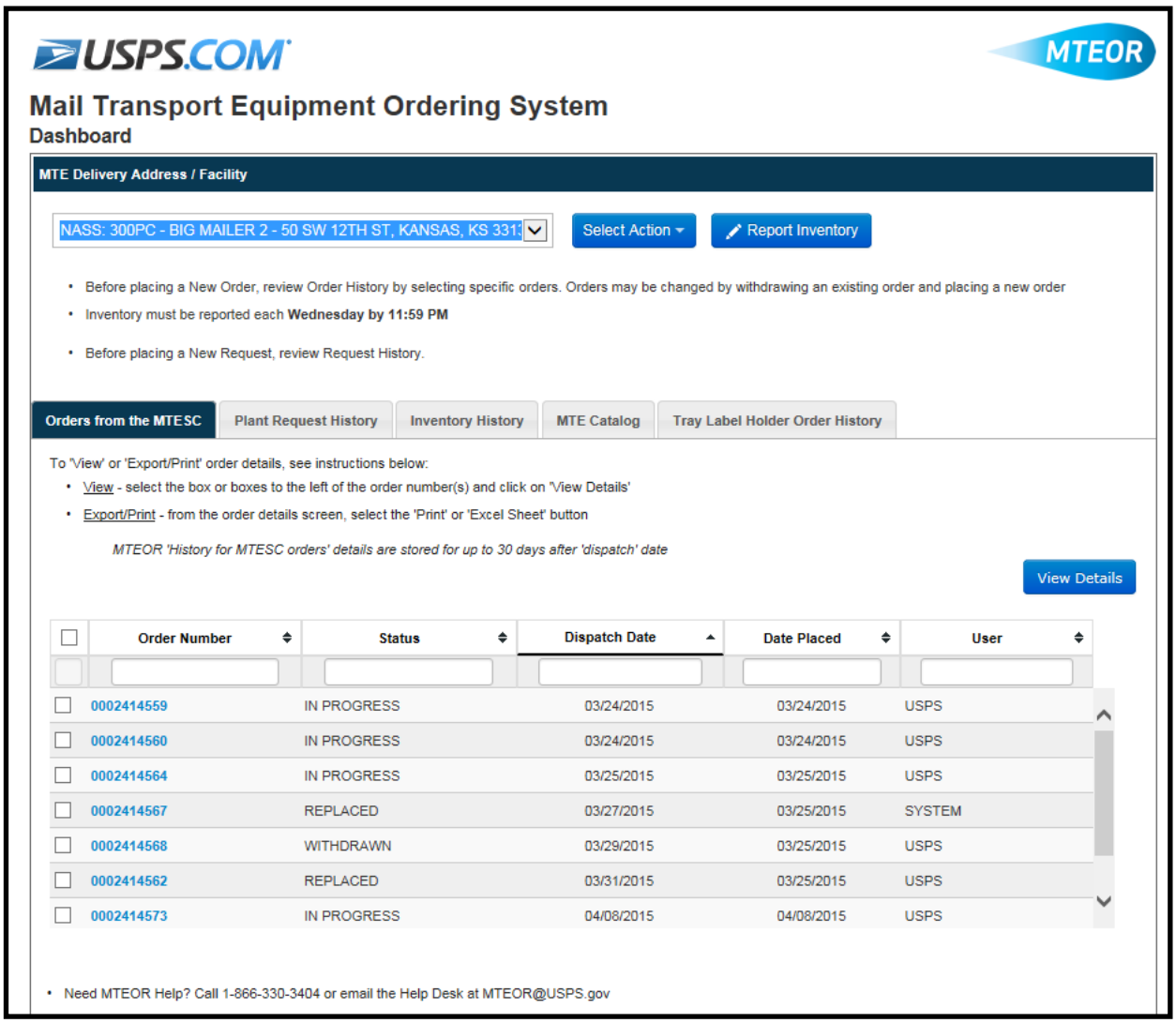
UNITED STATES POSTAL SERVICE®

MTE Order and Request Manual for MTESC Mailers

Introduction

The Mail Transport Equipment Ordering System (MTEOR) is a fast, reliable, and convenient place to order mail transport equipment (MTE) online. It is accessed through the Business Customer Gateway, or BCG (http://gateway.usps.com).



This Manual instructs you on how:

MTESC Orders

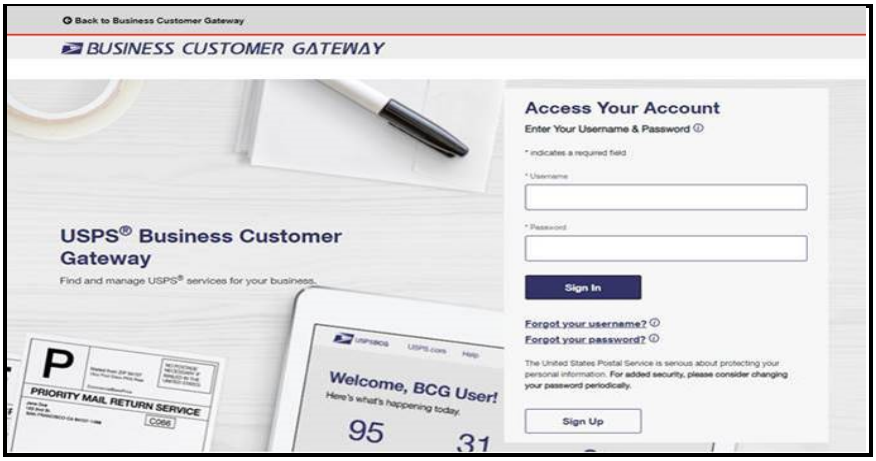
- Accessing MTEOR
- Viewing MTESC Order History
- Placing, Withdrawing, and Replicating MTESC Orders
- Understanding Backorders
- Placing, Withdrawing, and Replicating Tray Label Holder Orders

Requests from a Plant

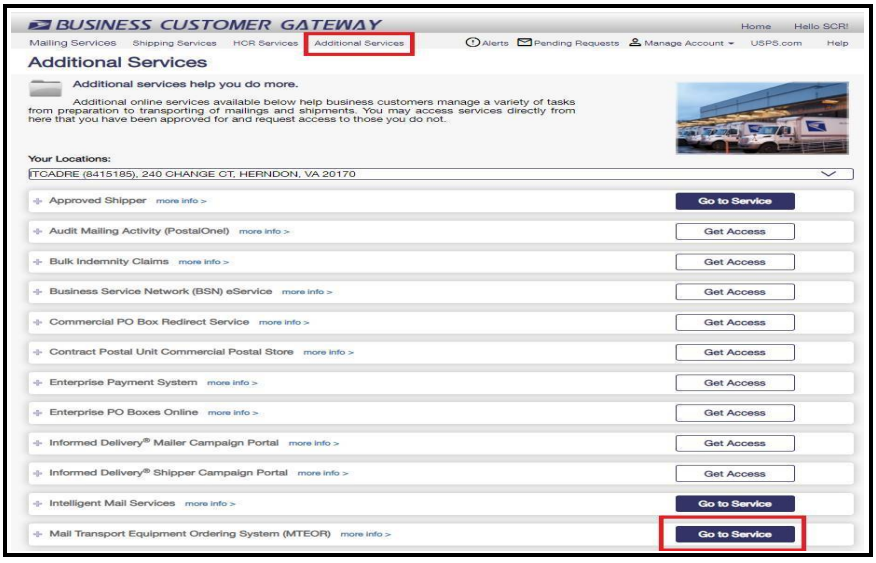
- Placing MTE Plant Request
- Preparing to Pick Up MTE
- Withdrawing a Plant Request
- Replicating a Plant Request

Accessing MTEOR

Log into the Business Customer Gateway (http://gateway.usps.com).



"Click on Go to Service next to "Mail Transport Equipment Ordering System (MTEOR)" under Additional Services to access MTEOR."



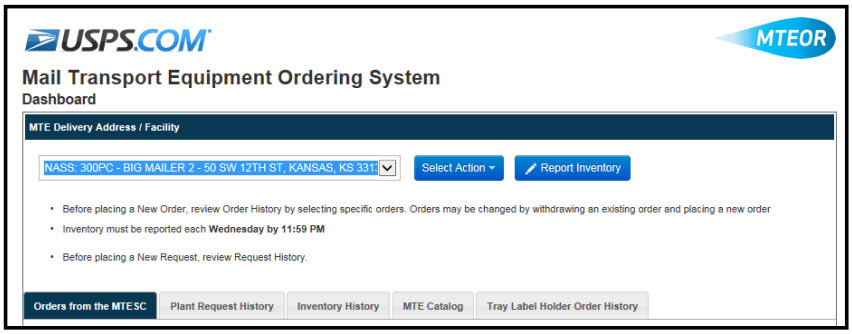
MTEOR can be quickly added to your Favorites list by following these steps:

1. Log in to the Business Customer Gateway with your existing username and password
2. Hover over "Manage Account" from the top menu bar
3. Click on "Manage Favorites"
4. In the Edit Favorites box, select the checkbox next to "Mail Transport Equipment Ordering System (MTEOR)"
5. Click "Save"

NOTE: You can choose up to seven services to be shown in your Favorites list.

MTEOR Dashboard

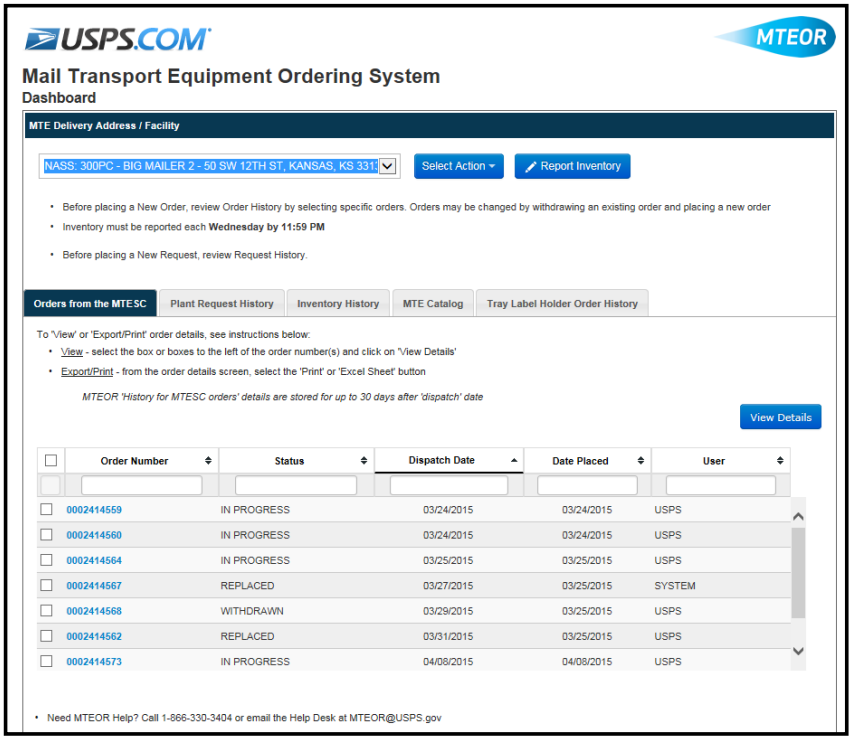
The *MTEOR Dashboard* is where orders are placed, changed, and reviewed. The dashboard is comprised of multiple tabs: *Orders from the MTESC*, *Plant Request History*, *Inventory History*, *MTE Catalog, and Tray Label Holder Order History*.



