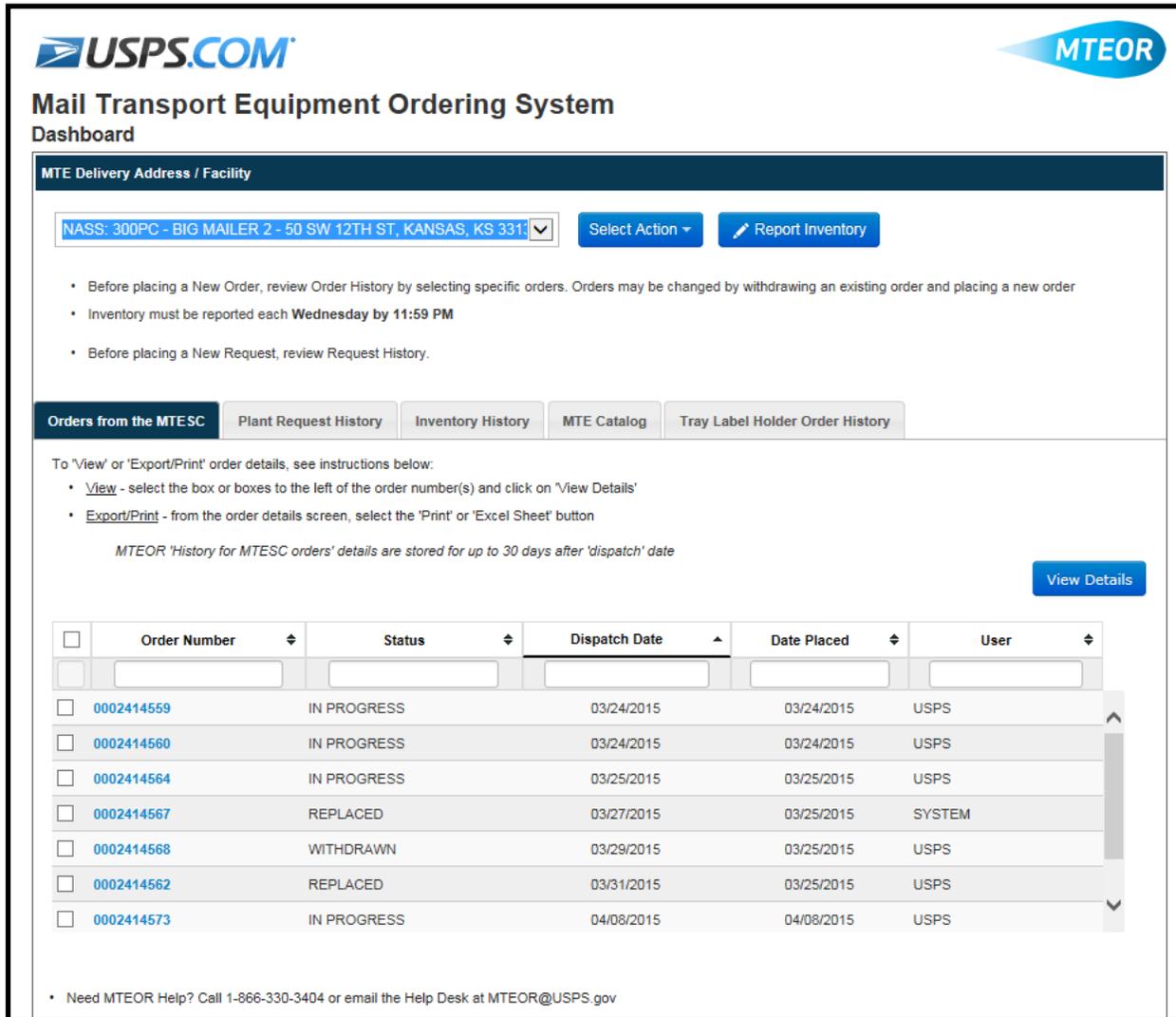




MTE Order and Request Manual for MTE SC Mailers

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>).



The screenshot shows the USPS MTEOR Dashboard. At the top left is the USPS.COM logo, and at the top right is the MTEOR logo. The main heading is "Mail Transport Equipment Ordering System Dashboard". Below this is a section for "MTE Delivery Address / Facility" with a dropdown menu showing "NASS: 300PC - BIG MAILER 2 - 50 SW 12TH ST, KANSAS, KS 331" and buttons for "Select Action" and "Report Inventory".

Below the address section are three bullet points:

- Before placing a New Order, review Order History by selecting specific orders. Orders may be changed by withdrawing an existing order and placing a new order
- Inventory must be reported each **Wednesday by 11:59 PM**
- Before placing a New Request, review Request History.

There are five tabs: "Orders from the MTESC", "Plant Request History", "Inventory History", "MTE Catalog", and "Tray Label Holder Order History". The "Orders from the MTESC" tab is active.

Below the tabs, there is a note: "To 'View' or 'Export/Print' order details, see instructions below:"

- **View** - select the box or boxes to the left of the order number(s) and click on 'View Details'
- **Export/Print** - from the order details screen, select the 'Print' or 'Excel Sheet' button

A note below the instructions states: "MTEOR 'History for MTESC orders' details are stored for up to 30 days after 'dispatch' date". A "View Details" button is located to the right.

The main content is a table with the following columns: Order Number, Status, Dispatch Date, Date Placed, and User. Each row has a checkbox on the left. The table contains the following data:

<input type="checkbox"/>	Order Number	Status	Dispatch Date	Date Placed	User
<input type="checkbox"/>	0002414559	IN PROGRESS	03/24/2015	03/24/2015	USPS
<input type="checkbox"/>	0002414560	IN PROGRESS	03/24/2015	03/24/2015	USPS
<input type="checkbox"/>	0002414564	IN PROGRESS	03/25/2015	03/25/2015	USPS
<input type="checkbox"/>	0002414567	REPLACED	03/27/2015	03/25/2015	SYSTEM
<input type="checkbox"/>	0002414568	WITHDRAWN	03/29/2015	03/25/2015	USPS
<input type="checkbox"/>	0002414562	REPLACED	03/31/2015	03/25/2015	USPS
<input type="checkbox"/>	0002414573	IN PROGRESS	04/08/2015	04/08/2015	USPS

At the bottom left, there is a note: "• Need MTEOR Help? Call 1-866-330-3404 or email the Help Desk at MTEOR@USPS.gov".

