
MTEOR for MTESC Mailers

Frequently Asked Questions

Equipment and Ordering

1.0 Equipment / Inventory

- 1.1 What types of MTE can I order in MTEOR?
- 1.2 How much MTE can I order?
- 1.3 Will I receive exactly the MTE I ordered?

2.0 Placing an Order

- 2.1 How do I place MTE orders in MTEOR?
- 2.2 How far in the future can I place an order?
- 2.3 What are the cutoff times for placing or withdrawing orders?
- 2.4 What is the process if an order falls on a holiday?
- 2.5 Can I replicate a previous order?
- 2.6 Can I place an Emergency Order in MTEOR?

3.0 Changing an Existing Order or Standing Order

- 3.1 Will I be able to change dispatch times?
- 3.2 How do I make a change to an order after it has been submitted?
- 3.3 Can I create a new Standing (Recurring) Order in MTEOR?
- 3.4 How do I make changes to Standing (Recurring) Orders?

4.0 Requesting Extra Trips

- 4.1 How many extra trips can I have?
- 4.2 Can extra trips leave at the same time as a Standing (Recurring) Order?
- 4.3 How do I request an extra trip?

5.0 Withdrawing an Order

- 5.1 What is a Withdrawn Order?
- 5.2 Who can withdraw an order in MTEOR?
- 5.3 Up to what point can I withdraw an order?
- 5.4 Will I be notified via email when an order is withdrawn from MTEOR?
- 5.5 Why would my order be withdrawn?

6.0 Backorder

- 6.1 What is "Backorder" Status?
- 6.2 What does "Replaced" Status mean?
- 6.3 Why does my order have two order numbers?
- 6.4 If only part of my order is unable to be sourced, will the rest of the order be delivered?

7.0 Receiving and Returning MTE

- 7.1 Am I able to see when the trailers have been dispatched from the MTESC in MTEOR?
- 7.2 Who is responsible for unloading the trailer?
- 7.3 Am I allowed to redirect deliveries to another address?
- 7.4 What is the process if I do not need the MTE or received damaged items?
- 7.5 If I have excess MTE, what is the process to give it back?

8.0 Tools and Resources

- 8.1 Who should I contact for questions or problems related to MTE ordering?
- 8.2 Where can I go for more information?

1.0 Equipment / Inventory

1.1 What types of MTE can I order in MTEOR?

The types of MTE available to order 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. See [Photo List](#) for the various MTE types available through MTEOR.

1.2 How much MTE can I order?

For each order, you must request a full truckload of MTE (approximately 48 pallets). When entering the quantities of each requested item, MTEOR shows how much of a trailer has been filled. Once the trailer is full, the “Next” button becomes available.

You may order enough MTE to have on hand for two weeks of mail production at your location(s).

1.3 Will I receive exactly the MTE I ordered?

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 ordered.

2.0 Placing an Order

2.1 How do I place MTE orders in MTEOR?

Log in to MTEOR from the Business Customer Gateway (BCG). Then, follow these steps to place an order:

- Select facility / National Air and Surface System (NASS) code from drop-down menu on the MTEOR Dashboard
- Click “Create New MTE Order”
 - Note: If you also are eligible to pick up MTE from a Postal plant, there will be an option to place an order for delivery or to pick up MTE at the plant
- Verify that the point of contact and telephone number is correct
- Use the calendar to see when transportation is available
- Select transportation from the available options listed
 - Note: After all the **scheduled trips** are used, **non-scheduled trips** are available. Once all scheduled and non-scheduled trips are used you may request an **extra trip** if needed.
- Select the quantities of pieces or pallets for each requested item
- Read and agree to Complete Terms and Conditions
- Click “Submit” and review the order in the Postal Store
- Click “Checkout” and on the next screen click “Place My Order” to finalize the order
 - Note: The order is complete once a “Success!” message appears

2.2 How far in the future can I place an order?

You can place orders approximately two weeks in advance of the dispatch date. MTEOR shows orders 30 days in the past and two weeks in the future.