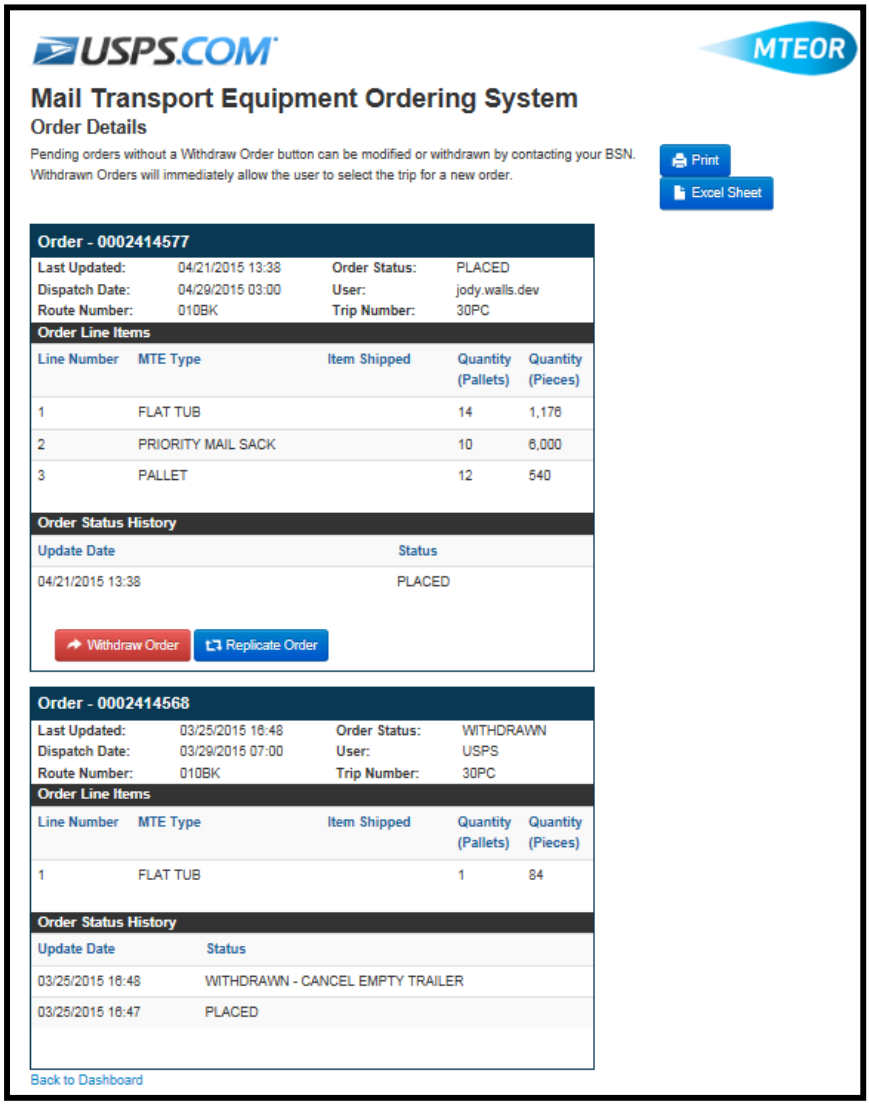
If you order MTE for multiple locations, you can choose between them in the MTE Delivery Address/Facility section. If you only order for one location, then facility address is shown here.

In the *Orders from the MTESC* tab, you see 30 days of past orders and 20 days of future orders. You also see the current status for those orders, the dispatch date, as well as the date and user that last modified the order.

MTEOR orders have six statuses: Placed, In Progress, Backorder, Replaced, Shipped, and Withdrawn.



To view an order's details, click on the Order Number. To view multiple orders' details at the same time, click the checkboxes to the left of the orders that you would like to review and click "View Details".

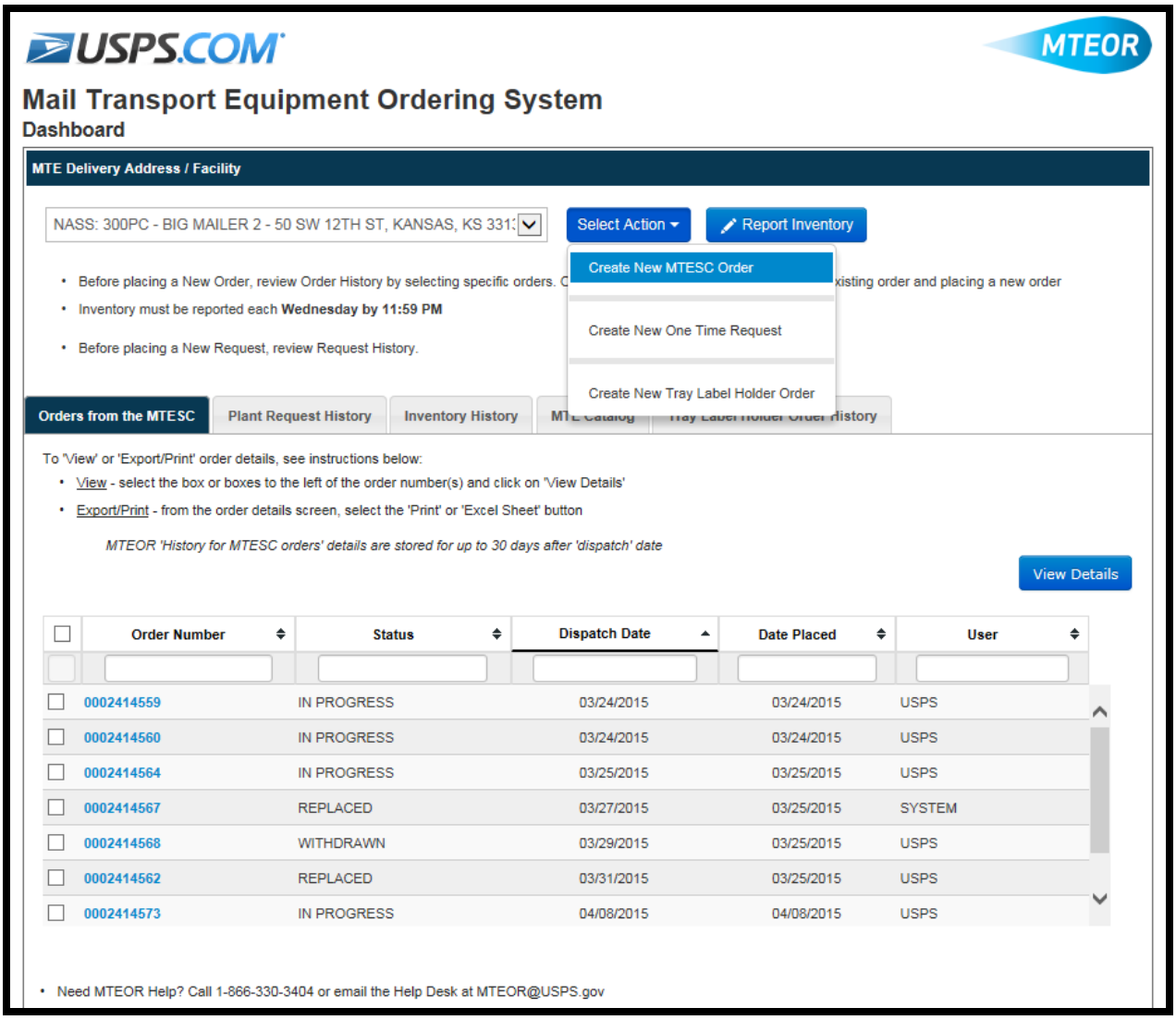


Order Details include the order number, order status, date of last update, delivery date, and the items being shipped. Shipping dates and times for orders that depart the MTESCs after scheduled operating hours do not show up in MTEOR until the next business day.

From the Order Details page, you can also "Withdraw Order" and "Replicate Order". If the "Withdraw" button is not available, contact your BSN for assistance. The "Replicate Order" button is not available for orders that are currently in "Backorder" status.

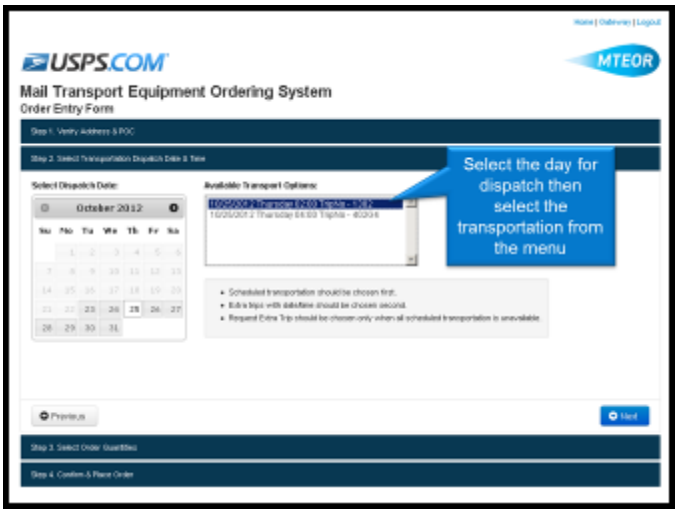
Create a New MTESC Order

To create a new order for direct delivery of MTE from an MTESC, from the *MTEOR Dashboard* click the “Select Action” drop-down button and select “Create New MTESC Order”.



You are taken to the Order Entry Form to complete your order. Verify your delivery address, verify the point of contact name and phone number, and then click “Next”.

Select your desired dispatch date and time. Select the dispatch date from the calendar and then select available transportation options. You **must** select a delivery date and time. MTEOR does not allow you to place an order in the system without it. Available transportation options appear in MTEOR as follows:



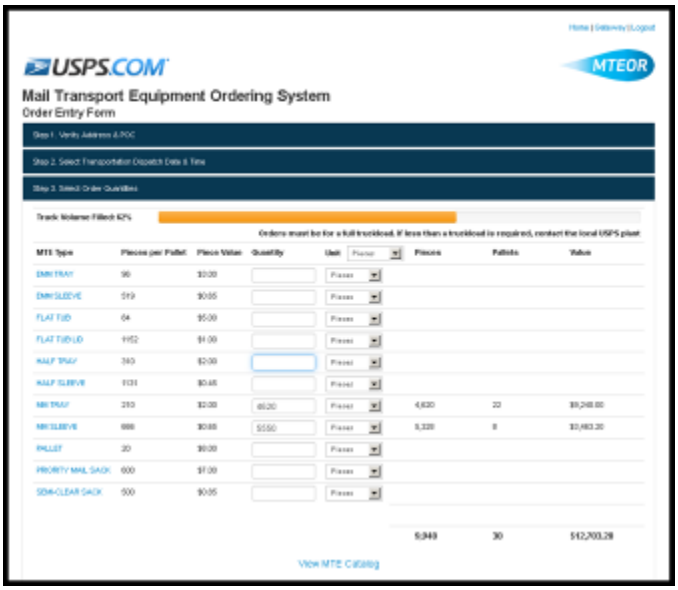
- **Scheduled trips** appear as the first available transportation option
- Once all the scheduled trips have been used, **non-scheduled trips** appear
- After all the non-scheduled orders have been used, Mailers may request **extra trips**

After choosing your transportation, click “Next”.

