



# Mail Log Guide

# Mail Log Overview

The **Mail Log** module takes all the mail records created in **Intake / Booking Records** and compiles them so you can see the mail of all inmates easily instead of having to search each inmate. You can also run reports on mail log records to get a list, details on a specific inmate and their mail, or statistics based on mail.

INMATE MAIL: VIEW RECORD
LOOKUP
NEW MAIL
AUDITS

<< FIRST
< PRIOR
NEXT >
LAST >>
SAVE
DELETE

**Inmate: O'SHELL, SHANNON (WHITE FEMALE)**

Booking #: 20240500009

Cell: B6 / Bunk #: 1

Intake Date: 04/08/2025 15:12

Release Date:

Auto Search Recipient

Mail Date:
Time:
Mail Type:

06/19/2024

16:33:05
 CERTIFIED MAIL

Postage Paid By Agency
 Outbound

Last Name:
First Name:

Recipient: DOE
JOHN
Middle Name:
Jr/Sr:


House #:
Direction:
Street:
City:
State:
Zip Code:

123
W
FAKE ROAD
MADEUPVILLE
TN


Notes:

Mail History
Attachments

The first part of this guide explains searches. If you need explanations on an already existing record, see the *Filling Out a Mail Log Record* to get more information on the different fields and tabs available.



# Mail Log Guide

## Contents

<b>Mail Log Overview .....</b>	<b>1</b>
Searching for Existing Mail Records .....	3
Quick Searches .....	4
Standard Searches .....	5
Creating a New Mail Log Record .....	6
Filling Out an Mail Record – Fields .....	8
Filling Out an Mail Log Record – Tabs .....	9
Mail History Tab .....	10
Attachments Tab .....	11
Mail Log Topics .....	13
Mail Log Reports .....	14
List Reports .....	15
Stat Reports .....	17
<b>For More Information .....</b>	<b>19</b>



# Mail Log Guide

## Searching for Existing Mail Records

To search existing mail records, begin on the iSOMS home screen.

Navigate to:

**Corrections** → **Inmate Tracking** → **Mail Log**



This will open the **Inmate Mail: Search** screen. Here you can search and filter for different mail records. You can either use the blue buttons to do *quick searches* or enter information in the fields to do *standard searches*.

The Inmate Mail: Search screen features a header with buttons for LOOKUP, CLEAR FILTER, LAST 3 DAYS, and LAST 7 DAYS. Below the header are fields for Inmate (with a search icon), Mail From (with a calendar icon), Mail Through (with a calendar icon), Mail Type (with a dropdown arrow), and House #, Street, Apt/Lot #, and City fields at the bottom.



# Mail Log Guide

## Quick Searches

Several different quick searches are available by using the blue buttons.

LAST 3 DAYS

LAST 7 DAYS

**Last 3 Days** and **Last 7 Days** will show you all the mail records in the specified recent time periods.



# Mail Log Guide

## Standard Searches

Various fields are available if you need to do a search that the quick searches won't work for. Fill in the fields to narrow the search and click **Lookup** at the top or bottom of the page to perform the search. If you need to start over, simply click **Clear Filter** to remove all search field entries.

**LOOKUP**

**CLEAR FILTER**

### Field Explanations

Inmate:  

This field, **Inmate**, lets you search for a specific inmate's records. Just type their name and a search box will open, or click the magnifying glass and you can find an inmate to search for just their mail records.

Mail From:  Mail Through:   
Mail Type: 

Use these fields to narrow the search by date range, mail type, or address. Use **Mail From** and **Mail Through** to search between the dates selected. Add a **Mail Type** to only show that mail type on the search. You can also add the address below these if needed.

Inmate Mail: Search Results							
Search Criteria ►							
Search Results							
500 Records							
Inmate Last Name	Inmate First Name	Booking #	Cell	Bunk #	Mail Date	Mail Type	
O'SHELL	SHANNON	20240500009	B6	1	06/19/2024	CERTIFIED MAIL	
O'SHELL	SHANNON	20240500009	B6	1	06/19/2024	INCOMING RELIGIOUS	
O'SHELL	SHANNON	20240500009	B6	1	06/19/2024	INCOMING CONTRABAND	

As mentioned above, when you have finished with your search parameters, click **Lookup** to perform your search. Double click on the desired entry to view, edit, or delete the record.

