
MTEOR for Local Mailers Frequently Asked Questions

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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 How do I register for MTEOR?

You can register for MTEOR on the Business Customer Gateway (<http://gateway.usps.com>) under "Other Services", click on "Get Access" next to "Mail Transport Equipment Ordering System (MTEOR)." If your CRID has never been registered for MTEOR, you will be directed to the new registration page to be added to the application. You can only register one CRID online for MTEOR. We encourage Mailers to use only one CRID for each location in MTEOR in order for all users to share the same MTEOR Dashboard. If you need to register additional CRIDs for multiple locations, contact the MTEOR Help Desk at mteor@usps.gov.

1.5 Why is the Postal Service implementing MTEOR?

The Postal Service is launching MTEOR in response to Mailers' request for an updated process to request MTE. MTEOR will provide a standardized and centralized process for placing requests for all Mailers and help to better track MTE inventory to reduce the existing MTE leakage problem.

1.6 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 user roles within the MTEOR application?

The major roles within 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 requests, check request history, and withdraw requests 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 requests, check request history, and withdraw requests on behalf of their company.

2.2 How is the BSA identified?

The Business Service Administrator (BSA) is the person authorized to determine who can access a business service on behalf of the Mailer. 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 request MTE for them in their absence?

A BSA may set up additional users for their company to request 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 requests?

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

2.5 Who is responsible for making changes in BCG for locations or BSAs?

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.

3.0 CRIDs

3.1 What is a CRID?

A CRID is a Customer Registration Identification number assigned through the Business Customer Gateway. These numbers are generated when you register a new business location and are based on a company's physical address. For MTEOR Mailers serviced from the MTECs, each CRID is matched to one NASS code which is matched to the MTE delivery address.

3.2 Can I have access to more than one CRID in the Business Customer Gateway?

Yes. If you are responsible for placing MTE requests for more than one location, then you will need to add each CRID to your Business Customer Gateway profile.

3.3 How many CRIDS can we use per site?

For Mailers serviced by a Postal plant, one CRID should be used for each Mailer's location. When each employee from your site uses the same CRID, they will be able to see what other employees have requested for your site and the status for each request. If different CRIDs

are used by employees at the same site, they will not be able to view other requests that have been made for that location and the related status

3.4 Why do I use my CRID when registering, instead of my company name?

Using the CRID ensures that the business name and address combination is uniquely identified for each company. Even with an identical address, if variations of a company name, such as “My Company” and “My Company Global Services”, are used, it may not be recognized as belonging to the same company by the address matching system. Using the CRID circumvents this potential issue.

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>.