This Manual instructs you on how:

MTESC Orders

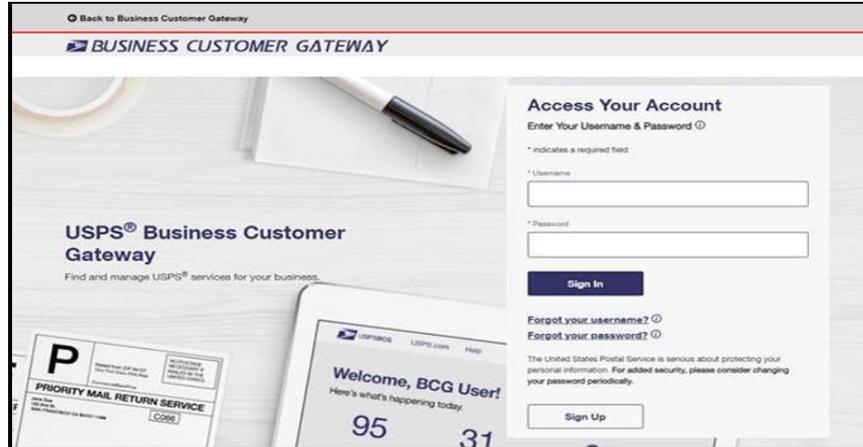
- Accessing MTEOR
- Viewing MTESC Order History
- Placing, Withdrawing, and Replicating MTESC Orders
- Understanding Backorders
- Placing, Withdrawing, and Replicating Tray Label Holder Orders

Requests from a Plant

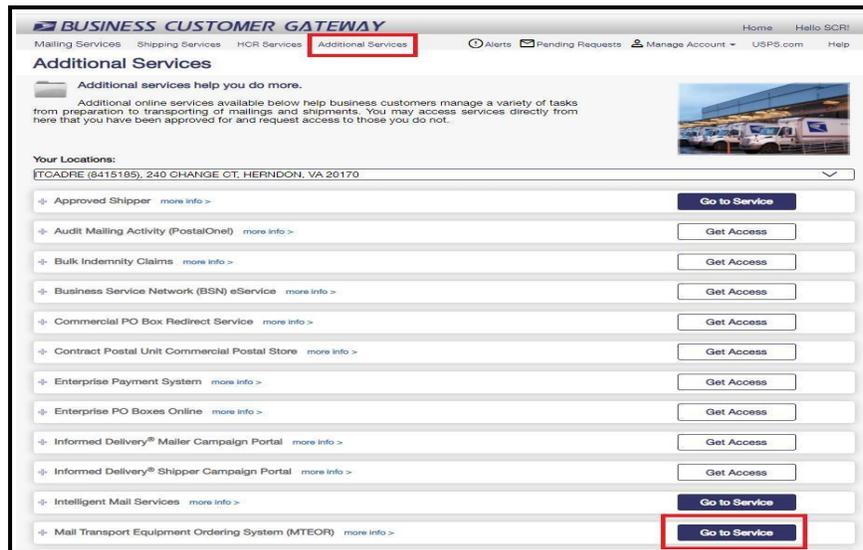
- Placing MTE Plant Request
- Preparing to Pick Up MTE
- Withdrawing a Plant Request
- Replicating a Plant Request

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.”



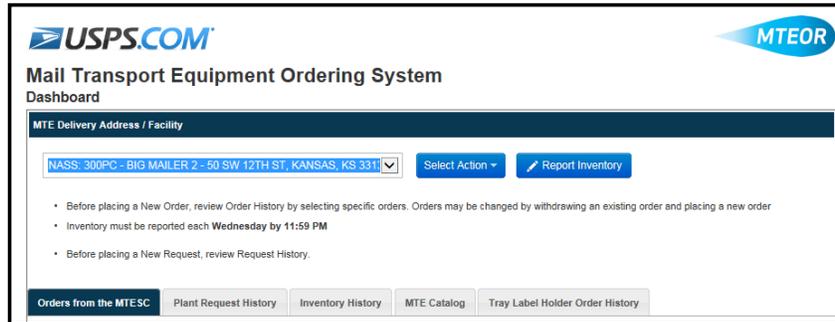
MTEOR can be quickly added to your Favorites list by following these steps:

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

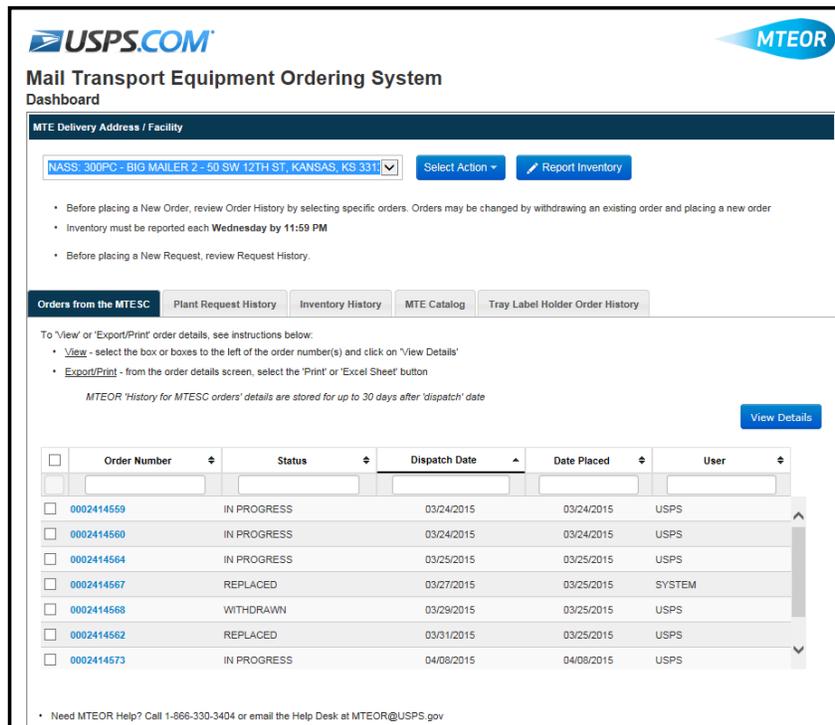
The *MTEOR Dashboard* is where orders are placed, changed, and reviewed. The dashboard is comprised of multiple tabs: *Orders from the MTEESC*, *Plant Request History*, *Inventory History*, *MTE Catalog*, and *Tray Label Holder Order History*.



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 MTEESC* 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".




Mail Transport Equipment Ordering System

Order Details

Pending orders without a Withdraw Order button can be modified or withdrawn by contacting your BSN. Withdrawn Orders will immediately allow the user to select the trip for a new order.

[Print](#)
[Excel Sheet](#)

Order - 0002414577

Last Updated:	04/21/2015 13:38	Order Status:	PLACED
Dispatch Date:	04/29/2015 03:00	User:	jody.walls.dev
Route Number:	010BK	Trip Number:	30PC

Order Line Items

Line Number	MTE Type	Item Shipped	Quantity (Pallets)	Quantity (Pieces)
1	FLAT TUB		14	1,176
2	PRIORITY MAIL SACK		10	6,000
3	PALLET		12	540

Order Status History

Update Date	Status
04/21/2015 13:38	PLACED

[Withdraw Order](#)
[Replicate Order](#)

Order - 0002414568

Last Updated:	03/25/2015 16:48	Order Status:	WITHDRAWN
Dispatch Date:	03/29/2015 07:00	User:	USPS
Route Number:	010BK	Trip Number:	30PC

Order Line Items

Line Number	MTE Type	Item Shipped	Quantity (Pallets)	Quantity (Pieces)
1	FLAT TUB		1	84

Order Status History

Update Date	Status
03/25/2015 16:48	WITHDRAWN - CANCEL EMPTY TRAILER
03/25/2015 16:47	PLACED