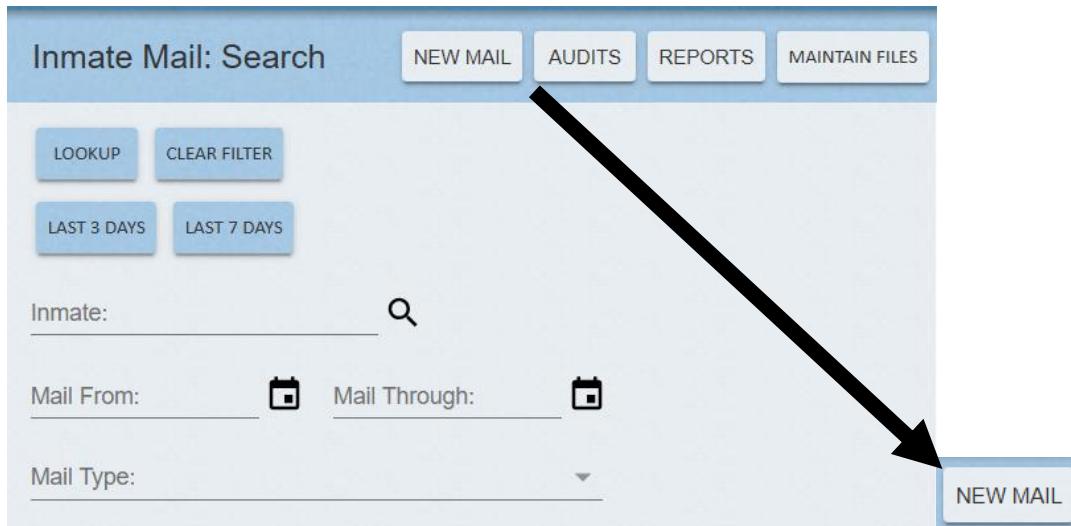


# Mail Log Guide

## Creating a New Mail Log Record

Typically, mail records are created on an inmate's booking record under the **Mail Log** tab. See the *Corrections Manual* for more information on how to add mail records under that tab.

The **Mail Log** module also allows you to create mail records here. Navigate to the search screen and click **New Mail** in the upper right.



Inmate Mail: Search

NEW MAIL AUDITS REPORTS MAINTAIN FILES

LOOKUP CLEAR FILTER

LAST 3 DAYS LAST 7 DAYS

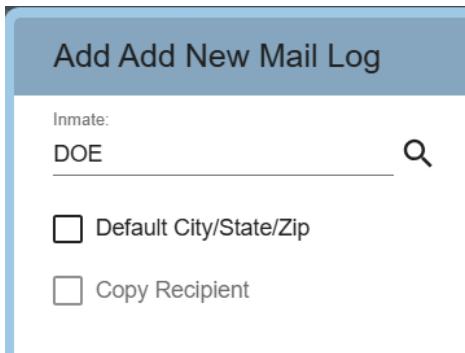
Inmate:  

Mail From:  Mail Through: 

Mail Type:

**NEW MAIL**

This will open a search box. Type the name of the inmate and a search box will open, or click the magnifying glass and you can find an inmate to add a mail record for. You can also tell iSOMS to use the default City/State/ZIP for this new entry.



Add New Mail Log

Inmate:  

Default City/State/Zip

Copy Recipient

Add name or other search parameters and click **Lookup**. Click the checkmark symbol (  ) to select the inmate for the mail record. Then click **ADD** to create a new mail record.



# Mail Log Guide

Search Inmates

Last Name: DOE	First Name: JAMES
Race:	Sex:
<input checked="" type="checkbox"/> In Jail Only <input type="checkbox"/> Weekender Only	
<a href="#">LOOKUP</a>	<a href="#">CLEAR FILTER</a>

3 Records

Last Name	First	Middle	Post	Age	Booking #	Cell	Bunk #	Intake Date	Release Date	Race	Sex	Weekender
DOE	JAMES			0	2024120001			12/27/2024 10:15				✓
DOE	JAMES	RANDAL		60	2025010002			01/06/2025 16:22		W	M	✓
DOE	JAMES	RANDAL		60	2025020002			02/20/2025 15:33		W	M	✓

Inmate Mail: View Record

[« FIRST](#) [PRIOR](#) [NEXT »](#) [LAST »»](#)

There are two primary sections of the report:

1. The *fields* in the upper part of the screen. These record details about the inmate, the mail, and brief notes.

Inmate: DOE, JAMES (WHITE MALE)  Auto Search Recipient

Booking #: 2025010002

Cell: / Bunk #:

Intake Date: 01/06/2025 16:22

Release Date:

Mail Date: 08/04/2025 Time: 13:13:35 Mail Type:  Postage Paid By Agency  Outbound

Recipient: Last Name: First Name: Middle Name: Jr/Sr: [SEARCH PAST MAIL](#)

House #: Direction: Street: Apt/Lot #: City: State: ZipCode: [SEARCH](#)

Notes:

2. The *tabs* record information about other mail and any attachments for this record.

Mail History [Attachments](#)

You can view **Mail History**. If attachments are needed, you can add them in the **Attachments** tab. This process is covered in detail in the next section, *Filling Out an Mail Record*.

