

## MERLIN Barcode Readability Appeal Process

### General:

The MERLIN barcode readability verification results may be appealed through a unique appeal process. The appeal must be made by the mailer at the time they are notified that the mailing has failed the barcode readability test. A second level review must be performed on all mailings before sending up the appeal. **Origin sites must enter Priority Mail Express postage in applicable block on Appeal Form and this must be paid by the customer.**

### Intelligent Mail barcode letter and flat mail threshold rate – 90%

- Verifications on mailings with pieces using the Intelligent Mail barcode that fall below 90% verification threshold will be assessed additional postage at non-automation prices for all automation price pieces in the mailing.
- Mailings presented with Full-Service discount that fail barcode verification will also lose the Full-Service discount.

If an appeal is requested:

- The test mail must be kept in the same order as it was run. Test mail must be secured to ensure it is kept in correct order.
- Test mail must be isolated until the mailer is notified.
- Mailer must pay Priority Mail Express postage for shipment to the appeal site and, if applicable, back to the mailer. Priority Mail Express postage will be refunded, if appeal is upheld by the **Pricing & Classification Service Center (PCSC)**.
- Refunds will be processed according to standard accounting procedures.

The **PCSC** will perform the appeal verification and issue the final agency decision in writing to the mailer and copy the Manager, Business Mail Entry (MBME).

There are three MERLIN appeal scenarios:

1. Appeal results – Pay additional postage – Enter balance of mailing – Test Mail is Entered in New York Morgan P&DC – Test Mail is not Returned to Mailer.
2. Appeal results – Pay additional postage – Enter balance of mailing – Test Mail is Returned to Mailer from Appeal Site.
3. Appeal results – Withdraw mailing awaiting appeal results – Test Mail is Returned to Mailer from Appeal Site.

### **Acceptance Responsibilities:**

#### **Scenario 1 - Appeal results – pay additional postage — Enter balance of mailing – Test Mail is entered in New York Morgan P&DC – Test Mail is Not Returned to Mailer**

1. Do not adjust postage adjustment worksheet.
2. Do not deduct “test” pieces from the postage statement.
3. Add additional postage due for readability failure to front of postage statement.
4. Deduct entire postage statement from mailer’s account, including test pieces being sent for appeal.

5. Complete appeal process form. Include Name of District and Area and name, email, and phone number of Supervisor/MDA that completed 2<sup>nd</sup> level review.
6. Complete one (or more) Priority Mail Express label(s) to send test mail to the appeal site. Annotate Priority Mail Express label number(s) at top of appeal form.
7. **Calculate and collect postage for Priority Mail Express shipment.**
  - A. **Mailer may pay Priority Mail Express postage ONLY from Permit Imprint or ADD POS account**
  - B. **Post adjustment transaction to selected account for Priority Mail Express postage**
  - C. **Use USPS account number on Priority Mail Express label**
8. Complete items 1-7 on the MERLIN Entry Notice, Automation Barcoded Appeal Mail, for Mail Being Entered in New York Morgan P&DC.
9. Make three copies of appeal documents
  - A. Appeal Form
  - B. MERLIN Summary Report
  - C. Automation Barcode Readability Report
  - D. Barcode Error Listing Report
  - E. Adjustment Worksheet
  - F. Postage Statement (Front & Back)
  - G. Round dated 3607 clearance document showing deduction from mailer's account
  - H. Copy of adjustment transaction for Priority Mail Express postage
  - I. Copy of adjustment transaction for loss of Full-Service discount, if applicable
  - J. New York Morgan P&DC Entry Notice
10. Provide Copies to:
  - A. Mailer
  - B. PCSC (Appeal Site in NY) - Include copies with the test mail
  - C. **PCSC (with Priority Mail Express label numbers filled in) via fax to 212-330-5320**
11. File original copies in Acceptance Unit Appeal File
12. Attach appeal form and applicable documents to postage statement.
13. Complete acceptance process and release remainder of mail to processing.
14. Ensure that the verification pieces are secured. Identify each container of test mail with placard: Attention: Business Mail Entry, New York Morgan P&DC. Complete placard. Place placards on correct trays, numbering them 1 of 3, 2 of 3, 3 of 3, in the correct order. Send verification pieces via Priority Mail Express to the appeal site. Copies of appeal documents must accompany test mail. Make a copy of the outgoing Priority Mail Express label and affix to each tray that is in the Priority Mail Express sack. This will identify where the mail should be sent if sack is opened, in error, while in transit to the appeal site.