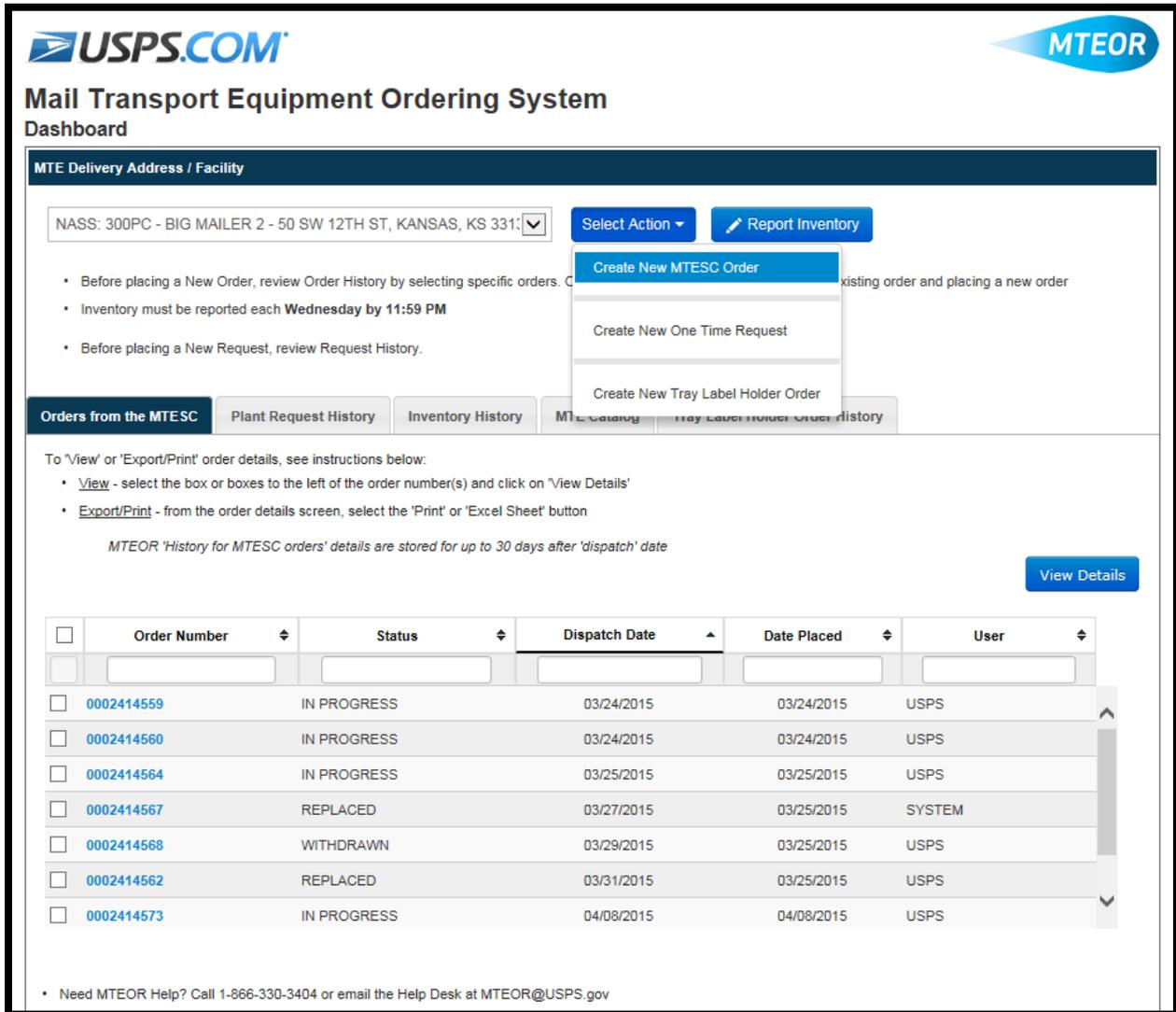
[Back to Dashboard](#)

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 MTEOCs 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”.



The screenshot shows the MTEOR Dashboard interface. At the top left is the USPS.COM logo, and at the top right is the MTEOR logo. The main heading is "Mail Transport Equipment Ordering System Dashboard". Below this is a section for "MTE Delivery Address / Facility" with a dropdown menu showing "NASS: 300PC - BIG MAILER 2 - 50 SW 12TH ST, KANSAS, KS 331". To the right of the address are two buttons: "Select Action" and "Report Inventory". The "Select Action" dropdown menu is open, showing options: "Create New MTESC Order" (highlighted in blue), "Create New One Time Request", and "Create New Tray Label Holder Order". Below the dropdown are several tabs: "Orders from the MTESC", "Plant Request History", "Inventory History", "MTE Catalog", and "Tray Label Holder Order History". The "Orders from the MTESC" tab is active. Below the tabs, there are instructions on how to view or export/print order details. A "View Details" button is located on the right side. Below the instructions is a table with columns: Order Number, Status, Dispatch Date, Date Placed, and User. The table contains seven rows of order data.

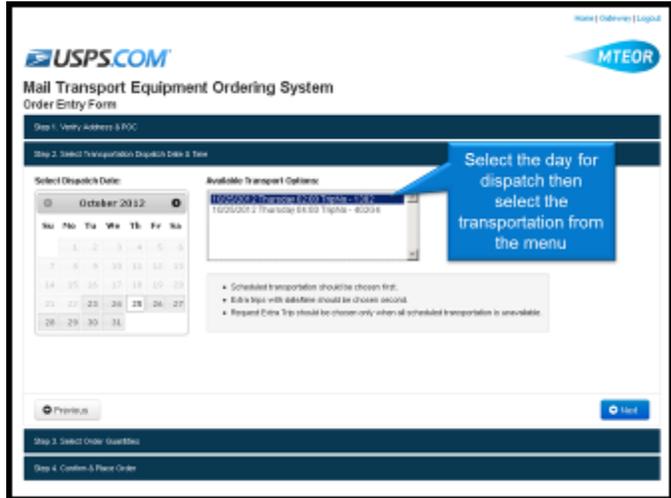
<input type="checkbox"/>	Order Number	Status	Dispatch Date	Date Placed	User
<input type="checkbox"/>	0002414559	IN PROGRESS	03/24/2015	03/24/2015	USPS
<input type="checkbox"/>	0002414560	IN PROGRESS	03/24/2015	03/24/2015	USPS
<input type="checkbox"/>	0002414564	IN PROGRESS	03/25/2015	03/25/2015	USPS
<input type="checkbox"/>	0002414567	REPLACED	03/27/2015	03/25/2015	SYSTEM
<input type="checkbox"/>	0002414568	WITHDRAWN	03/29/2015	03/25/2015	USPS
<input type="checkbox"/>	0002414562	REPLACED	03/31/2015	03/25/2015	USPS
<input type="checkbox"/>	0002414573	IN PROGRESS	04/08/2015	04/08/2015	USPS

Need MTEOR Help? Call 1-866-330-3404 or email the Help Desk at MTEOR@USPS.gov

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**



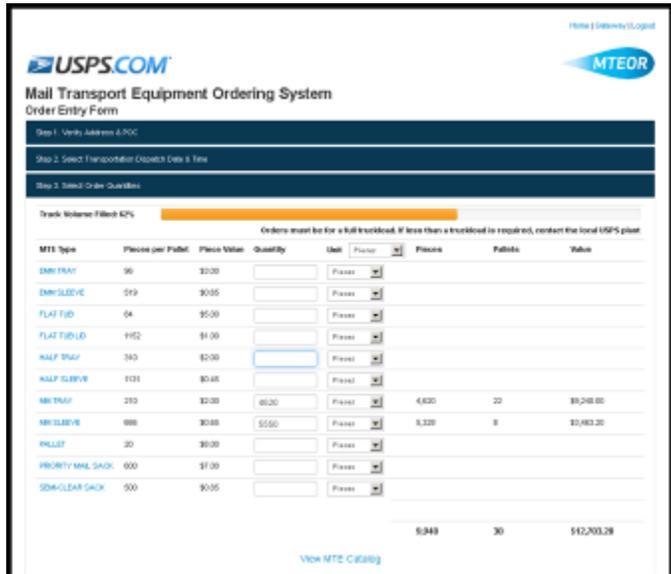
After choosing your transportation, click “Next”.