After you enter new details, make sure to click **Save** at the top of the screen.

[SAVE](#)



# Mail Log Guide

## Filling Out an Mail Record – Fields

This section explains in detail the different fields and tabs for a Mail record. The top section of the report with fields should always be filled out when relevant information is available, and the tabs should be filled out as needed. Mail Records are very brief to fill in, so this is not a difficult or involved process.

### Fields

Inmate: DOE, JAMES (WHITE MALE)  
Booking #: 20250100002  
Cell: / Bunk #:  
Intake Date: 01/06/2025 16:22  
Release Date:

Mail Date: 08/04/2025 Time: 13:13:35 Mail Type:   Postage Paid By Agency  Outbound

Auto Search Recipient

The **Mail Date** and **Time** will automatically be set, but this may not be when mail was received, so change these fields if necessary. Then add the **Mail Type** (such as *Certified, Religious, Letter, Package*, etc. If the mail is outbound, mark **Outbound**. If the postage is paid by your agency, mark **Posted Paid by Agency**.

Recipient:	Last Name:	First Name:	Middle Name:	Jr/Sr:	<input type="button" value="SEARCH PAST MAIL"/>
House #:	Direction:	Street:	City:	State:	ZipCode:
123	W	MAIN ST	FAKETOWN	TN	37772

Notes:

Now add address details in these fields and any **Notes** on the mail itself.



# Mail Log Guide

## Filling Out an Mail Log Record – Tabs

### Summary

Usually, you don't have to add anything to the tabs for mail log, but the two available are shown below.

The **Mail History** tab is a **read-only** tab and shows all other mail for the inmate.

The **Attachments** tab allows you to attach files to this mail log record.





# Mail Log Guide

## Mail History Tab

The **Mail History** tab is a **read-only** tab. It shows a list of all other mail the inmate has had. If you want to open the mail record, simply double-click it on the table or click the View Icon (  ) to open it.

**2 Records**

[EXPORT GRID TO FILE](#)

Mail Date	Mail Type	Paid By Agency	In/Out Bound	Recipient Last Name	Recipient First Name	Address
06/19/2024	INCOMING CONTRABAND	No	Incoming	THE GANG		
06/19/2024	INCOMING RELGIOUS	No	Incoming	FIRST BAPTIST		

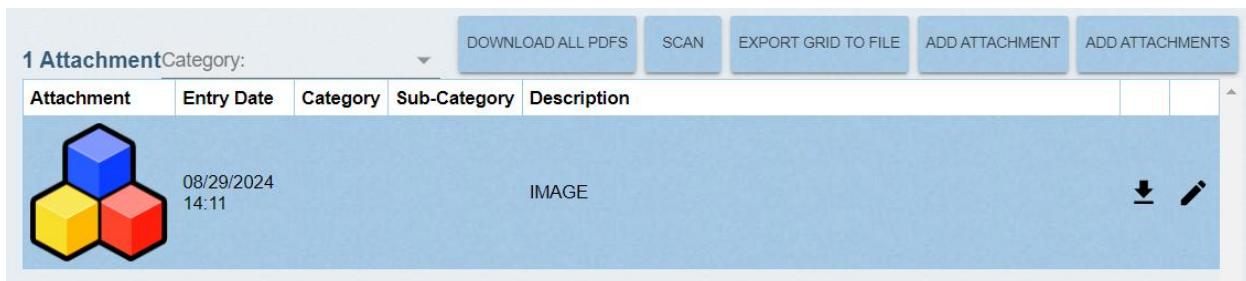


# Mail Log Guide

## Attachments Tab



The **Attachments** tab is used to view, download, or add attachments. Double-click a file entry to view the record for the attachment or click on the  icon to download the attachment to the computer.