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**Scenario 2 - Appeal results – pay additional postage – Test Mail is Returned to Mailer from Appeal Site**

1. Adjust postage adjustment worksheet to reflect pieces sent for appeal.
2. Deduct “test” pieces from the postage statement and modify postage accordingly.
3. Add additional postage due for readability failure to front of postage statement.
4. Deduct adjusted postage statement from mailer's account.
5. Complete appeal process form. Include Name of District and Area and name, email, and phone number of Supervisor/MDA that completed 2<sup>nd</sup> level review.
6. Complete two (or more) Priority Mail Express labels, one to send to appeal site and one for the return of the mail to the mailer. Enclose return Priority Mail Express label with appeal form. Annotate Priority Mail Express label numbers at top of appeal form.

7. **Calculate and collect postage for Priority Mail Express shipment for both shipments, to the PCSC and the return to the mailer.**
  - A. **Mailer may pay Priority Mail Express postage only from Permit Imprint or ADD POS account**
  - B. **Post adjustment transaction to selected account for Priority Mail Express postage**
  - C. **Use USPS account number on Priority Mail Express label**
8. Make three copies of appeal documents
  - A. Appeal Form
  - B. MERLIN Summary Report
  - C. Automation Barcode Readability Report
  - D. Barcode Error Listing Report
  - E. Adjustment Worksheet
  - F. Postage Statement (Front & Back)
  - G. Round dated 3607 clearance document showing deduction from mailer's account
  - H. Copy of adjustment transaction for Priority Mail Express postage
  - I. Copy of adjustment transaction for loss of Full-Service discount, if applicable
9. Provide copies to:
  - A. Mailer
  - B. PCSC (Appeal Site in NY) - Include copies with the test mail
  - C. **PCSC (with Priority Mail Express label numbers filled in) via fax to 212-330-5320**
10. File original copies in Acceptance Unit Appeal File
11. Attach appeal form and applicable documents to postage statement.
12. Complete acceptance process and release remainder of mail to processing.
13. Ensure that the verification pieces are secured. Identify each container of test mail with placard: Attention: Business Mail Entry, New York Morgan P&DC Complete placard. Place placards on correct trays, numbering them 1 of 3, 2 of 3, 3 of 3, in the correct order. Priority Mail Express the verification pieces to the appeal site. Copies of appeal documents must accompany test mail. Make a copy of the outgoing Priority Mail Express label and affix to each tray that is in the Priority Mail Express sack. This will identify where the mail should be sent if sack is opened in transit to the appeal site.

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**Scenario 3 - Appeal results - withdraw mailing – Test Mail is Returned to Mailer**

1. Do not adjust postage adjustment worksheet.
2. Mark postage statement "Mailing returned to mailer per mailer's request – Readability Failure".
3. Complete appeal process form. Include Name of District and Area and name, email, and phone number of Supervisor/MDA that completed 2<sup>nd</sup> level review.
4. Complete two (or more) Priority Mail Express labels, one to send to appeal site and one for the return of the mail to the mailer. Enclose return Priority Mail Express label with appeal form. Annotate Priority Mail Express label numbers at top of appeal form.
5. **Calculate and collect postage for Priority Mail Express shipment.**
  - A. **Mailer may pay Priority Mail Express postage ONLY from Permit Imprint or ADD POS account**
  - B. **Post adjustment transaction to selected account for Priority Mail Express postage**
  - C. **Use USPS account number on Priority Mail Express label**
6. Make three sets of appeal documents.