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.

Item	Quantity	Unit Price	Total Price
FLAT TUB Pieces Per Pallet: 34 Value: \$5.00 x 336 = \$1,680.00	336	\$5.00	\$0.00
HALF TRAY Pieces Per Pallet: 319 Value: \$2.00 x 4347 = \$8,694.00	4347	\$2.00	\$0.00
MM TRAY Pieces Per Pallet: 219 Value: \$2.00 x 4620 = \$9,240.00	4620	\$2.00	\$0.00
MM SLEEVE Pieces Per Pallet: 168 Value: \$0.65 x 5323 = \$3,460.95	5323	\$0.65	\$0.00

Order Summary	
Subtotal	\$0.00
Total MTE Value	\$23,063.20
Total	\$0.00

Click "Place My Order" to finalize your order.

The screenshot shows the USPS.com checkout process. The 'Review' step is active, displaying a table of items and an order summary. A blue callout box points to the 'Place My Order' button.

ITEM	QTY	TOTAL
FLAT TUB Pieces Per Pallet: 24 Value: \$5.00 x 336 = \$1,680.00		
HALF TRAY Pieces Per Pallet: 333 Value: \$7.50 x 430 = \$3,225.00	430	\$0.00
1/4M TRAY Pieces Per Pallet: 250 Value: \$2.00 x 4620 = \$9,240.00	4620	\$0.00
1/4M SLEEVE Pieces Per Pallet: 666 Value: \$3.65 x 5328 = \$19,461.20	5328	\$0.00

Order Summary
Subtotal: \$0.00
Total MTE Value: \$23,983.20
Total: \$0.00

Buttons: Place My Order, Back to Dashboard

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

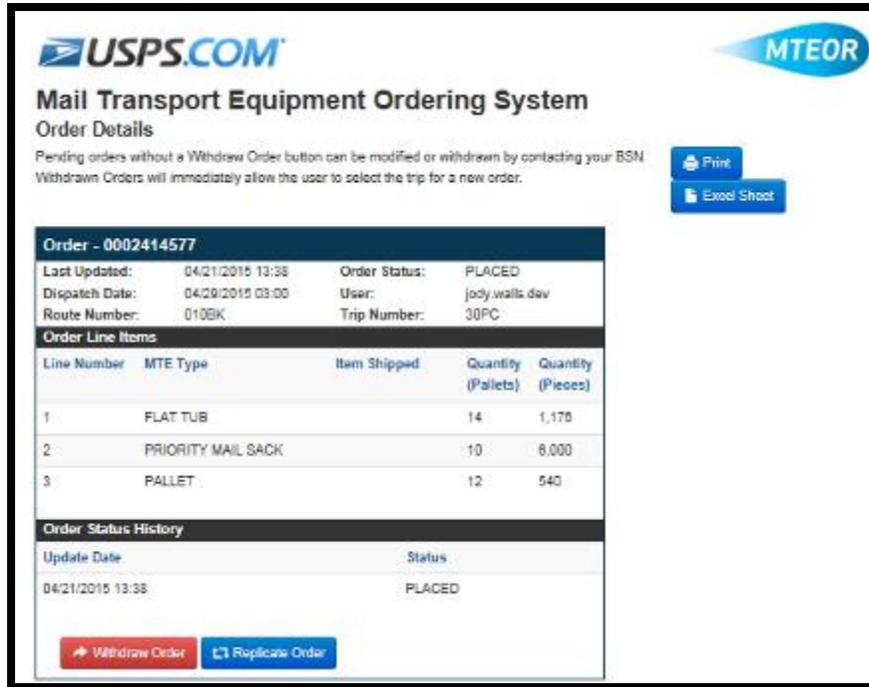
The screenshot shows the 'Your Order has been Placed!' message. A blue callout box points to the 'Success!' message, and a 'Back to Dashboard' button is visible below.

Success!

Buttons: 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.



The screenshot displays the USPS.COM MTEOR interface. At the top, it says "Mail Transport Equipment Ordering System" and "Order Details". Below this, there is a note: "Pending orders without a Withdraw Order button can be modified or withdrawn by contacting your BSN. Withdrawn Orders will immediately allow the user to select the trip for a new order." To the right of this note are "Print" and "Excel Sheet" buttons.

The main content area shows the following details for Order - 0002414577:

Last Updated:	04/21/2015 13:38	Order Status:	PLACED
Dispatch Date:	04/29/2015 03:00	User:	jody.walls.dav
Route Number:	0108K	Trip Number:	30FC

Below the details is a table for "Order Line Items":

Line Number	MTE Type	Item Shipped	Quantity (Pallets)	Quantity (Pieces)
1	FLAT TUB		14	1,170
2	PRIORITY MAIL SACK		10	6,000
3	PALLET		12	540

At the bottom of the order details, there is an "Order Status History" section with the following entry:

Update Date	Status
04/21/2015 13:38	PLACED

At the bottom of the interface, there are two buttons: "Withdraw Order" (in red) and "Replicate Order" (in blue).

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.

USPS.COM **MTEOR**

Mail Transport Equipment Ordering System

Order Details

Pending orders without a Withdraw Order button can be modified or withdrawn by contacting your BSN.
Withdrawn Orders will immediately allow the user to select the trip for a new order.

[Print](#) [Excel Sheet](#)

Order - 0002414577

Last Updated:	04/21/2015 13:57	Order Status:	WITHDRAWN
Dispatch Date:	04/29/2015 03:00	User:	jody.walls.dev
Route Number:	010BK	Trip Number:	30PC

Order Line Items

Line Number	MTE Type	Item Shipped	Quantity (Pallets)	Quantity (Pieces)
1	FLAT TUB		14	1,176
2	PRIORITY MAIL SACK		10	6,000
3	PALLET		12	540

Order Status History

Update Date	Status
04/21/2015 13:57	WITHDRAWN - CANCEL IN MTEOR
04/21/2015 13:38	PLACED

[Replicate Order](#)

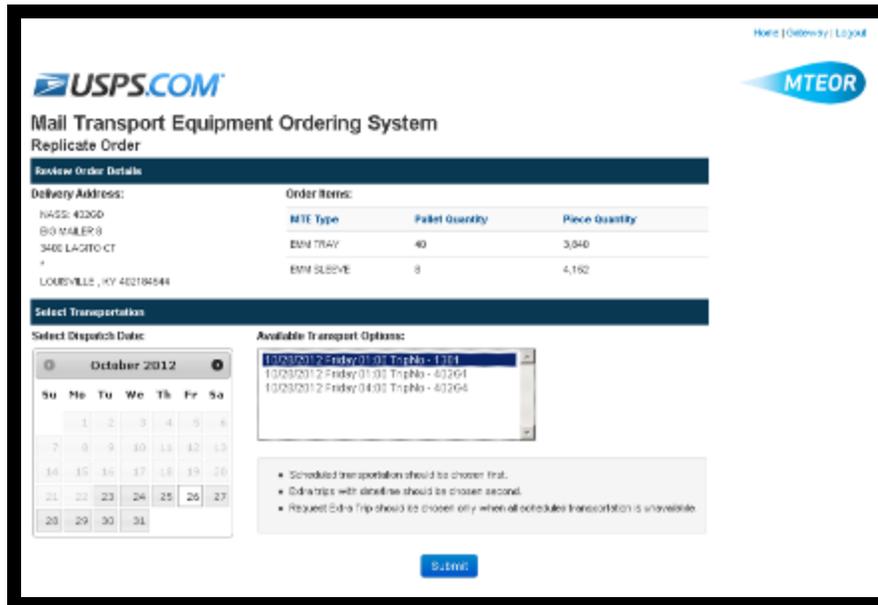
[Back to Dashboard](#)

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.



