



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.

The screenshot shows the "Inmate Mail: View Record" interface. At the top, there are navigation buttons: "<< FIRST", "< PRIOR", "NEXT >", "LAST >>", "SAVE", and "DELETE". On the right, there are buttons for "LOOKUP", "NEW MAIL", "AUDITS", and "BA". A light blue box contains inmate information: "Inmate: O'SHELL, SHANNON (WHITE FEMALE)", "Booking #: 20240500009", "Cell: B6 / Bunk #: 1", "Intake Date: 04/08/2025 15:12", and "Release Date:". To the right of this box is a checked checkbox for "Auto Search Recipient". Below the inmate info, there are fields for "Mail Date:" (06/19/2024), "Time:" (16:33:05), and "Mail Type:" (CERTIFIED MAIL). There are also checkboxes for "Postage Paid By Agency" and "Outbound". The "Recipient" section includes "Last Name:" (DOE), "First Name:" (JOHN), "Middle Name:", and "Jr/Sr:". A "SEARCH PAST MAIL" button is next to these fields. Below the recipient info, there are fields for "House #:" (123), "Direction:" (W), "Street:" (FAKE ROAD), "Apt/Lot #:", "City:" (MADEUPVILLE), "State:" (TN), and "ZipCode:" (55555). A "Notes:" text area is located below the address fields. At the bottom, there are tabs for "Mail History" and "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.



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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*.

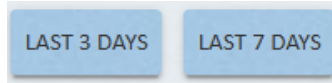
The screenshot shows the 'Inmate Mail: Search' screen. It features a search bar with a magnifying glass icon. Below the search bar are four buttons: 'LOOKUP', 'CLEAR FILTER', 'LAST 3 DAYS', and 'LAST 7 DAYS'. There are also input fields for 'Inmate:', 'Mail From:', 'Mail Through:', 'Mail Type:', 'House #:', 'Street:', 'Apt/Lot #:', and 'City:'.



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Quick Searches

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



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



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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.



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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.

A screenshot of the 'Inmate Mail: Search' web interface. The top navigation bar includes buttons for 'NEW MAIL', 'AUDITS', 'REPORTS', and 'MAINTAIN FILES'. Below this, there are filter buttons: 'LOOKUP', 'CLEAR FILTER', 'LAST 3 DAYS', and 'LAST 7 DAYS'. The main search area contains fields for 'Inmate:', 'Mail From:', 'Mail Through:', and 'Mail Type:'. A magnifying glass icon is next to the 'Inmate:' field. A large black arrow points from the 'NEW MAIL' button in the top navigation bar to a 'NEW MAIL' button located at the bottom right of the search area.

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.

A screenshot of the 'Add Add New Mail Log' web interface. It features a search field for 'Inmate:' with the text 'DOE' entered and a magnifying glass icon. Below the search field are two checkboxes: 'Default City/State/Zip' and 'Copy Recipient', both of which are currently unchecked.

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.



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Search Inmates

Last Name: First Name:

Race: Sex: ☒ In Jail Only ☐ Weekender Only

3 Records

Last Name	First	Middle	Post	Age	Booking #	Cell	Bunk #	Intake Date	Release Date	Race	Sex	Weekender	
DOE	JAMES			0	20241200001			12/27/2024 10:15					✓
DOE	JAMES	RANDAL		60	20250100002			01/06/2025 16:22		W	M		✓
DOE	JAMES	RANDAL		60	20250200002			02/20/2025 15:33		W	M		✓

Inmate Mail: View Record

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)
Booking #: 20250100002
Cell: / Bunk #:
Intake Date: 01/06/2025 16:22
Release Date:

☒ Auto Search Recipient

Mail Date: Time: Mail Type:

☐ Postage Paid By Agency ☐ Outbound

Recipient: Last Name: First Name: Middle Name: Jr/Sr:

House #: Direction: Street: Apt/Lot #: City: State: ZipCode:

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.



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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:

☒ Auto Search Recipient

Mail Date:
08/04/2025

Time:
13:13:35

Mail Type:
▼

☐ Postage Paid By Agency

☐ Outbound

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**.