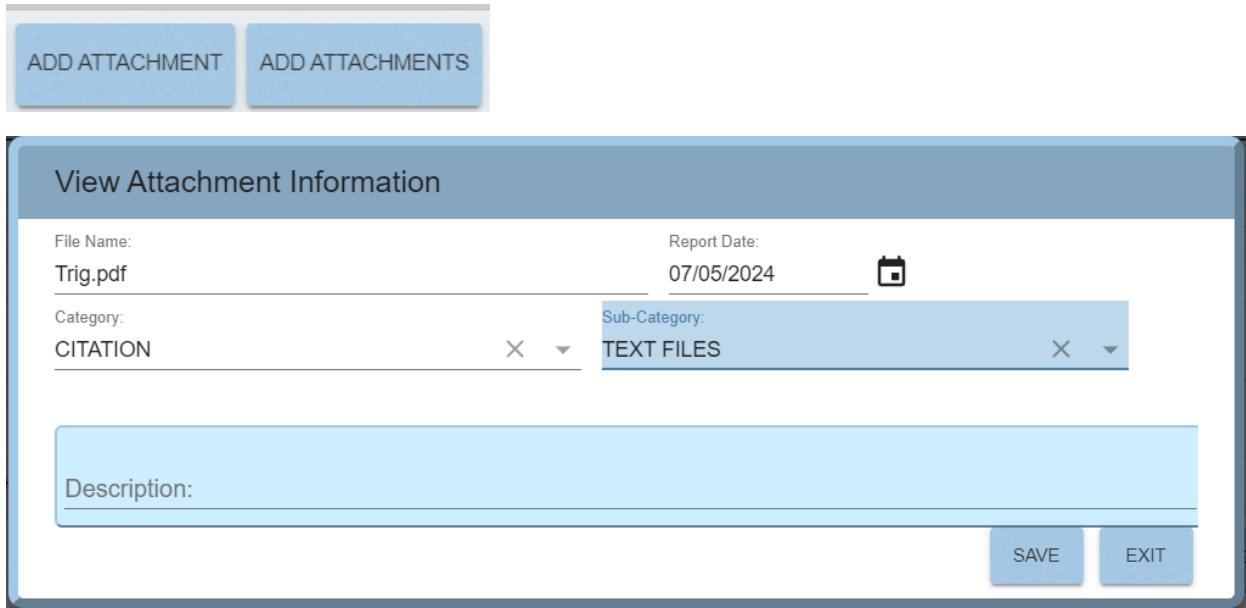


1 Attachment Category: **IMAGE**

Attachment	Entry Date	Category	Sub-Category	Description	Actions
	08/29/2024 14:11			IMAGE	 

You can add a single attachment at a time or multiple attachments at a time. Just like above with images, you will need the System Tray Installer downloaded to the computer you are using to add multiple attachments at once. See the *Image* tab instructions on the previous few pages for instructions on installing the System Tray Installer.

Click **Add Attachment** to add a single attachment or click **Add Attachments** to add multiple attachments at the same time. Choose the attachments from the computer, then add the appropriate category and sub-category for the file.



**View Attachment Information**

File Name:	Report Date:
Trig.pdf	07/05/2024 
Category:	Sub-Category:
CITATION	TEXT FILES

Description:

**SAVE** **EXIT**



# Mail Log Guide

You can also **Download All PDFs** at once by clicking the appropriate button.

**DOWNLOAD ALL PDFS**

File name:   
Save as type: PDF File (\*.pdf)

If you have the iSOMS Windows App, you can use **Scan** to scan files into the attachments.

**SCAN**

**Scan Attachment**

ISOMS Windows App Must Be Running

File Name: \_\_\_\_\_ Report Date:

Category: \_\_\_\_\_ Sub-Category: \_\_\_\_\_

Description: \_\_\_\_\_

**CANCEL** **SCAN DUPLEX** **SCAN AUTO**



# Mail Log Guide

## Mail Log Topics

The **Topics** button lets you do special actions in different modules. In **Mail Log**, if you use the **Topics** button, you will be able to quickly open the **Shift Notes** module right from here.

Once you have opened the **Mail Log** module, you can click **TOPICS → SHIFT NOTES** in the upper right.



This will open the **Shift Notes** module. If you want more information on the **Shift Notes** module, please see *Shift Notes* in the *Corrections Manual*.



# Mail Log Guide

## Mail Log Reports

iSOMS has the capability to allow you to print different types of reports for mail records.

To access the reports, begin on the iSOMS home screen. Navigate to:

**Corrections** → **Inmate Tracking** → **Mail Log**

The image shows a screenshot of the iSOMS navigation menu. On the left, a vertical menu list includes: Global Records Search, System, Records, Corrections (which is checked), Administrative, Booking, Commissary, and Inmate Tracking. An arrow points from the 'Inmate Tracking' link in this list to the 'Inmate Tracking' section on the right. The 'Inmate Tracking' section contains several sub-links: Appointment Log, Cell Checks, Grievance Reports, Jail Incident Reports, Mail Log (which has a cursor icon over it), Movements / Tracking, and Use Of Force.