USPS.COM MTEOR

Mail Transport Equipment Ordering System
Replicate Order

Review Order Details

Delivery Address:
 NASS: 43200
 B3 MAILER B
 3400 LACITO CT
 *
 LOUISVILLE, KY 402184544

Order Items:

MTE Type	Packet Quantity	Piece Quantity
EMM TRAY	40	3,040
EMM SLEEVE	8	4,160

Select Transportation

Select Dispatch Date:

October 2012

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Available Transport Options:

- 10/23/2012 Friday 01:00 TrpNo - 1354
- 10/23/2012 Friday 01:00 TrpNo - 43204
- 10/23/2012 Friday 04:00 TrpNo - 43204

- Scheduled transportation should be chosen first.
- Extra trips with deadline should be chosen second.
- Request Extra Trip should be chosen only when all scheduled transportation is unavailable.

Submit

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.

USPS.COM MTEOR

Mail Transport Equipment Ordering System
Order Details

Pending orders without a Withdraw Order button can be modified or withdrawn by contacting your BSN. Withdrawn Orders will immediately allow the user to select the trip for a new order. [Print](#)

Order - 0002496001

Last Updated:	10/30/2012 08:47	Order Status:	BACKORDER
Dispatch Date:	10/31/2012 01:00	User:	USPS

Order Line Items

Line Number	MTE Type	Item Shipped	Quantity (Pallets)	Quantity (Pieces)
1	PALLET		0	0

Order Status History

Update Date	Status
10/30/2012 08:47	BACKORDER
10/27/2012 19:59	PLACED

[Withdraw Order](#)

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.

USPS.COM MTEOR

Mail Transport Equipment Ordering System
Order Details

Pending orders without a Withdraw Order button can be modified or withdrawn by contacting your BSN. Withdrawn Orders will immediately allow the user to select the trip for a new order. [Print](#)

Order - 0002496001

Last Updated:	10/28/2012 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

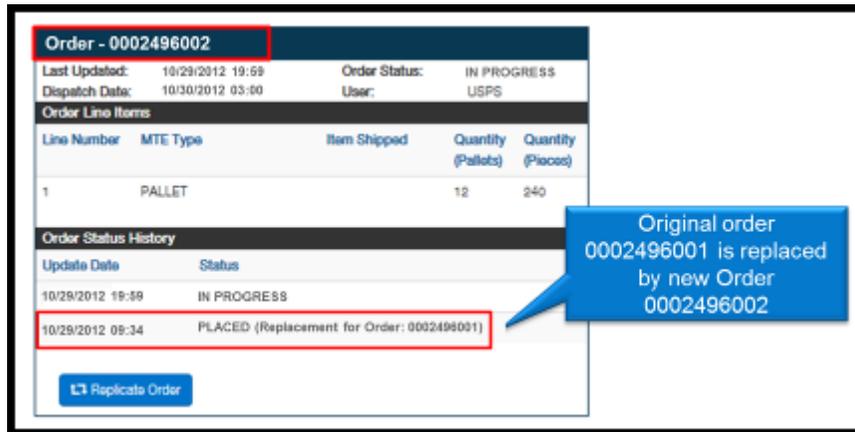
Order Status History

Update Date	Status
10/28/2012 09:34	REPLACED (Replaced by Order: 0002496002)
10/27/2012 19:59	PLACED

[Replicate Order](#)

Order 0002496002 is created as the replacement for Order 0002496001

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*.



Order - 0002496002				
Last Updated:	10/29/2012 19:59	Order Status:	IN PROGRESS	
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 19:59	IN PROGRESS			
10/29/2012 09:34	PLACED (Replacement for Order: 0002496001)			

Original order 0002496001 is replaced by new Order 0002496002

[Replicate Order](#)

Orders ship if they fill at least 75% or more of the trailer. If the MTEESC 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
<u>Emergency Orders:</u> Send emergency order request to Order Manager 24-48 hours in advance.	

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

If a Standing (Recurring) Order is scheduled to deliver on a holiday, it only sources if the MTEOR is providing transportation on that holiday. If there is no transportation provided on that specific holiday, Standing Orders is withdrawn from MTEOR-Plant. MTEOR 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 MTE SC. 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.”

The screenshot shows the USPS MTEOR Dashboard. At the top, there's a header with the USPS logo and 'MTEOR'. Below that, the title is 'Mail Transport Equipment Ordering System Dashboard'. A dropdown menu is open under 'Select Action', with 'Create New Tray Label Holder Order' highlighted. Other options include 'Create New MTE SC Order', 'Create New One Time Request', and 'Report Inventory'. Below the menu, there's a table of orders with columns for Order Number, Status, Dispatch Date, Date Placed, and User. The table contains several rows of order data.

Order Number	Status	Dispatch Date	Date Placed	User
0002414559	IN PROGRESS	03/24/2015	03/24/2015	USPS
0002414560	IN PROGRESS	03/24/2015	03/24/2015	USPS
0002414564	IN PROGRESS	03/25/2015	03/25/2015	USPS
0002414567	REPLACED	03/27/2015	03/25/2015	SYSTEM
0002414568	WITHDRAWN	03/29/2015	03/25/2015	USPS
0002414562	REPLACED	03/31/2015	03/25/2015	USPS
0002414573	IN PROGRESS	04/09/2015	04/09/2015	USPS

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.

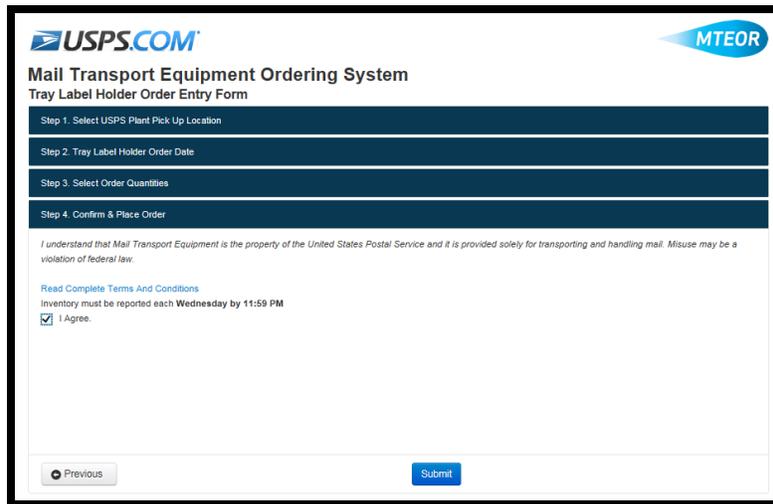
The screenshot shows the 'Tray Label Holder Order Entry Form' in Step 1. The title is 'Mail Transport Equipment Ordering System Tray Label Holder Order Entry Form'. The step is 'Step 1. Select USPS Plant Pick Up Location'. The form asks to 'Select state, then city or plant for the location.' and 'Choose a city to narrow your search or directly choose a plant.' The form fields are: State: Kansas, City: TOPEKA, and Plants: 66MDC - USPS TOPEKA MDC - 500 SW GARY ORMBY DRIVE - TOPEKA, KS 666249998. There is a checkbox for 'Make Default for Future Requests' which is checked. A 'Next' button is at the bottom right. Below the form, there are links for 'Step 2. Tray Label Holder Order Date', 'Step 3. Select Order Quantities', and 'Step 4. Confirm & Place 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.

