



Mailer Request Manual



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Introduction to MTEOR for Local Mailers

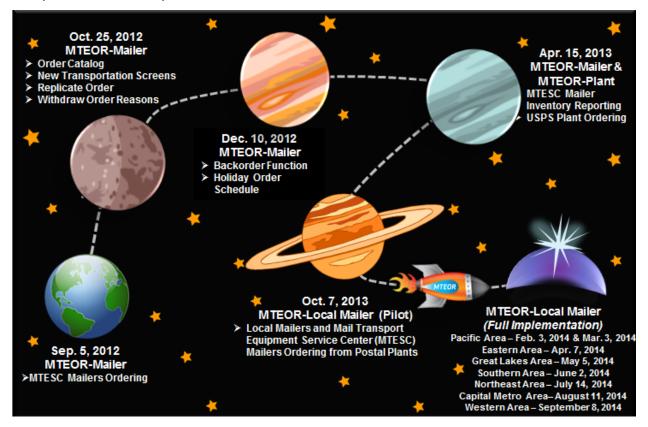
MTEOR (Mail Transport Equipment Ordering system) for Local Mailers allows select Mailers to manage MTE requests from a Postal plant online through MTEOR. The benefits of this online application include:

- Easily request your MTE online through the Business Customer Gateway
- Real-time insight into the status of your requests
- Around the clock access

MTEOR Program Overview

The Mail Transport Equipment Ordering (MTEOR) system is a fast, reliable, and convenient place to order mail transport equipment (MTE) online. MTEOR allows Mailers to place and change orders, check order status, and review order history.

As displayed below, MTEOR was initially launched September 5, 2012, with additional enhancements incorporated with subsequent releases.

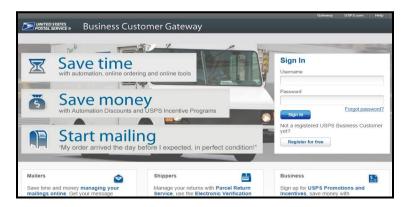




Mailer's MTE Request Steps

Accessing MTEOR

You should begin by logging in through Business Customer Gateway (http://gateway.usps.com).



Click "Other Services". Then, click on "Get Access" next to Mail Transport Equipment Ordering System (MTEOR) to add MTEOR has a business service.



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

- 1. Log in to BCG
- 2. Click on "Manage Account"
- 3. Click on "Manage Preferences"
- In the Edit Favorites box, select the checkbox next to "Mail Transport Equipment Ordering System (MTEOR)"
- 5. Click "Save"

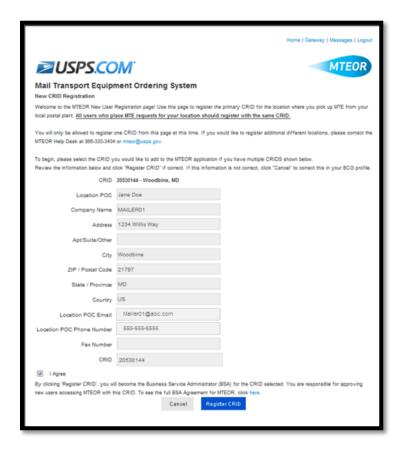
NOTE: You can choose up to seven services to be shown in your Favorites list.

You will then be taken to the New CRID Registration page where you register your primary CRID. Select the CRID you would like to register and confirm the location and contact information for this CRID. If any of the information is incorrect, go back to your BCG profile to make the appropriate updates.





Once you confirm all of the information is correct and you agree to the BSA agreement, click "Register CRID" to be taken to the MTEOR Dashboard.





MTEOR Dashboard

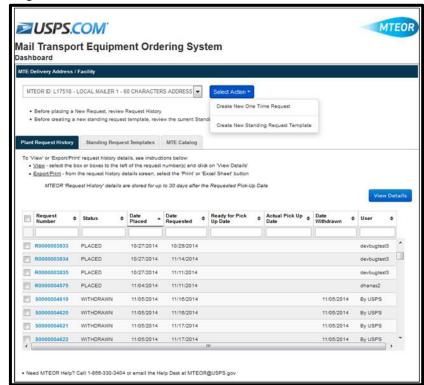
The MTEOR Dashboard is the central point in MTEOR for you to view your request history, create new standing request templates, modify standing request templates, create new one-time requests, and withdraw requests. The dashboard is comprised of three sections: Plant Request History, Standing Request Templates and MTE Catalog. (NOTE: MTESC Mailers see their MTESC Order History tab as well)

On the *Plant Request History* tab, the following information will is included:

