item from a pen pal service with a return address and non-sorted postage is received at the facility, it'll be returned to sender. If there is an item from a pen pal service with pre-sorted postage, it won't be delivered.

What are TextBehind package prices?

The following information outlines pricing for these items: (<https://textbehind.com/pricing>)

- Text Letters (text messages, photos, videos, and more) = \$1.29
- Greeting cards (select a cover theme, text, and photos for special occasions) = \$1.29
- Doodles4Kids (draw online) = \$1.29
- Documents (send full page photos and PDF's) = \$0.25 PPI

Below are package deals that are currently available. There is no timeframe on these deals, and they can change without notice.

- Deal 1 = 5 credits for \$5.95 (15 percent savings compared to individual prices)
- Deal 2 = 10 credits for \$10.95 (22 percent savings)
- Deal 3 = 20 credits for \$19.95 (30 percent savings)
- Deal 4 = 35 credits for \$24.95 (50 percent savings)

I'm concerned about a 3rd party vendor seeing my information.

The Minnesota Department of Corrections and TextBehind must comply with all aspects of the Minnesota Data Practices Act (Minnesota Statute Chapter 13). Information about the Minnesota Data Practices Act is located online: <https://www.revisor.mn.gov/statutes/cite/13>