Now, select your MTE type and quantity using the form. You can place orders by the number of pieces or the number of pallets needed. When completing the order using the number of pieces, MTEOR automatically rounds the order to the closest number of pallets.

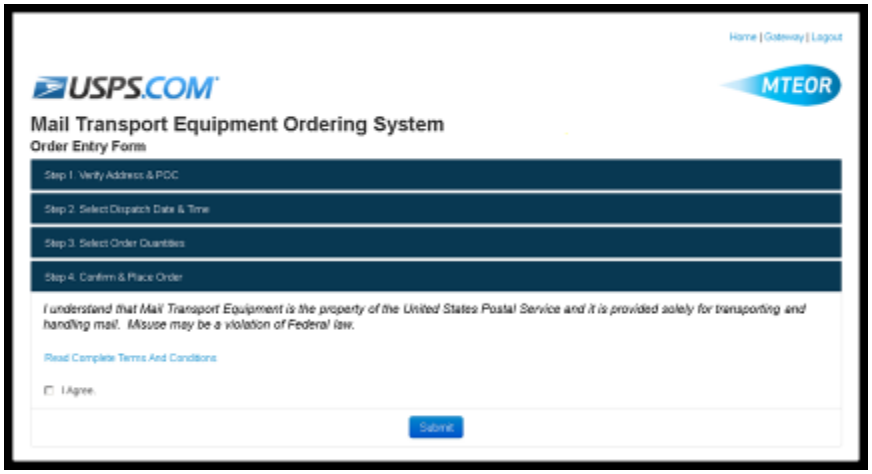
MTEOR calculates the truck volume using the bar under “Step 3: Select Order Quantities”. The bar turns from red to green as you place your order. An order must reach 100% in order to complete the order in MTEOR.

Click “Next” to continue.

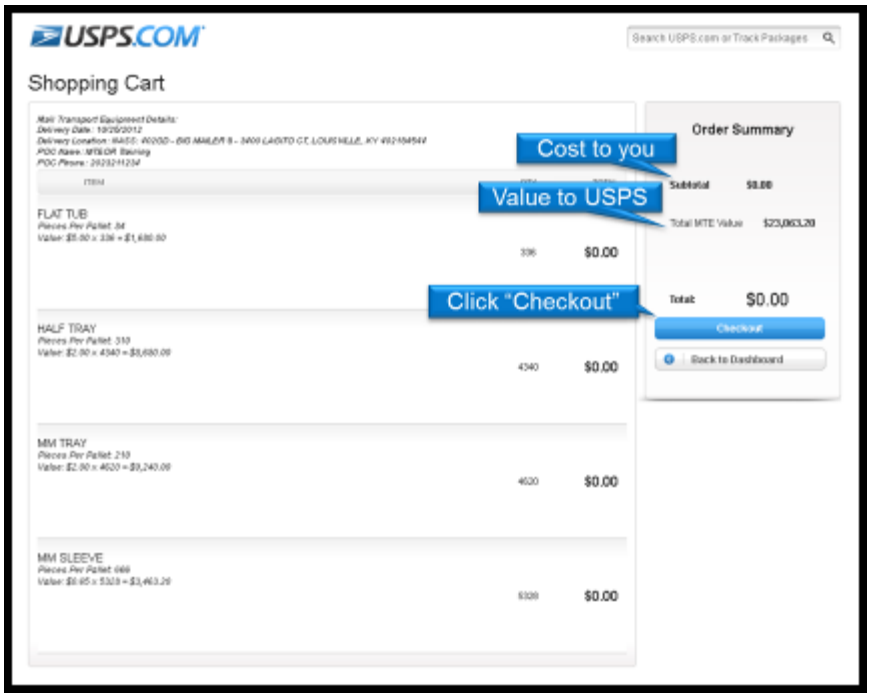


NOTE: For a list of available MTE types, view the MTE Catalog. A link to the MTE Catalog is located at the bottom of the Order Entry Form.

To confirm and place your order, select the checkbox next to “I Agree” and then click “Submit”.



You are taken to the Postal Store website to checkout and complete the order. Click “Checkout” to go to the next screen.

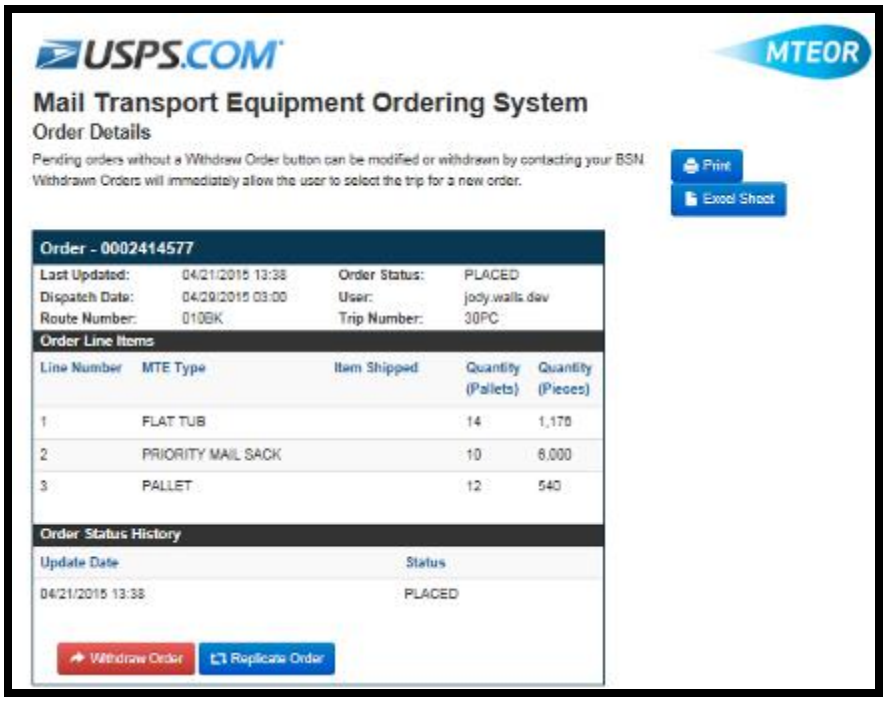


Click “Place My Order” to finalize your order.

Your order is not complete until you see the “Success!” message. To go back to your *MTEOR Dashboard*, click “Back to Dashboard”.

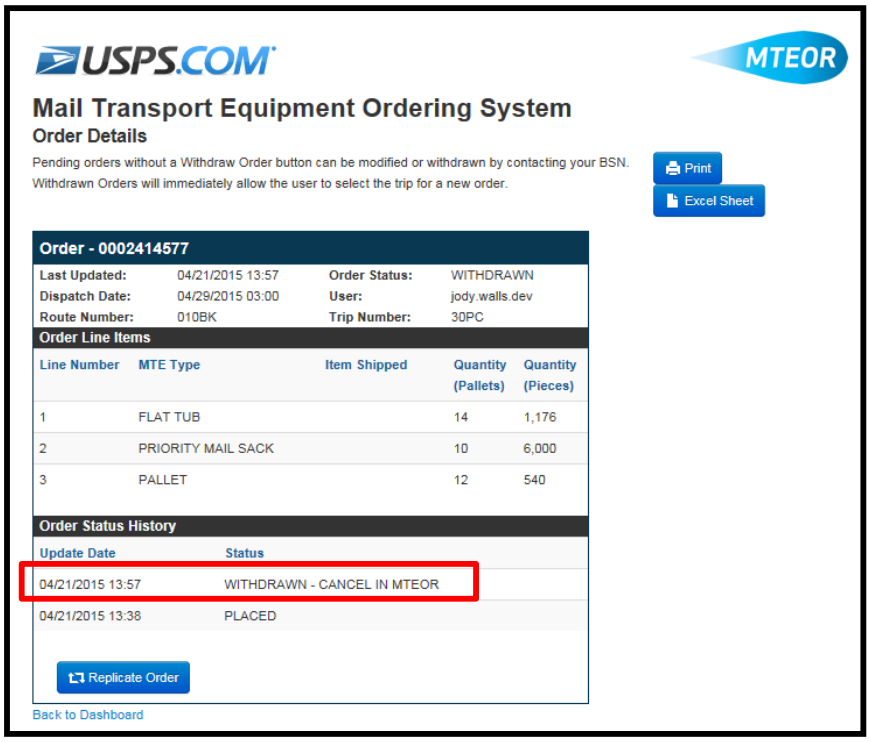
Withdraw an MTESC Order

You may withdraw an order before it has shipped from the *MTEOR Dashboard*, select your MTE Delivery Address/Facility from the dropdown menu. Scroll down to *Orders from the MTESC* and choose orders to view by selecting the checkbox next to each order on the right. Then click, "View Details". To withdraw an order, select the "Withdraw Order" button. If the "Withdraw" button is not available, contact your BSN for assistance.



Once the order is withdrawn a popup window appears asking if you are certain you want to withdraw the order. Click "Ok" to withdraw the order. Once you do this the order appears as "Withdrawn" in the *Orders from the MTESC* tab.

In addition, once the order is withdrawn you can see the date the order was withdrawn and reason why the order was withdrawn.