- Request Number: The unique ID number associated with each request. Individual one-time requests have request numbers starting with "R". Individual standing requests have request number starting with "S".
- Status: Signifies where the request is in the request management cycle
- Placed Date: The date you submitted the request in MTEOR
- Requested Date: The date you indicated you would like to pick up the requested MTE
- Ready for Pick Up Date: The date the plant has indicated the requested MTE will be ready to be picked up from the plant
- Actual Pick Up Date: The date the MTE was actually picked up
 - from the plant or the date the MTE was delivered to you
- Date Withdrawn: The date the request was withdrawn by either you or the plant
- User: The name of the last person to update the request

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)

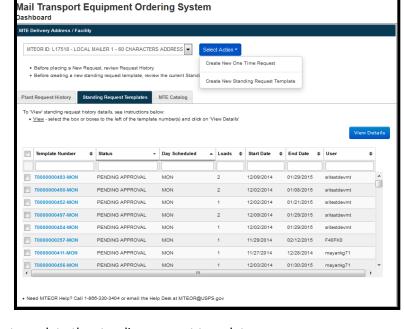




On the Standing Request Templates tab, the following information will is included:

■USPS.COM*

- Template Number: The unique ID number associated with each standing request template by day.
- **Status:** Signifies where the standing request template is in the request management cycle
- Day Scheduled: The day the week that you indicated you would like to receive the requested MTE
- Loads: Number of truckloads of MTE requested for each day in a standing request template
- Start Date: The start date that the standing request template will be effective
- End Date: The last date that the standing request template will be effective



MTEOR

User: The name of the last person to update the standing request template

MTEOR requests from the plants can be placed in the following statuses:

- "Pending Approval": Standing Request Template has been submitted by you and no action has been taken by the plant
- "Active": Standing Request Template has been approved by Postal plant
- "Denied": Standing Request Template has been denied by Postal plant
- "Deactivate": Standing Request Template has been cancelled or withdrawn by you (all standing requests associated with the template will be placed in "Withdrawn" status)
- "Inactive": Standing Request Template has expired and no longer generating individual requests.

The MTE Catalog tab includes the name and pictures of different types of MTEs.

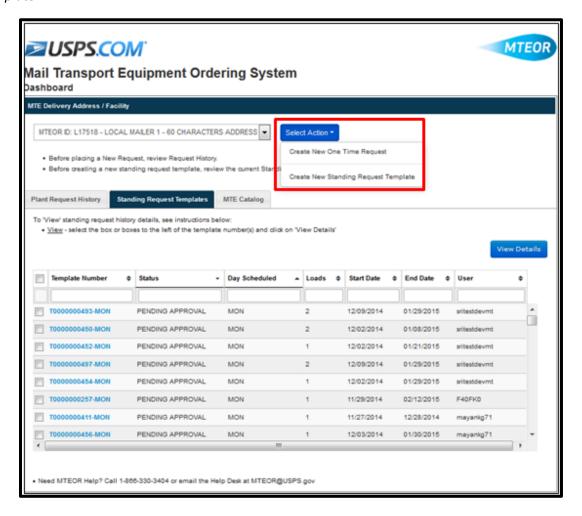




Create a Standing Request Template

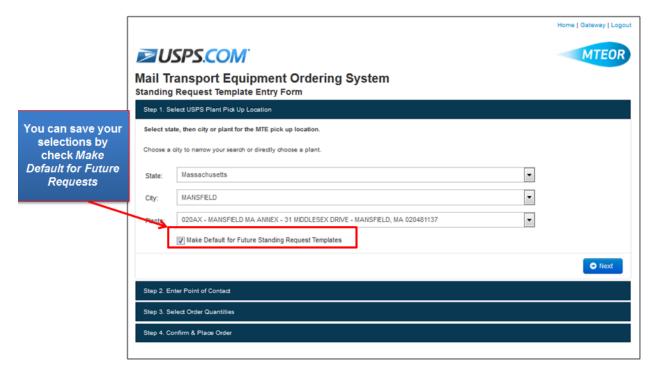
Standing request templates can be created by Mailers who only receive MTE from their local Postal plant and who request the same MTE on a weekly basis.

From the MTEOR Dashboard, click *Select Action* button then select *Create New Standing Request Template*.

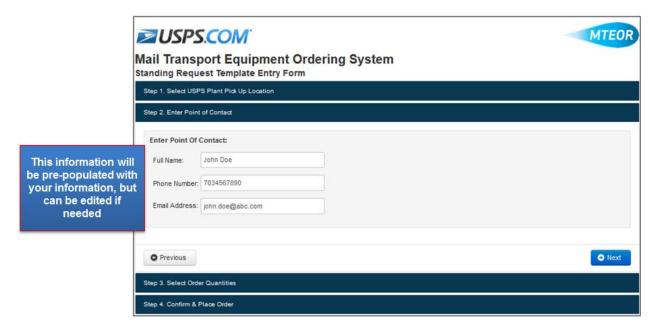




Select a Plant for your MTE standing requests.