2.3 What are the cutoff times for placing or withdrawing orders?

Orders can be placed or withdrawn in accordance with the following chart. For new orders or changes to existing orders after the cutoff day, contact your Business Service Network (BSN) Representative for assistance.

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 BSN 24-48 hours in advance.	

2.4 What is the process if an order falls on a holiday?

Federal holidays may cause minor disturbances to the order schedule if an MTEOR does not provide transportation that day. For holidays that MTEORs do not provide transportation, you will not see any available transportation on those days.

If a Standing (Recurring) Order is scheduled to deliver on a holiday, it will only source if the MTEOR is providing transportation on that holiday. If there is no transportation provided on that specific holiday, Standing Orders will be withdrawn from MTEOR. MTEOR holiday schedules are subject to change. Monitor your incoming MTEOR orders to see if your orders have been withdrawn.

2.5 Can I replicate a previous order?

Yes. In MTEOR, you are able to replicate prior orders without re-entering order details. Go to Order History and select the order(s) to review by selecting the checkbox on the right. Then click "View Details". On the Order Detail page there is a blue "Replicate" button located at the bottom of each order. Select the button to replicate your order. Choose your transportation and dispatch date, and complete the order as normal.

2.6 Can I place an Emergency Order in MTEOR?

Emergency Orders cannot be placed in MTEOR. Contact your BSN to request an Emergency Order, which can be requested up to 24 hours prior to the dispatch date.

3.0 Changing an Existing Order or Standing Order

3.1 Will I be able to change dispatch times?

No. Dispatch times are on a preapproved schedule. Available dispatch times are prepopulated in MTEOR and you are able to choose the transportation times that best work with your schedule.

3.2 How do I make a change to an order after it has been submitted?

To make changes after submitting an order, log into your MTEOR Dashboard and go to Order History. Select the order that is incorrect by clicking the checkbox on the right. Withdraw the order using the red “Withdraw” button at the bottom of the screen. Once the order has been withdrawn, create a new order with the correct information. If you are unable to withdraw the order in MTEOR, contact your BSN for assistance.

3.3 Can I create a new Standing (Recurring) Order in MTEOR?

No. You may only create new one-time orders in MTEOR. If you need to create or permanently change a Standing (Recurring) Order, contact your BSN for assistance.

3.4 How do I make changes to Standing (Recurring) Orders?

To make a **one-time change** to a Standing (Recurring) Order, you must withdraw the instance in MTEOR and place a new MTE order.

To make a **permanent** change, contact your BSN.

4.0 Requesting Extra Trips

4.1 How many extra trips can I have?

You can request as many extra trips as needed to meet production demand. However, you should only order the amount of MTE needed for two weeks of mail production.

4.2 Can extra trips leave at the same time as a Standing (Recurring) Order?

No. There needs to be a minimum of an hour between each regularly scheduled trip and an extra trip.

4.3 How do I request an extra trip?

When selecting a trip, the available transportation options show all **scheduled trips** first. Scheduled trips are already set for dispatch. In MTEOR, scheduled trips have a trip number next to the date and time (*Example: Monday 6:00 TripNo – 30PC*). Once all scheduled trips have been used, **non-scheduled trips** will appear under available transportation options. After all of the non-scheduled trips have been used, you may request an **extra trip**.

5.0 Withdrawing an Order

5.1 What is a Withdrawn Order?

In MTEOR, withdrawn orders are orders that have been canceled by either the Mailer, Postal Service employee, or the MTEOR system.

5.2 Who can withdraw an order in MTEOR?

Orders may be withdrawn by Mailers, Order Mangers, or the MTEOR system, for a variety of reasons (e.g. no longer needed, unable to be sourced, etc.).

In the Order History Details, the last action and user who performed this action are listed. 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 an order in MTEOR
- “SYSTEM” – User designation when an order is automatically placed (e.g. standing order) or automatically withdrawn from MTEOR (e.g. an order cannot be sourced)
- “USPS” – User designation for changes made by an Order Manager

5.3 Up to what point can I withdraw an order?

You can withdraw an order up to four days before the scheduled delivery day. If you miss the cutoff time to withdraw, contact your BSN.