- A. Appeal Form
  - B. MERLIN Summary Report
  - C. Automation Barcode Readability Report
  - D. Barcode Error Listing Report
  - E. Adjustment Worksheet
  - F. Postage Statement (Front & Back)
  - G. Copy of adjustment transaction for Priority Mail Express postage
7. Provide copies to:
- A. Mailer
  - B. PCSC (Appeal Site in NY) - Include copies with the test mail
  - C. **PCSC (with Priority Mail Express label numbers filled in) via fax to 212-330-5320**
8. File original copies in Acceptance Unit Appeal File
9. Return mail, postage statement, and applicable appeal documents to mailer.
10. Ensure that the verification pieces are secured. Identify each container of test mail with placard: Attention: Business Mail Entry, New York Morgan P&DC. Complete placard. Place placards on correct trays, numbering them 1 of 3, 2 of 3, 3 of 3, in the correct order. Priority Mail Express verification pieces to the appeal site. Copies of appeal documents must accompany test mail. Make a copy of the outgoing Priority Mail Express label and affix to each tray that is in the Priority Mail Express sack. This will identify where the mail should be sent if sack is opened in transit to the appeal site.

#### **Appeal Site (PCSC) Responsibilities for all Scenarios:**

1. Run "test" mail in the same order as original verification.
2. Based on mailer's request, return test mail to mailer, or complete items 8-9 on the MERLIN Entry Notice for Automation Barcoded Appeal Mail Being Entered in New York Morgan P&DC.
4. Issue final agency decision based on appeal site results.

#### **New York Morgan P&DC BMEU Responsibilities for Mail Being Entered in New York Morgan P&DC:**

1. Review documentation accompanying test mail to verify postage has been paid at origin site (postage statement and round dated 3607).
2. Complete items 10-12 on the MERLIN Entry Notice for Automation Barcoded Appeal Mail Being Entered in New York Morgan P&DC.
3. Annotate information in MERLIN log.
4. Return copy of completed Entry Notice to the PCSC for filing.

**MERLIN  
AUTOMATION BARCODE READABILITY  
APPEAL FORM**  
**Test Mail Entered In New York Morgan P&DC**

**DISTRICT** \_\_\_\_\_  
**AREA** \_\_\_\_\_

**MACHINE SERIAL #** MER-00-\_\_\_\_\_  
**DATE OF TEST** \_\_\_\_\_

<b>Priority Mail Express Label Number(s) to Test Site:</b>	
<b>Priority Mail Express Postage</b> (must be paid by CUSTOMER at time of appeal; submit proof of debit from customer's account) <b>\$</b> _____	<b>Loss of Full-Service Discount, if applicable</b> (submit proof of debit from customer's account) <b>\$</b> _____
Date Sent to Appeal Center:	Name of Acceptance Office:
Account Number(s) (circle: PI, PC, MT, PER):	Office Address:
Party Initiating Appeal: Mailer/Preparer (circle one)	Acceptance Office Telephone Number:
Contact Name:	Origin Office Test Results: _____ %
Company Name:	<b>Additional Postage Collected:</b> <b>\$</b> _____
Address (including ZIP+4)	Name, email, and telephone number of Supervisor/MDA completing 2 <sup>nd</sup> level review:
Contact Telephone Number:	Manager, BME name:
<b>Send the following to Appeal Site via Priority Mail Express:</b> Original Test Mail with this form and 1. MERLIN Summary Report 2. Automation Barcode Readability Report 3. Barcode Error Listing Report 4. Adjustment Worksheet 5. Postage Statement (Front & Back) 6. Round dated 3607 clearance document showing deduction from mailer's account 7. Copy of adjustment transaction(s) for Priority Mail Express postage and, if applicable, loss of Full-Service discount 8. New York Morgan P&DC Entry Notice	<b>Send Priority Mail Express to Appeal Site:</b>  <b>MERLIN Appeal Site                      Pricing &amp; Classification Service Center                      90 Church Street Ste 3100                      New York, NY 10007-2951</b>
<b>Appeal Site Results</b>	
<b>Appeal Site Results</b> _____ % <b>Date</b> _____	
<b>Mail Entered in New York Morgan P&amp;DC on (Date)</b> _____	