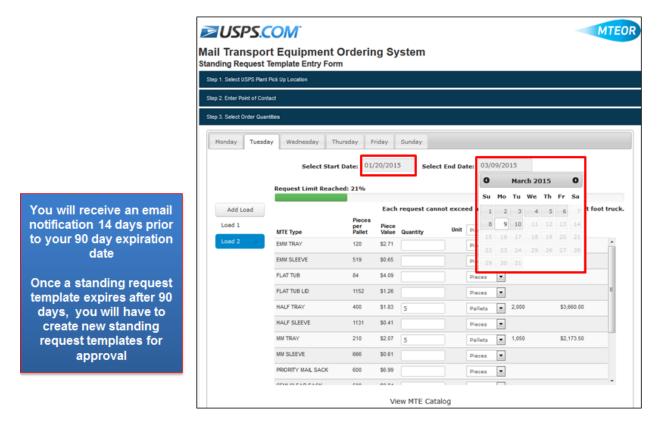


Confirm your Point of Contact information.

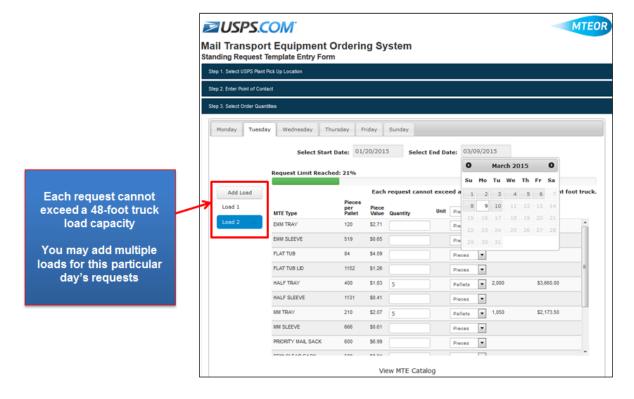




Select the start and end date for your standing request template. Your standing request template must last for at least 30 days and cannot exceed 90 days from the current request date.

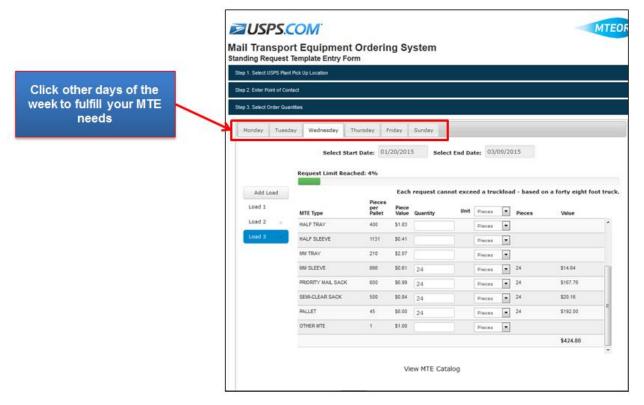


Choose the MTE type and quantity you want to request for the first day of the week selected.

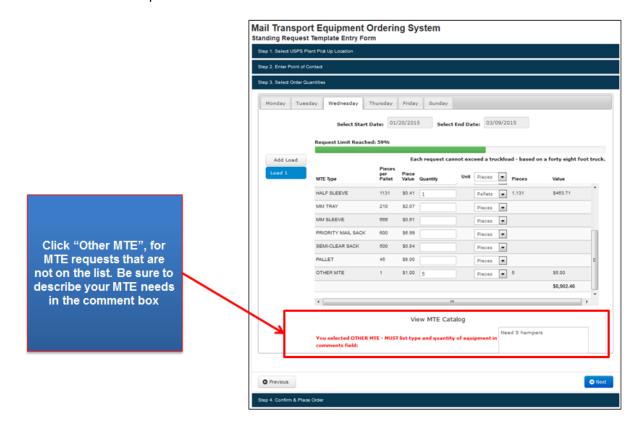




Select the MTE type and quantity you want to request for another day(s) of the week if needed.

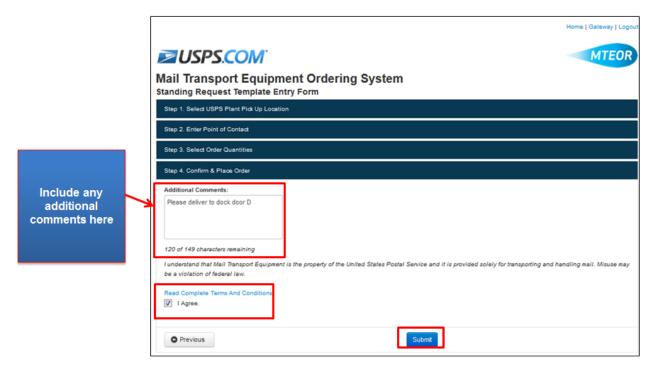


Use "Other MTE" to request MTE that is not on the list.

