

## MTE Request Details Overview

The following is designed to help you to understand the request details page and associated information.

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- 1 Request Number** Each request in MTEOR has a distinct request number.
- 2 Requested Pick Up Date** The date you select to receive the requested MTE. The plant can either accept the requested date or select a different date.

MTEOR has five order statuses, described below:

  - **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 is ready for pick up at the plant or will be delivered on the date provided by the plant.
  - **Complete:** MTE has been received and the requested is closed.
  - **Withdrawn:** Request has been canceled by either you or the plant.
- 3 Request Status**
- 4 Pickup From** Location of the Postal plant to provide the MTE you requested. This is where you will pick up your MTE or the location delivering the MTE.
- 5 Line Items** Each request is broken down by MTE type and quantity of MTE requested.
- 6 Status History** Records each request status change for easy reference. Comments added by plant and you are displayed here.
- 7 Withdraw** Provides the ability for you to easily delete existing requests.
- 7 Replicate** Provides the ability for you to quickly duplicate existing requests.