

# Sending Mail to Inmates

Follow these guidelines to ensure mail delivery

WE OPEN ALL MAIL

## Regular Inmate Postal Mail: \*\*NEW Effective April 19, 2024

All regular inmate postal mail (postcards, letters, greeting cards, etc.) will be opened and scanned into the Smart Communications postal mail system and available to the inmate on the kiosks or tablets. All mail will be reviewed prior to being released to the inmate. No cash, checks or money orders will be processed-see below for instruction on sending money orders.

ADDRESS MAIL PROPERLY

To address mail to an Orange County inmate, please include their full name and booking number as shown in the [Current Inmate Database](#). Be sure to include your return address.

Here's an example of a properly composed inmate address:

Smart Communications/Orange County Corrections Department  
John Joseph Jones  
00012345  
P.O. Box 9101  
Seminole, FL 33775-9174

CUSTOMER SERVICE

The Postal Mail Tracker:

Mail you send to an inmate through the postal service will be processed off site and delivered to the inmate on password protected kiosks or tablets. The MailGuard service is free and ensures the safety of everyone. You can sign up for a free account at [www.mailguardtracker.com](http://www.mailguardtracker.com) to:

- View delivery status
- Receive rejected mail notifications
- Download copies of processed mail

Additionally, the Customer Care Call Center can be contacted 24 hours a day, 7 days a week for issues or questions related to regular postal mail and electronic mail.

- Customer Care Call Center 888-253-5178.

## MONEY ORDERS ONLY:

Please include your return address. Your first and last name is required, as is your street address, city, state and zip code.

**Do not send checks, cash, or money orders to the address above.** Money orders must be sent separately to the Corrections Facility and addressed as follows:

Orange County Corrections  
Inmate Full Name and Booking Number (ex. John Doe #23000001)  
Inmate Fiscal Department  
P.O. Box 4970  
Orlando, FL 32802-4970

**The inmate's name and booking number MUST be written on the envelope and the money order for processing.**

## BOOKS AND PERIODICALS:

Book and periodicals are to be addressed as follows:

Include their full name, booking number and cell location as shown in the [Current Inmate Database](#). Here's an example of a properly composed inmate address:

John Joseph Jones  
00012345, M-4A  
P.O. Box 4970  
Orlando, FL 32802-4970

- Books must be paperback only - no hard covers, magazines, newspapers and religious **materials must be mailed directly by the publisher or a bookstore.**
- Publications cannot contain any nudity, sexually-oriented, or security threat material.
- Only 4 publications in total (books, magazines and/or newspapers) are allowed per shipment.

- No spiral or metal bound books/notebooks will be accepted
- No duplicate copies of the same title will be accepted

Please note that any parcel received that does not meet the above criteria will be returned to the sender.

## APPEALS

If books or periodicals have been returned due to a rule infraction you may appeal within seven (7) days of the notification. Please send the appeal to Attn: Captain of Support Services at the address listed below. You will receive a written response within ten (10) working days.

### **CONTACT US**

Orange County Corrections  
Mail Room  
P.O. Box 4970  
Orlando, FL 32802-4970

**Phone:** (407) 836-3525

**Email:** [mailroom@ocfl.net](mailto:mailroom@ocfl.net)

In person:

Orange County Corrections  
3723 Vision Blvd., 4th Floor  
Orlando, FL 32839

Note: U.S. mail is not received at the above street address.

### **To contact us via the U.S. Postal Service, mail your letter to:**

Orange County Corrections Department  
P.O. Box 4970  
Orlando, FL 32802-4970

All e-mail sent to this address becomes part of Orange County public record. Comments received by our e-mail subsystem can be read by anyone who requests that privilege. In compliance with "Government in the Sunshine" laws, Orange County Government must make available, at request, any and all information not deemed a threat to the security of law enforcement agencies and personnel.