
MTEOR for MTEESC Mailers Frequently Asked Questions

General Overview

1.0 MTEOR Overview

- 1.1 What is MTE?
- 1.2 What is MTEOR?
- 1.3 What is an MTEESC?
- 1.4 Why is the Postal Service implementing MTEOR?
- 1.5 Who should use MTEOR?

2.0 Roles and Access

- 2.1 What are the major roles within the MTEOR application and MTE ordering process?
- 2.2 How is the BSA identified?
- 2.3 Can a BSA designate a back-up to order for them in their absence?
- 2.4 Can a BSA set up a Postal Service employee as a user in MTEOR to place orders?
- 2.5 Who is responsible for letting the Postal Service know if the business moves or a BSA changes roles?

3.0 Tools and Resources

- 3.1 Who should I contact for questions or more information?

1.0 MTEOR Overview

1.1 What is MTE?

Mail Transport Equipment (MTE) is a system of containers including sacks, trays, wheeled containers, pallets, etc. used to contain mail during processing or transportation within or between facilities by the Postal Service, its customers, or contractors.

1.2 What is MTEOR?

MTEOR stands for the Mail Transport Equipment Ordering System. It is an application which provides a fast, reliable, and convenient place for Mailers to order mail transport equipment (MTE). MTEOR can be accessed through the Business Customer Gateway (BCG) at <http://gateway.usps.com>.

1.3 What is an MTEESC?

An MTEESC is an MTE Service Center. There are 15 MTEESCs located in the United States. These centers serve to process like MTE in pallet quantity and redistribute it to Postal Service Plants and Mailers.

1.4 Why is the Postal Service implementing MTEOR?

The Postal Service is launching MTEOR in response to Mailers' request for an updated process to order mail transport equipment (MTE). MTEOR provides a standardized and centralized process for placing orders for all Mailers and help to better track MTE inventory to reduce the existing MTE leakage problem.

1.5 Who should use MTEOR?

Mailers who request significant quantities of trays, sleeves, tubs, lids or receiving pallets from a Postal plant should use MTEOR. MTEOR users include MTEESC Mailers and Local Mailers:

- **MTEESC Mailers** - Only Mailers who receive direct delivery of MTE from an MTEESC are considered MTEESC Mailers. MTEESC Mailers are encouraged to order MTE directly from an MTEESC, but can request MTE from a Postal plant if they are willing to pick up the MTE themselves and the MTEESC cannot fulfill their demand.
- **Local Mailers** - Mailers who request MTE directly from a Postal plant are considered Local Mailers. These Mailers will not be able to order from an MTEESC, but can use MTEOR to request MTE from a plant.

2.0 Roles and Access

2.1 What are the major roles within the MTEOR application and MTE ordering process?

The major roles within the MTE ordering process and MTEOR include:

- **Business Service Administrator (BSA)** – the person authorized to determine who can access a business service, such as *PostalOne!* or *MailerID*, on behalf of the Mailer. A BSA has jurisdiction over all locations for which they are the BSA. In addition to approving other users, BSAs can place orders, check order history, and withdraw orders on behalf of their company. You can only be the BSA for a location if you are authorized by your company to perform in this role.
- **Mailer General MTEOR Users** – users approved by the Business Service Administrator (BSA) that have access to MTEOR to place orders, check order history, and withdraw orders on behalf of their company.

2.2 How is the BSA identified?

You can only become the BSA for a location if you are authorized by your company to perform in this role. For MTEOR, there is only one BSA per Mailer location. One person may be designated the BSA for multiple locations.

2.3 Can a BSA designate a back-up to order for them in their absence?

A BSA may set up additional users for their company to order MTE. However, only one person per company will be given the BSA role.

2.4 Can a BSA set up a Postal Service employee as a user in MTEOR to place orders?

No. Postal Service employees are NOT ALLOWED to place orders for Mailers in MTEOR.

2.5 Who is responsible for letting the Postal Service know if the business moves or a BSA changes roles?

The BSA is responsible for updating the company profile in the Business Customer Gateway. Additionally, the names of the BSAs and users need to be kept up to date by the Mailer. They are responsible for the content of their own profile. You can make a request to change your BSA by sending a request to the *PostalOne!* Help Desk via email at postalone@usps.gov.

If the business moves you must also update your information in MTESS by contacting the MTEOR Help Desk at mteor@usps.gov.

3.0 Tools and Resources

3.1 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>.