

How to Deposit Funds

The *TouchPay Payment Systems* Kiosk accepts Debit/Credit Cards (Visa/MasterCard), Cash (Paper money only – No Coins), and Green Dot Money Pak Cards. Deposits to an inmate commissary account can be made 24 hours a day 7 days a week. Funds are typically available to the inmate within 24 hours.

Funds can also be deposited by telephone. Call 1-866-232-1899 or online at www.touchpaydirect.com

In order to deposit funds by telephone or online, you must first set up an account by calling *TouchPay Payment Systems* at 1-866-232-1899.

When adding money to an inmate account by telephone or online you must provide the following information:

- Hancock County Ohio Facility Locator: #245840
- Inmates Subject Number: located via an Active Inmate inquiry at inmates.findlayohio.com

You will be charged a convenience fee when completing a telephone or online deposit. Convenience fees are determined by *TouchPay* and not the Hancock County Sheriff's Office. The convenience fee will appear on your credit card or check statement as an "Inmate Payment."

Depositor Support: For *TouchPay Payment Systems* phone: 1-866-204-1603 or E-mail: customersupport@touchpaydirect.com.

Support provided by *TouchPay* Customer Service (Central Standard Time):

- Monday - Friday 7 am - 7 pm
- Saturday 9 am - 5 pm
- Sunday 12 pm - 5 pm