5.4 Will I be notified via email when an order is withdrawn from MTEOR?

No. You will not be notified via email when an order is canceled. You should check MTEOR daily to review and verify the latest order status.

5.5 Why would my order be withdrawn?

There are several reasons of why your order can be withdrawn. Some of these reasons include:

- Insufficient Stock – when your requested MTE is not available
- Holiday Order Adjustment – when your initial order needs to be modified since it falls on a federal holiday
- Weather – when weather conditions are too severe for delivery

The majority of these withdraw reasons will display as “SYSTEM” in MTEOR since they were withdrawn by the actual system.

6.0 Backorder

6.1 What is “Backorder” Status?

Backorder denotes that an order has one or more items that are unavailable making the truck less than 75% full. An order will stay on “Backorder” for up to four consecutive days as we work to fill the order. If the order can be filled, it is listed as “Replaced” Status and will provide a new order number. If an item is unable to be filled, the order will be “Withdrawn” from MTEOR and you will need to place a new order. For more immediate assistance acquiring MTE, contact your BSN.

6.2 What does “Replaced” Status mean?

“Replaced” means that an order with previously unavailable MTE can now be filled and has been replaced by a new order. The original order was withdrawn from MTEOR and replaced by the new order with a new order number. The order status will change to “Shipped” once the order is on its way to the delivery facility.

6.3 Why does my order have two order numbers?

When an order is “Replaced” the old order is withdrawn and substituted for a new order with the MTE requested. In the Order History for the original order and the replaced order are shown. The original order will reference the replacement order and read as “Replaced (Replaced by Order: #####)”, as shown below. In the MTEOR Dashboard a new order will appear and say, “Placed (Replacement for Order: #####)”.

Order - 0002496001				
Last Updated:	10/29/2012 09:34	Order Status:	REPLACED	
Dispatch Date:	10/30/2012 03:00	User:	USPS	
Order Line Items				
Line Number	MTE Type	Item Shipped	Quantity (Pallets)	Quantity (Pieces)
1	PALLET		12	240
Order Status History				
Update Date	Status			
10/29/2012 09:34	REPLACED (Replaced by Order: 0002496002)			
10/27/2012 19:59	PLACED			
<input type="button" value="Replicate Order"/>				

6.4 If only part of my order is unable to be sourced, will the rest of the order be delivered?

Yes. Orders that fill 75% of a trailer or more are shipped. All others will be put in “Backorder” Status. If they are unable to be filled then they will be “Withdrawn” from MTEOR.

7.0 Receiving and Returning MTE

7.1 Am I able to see when the trailers have been dispatched from the MTE SC in MTEOR?

Yes. On the Order Detail page MTEOR displays the dispatch time and order status. The status of “Shipped” will show once an order has been dispatched. Orders dispatched after regular MTE SC hours of operation will show on MTEOR the following business day.

7.2 Who is responsible for unloading the trailer?

It is the responsibility of the Mailer to unload the trailer. It is expected that trailers are unloaded no more than 45 minutes after arrival.

7.3 Am I allowed to redirect deliveries to another address?

No. Contact your BSN to make changes to a MTE delivery address.

7.4 What is the process if I do not need the MTE or received damaged items?

Contact your BSN to discuss the reason for refusal and to arrange a replacement order.

7.5 If I have excess MTE, what is the process to give it back?

For small quantities of excess MTE, the preferred method to reduce on hand inventory is to stop ordering that MTE type until the on hand inventory of MTE is equal to two weeks of mail production. Small excess quantity is considered to be up to two weeks of production needs.

For larger quantities of any MTE item contact your BSN to arrange for pick-up of the MTE. MTE can also be returned by contacting HQMTE@usps.gov or calling 866-330-3404.

8.0 Tools and Resources

8.1 Who should I contact for questions or problems related to MTE ordering?

You can contact your BSN or call the Help Desk at 866-330-3404.

8.2 Where can I go for more information?

MTEOR Tools and Resources are available for Mailers on the MTEOR webpage at <http://ribbs.usps.com/mteor>.