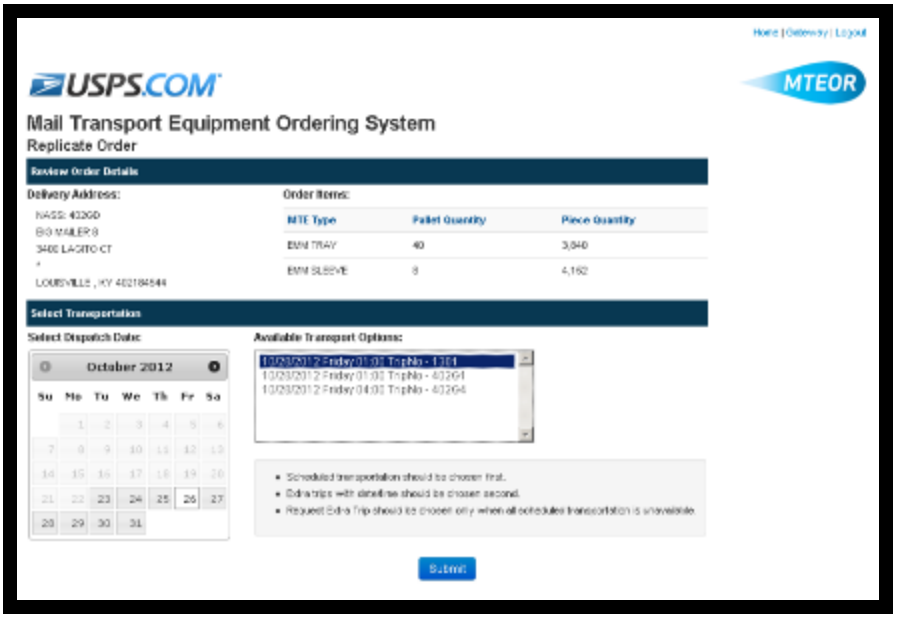


The following are the reasons an order may be withdrawn from MTEOR:

Cancel Empty Trailer	Does Not Meet Customer Order 75% Fill
Holiday Adjustment	Replaced with Emergency Order
Incorrect Input	Customer Request
Insufficient Stock	Standing Transfer Order Template from on IMOS
Not Authorized for Item Classification on OPCM	Transportation Issue on TRMC
Local Order Fulfillment	Transportation Issue
Cancel in MTEOR	Trailer Redirect
Not Enough Inventory	Weather
Inactive NASS Code	

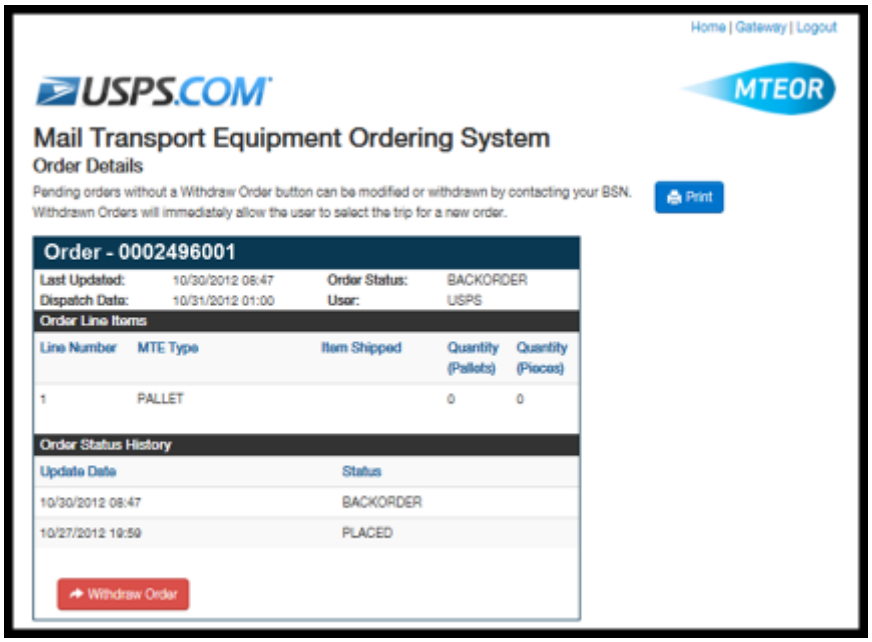
Replicate a MTESC Order

To replicate an order, proceed as you would with creating a new order. Once you select transportation, click “Submit”. The order then needs to be reviewed in the USPS Shopping Cart and Checkout. The order is finalized only when a “Success!” screen appears.



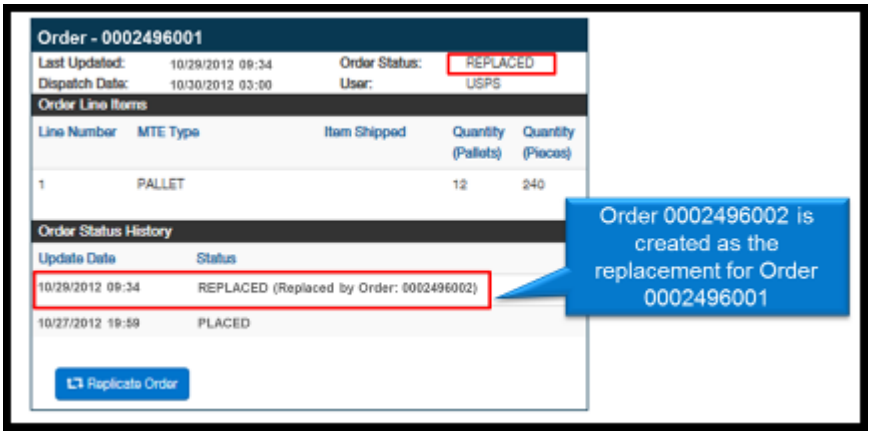
Backorder Process

If an order cannot be filled on the original sourcing date, it goes to a “Backorder” status. The order remains in the “Backorder” status for a maximum of four days, as we attempt to fill your order. If the order cannot be filled within the four day period, it is withdrawn from MTEOR.

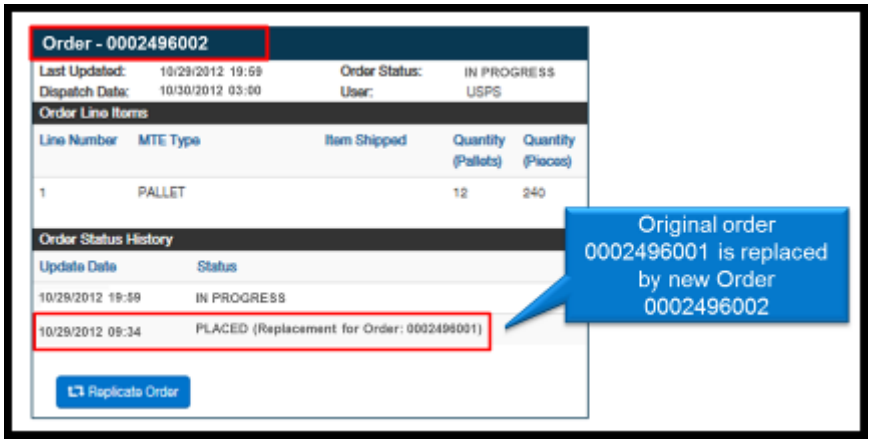


Once the order can be filled, MTEOR replaces the original order and the order status changes from “Backorder” to “Replaced”. The “Replaced” order contains the MTE requested from the original order. If the original dispatch date and time have not passed, the original transportation is assigned to the “Replaced” order. If the original dispatch date and time have passed, new transportation is assigned to the “Replaced” order and is displayed in the order details.

In the example shown below, pallets were requested for Order 0002496001, but were unavailable at the time of the original sourcing date. The order was then placed in “Backorder” status. Once the pallets became available the order was replaced with Order 0002496002, an identical order.



The dispatch date did not pass and is used in the new order as displayed below. Both the original order and replacement order appear on the *MTEOR Dashboard*.



Orders ship if they fill at least 75% or more of the trailer. If the MTESC is unable to fill the order and you still require the item that was unable to be sourced, contact your BSN for assistance.

NOTE: Orders cannot be replicated if they are in "Backorder" status.

Order and Holiday Schedule

When selecting transportation for an order or withdrawing an order, refer to the Order Entry and Withdraw Schedule below to ensure you place orders with correct time required for delivery.

Order Entry and Withdraw Schedule	
Mailer	
Orders must be Entered or Withdrawn from MTEOR on:	**Orders/Shipments for dispatch on:**
Monday	**Friday/Saturday**
Tuesday	**Sunday/Monday**
Wednesday	**Tuesday**
Thursday	**Wednesday**
Friday	**Thursday**
Emergency Orders: Send emergency order request to Order Manager 24-48 hours in advance.	

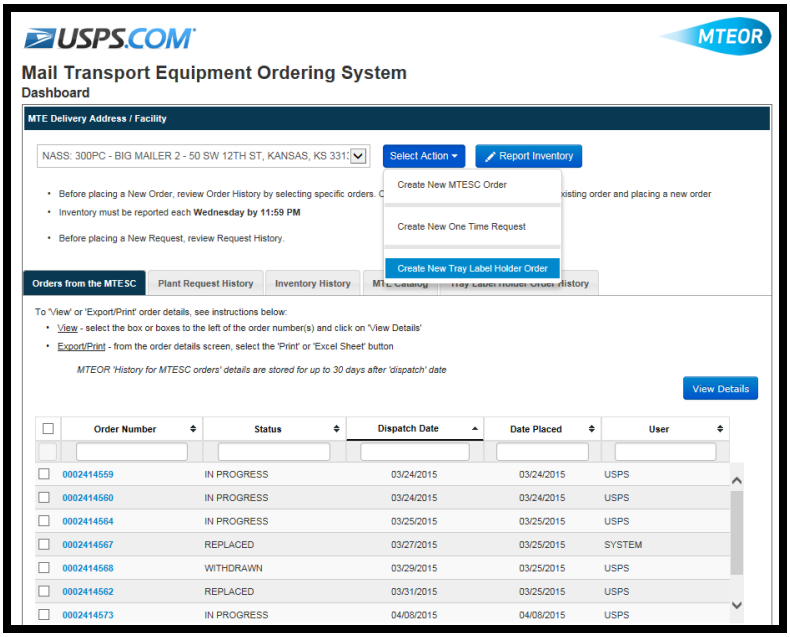
Federal holidays may cause minor disturbances to the order schedule if an MTESC does not provide transportation on a given holiday. Transportation is not available on days the MTESC is not providing it.

If a Standing (Recurring) Order is scheduled to deliver on a holiday, it only sources if the MTESC is providing transportation on that holiday. If there is no transportation provided on that specific holiday, Standing Orders is withdrawn from MTEOR-Plant. MTESC holiday schedules are subject to change. Monitor your incoming MTEOR-Plant orders to see if your orders have been withdrawn and with your Order Manager to plan for MTE delivery around holidays.

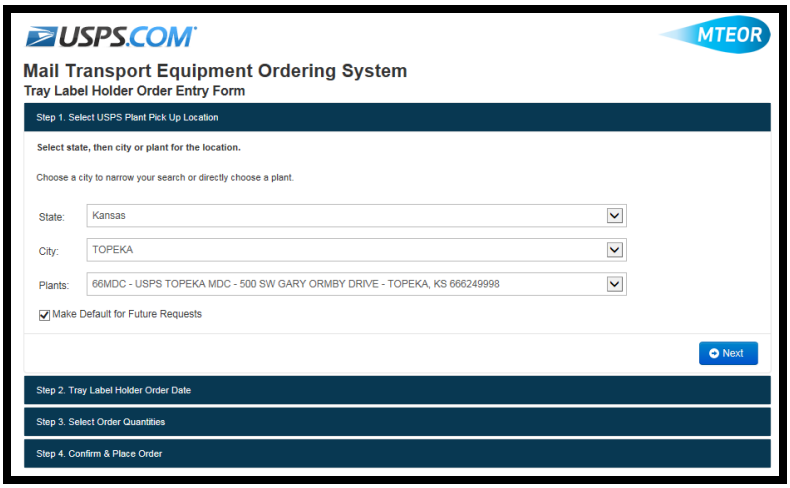
Order Tray Label Holders through MTEOR

You can order tray label holders through MTEOR and have them delivered directly to you. This is only available for Mailers who receive MTE directly from an MTESC. The tray label holder order is fulfilled by the Materials Distribution Center in Topeka, KS and ships within 6-10 days of the order date. You can check the *MTEOR Dashboard* to see the status of the order. Once the order is shipped, the tracking information is available in the Tray Label Holder Order Details.

