

## **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 Express Mail postage in applicable block on Appeal Form and this must be paid by the customer.**

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

- Verifications on mailings with pieces using the POSTNET 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 at Full-Service discount that fail barcode verification will lose Full-Service discount.
- 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 Express Mail postage for shipment to the appeal site and, if applicable, back to the mailer. Express Mail postage will be refunded, if appeal is upheld by the PCSC.
- Refunds will be processed according to standard accounting procedures.

The **Pricing & Classification Service Center (PCSC)** will perform the appeal verification and issue the final agency decision in writing to the mailer and copy the Business Mail Entry Manager.

There are three appeal scenarios:

1. Appeal results – pay additional postage – Enter balance of mailing – Test Mail is Returned to Mailer from Appeal Site.
2. Appeal results – pay additional postage – Enter balance of mailing – Test Mail is Entered in Morgan GMF NY P&DC – Test Mail is not Returned to Mailer.
3. Withdraw mailing - appeal MERLIN results – Withdraw balance of mail awaiting appeal results – Test Mail is Returned to Mailer from Appeal Site.

Acceptance Responsibilities:

### **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) Express Mail labels, one to send to appeal site and one for the return of the mail to the mailer. Enclose return Express Mail label with appeal form. Annotate Express Mail label numbers at top of appeal form.
7. **Calculate and collect postage for Express Mail shipment for both shipments, to the PCSC and the return to the mailer.**
  - A. **Mailer may pay Express Mail postage from Permit Imprint or ADD POS account**
  - B. **Post adjustment transaction to selected account for Express Mail postage**
  - C. **Use USPS account number on Express Mail label**
8. Make three copies of appeal documents
  - A. Appeal Form
  - B. MERLIN Summary Report
  - C. Automation Barcode Readability Report
  - D. Adjustment Worksheet
  - E. Postage Statement (Front & Back)
  - F. Copy of adjustment transaction for Express Mail postage
  - G. Round dated 3607 clearance document showing deduction from mailer's account
  - H. **Copy of adjustment transaction for loss of Full-Service discount, if applicable**
9. Provide copies to:
  - A. Mailer
  - B. Appeal Site – Include copies with test mail
  - C. Pricing & Classification Service Center
    - 1) **New York, Attention MERLIN Appeal (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, Morgan NY GMF Complete placard. Place placards on correct trays, numbering them 1 of 3, 2 of 3, 3 of 3, in the correct order. Express Mail verification pieces to designated appeal site. Copies of appeal documents must accompany test mail. Make a copy of the outgoing Express Mail label and affix to each tray that is in the Express Mail sack. This will identify where the mail should be sent if sack is opened in transit to the appeal site.

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**Appeal results – pay additional postage –Test Mail is entered in Morgan NY GMF – 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) Express Mail label(s) to send test mail to the appeal site. Annotate Express Mail label number at top of appeal form.
7. **Calculate and collect postage for Express Mail shipment.**
  - A. **Mailer may pay Express Mail postage from Permit Imprint or ADD POS account**
  - B. **Post adjustment transaction to selected account for Express Mail postage**
  - C. **Use USPS account number on Express Mail label**
8. Complete items 1-7 on the MERLIN Entry Notice, Automation Barcoded Appeal Mail, for Mail Being Entered in BMEU Morgan NY GMF.
9. Make three copies of appeal documents
  - A. Appeal Form
  - B. MERLIN Summary Report
  - C. Automation Barcode Readability Report
  - D. Adjustment Worksheet
  - E. Postage Statement (Front & Back)
  - F. Round dated 3607 clearance document showing deduction from mailer's account
  - G. Copy of adjustment transaction for Express Mail postage
  - H. **Copy of adjustment transaction for loss of Full-Service discount, if applicable.**
  - I. Morgan NY GMF Entry Notice
10. Provide Copies to:
  - A. Mailer
  - B. Appeal Site – Include copies with test mail
  - C. Pricing & Classification Service Center

**New York, Attention: MERLIN Appeal (FAX 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, Morgan NY GMF. Complete placard. Place placards on correct trays, numbering them 1 of 3, 2 of 3, 3 of 3, in the correct order. Express Mail verification pieces to designated appeal site. Copies of appeal documents must accompany test mail. Make a copy of the outgoing Express Mail label and affix to each tray that is in the Express Mail sack. This will identify where the mail should be sent if sack is opened in transit to the appeal site.

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**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) Express Mail labels, one to send to appeal site and one for the return of the mail to the mailer. Enclose return Express Mail label with appeal form. Annotate Express Mail label numbers at top of appeal form.
5. **Calculate and collect postage for Express Mail shipment.**
  - A. **Mailer may pay Express Mail postage from Permit Imprint or ADD POS account**
  - B. **Post adjustment transaction to selected account for Express Mail postage**
  - C. **Use USPS account number on Express Mail label**
6. Make three sets of appeal documents.
  - A. Appeal Form
  - B. MERLIN Summary Report
  - C. Automation Barcode Readability Report
  - D. Adjustment Worksheet
  - E. Postage Statement (Front & Back)
  - F. Copy of adjustment transaction for Express Mail postage
  - G. **Copy of adjustment transaction for loss of Full-Service discount, if applicable.**
7. Provide copies to:
  - A. Mailer
  - B. Appeal Site - Include copies with test mail
  - C. Pricing & Classification Service Center  
**New York, Attention MERLIN Appeal (FAX 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, Morgan NY GMF. Complete placard. Place placards on correct trays, numbering them 1 of 3, 2 of 3, 3 of 3, in the correct order. Express Mail verification pieces to designated appeal site. Copies of appeal documents must accompany test mail.
11. Make a copy of the outgoing Express Mail label and affix to each tray that is in the Express Mail 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

3. Complete items 8-9 on the MERLIN Entry Notice for Automation Barcoded Appeal Mail Being Entered in Morgan NY GMF.
4. Issue final agency decision based on appeal site results.

