

Inmate Parcel Delivery Service

The change of Act CCXL of 2013 on punishments, measures and certain emergency measures and on the implementation of misdemeanour confinement that enters into force on 1 July 2018 requires that an online webpage (WebShop) has to be created, where the authorized contact persons of the inmates may send packages to the inmate within a certain range of products (food, personal care products). The parcel order and the parcel itself has to comply legislative regulation and the unified policy of the penal institutions.

URL of WebShop:	bvcsomag.hu
Launch:	1 July 2018
Language:	Hungarian and English

Operation:

1. “Unique Code” for the identification of the contacting inmate

Registration requires this code. The code is made up of two line of numbers (contact person ID and contact person control code) that is generated by the Inmate Basic Registry and is forwarded by the penal institution through the inmate to the contact person. In case someone is a contact person for more than one inmate then he receives a unique code for every inmate.

2. Registration

In case of the first login to the WebShop the user must register. An e-mail address is required for the registration and the contact person must by this time have a “**Unique Code**”. The webpage shows all **the compulsory fields**.

Upon entering the “**Unique Code**” the connection may be named, thus later, during placing the order the name may help in identifying the connection. The invoice data may be given this time as well though this may be modified later.

3. Login

After a successful registration the order may immediately placed, or later, by giving the credentials used during registration. When placing the order the system checks whether the “**Unique Code**” registered by the user is valid, and whether the inmate belonging to the code is allowed to **receive** a parcel. **If the conditions are not met, the system prohibits the order.**

In case the credentials are in order, the system lets you compile your order.

In case a further “**Unique Code**” needs to be registered, it can be done under “**New Inmate**” in the “**Personal Menu**”.

4. Compiling your order

The parcel may be put together from the products allowed by the Hungarian Prison Service Headquarters. By clicking on “**Products**” the list of the products allowed pops up. The list may be narrowed (e.g. product category level: dairy/cheese). At every product the gross price and weight is displayed (the parcel cannot be more than 5 kilograms) and the maximum number of pieces that may be ordered of a given product, in case the policy of an institution includes such limitations. If the weight of the compiled parcel exceeds the 5 kg maximum limit, the system indicates that and you cannot proceed to “**Checkout**”. The same happens when, in case more than the allowed amount goes into the basket regarding any product. The “**Forward**” button only becomes active in case all conditions are met.

5. Payment

The payment may proceed via online **bank card** payment or **wire transfer**. The invoice data may be modified at this point. In case the payment was successful, the package is prepared in the food bank of the penal institution where the given inmate is held. The delivery of the package to the inmate is done by the penal institution within 3 working days of the money transfer being complete. The e-invoice is sent to the e-mail address given at the registration.

6. Order Checkout

At the end of the process the whole order may be reviewed on the checkout screen.

7. Feedback

Regarding the delivery of the parcel the WebShop – on demand – sends an SMS or e-mail confirmation to the customer.

8. Information

The following information may be found on the website of WebShop:

- Standard Contractual Clauses
- Data-handling Information
- Customer Support Contact

The WebShop does not store any information on inmates. It only stores the data given by the contact person needed for registration and invoicing and are necessary for the process of parcel delivery.