Type	Pieces per Roll	Roll Value	Quantity	Unit	Pieces	Value
TRAY LABEL HOLDER	5000	\$78.46	5	Rolls	25,000	\$392.31
						\$392.31

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



The screenshot shows the USPS.COM MTEOR interface. At the top left is the USPS.COM logo, and at the top right is the MTEOR logo. The main heading is "Mail Transport Equipment Ordering System" with the subtitle "Tray Label Holder Order Entry Form". Below this are four steps listed in dark blue boxes: "Step 1. Select USPS Plant Pick Up Location", "Step 2. Tray Label Holder Order Date", "Step 3. Select Order Quantities", and "Step 4. Confirm & Place Order". Step 4 is currently active. Below the steps, there is a disclaimer: "I understand that Mail Transport Equipment is the property of the United States Postal Service and it is provided solely for transporting and handling mail. Misuse may be a violation of federal law." A link "Read Complete Terms And Conditions" is provided. Below the link, it says "Inventory must be reported each Wednesday by 11:59 PM". There is a checked checkbox next to "I Agree.". At the bottom left is a "Previous" button and at the bottom right is a "Submit" button.

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.

USPS.COM **MTEOR**

Mail Transport Equipment Ordering System

Tray Label Holder Order Details

Pending orders without a Withdraw Tray Label Holder Order button can be modified or withdrawn by contacting your BSN. Withdrawn Tray Label Holder Orders will immediately allow the user to select the trip for a new order.

Tray Label Holder Order - L000000181

Last Updated:	03/27/2015 13:15:33	Name:	MANJU
Tray Label Holder Order Date:	05/01/2015	Phone:	785-861-0000
Tray Label Holder Order Status:	PLACED	Email:	mdims@mail@usps.gov

Tray Label Holder Order Requested Items

Line Number	Type	Quantity (Pieces)	Converted to Rolls
1	TRAY LABEL HOLDER	500	1

Tray Label Holder Order Status History

Update Date	Status	Remarks
03/27/2015 13:15:33	PLACED	By USER <MANJU KULKARNI> : Test for tray label holder item

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

USPS.COM **MTEOR**

Mail Transport Equipment Ordering System

Tray Label Holder Order Details

Pending orders without a Withdraw Tray Label Holder Order button can be modified or withdrawn by contacting your BSN. Withdrawn Tray Label Holder Orders will immediately allow the user to select the trip for a new order.

Tray Label Holder Order - L000000181

Last Updated:	03/27/2015 13:15:33	Name:	MANJU
Tray Label Holder Order Date:	05/01/2015	Phone:	785-861-0000
Tray Label Holder Order Status:	PLACED	Email:	mdims@mail@usps.gov

Tray Label Holder Order Requested Items

Line Number	Type	Quantity (Pieces)	Converted to Rolls
1	TRAY LABEL HOLDER	500	1

Tray Label Holder Order Status History

Update Date	Status	Remarks
03/27/2015 13:15:33	PLACED	By USER <MANJU KULKARNI> : Test for tray label holder item

Message from webpage

Withdraw Tray Label Holder Order #L000000181 ?

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.

USPS.COM **MTEOR**

Mail Transport Equipment Ordering System

Tray Label Holder Order Details

Pending orders without a Withdraw Tray Label Holder Order button can be modified or withdrawn by contacting your BSN. Withdrawn Tray Label Holder Orders will immediately allow the user to select the trip for a new order.

Tray Label Holder Order - L000000181

Last Updated:	03/27/2015 13:15:33	Name:	MANJU
Tray Label Holder Order Date:	05/01/2015	Phone:	785-861-0000
Tray Label Holder Order Status:	PLACED	Email:	mdimsml@usps.gov

Tray Label Holder Order Requested Items

Line Number	Type	Quantity (Pieces)	Converted to Rolls
1	TRAY LABEL HOLDER	500	1

Tray Label Holder Order Status History

Update Date	Status	Remarks
03/27/2015 13:15:33	PLACED	By USER <MANJU KULKARNI> : Test for tray label holder item

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.

USPS.COM **MTEOR**

Mail Transport Equipment Ordering System

Tray Label Holder Order Entry Form

Review Tray Label Holder Order Details

Shipped From: 66MDC-USPS TOPEKA MDC 500 SW GARY ORMBY DRIVE TOPEKA, KS 666249998	Tray Label Holder Items: <table border="1"> <thead> <tr> <th>MTE Type</th> <th>Roll Quantity</th> <th>Piece Quantity</th> </tr> </thead> <tbody> <tr> <td>TRAY LABEL HOLDER</td> <td>1</td> <td>500</td> </tr> </tbody> </table>	MTE Type	Roll Quantity	Piece Quantity	TRAY LABEL HOLDER	1	500
MTE Type	Roll Quantity	Piece Quantity					
TRAY LABEL HOLDER	1	500					

Select Tray Label Holder Order Date

Tray Label Holder Order Date: May 2015

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Enter Point Of Contact:

Full Name:

Phone Number:

Email Address:

* Order will ship via Standard mail and the expected delivery dates are 6-10 days from order date.

Click “Submit” to complete the order and the success screen appears.

MTE Requests from Postal Plant

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

The screenshot shows the USPS MTEOR (Mail Transport Equipment Ordering System) Dashboard. At the top, there is a header with the USPS logo and the MTEOR logo. Below the header, the page title is "Mail Transport Equipment Ordering System Dashboard". A navigation bar contains several tabs: "Orders from the MTE SC", "Plant Request History" (which is selected), "Inventory History", "MTE Catalog", and "Tray Label Holder Order History".

Below the navigation bar, there is a section for "MTE Delivery Address / Facility" with a dropdown menu showing "NASS: 300PC - BIG MAILER 2 - 50 SW 12TH ST, KANSAS, KS 331". To the right of the dropdown are two buttons: "Select Action" and "Report Inventory".

Below this section, there are three bullet points:

- Before placing a New Order, review Order History by selecting specific orders. Orders may be changed by withdrawing an existing order and placing a new order
- Inventory must be reported each **Wednesday by 11:59 PM**
- Before placing a New Request, review Request History.

Below the bullet points, there is a section with instructions:

To 'View' or 'Export/Print' request history details, see instructions below:

- View - select the box or boxes to the left of the request number(s) and click on 'View Details'
- Export/Print - from the request history details screen, select the 'Print' or 'Excel Sheet' button

MTEOR 'Request History' details are stored for up to 30 days after the Requested Pick-Up Date

There is a "View Details" button to the right of the instructions.