MAINTAIN FILES

Mail Types

Recipient: Last Name: First Name: Middle Name: Jr/Sr: ▼

SEARCH PAST MAIL

House #: 123 Direction: W Street: MAIN ST Apt/Lot #: City: FAKETOWN State: TN X ZipCode: 37772

Notes:

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



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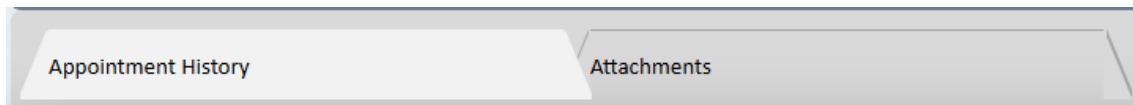
Filling Out an Mail Log Record – Tabs

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.

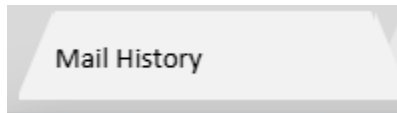
The **Attachments** tab allows you to attach files to this mail log record.








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Mail History Tab



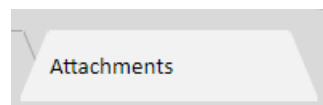
The **Mail History** tab is a **read-only** tab. It shows a list of all other mail the inmate has had. If you want to open the mail record, simply double-click it on the table or click the View Icon () to open it.


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 RELIGIOUS	No	Incoming		FIRST BAPTIST		

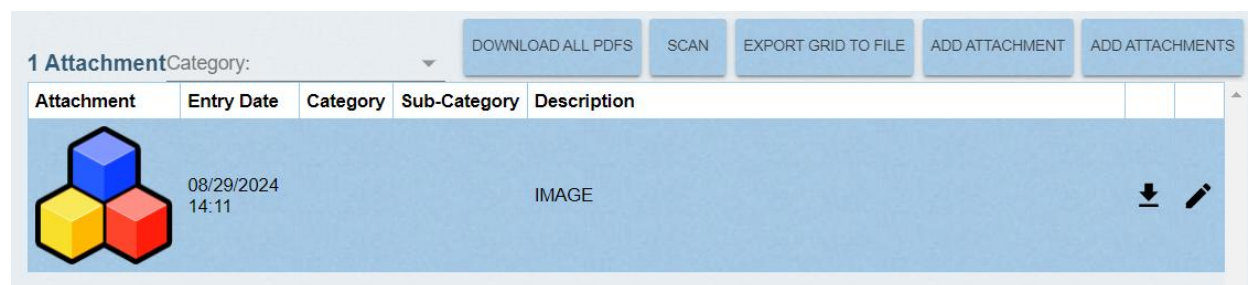


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Attachments Tab



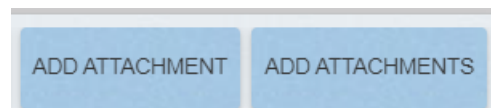
The **Attachments** tab is used to view, download, or add attachments. Double-click a file entry to view the record for the attachment or click on the  icon to download the attachment to the computer.



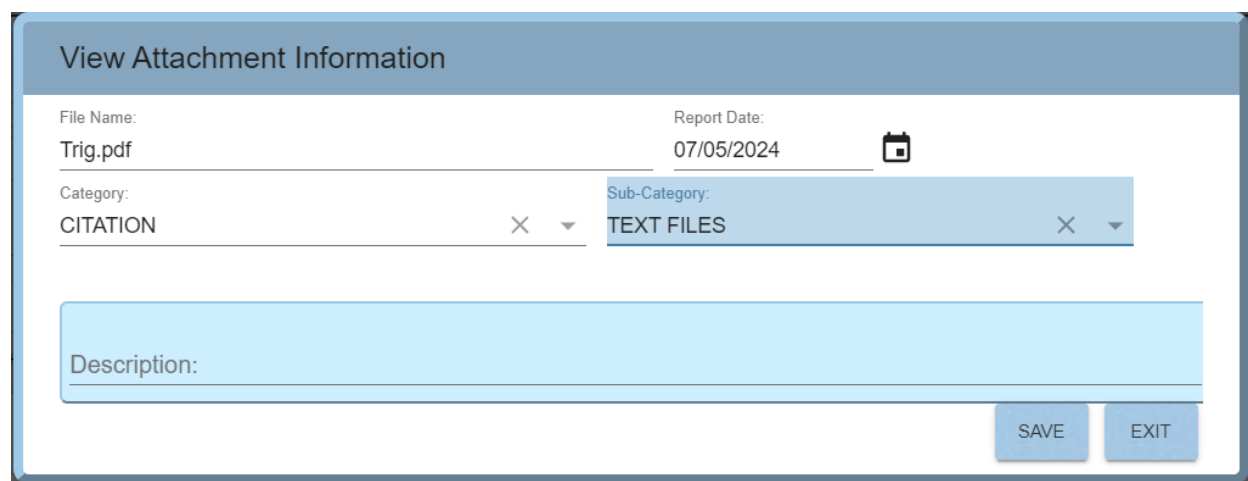
The screenshot shows the Attachments tab interface. At the top, there is a dropdown menu for '1 AttachmentCategory:' and several buttons: 'DOWNLOAD ALL PDFS', 'SCAN', 'EXPORT GRID TO FILE', 'ADD ATTACHMENT', and 'ADD ATTACHMENTS'. Below this is a table with columns: 'Attachment', 'Entry Date', 'Category', 'Sub-Category', and 'Description'. The first row shows an attachment with a cube icon, entry date '08/29/2024 14:11', category 'IMAGE', and a download icon.