Morgan NY GMF BMEU Responsibilities for Mail Being Entered in Morgan NY GMF

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 Postnet Barcoded Appeal Mail Being Entered in Morgan NY GMF.
  3. Annotate information in MERLIN log.
- Return copy of completed Entry Notice to the PCSC for filing.

**MERLIN  
AUTOMATION BARCODE READABILITY  
APPEAL FORM**

**Test Mail Returned to Mailer**

DISTRICT \_\_\_\_\_

MACHINE SERIAL # MER-00-

AREA \_\_\_\_\_

DATE OF TEST \_\_\_\_\_

Express Mail Label Number to Test Site:	Express Mail Label Number from Test Site:
<b>Express Mail Postage (must be paid by CUSTOMER at time of appeal)</b> \$	Full-Service Additional Postage (If applicable)
Date <b>Sent to Appeal Center</b> :	Name of Acceptance Office:
Account Number (PI, PC, MT, PER):	Office Address:
Party Initiating Appeal: Mailer/Preparer (circle one)	Acceptance Office Telephone Number:
Telephone Number:	
Contact Name:	Origin Office Test Results: %
Company Name:	Additional Postage Collected: \$
Address (including ZIP+4)	Name, email, and phone number of Supervisor/MDA completing 2 <sup>nd</sup> level Review:
<b>Send the following to Appeal Site via Express Mail:</b> Original Test Mail with 1. MERLIN Summary Report 2. Readability Verification Appeal Form 3. Automation Barcode Readability Results 4. Postage Adjustment Worksheet 5. Postage Statement (Front & Back) 6. Round dated PS 3607	<b>Appeal Site:</b>  MERLIN Appeal Site <b>Pricing &amp; Classification Service Center</b> <b>90 Church Street Ste 3100</b> <b>New York, NY 10007-2951</b>

**Appeal Site Results**

<b>Appeal Site Results</b>	<b>Date</b>
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**MERLIN  
AUTOMATION BARCODE READABILITY  
APPEAL FORM**

**Test Mail Entered In Morgan NY GMF**

DISTRICT \_\_\_\_\_

MACHINE SERIAL # MER-00-

AREA \_\_\_\_\_

DATE OF TEST \_\_\_\_\_

<b>Express Mail Label Number to Test Site:</b>	
<b>Express Mail Postage (must be paid by CUSTOMER at time of appeal)</b> \$	Full-Service Additional Postage (if applicable)
Date Sent to Appeal Center:	Name of Acceptance Office:
Account Number (PI, PC, MT, PER):	Office Address:
Party Initiating Appeal: Mailer/Preparer (circle one)	Acceptance Office Telephone Number:
Telephone Number:	
Contact Name:	Origin Office Test Results: %
Company Name:	Additional Postage Collected: \$
Address (including ZIP+4)	Name, email, and phone number of Supervisor/MDA completing 2 <sup>nd</sup> level Review:
<b>Send the following to Appeal Site via Express Mail:</b> Original Test Mail with 1. MERLIN Summary Report 2. Readability Verification Appeal Form 3. Automation Barcode Readability Results 4. Postage Adjustment Worksheet 5. Postage Statement (Front & Back) 6. Round dated 3607	<b>Appeal Site:</b>  MERLIN Appeal Site <b>Pricing &amp; Classification Service Center</b> <b>90 Church Street Ste 3100</b> <b>New York, NY 10007-2951</b>
<b>Appeal Site Results</b>	
<b>Appeal Site Results</b>	<b>Date</b>
<b>Mail Entered in Morgan NY GMF</b> _____ <div style="text-align: center;">(Date)</div>	

**ENTRY NOTICE  
AUTOMATION BARCODED APPEAL MAIL  
(For Use Only For Appeal Mail Entered In Morgan NY GMF)**

Origin Post Office Complete (1-7)	
1	Account Number (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 Morgan NY GMF :
9	Date & Time Mail Entered In Morgan NY GMF :
Carol Stream BMEU Complete (10-12)	
10	Number of Containers Received:
11	Date & Time Mail Received By Morgan NY GMF BMEU:
12	Return Copy of Completed Entry Notice to the PCSC for filing.



# Placards for Appealed Mail Entered in Morgan NY GMF

DELIVER MAIL TO BUSINESS MAIL ENTRY  
Morgan NY GMF

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

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

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DELIVER MAIL TO BUSINESS MAIL ENTRY  
Morgan NY GMF

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

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