**MERLIN  
AUTOMATION BARCODE READABILITY  
APPEAL FORM**

**Test Mail Returned to Mailer**

**DISTRICT** \_\_\_\_\_  
**AREA** \_\_\_\_\_

**MACHINE SERIAL #** MER-00-\_\_\_\_\_  
**DATE OF TEST** \_\_\_\_\_

<b>Priority Mail Express Label Number(s) to Test Site:</b>	<b>Priority Mail Express Label Number(s) from Test Site:</b>
<b>Priority Mail Express Postage (must be paid by CUSTOMER at time of appeal; submit proof of debit from customer's account)</b> \$ _____	<b>Loss of Full-Service Discount, if applicable (submit proof of debit from customer's account)</b> \$ _____
Date Sent to Appeal Center:	Name of Acceptance Office:
Account Number(s) (circle: PI, PC, MT, PER):	Office Address:
Party Initiating Appeal: Mailer/Preparer (circle one)	Acceptance Office Telephone Number:
Contact Name:	Origin Office Test Results: _____ %
Company Name:	<b>Additional Postage Collected:</b> \$ _____
Address (including ZIP+4)	Name, email, and telephone number of Supervisor/MDA completing 2 <sup>nd</sup> level Review:
Contact Telephone Number:	Manager, BME name:
<b>Send the following to Appeal Site via Priority Mail Express:</b> Original Test Mail with this form and 1. MERLIN Summary Report 2. Automation Barcode Readability Report 3. Barcode Error Listing Report 4. Adjustment Worksheet 5. Postage Statement (Front & Back) 6. Round dated 3607 clearance document showing deduction from mailer's account (unless withdrawn) 7. Copy of adjustment transaction for Priority Mail Express postage, and if applicable, loss of Full-Service discount	<b>Send Priority Mail Express to Appeal Site:</b>  <b>MERLIN Appeal Site          Pricing &amp; Classification Service Center          90 Church Street Ste 3100          New York, NY 10007-2951</b>

**Appeal Site Results**

<b>Appeal Site Results</b> _____ % <b>Date</b> _____
<b>Mail Returned to Mailer on (Date)</b> _____

**ENTRY NOTICE**  
**AUTOMATION BARCODED APPEAL MAIL**  
**(For Use Only For Appeal Mail Entered In New York Morgan P&DC)**

Origin Post Office Complete (1-7)	
1	Account Number(s) (PI, PC, MT, PER):
2	Amount of Postage Collected: \$ (Attach copy of 3607)
3	Number of Pieces Sent to Appeal Site:
4	Postage Paid at (city/state):
5	Origin Post Office Address:
6	City, State, ZIP Code:
7	Acceptance Office Telephone Number:
Appeal Site Complete (8-9)	
8	Number of Containers Entered in New York Morgan P&DC :
9	Date & Time Mail Entered in New York Morgan P&DC :
New York, NY BMEU (at Morgan P&DC) Complete (10-12)	
10	Number of Containers Received:
11	Date & Time Mail Received By New York Morgan P&DC BMEU:
<b>MORGAN P&amp;DC:</b>	
<b>Please Return This Completed Entry Notice to the PCSC (90 Church St) for Filing.</b>	

## Placards for Appeal Mail Entered in New York Morgan P&DC

To each container placed in the Priority Mail Express sack, attach to the lid:

1. completed placard
2. copy of the sack's Priority Mail Express label

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DELIVER MAIL TO BUSINESS MAIL ENTRY  
New York Morgan P&DC

Name of Mailer \_\_\_\_\_

Container \_\_\_\_\_ of \_\_\_\_\_

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DELIVER MAIL TO BUSINESS MAIL ENTRY  
New York Morgan P&DC

Name of Mailer \_\_\_\_\_

Container \_\_\_\_\_ of \_\_\_\_\_