At the bottom of the dashboard is a table with the following columns: Request Number, Status, Date Placed, Date Requested, Ready for Pick Up Date, Actual Pick Up Date, Date Withdrawn, and User. The table contains six rows of data:

<input type="checkbox"/>	Request Number	Status	Date Placed	Date Requested	Ready for Pick Up Date	Actual Pick Up Date	Date Withdrawn	User
<input type="checkbox"/>	R000000138	WITHDRAWN	07/11/2013	07/20/2013			07/31/2013	BSA4BM3
<input type="checkbox"/>	R000000164	WITHDRAWN	07/18/2013	07/20/2013			07/31/2013	BSA4BM3
<input type="checkbox"/>	R000000804	PLACED	06/20/2014	07/07/2014				sritestdevmt
<input type="checkbox"/>	R000000808	PLACED	06/23/2014	07/07/2014				sritestdevmt
<input type="checkbox"/>	R000000809	PLACED	06/23/2014	07/09/2014				sritestdevmt
<input type="checkbox"/>	R000006587	PLACED	04/21/2015	04/27/2015				jody.walls.dev

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.”

The screenshot shows the USPS MTEOR Dashboard. At the top, there is a header with the USPS logo and 'MTEOR' in a blue oval. Below the header, the title 'Mail Transport Equipment Ordering System Dashboard' is displayed. A dark blue bar contains the text 'MTE Delivery Address / Facility'. Below this, a dropdown menu shows the address 'NASS: 300PC - BIG MAILER 2 - 50 SW 12TH ST, KANSAS, KS 331:'. To the right of the address are two buttons: 'Select Action' and 'Report Inventory'. The 'Select Action' dropdown menu is open, showing options: 'Create New MTEOC Order', 'Create New One Time Request' (highlighted in blue), and 'Create New Tray Label Holder Order'. Below the address bar, there are three bullet points providing instructions. A navigation bar contains tabs for 'Orders from the MTEOC', 'Plant Request History' (active), 'Inventory History', 'MTEOC History', and 'Tray Label Holder Order History'. Below the navigation bar, there are instructions on how to view or export/print request history details, followed by a 'View Details' button. At the bottom, a table lists request history entries with columns for Request Number, Status, Date Placed, Date Requested, Ready for Pick Up Date, Actual Pick Up Date, Date Withdrawn, and User.

<input type="checkbox"/>	Request Number	Status	Date Placed	Date Requested	Ready for Pick Up Date	Actual Pick Up Date	Date Withdrawn	User
<input type="checkbox"/>	R000000138	WITHDRAWN	07/11/2013	07/20/2013			07/31/2013	BSA4BM3
<input type="checkbox"/>	R000000164	WITHDRAWN	07/18/2013	07/20/2013			07/31/2013	BSA4BM3
<input type="checkbox"/>	R000000804	PLACED	06/20/2014	07/07/2014				sritestdevmt
<input type="checkbox"/>	R000000808	PLACED	06/23/2014	07/07/2014				sritestdevmt
<input type="checkbox"/>	R000000809	PLACED	06/23/2014	07/09/2014				sritestdevmt
<input type="checkbox"/>	R0000006587	PLACED	04/21/2015	04/27/2015				jody.walls.dev

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.

MTE Type	Pieces per Pallet	Piece Value	Quantity	Unit	Pieces
MM TRAY	120	\$2.99		Pieces	
MM SLEEVE	219	\$0.71		Pieces	
PLAT TUB	84	\$3.09	5	Pieces	420
PLAT TUB LID	1182	\$1.26		Pieces	
HALF TRAY	480	\$1.44		Pieces	
MM SLEEVE	1131	\$0.45		Pieces	
MM TRAY	210	\$2.24		Pieces	
MM SLEEVE	688	\$2.71		Pieces	
PRIORITY MAIL BACK	880	\$0.99	2	Pieces	1,760
385A-CLEAR BACK	300	\$3.84		Pieces	
PALLET	68	\$18.84		Pieces	
OTHER MTE	1	\$1.00		Pieces	

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”.

Additional Comments:

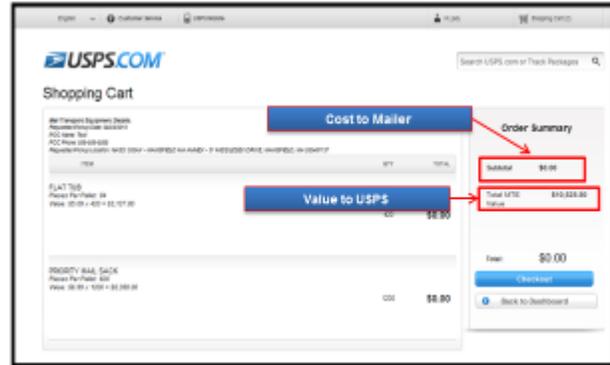
149 of 149 characters remaining

[Read Complete Terms And Conditions](#)

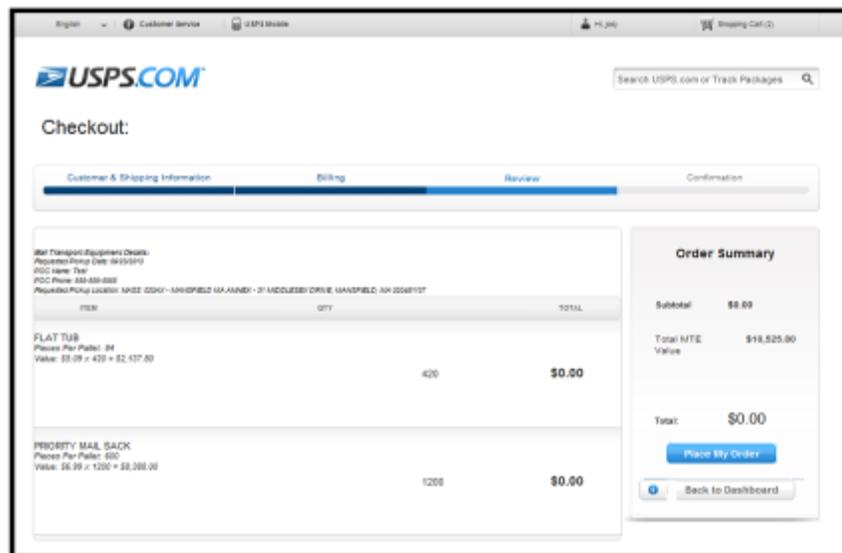
I Agree

[Previous](#) [Submit](#)

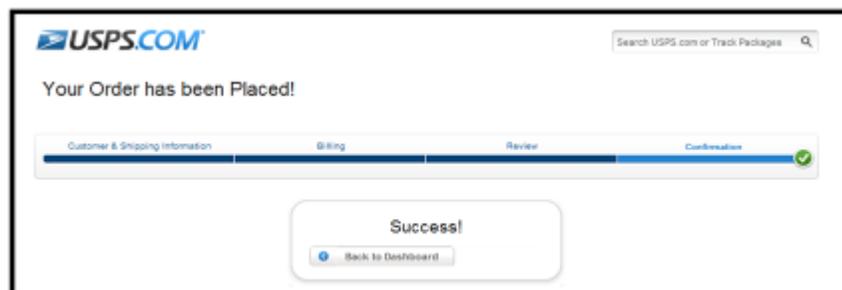
You will be taken to the Postal Store website to checkout and complete the request. **These steps are required to complete the order.** Click “Checkout” to go to the next screen.



