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1.0 Inventory / Pick-Ups

1.1 How will I receive the equipment I request through MTEOR?

MTE requested from a Postal plant must be picked up at the plant unless you have an existing established transportation agreement with the plant.

1.2 What types of MTE can I request in MTEOR?

The types of MTE available to request from a plant through MTEOR include: Extended Manage Mail (EMM) Trays, EMM Sleeves, Flat Tubs, Flat Tub Lids, Half Trays, Half Sleeves, MM (Managed Mail) Trays, MM Sleeves, Pallets, Priority Mail Sacks, and Semi-Clear Mail Sacks.

1.3 Can I request rolling stock through MTEOR?

No. Our MTE policy is that we do not give rolling stock to Mailers. There is a provision that plants are allowed to give rolling stock to Mailers if there is an existing arrangement and if the MTE is kept in a closed loop between the plant and Mailer. If you normally receive rolling stock from a plant, you can request it by inserting "1" next to Other MTE and writing your request in the comment section of the order screen. Fulfilling this request is at the discretion of the Postal plant.

1.4 Is there a limit to how much MTE I can request?

You may request enough MTE for two weeks of mail production at your location. You may only request up to 48 pallets of MTE per request in MTEOR. If you need to order more than 48 pallets, you must request the additional MTE in a separate order.

1.5 Will I have to request full pallets of equipment through MTEOR?

You should only request the amount of MTE that you need. The *MTE Request Entry Form* allows you to request what you need by pieces or pallets. You may request less than a pallet in MTEOR from Postal plants.

1.6 Will I receive exactly the MTE I requested?

Every effort is made to accommodate MTE requests. However, for any piece of equipment, the Postal Service may substitute a similar item for what is requested.

1.7 If I am on a star route, can I request MTE that I need delivered through MTEOR?

MTEOR does not change current transportation policies. Mailers can still order MTE that needs to be delivered through MTEOR. They will just need to indicate that they need this equipment delivered in the comments field when requesting the MTE.

1.8 Will I be able to manage partial pick-ups through MTEOR?

Yes. You can place your full order in one request and just indicate in the comment field how much you plan to pick up and how much you would like delivered. The request will be closed out once you receive all of your MTE.

2.0 Placing a Request

2.1 How do I request MTE in MTEOR?

Log in to the MTEOR application from the Business Customer Gateway (BCG). Then, follow these steps to place your MTE request:

- Select your facility from the drop-down menu on the MTEOR dashboard
- Click “Create New Request”
- Select the plant you would like to pick your MTE up from
- Select the date you would like to pick up the equipment and verify that the point of contact and telephone number is correct
- Select the quantities of pallets or pieces for each requested item
- Read and agree to Complete Terms and Conditions
- Click “Submit” and review the request in the Postal Store
- Click “Checkout” and on the next screen click “Place My Order” to finalize the request
- The request is complete once a “Success!” message appears
- Check your dashboard regularly to see the current status and know when it is ready for pick up

2.2 How far in the future can I place a request?

You can place requests approximately sixteen days out. MTEOR shows your request history 30 days in the past.

2.3 What is the earliest pick up date I can select when placing a request?

The earliest available pick up date is determined by the individual plant. The active days on the *MTE Request Entry Form* are those that the plant is available to provide MTE.

2.4 Can I make same day requests through MTEOR?

The lead time required to pick up MTE is based on the individual plant. However, some plants may be able to accommodate same day requests. You can enter your desired pickup date in the comments section of the request, and will need to check the MTEOR Dashboard frequently to see if the plant is able to provide the equipment.

2.5 Which Postal plants can I request MTE from?

The MTEOR application launches in phases beginning February 3, 2014. Please visit the MTEOR RIBBS page for the full launch schedule:
<https://ribbs.usps.gov/index.cfm?page=mteor>.

2.6 Can I pick up my requested MTE on the weekend?

The operating hours will vary by plant. MTEOR will only allow you to place requests on dates that fall within the operating hours for your plant.

2.7 Can I replicate my requests in MTEOR?

Any request on your *MTEOR Dashboard* can be replicated by opening up the request and clicking the “Replicate Request” button. This will take them to the *Request Entry Form* where they can select the new pick up date.

2.8 How do I make changes to a request after it has been placed?

You will not be able to edit an existing request once it has been submitted. To make changes after submitting a request, log into your MTEOR Dashboard and go to Request History.

Select the request that is incorrect by clicking on the Request Number. Withdraw the request using the red “Withdraw” button at the bottom of the screen. You can now create a new request for the correct equipment. If you are unable to withdraw the request in MTEOR, contact your BSN for assistance.

2.9 What types of information should I include in the comments field?

The comment field should be used to make special requests, including requests for same day or next day pick-up, rolling stock, or other MTE not included in the MTE Catalog. All information included in the comments field will be sent directly to the Postal plant.

2.10 When will I be able to add comments?

You will be able to add comments when selecting the date and time for picking up your requested MTE and after you have selected the MTE you would like to request. You can go back to these pages at any point before submitting the request to update information included in either comments box.

2.11 Does MTEOR generate reports? How do I monitor my request activity?

MTEOR does not currently contain reports. You may print off requests from the MTEOR Dashboard, which displays past requests for up to two weeks. Reports are being developed for release in the future.

3.0 Withdrawing a Request

3.1 What is a Withdrawn request?

In MTEOR, withdrawn requests have been canceled by either the Mailer or Postal Service.

3.2 Who can withdraw a request in MTEOR?

Requests may be withdrawn by Mailers or Postal plant personnel for a variety of reasons (e.g. no longer needed, unable to fulfill the request, etc.). If the order is withdrawn, the status will indicate whether it was withdrawn by a Mailer or a Postal plant employee. Below is a quick reference that will help you decode MTEOR user designations and information:

- MTEOR Username – The user identification of the last person to place or change a request in MTEOR
- “USPS” – User designation for changes made by a Postal plant employee

3.3 Up to what point can I withdraw a request?

You can withdraw a request at any point prior to picking up your MTE. If your MTE is delivered and you need to withdraw the request at the last minute, contact your Postal plant immediately.

3.4 Will I be notified via email when a request is withdrawn from MTEOR?

No. You will not be notified via email when a request is canceled. You should check MTEOR frequently to review and verify the latest request status.

4.0 Tools and Resources

4.1 Who should I contact for questions or more information?

You can contact your BSN or call the Help Desk at 866-330-3404. MTEOR Tools and Resources are also available on the MTEOR webpage at <http://ribbs.usps.com/mteor>.