Now click on the **Reports** button in the upper right corner and select the report you wish to run. Different reports are explained over the next set of pages.

The image shows a screenshot of the 'Inmate Mail: View Record' screen. At the top, there are buttons for LOOKUP, NEW MAIL, AUDITS, BACK TO SEARCH RESULTS, TOPICS, and REPORTS. Below these are buttons for navigation: << FIRST, < PRIOR, NEXT >, and LAST >>. A large black arrow points from the 'REPORTS' button on the left to a dropdown menu on the right. The dropdown menu lists: List Reports, Details Report, Stats Report, Form Reports, and Custom Forms.



# Mail Log Guide

## List Reports

The **List Report** displays Mail records in iSOMS over a certain date range. In this way you can see a list of mail over your chosen time period. Add the start and end date in **Mail Log From** and **Mail Log Through**.

Inmate Mail: List Reports

Report Style  
List

Mail Log From:  Mail Log Through:

Mail Type:  Entry By:

All Agencies  Hide Notes

**Report Format:**

PDF  Excel  XML  SQL

**Report Style** has a couple of different layout and sorting options, such as *List* and *Group by Mail Type*. Pick the one most relevant to your desired result.

**List**

Group By Mail Type

You can filter to mail type and person who entered the mail, as well as hide notes on the mail records if necessary.

Mail Type: CERTIFIED MAIL   Entry By:

All Agencies  Hide Notes



# Mail Log Guide

Now, with your chosen parameters, click **View** or **Download** to view the report.

**Report Format:**

PDF  Excel  XML  SQL

**VIEW** **DOWNLOAD** **EMAIL** **CLEAR FILTER**

## *List Report*



YOUR AGENCY

[Inmate Mail Log](#)

Page 1 of 1

Inmate Name	Booking #	Master ID#	Mail Date/Time	Mail Type
ELDER, MARTIN WILLIAM JR	20120012	3276	11/29/2014 10:55	INCOMING LETTER
ELDER, ALLISON 1905 HIGH PARK CIR MARYVILLE, TN 37803				
<i>PICTURES</i>				
ELDER, MARTIN WILLIAM JR	20120012	3276	12/01/2014 10:59	INCOMING LETTER
ELDER, ALLISON 1905 HIGH PARK CIR MARYVILLE, TN 37803				
ELDER, DERRICK LAMONT	20120040	150752	01/10/2018 12:42	INCOMING LETTER
ELDER, ALLISON 1905 HIGH PARK CIR MARYVILLE, TN 37803				
ELDER, DERRICK LAMONT	20120040	150752	01/10/2018 12:42	INCOMING LETTER
ELDER, MALIA 101 MAIN ST MARYVILLE, TN 37804				

Report Count: 4



# Mail Log Guide

## Stat Reports

This report displays mail stats in iSOMS over a certain date range. In this way you can see statistics for your records over a certain period. Add the start and end date in **Mail Log From** and **Mail Log Through**.

Inmate Appointment: Stat Reports

Report Style

Stats By Appointment Type

Appointment From: 08/01/2024

Appointment Through: 07/31/2025

Appointment Reason:

All Agencies

**Report Format:**

PDF  Excel  XML  SQL

**Report Style** has a couple of different layout and sorting options, such as *Stats by Mail Type*, *Group by Mail Date*, *Stats by City*, and *Stats by Entry By*. Pick the one most relevant to your desired result.

Stats By Mail Type

Group By Mail Date

Stats By City

Stats By Entry By

Mail Type:

All Agencies

**Report Format:**

PDF  Excel  XML  SQL

You can add a filter to restrict by mail type if you wish. Now, with your chosen parameters, click **View** or **Download** to view the report.



# Mail Log Guide



YOUR AGENCY

**Inmate Mail Log - Stats By Type**

Report Dates From 01/01/2024 Through 08/05/2025

Page 1 of 1

Mail Type	Count	% To Total
CERTIFIED MAIL	1	14.29
INCOMING CONTRABAND	1	14.29
INCOMING RELGIOUS	1	14.29
	4	57.14

Report Count: 7



# Mail Log Guide

## For More Information

We hope this manual has been helpful to you and your agency.

If you have any questions, don't hesitate to call us at 888-644-5786.

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