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.)

The screenshot shows the USPS MTEOR Dashboard. At the top, it says "USPS.COM" and "MTEOR". Below that is the "Mail Transport Equipment Ordering System Dashboard". There is a dropdown menu for "MTEOR ID: L17613 - LOCAL MAILER 1 - 787 MARKET ST, SAN FRAN" and a "Create New Plant Request" button. A note says "Before placing a New Request, review Request History:". Below that is a "Plant Request History" section with a "MTE Creating" tab. It provides instructions on how to view or export request history details. A table lists several requests with columns for Request Number, Status, Date Placed, Date Requested, Ready for Pick Up Date, Actual Pick Up Date, Date Withdrawn, and User. One row is highlighted in red, showing a request with status "READY FOR PICK UP" and a "Ready for Pick Up Date" of 12/11/2013. At the bottom, there is a "View Details" button and a note about MTEOR Help.

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.

The screenshot shows the "Request Details" page for request R000000278. It includes fields for "Last Updated", "Requested Pick Up Date", "Request Status", and "Pickup From". Below that is a table of "Requested Line Items" with columns for Line Number, MTE Type, and Quantity (Pieces). The items listed are: 1. EMI TRAY (30), 2. EMI SLEEVE (1,000), 3. FLAT TUB (252), and 4. FLAT TUB LID (4,800). At the bottom is a "Requested Status History" table with columns for Update Date, Status, and Remarks. The history shows the request was "READY FOR PICK UP" on 08/29/2013, "PENDING" on 09/22/2013, and "PLACED" on 09/22/2013. There is a "Print Request" button and a "Back to Dashboard" link.

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.

USPS.COM **MTEOR**

Mail Transport Equipment Ordering System
Request Details

Request - R000000804

Last Updated: 06/03/2014 09:04:00 Pickup From: 660X-OMAHA
 Requested Pick Up Date: 07/07/2014
 Request Status: PLACED OMAHA, NE 681033220

Requested Line Items

Line Number	MTE Type	Quantity (Pieces)	Converted to Pallets
1	FLAT TRAY	120	1.0
2	BMV SLEEVE	510	1.0
3	FLAT TRAY	84	1.0
4	FLAT TUB LID	1,152	1.0
5	PALETTE	860	20.0

Request Status History

Update Date	Status	Remarks
06/03/2014 09:04:00	PLACED	By US2M -webok@ovnl.com

[Back to Dashboard](#)

After confirming this action, your request will be withdrawn.

USPS.COM **MTEOR**

Mail Transport Equipment Ordering System
Request Details

Request - R000000804

Last Updated: 06/03/2014 09:04:00 Pickup From: 660X-OMAHA
 Requested Pick Up Date: 07/07/2014
 Request Status: PLACED OMAHA, NE 681033220

Requested Line Items

Line Number	MTE Type	Quantity (Pieces)	Converted to Pallets
1	FLAT TRAY	120	1.0
2	BMV SLEEVE	510	1.0
3	FLAT TRAY	84	1.0
4	FLAT TUB LID	1,152	1.0
5	PALETTE	860	20.0

Request Status History

Update Date	Status	Remarks
06/03/2014 09:04:00	PLACED	By US2M -webok@ovnl.com

[Back to Dashboard](#)

Message from webpage

Withdraw Request #R000000804?

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”.

USPS.COM **MTEOR**

Mail Transport Equipment Ordering System Dashboard

MTE Delivery Address / Facility

NASS: 300PC - BIG MAILER 2 - 50 SW 12TH ST, KANSAS, KS 331: Select Action Report Inventory

- Before placing a New Order, review Order History by selecting specific orders. Orders may be changed by withdrawing an existing order and placing a new order
- Inventory must be reported each **Wednesday by 11:59 PM**
- Before placing a New Request, review Request History.

Orders from the MTEOC: **Plant Request History** | Inventory History | MTE Catalog | Tray Label Order History

To 'View' or 'Export/Print' request history details, see instructions below:

- View** - select the box or boxes to the left of the request number(s) and click on 'View Details'
- Export/Print** - from the request history details screen, select the 'Print' or 'Excel Sheet' button

MTEOR 'Request History' details are stored for up to 30 days after the Requested Pick-Up Date

[View Details](#)

<input type="checkbox"/>	Request Number	Status	Date Placed	Date Requested	Ready for Pick Up Date	Actual Pick Up Date	Date Withdrawn	User
<input type="checkbox"/>	R000000138	WITHDRAWN	07/11/2013	07/20/2013			07/31/2013	BSA4BM3
<input type="checkbox"/>	R000000164	WITHDRAWN	07/19/2013	07/20/2013			07/31/2013	BSA4BM3
<input type="checkbox"/>	R000000804	PLACED	06/20/2014	07/07/2014				sritestdevmt
<input type="checkbox"/>	R000000808	PLACED	06/23/2014	07/07/2014				sritestdevmt
<input type="checkbox"/>	R000000809	PLACED	06/23/2014	07/09/2014				sritestdevmt

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

USPS.COM **MTEOR**

Mail Transport Equipment Ordering System Request Details

Request - R000000804

Last Updated: 06/23/2014 09:04:00 | Pickup From: 662K-OMAHA
 Requested Pick Up Date: 07/07/2014 | Request Status: PLACED | OMAHA, NE 681033200

Requested Line Items

Line Number	MTE Type	Quantity (Pieces)	Converted to Pallets
1	FLAT TRAY	120	1.0
2	ENB SLEEVE	512	1.0
3	FLAT TRAY	84	1.0
4	FLAT TUB LID	1,152	1.0
5	PALETTE	860	20.0

Request Status History

Update Date	Status	Remarks
06/23/2014 09:04:00	PLACED	By US2K -sritestdevmt

Withdraw Request Replicate Request

[Back to Dashboard](#)

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.

USPS.COM MTEOR

Mail Transport Equipment Ordering System
Request Entry Form

Review Request Details

Pickup From: 680X-OMAHA
OMAHA, NE 681083259

Previous Comments:
No Previous Comments

MTE Type	Quantity (Pieces)
EMM TRAY	120
EMM SLEEVE	519
FLAT TUB	84
FLAT TUB LID	1,152
PALLET	990

Select Transportation

Request Pickup Date: **April 2015**

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Enter Point Of Contact:

Full Name: jon doe
Phone Number: 7034567890
Email Address: jondoe@email.com

Use the comments box when:
 • You are requesting a pick up earlier than 48 hours from the request date
 • If you have additional MTE requirements
 • Other communication for the Plant representative

300 of 300 characters remaining [Copy Previous Comments]

Submit

Click “Place My Order” to finalize your request.

USPS.COM Search or Enter a Tracking Number

Checkout:

Customer & Shipping Information Billing Review Confirmation

Item	Qty	Price
EMM TRAY	120	\$0.00
EMM SLEEVE	519	\$0.00
FLAT TUB	84	\$0.00
FLAT TUB LID	1,152	\$0.00
PALLET	990	\$0.00

Order Summary:

Subtotal: \$0.00
Total: \$0.00

Place My Order

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

USPS.COM Search or Enter a Tracking Number

Your Order has been Placed!

Customer & Shipping Information Billing Review Confirmation

Success!

[Back to Confirmation](#)

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).