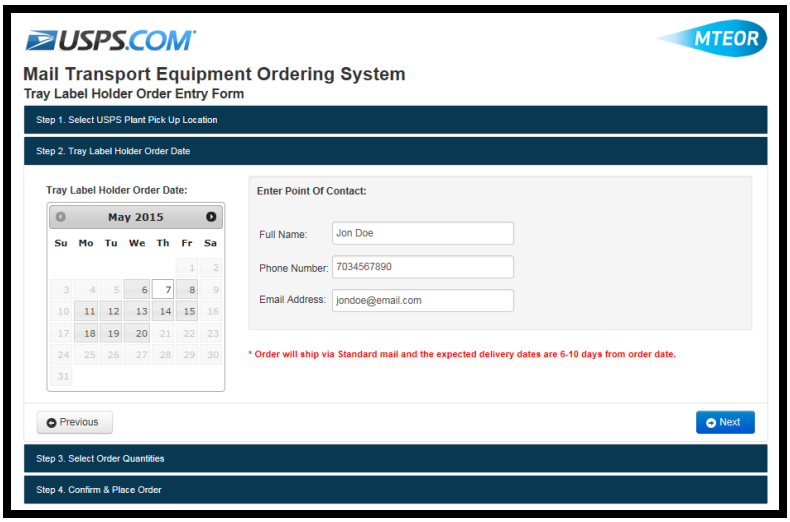
To order tray label holders, click on the “Select Action” drop-down button on the *MTEOR Dashboard* and select “Create New Tray Label Holder Order.”



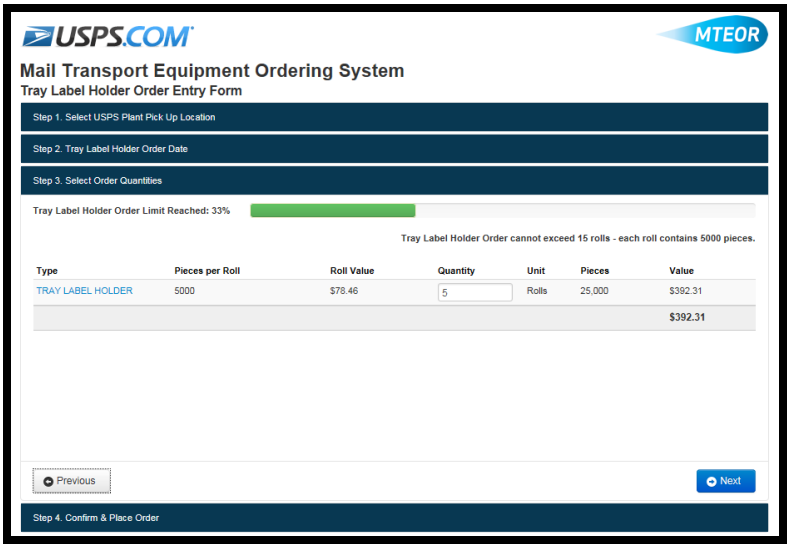
You are taken to the Tray Label Holder Order Form. In Step 1, click “Next” to confirm Topeka, KS as the processing facility. This selection should not be changed as this is the only facility that will process your tray label holder order.



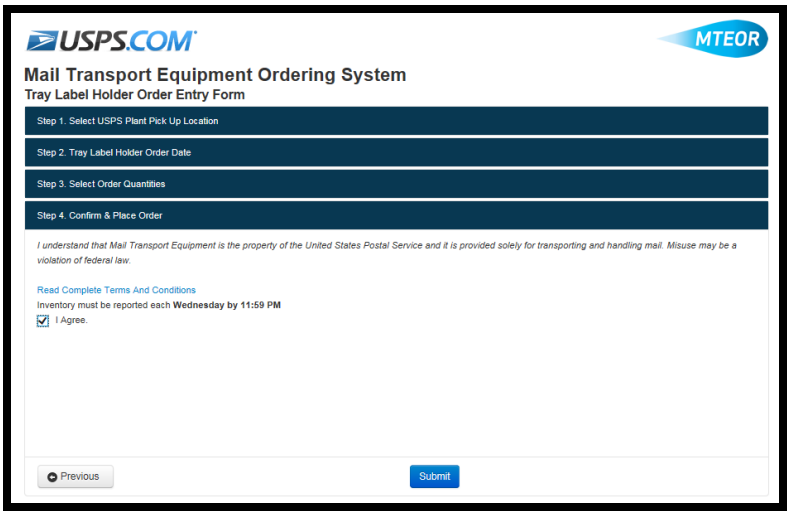
In Step 2, you can select the date you want your order to be placed. The first available order date is tomorrow, but you can also place an order for a date 30 days in the future. The order is usually shipped within 6-10 days of the selected order date. Then, confirm the point-of-contact information or change what is there before clicking “Next.”



In Step 3, you can choose the quantity of tray label holders you need. A single order cannot exceed five rolls and each roll contains 5,000 pieces. Then, click “Next” to continue.



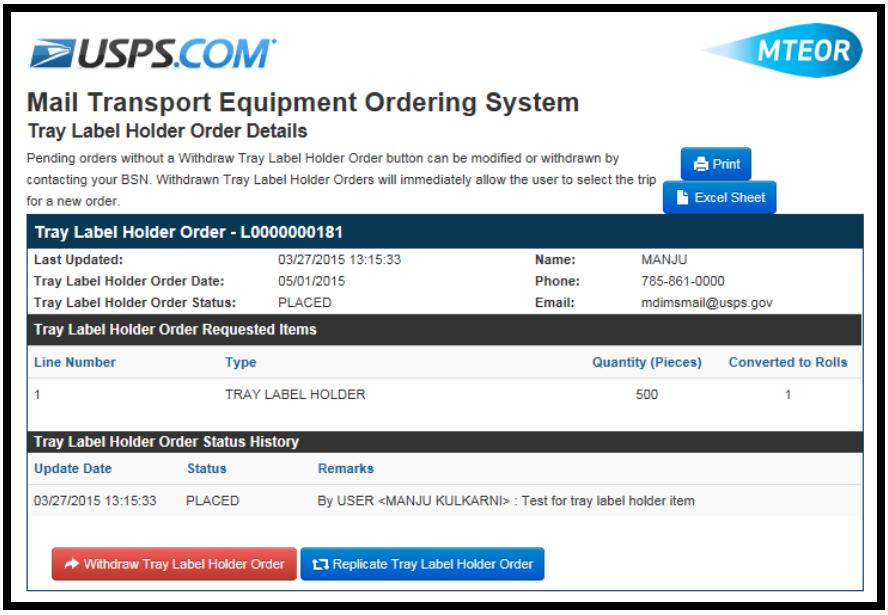
In Step 4, you can complete the order by agreeing to the Terms & Conditions and clicking "Submit."



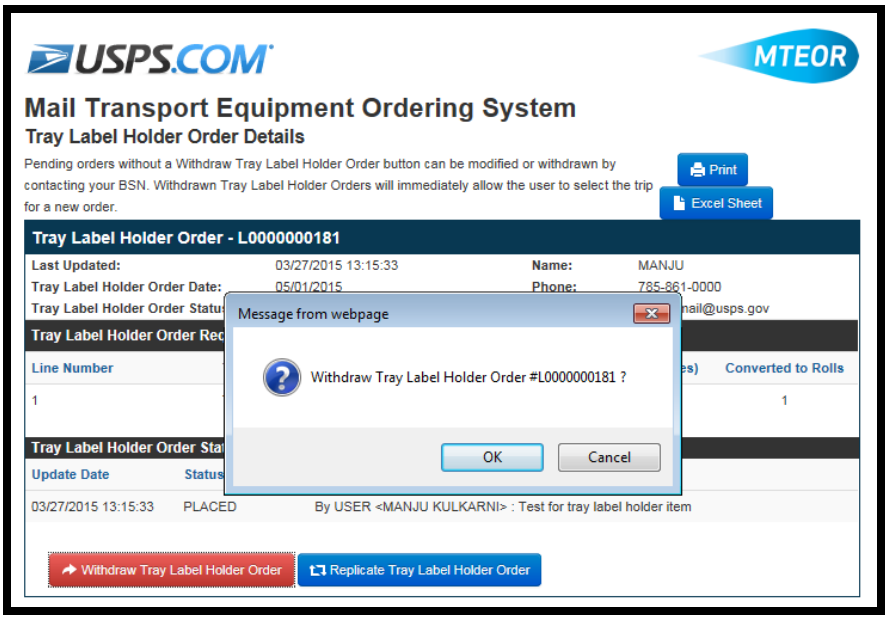
A success screen confirms the order has been submitted and in process.

Withdraw a Tray Label Holder Order

You can withdraw a tray label holder order prior to it being shipped. Click on the “Tray Label Holder Order History” tab from the *MTEOR Dashboard*. Click on the order number that you would like to withdraw, and then click the red “Withdraw Order” button.

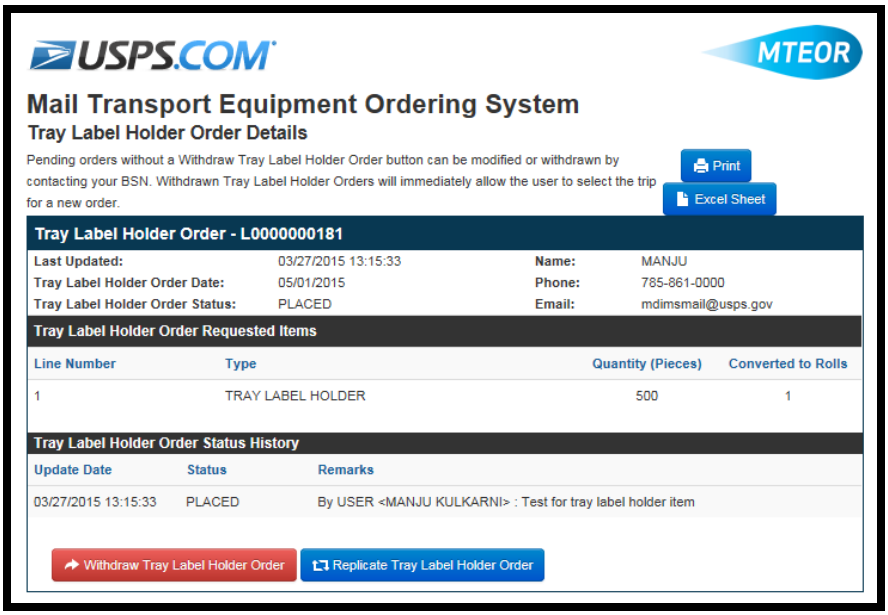


After confirming this action, the tray label holder order is withdrawn. The status is updated on the MTEOR Dashboard.