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.



Two buttons are shown: 'ADD ATTACHMENT' and 'ADD ATTACHMENTS'.



The 'View Attachment Information' dialog box is shown. It contains fields for 'File Name:' (Trig.pdf), 'Report Date:' (07/05/2024), 'Category:' (CITATION), and 'Sub-Category:' (TEXT FILES). There is also a 'Description:' field and 'SAVE' and 'EXIT' buttons.



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

DOWNLOAD ALL PDFS

File name:	files.pdf
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



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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*.



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Mail Log Reports

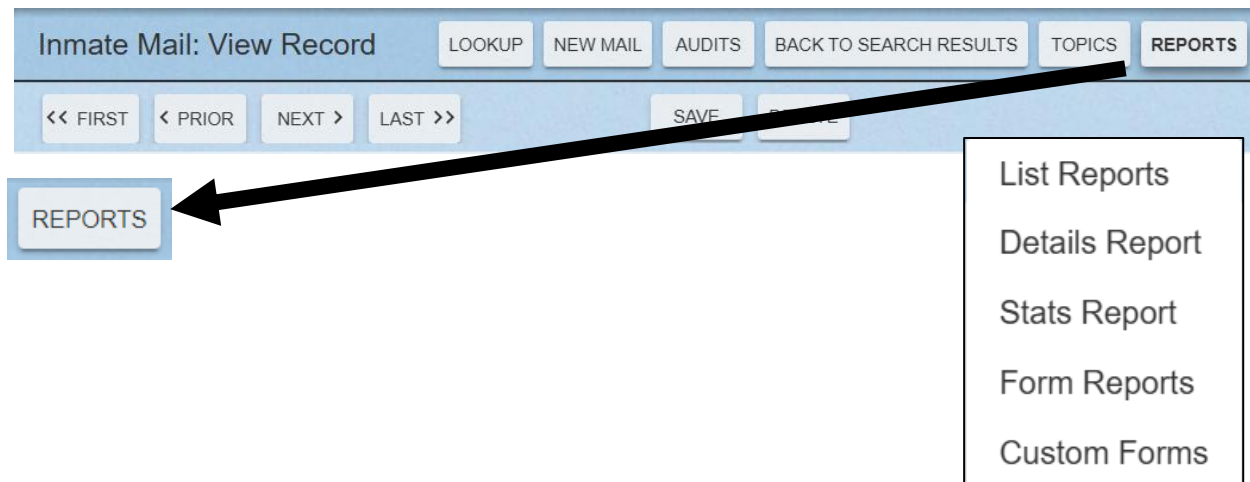
iSOMS has the capability to allow you to print different types of reports for mail records.

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

Corrections → Inmate Tracking → Mail Log



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.





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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

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

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



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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](#)

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

Report Count: 4



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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

VIEW DOWNLOAD EMAIL CLEAR FILTER

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

VIEW DOWNLOAD EMAIL CLEAR FILTER

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.



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YOUR AGENCY

Inmate Mail Log - Stats By Type

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

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

Report Count: 7



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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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