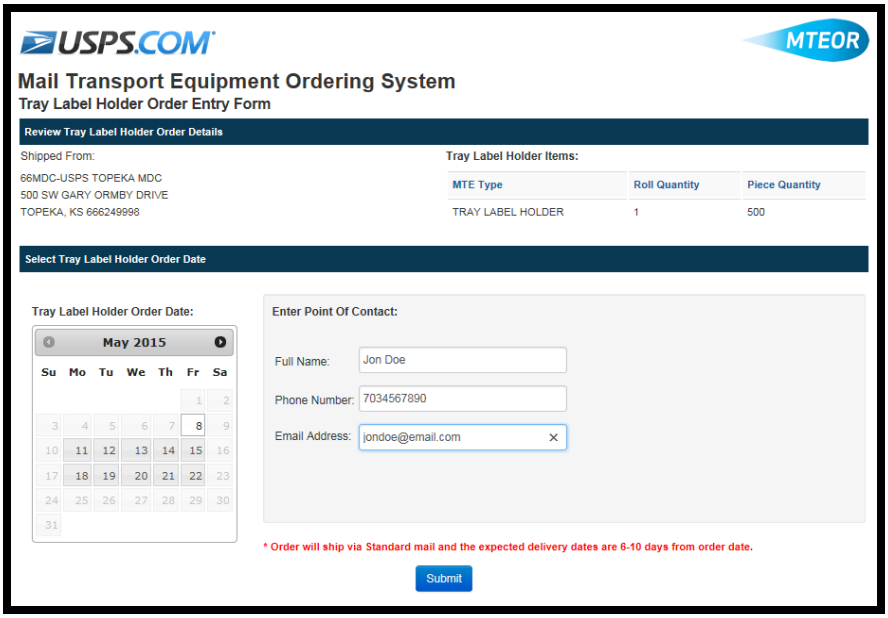


Replicate a Tray Label Holder Order

To replicate an order, click on the "Tray Label Holder Order History" tab from the *MTEOR Dashboard.* Click on the order number that you would like to replicate, and then click the blue "Replicate Order" button. You are taken to the Replicate Tray Label Holder Order screen.



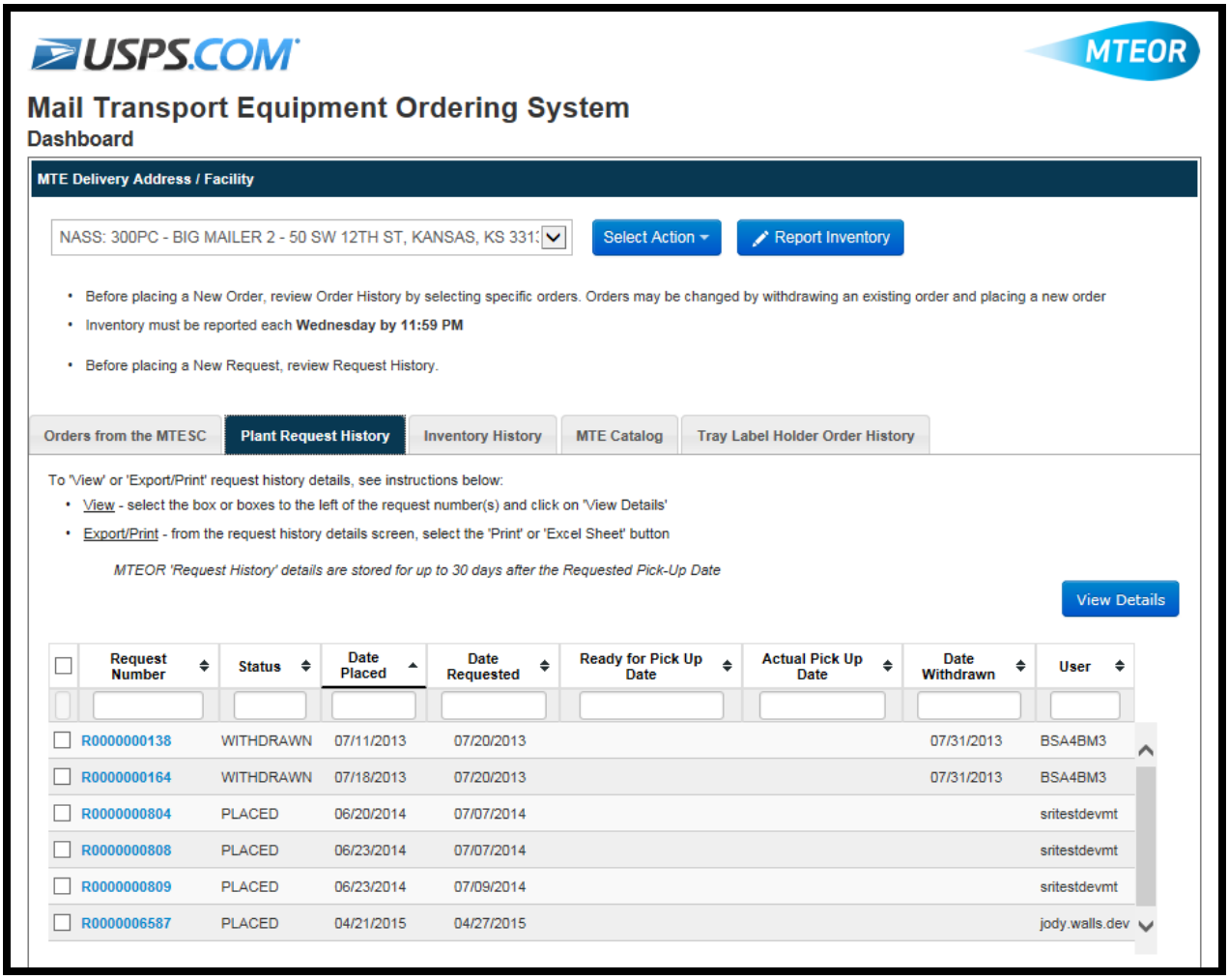
You can select the order date for the new tray label holder order and confirm the point-of-contact information. You cannot change the requested quantities on this screen. If you would like a different amount of tray label holders, then you must create a new tray label holder order.



Click "Submit" to complete the order and the success screen appears.

MTE Requests from Postal Plant

While MTESC Mailers are encouraged to order MTE directly from an MTESC, they can also request MTE from a Postal plant if they are willing to pick up the MTE themselves and the MTESC cannot fulfill their demand. All requests are listed on the Plant Request History tab.

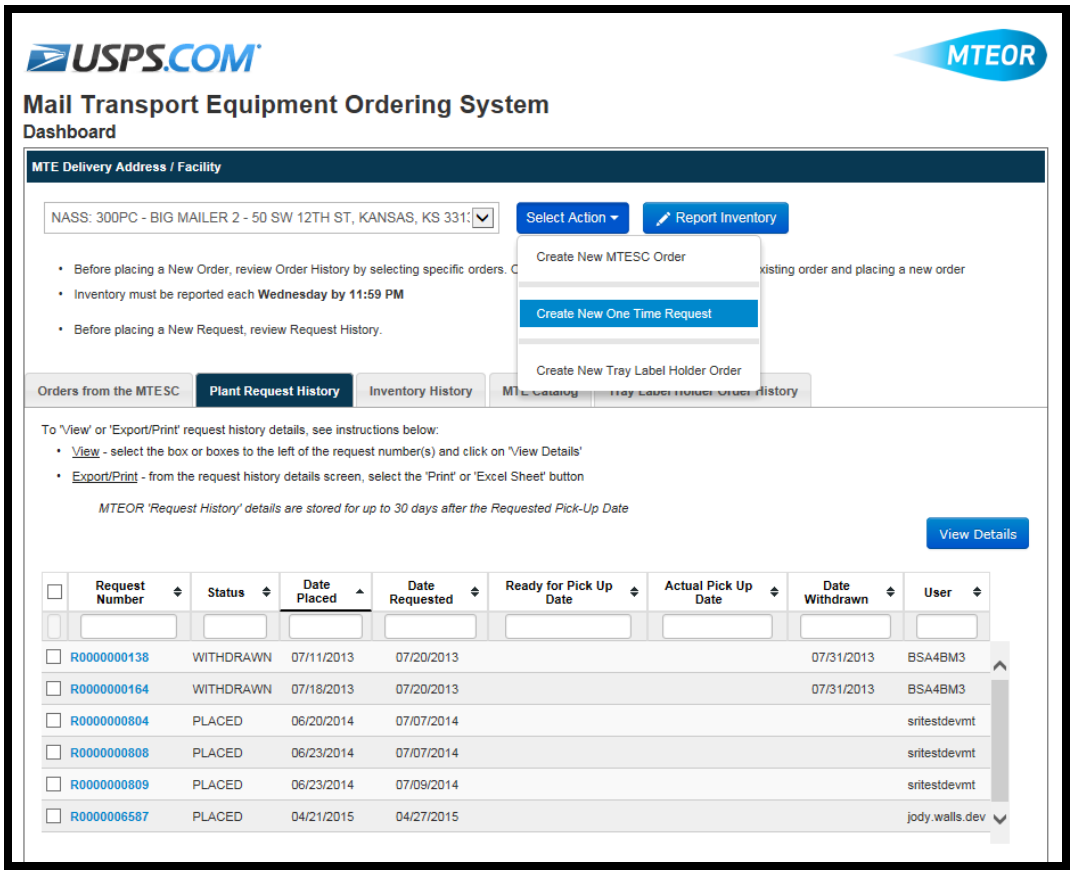


MTEOR requests from the plants can be placed in the following statuses:

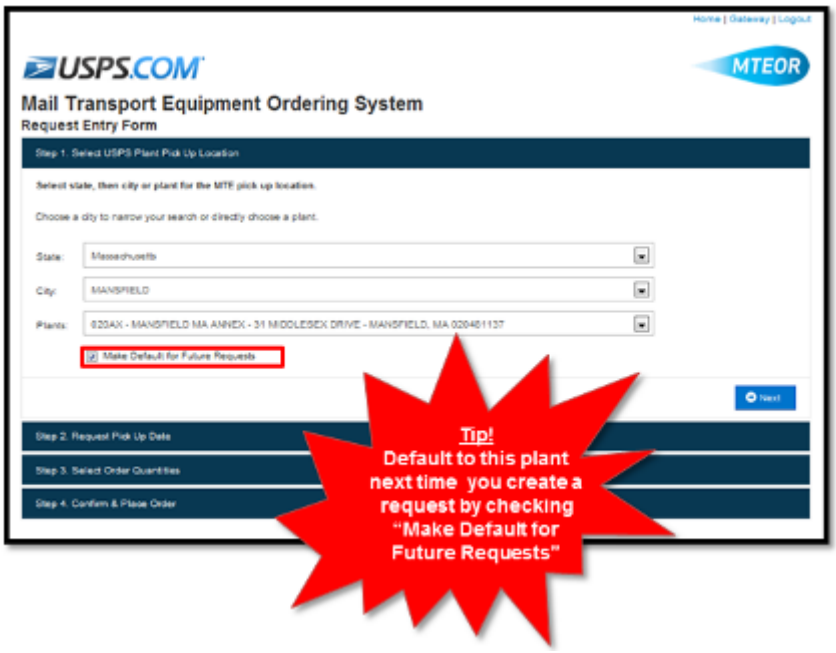
- "Placed": Request has been submitted by you and no action has been taken by the plant
- "Pending": Request is currently being processed, but is not ready for pick up
- "Ready for Pick Up": Request has been fulfilled and is ready for pick up at the Postal plant
- "Complete": Request has been fulfilled and picked up from the Postal plant
- "Withdrawn": Request has been withdrawn by either you or the plant (indicated in the User column)

Place MTE Request from Local Plant

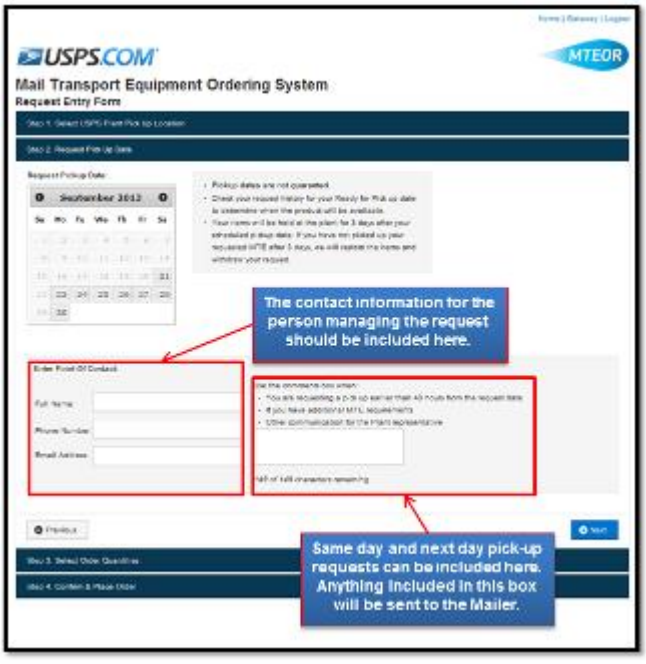
On the *MTEOR Dashboard,* choose your facility from the drop-down if you have access to more than one location. Click the “Select Action” drop-down button, and select “Create New One Time Request.”



You are taken to the Request Entry Form. In Step 1, select the State, City, and Plant you would like to request your MTE from. While you will not be required to select a City, this will allow you to further filter down the options. Click “Next”.



In Step 2, select your desired pick up date. The plant has the opportunity to either accept the requested date or select a different date. Once you update the POC contact information and add additional comments (if necessary), select “Next”.



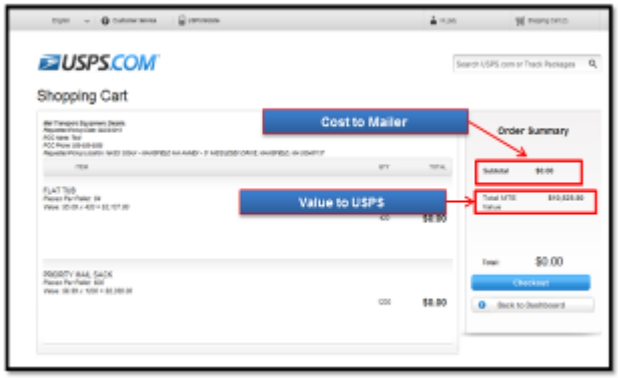
In Step 3, select your MTE type and quantity. You can request in pieces, pallets, or a mixture of the two by selecting the drop down.

MTEOR will calculate the truck volume using the bar under “Step 3: Select Order Quantities”. There is a minimum of one piece and maximum of 48 pallets per request.

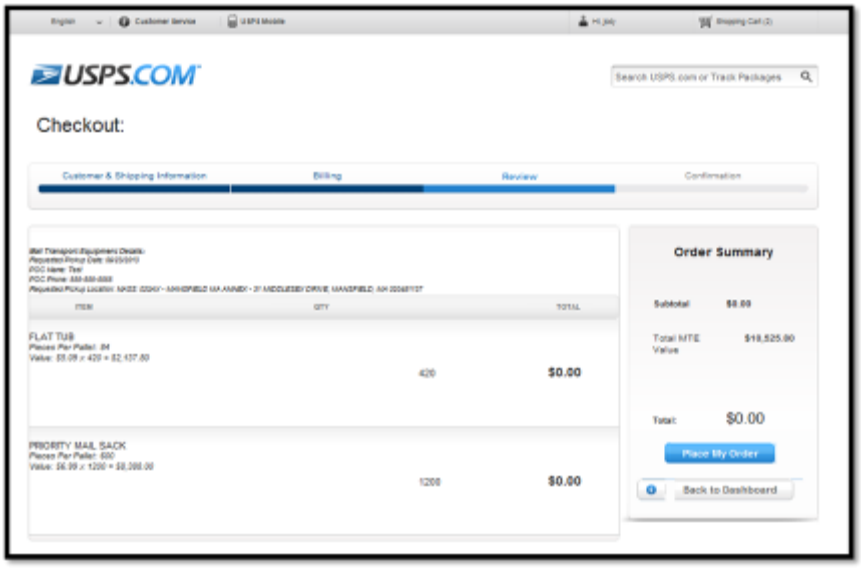
Click “Next” to continue.

In Step 4, you should include any additional comments, notes, or requests for the plant in the Additional Requests box on the next page. You can read the Terms and Conditions and select the checkbox next to “I Agree”. Once all of this information is entered, hit “Submit”.

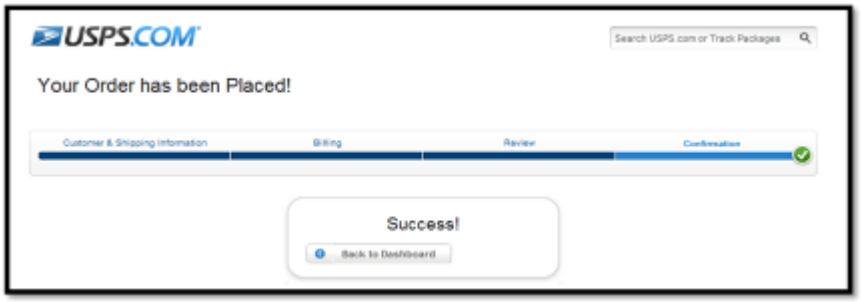
You will be taken to the Postal Store website to checkout and complete the request. **These steps are required to complete the order**. Click “Checkout” to go to the next screen.



Click “Place My Order” to finalize your request.



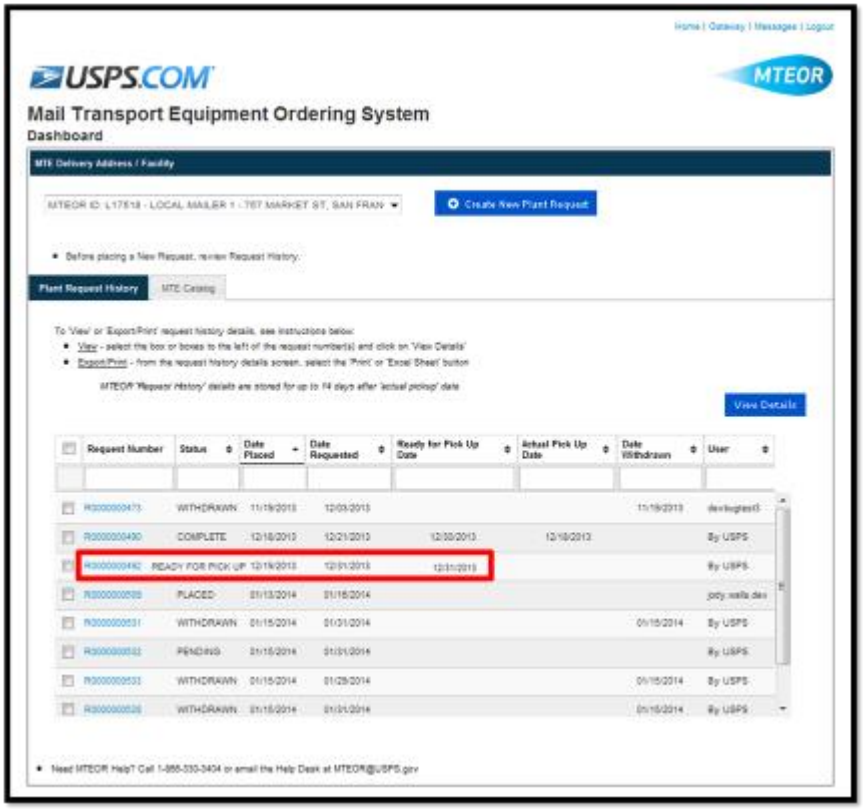
The request is not complete until the “Success!” message appears.



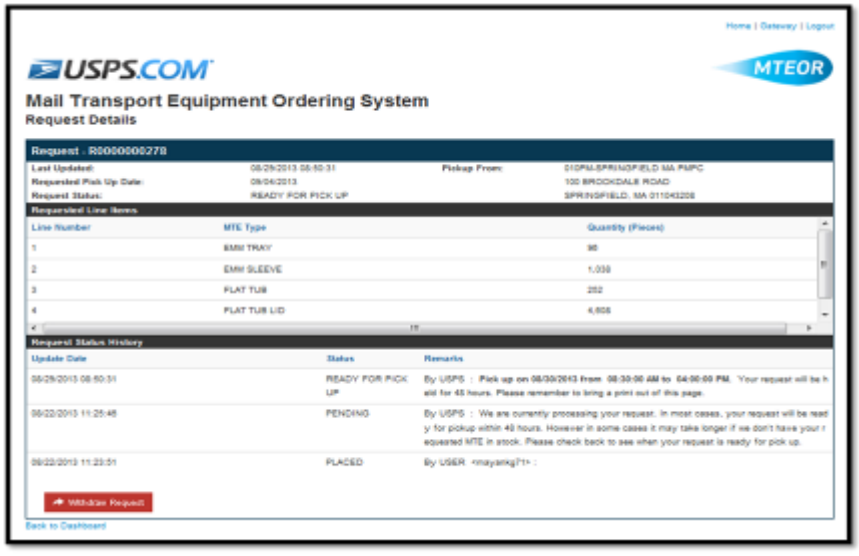
Prepare to Pick Up MTE

To determine when the requested MTE is available for pick up, you must continuously check the *MTEOR Dashboard*. The request is not ready until the status says “Ready for Pickup”.

(NOTE: Mailers who currently have MTE delivered by the Postal plant will continue as normal.)



You must bring the *Request Details* page showing the status of “Ready for Pick up” to the plant to retrieve your MTE. You can print this by opening the individual request from the *MTEOR Dashboard* and clicking the “Print” button in the internet browser window.

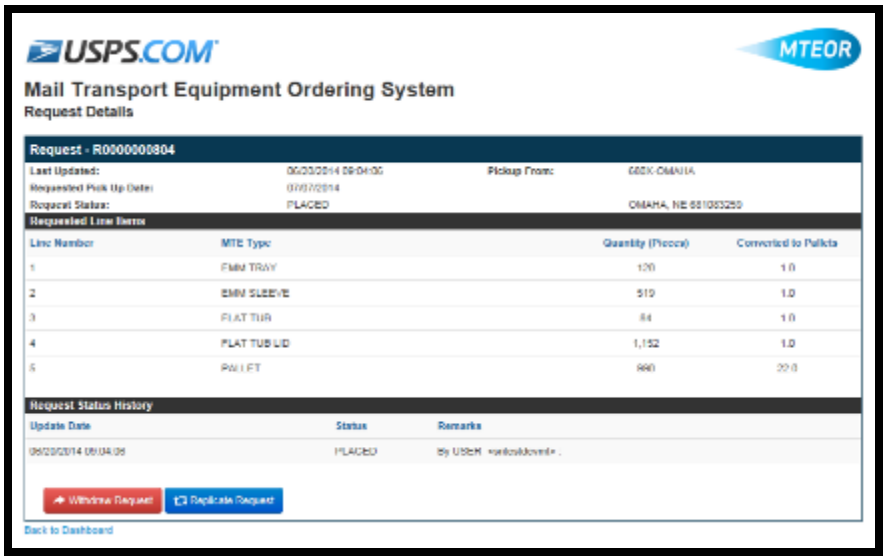


Withdraw a Plant Request

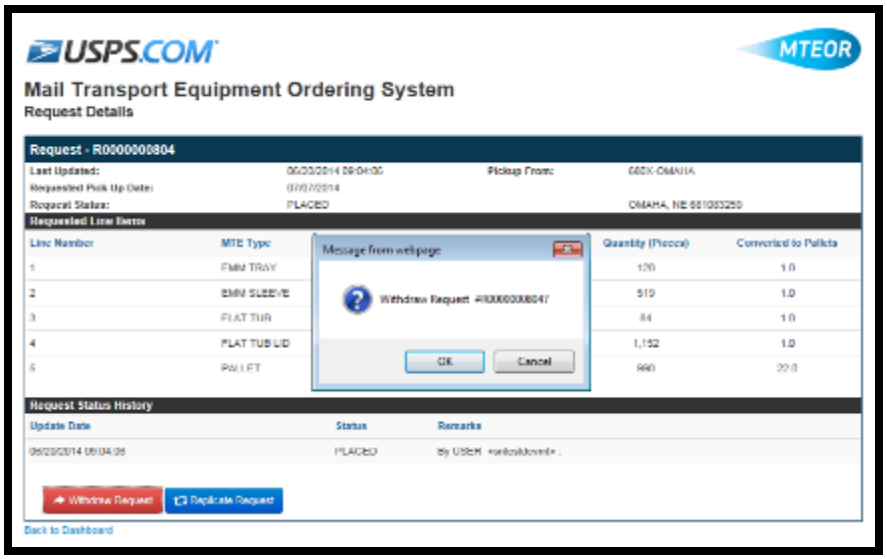
If you decide you no longer need the requested MTE, you can withdraw the request at any point. Reasons for withdrawing the request include: you no longer need the MTE –or– you will not receive the MTE by the date you requested so you would like to request MTE from another plant.

Begin at the *MTEOR Dashboard* on the *Plant Request History* tab. Select the request or requests you would like to withdraw and click “View Details”.

Once the request details page is open, click the red “Withdraw” button.



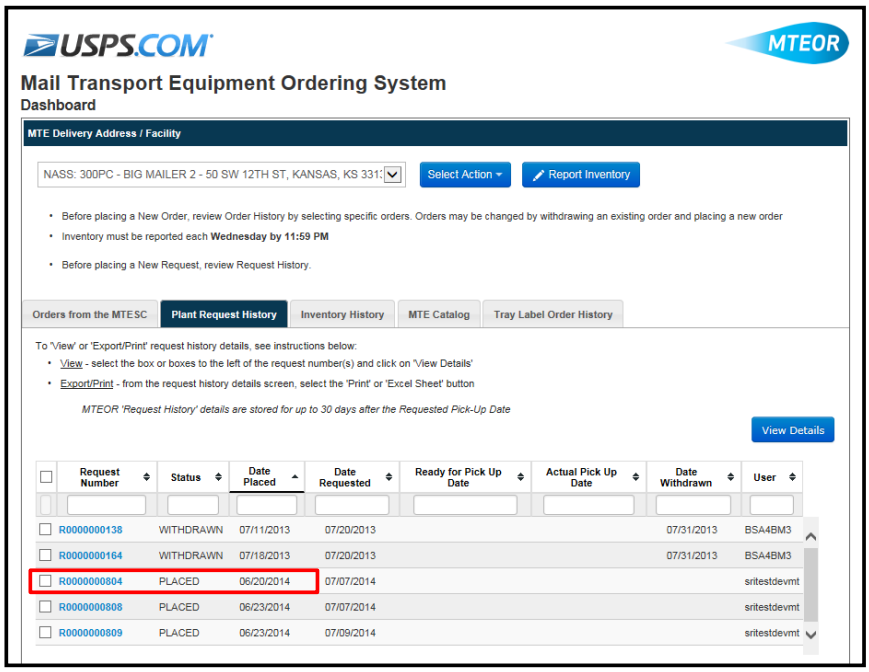
After confirming this action, your request will be withdrawn.



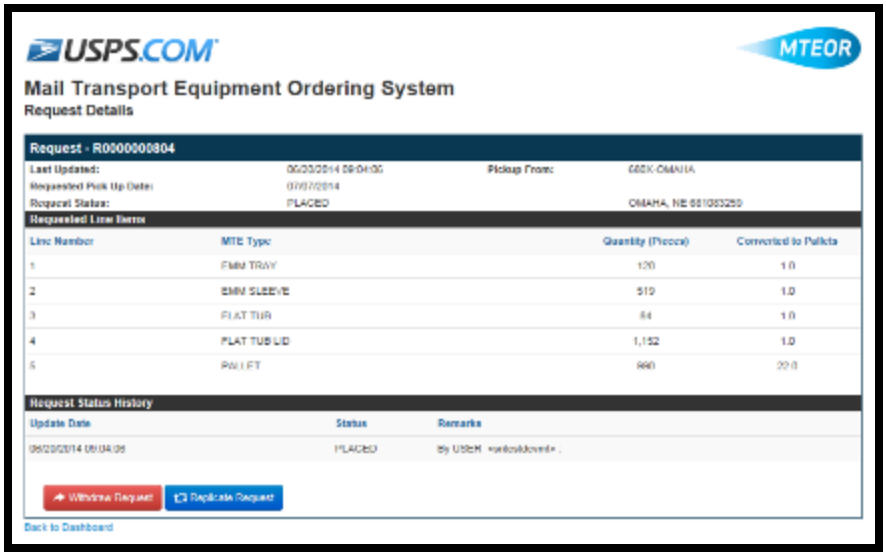
Replicate a Plant Request

You can also replicate any request on your *MTEOR Dashboard* if you plan to request the same type of quantity of MTE again.

Begin at the *MTEOR Dashboard* on the *Plant Request History* tab. Select the request or requests you would like to replicate and click “View Details”.



Once the request(s) is open, click the blue “Replicate” button.

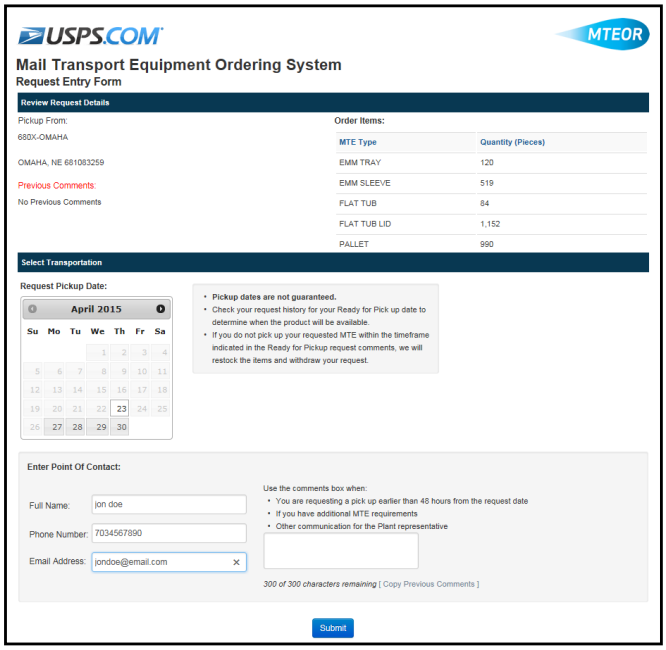


This will take you to a *Request Entry Form* where you can select your new pick up or delivery date and copy over your previous comments.

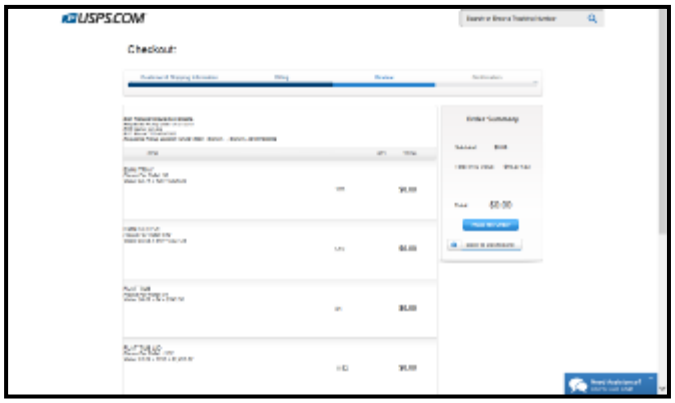
(Note: “Other MTE” comments are not automatically included and will need to be copied over by selecting “Copy Previous Comments.” The comments can be edited after you copy them over if necessary.)

Then, hit “Submit”

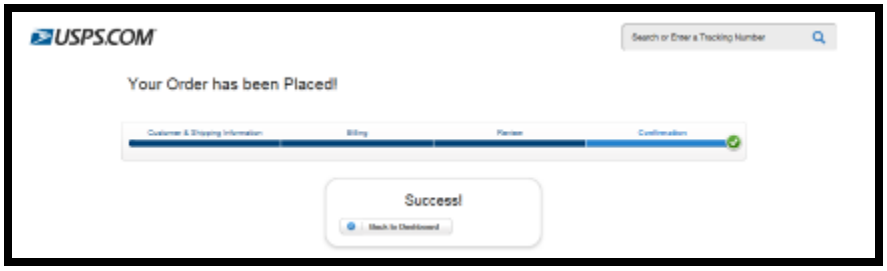
You will be taken to the Postal Store website to checkout and complete the request. **These steps are required to complete the order**. Click “Checkout” to go to the next screen.



Click “Place My Order” to finalize your request.



The request is not complete until the “Success!” message appears.



Tools and Resources

Additional MTEOR tools and resources can be found on the MTEOR webpage, https://ribbs.usps.gov/mteor. There you can find one-page overviews for each action to take in MTEOR and other helpful information.

MTEOR Help Desk

The MTEOR Help Desk is a vital resource to ensure incidents are quickly resolved. This group is responsible for a number of other activities as outlined below.

The MTEOR Help Desk can be contacted by emailing MTEOR@usps.gov or by calling 1-866-330-3404 from 7:00 a.m. to 5:00 p.m. (CST).