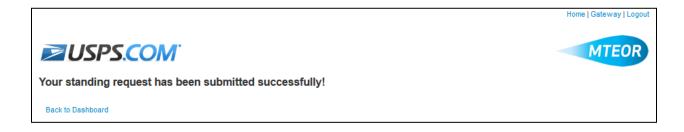




Complete the standing request template by agreeing to the Terms and Conditions and hitting "Submit".



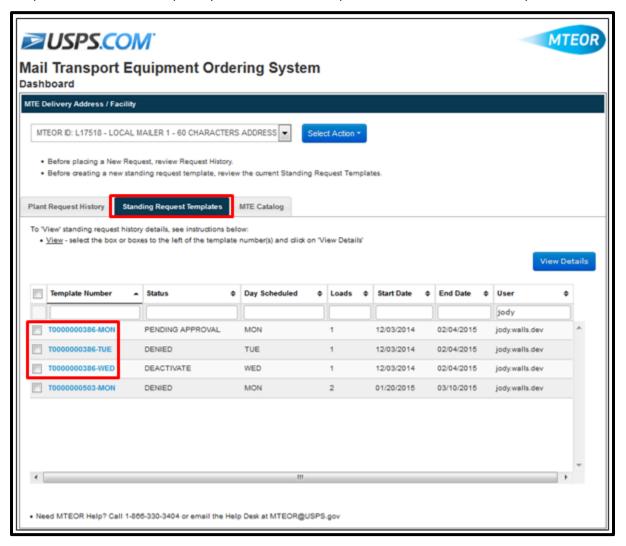
Once a standing request template has been submitted, it shows on your MTEOR Dashboard in a "Pending Approval" status and can now be reviewed by the Postal plant.





View Standing Request Templates

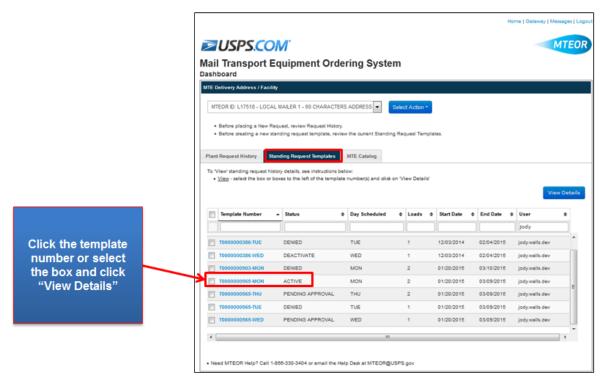
View your standing request templates on the *Standing Requests Template* tab. Standing request templates created for multiple days have the same template number with different day codes.



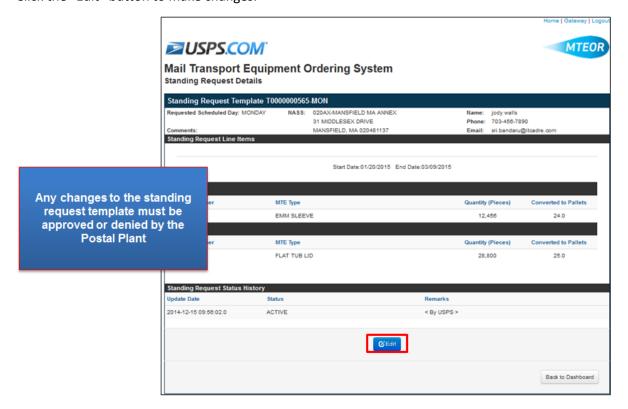


Modify a Standing Request Template

You can modify a standing request template in "Active" status at any time during the 90-day period.

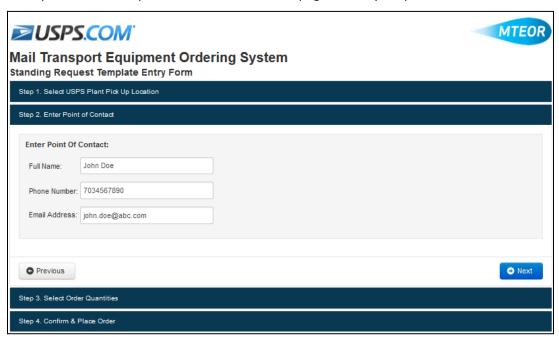


Click the "Edit" button to make changes.

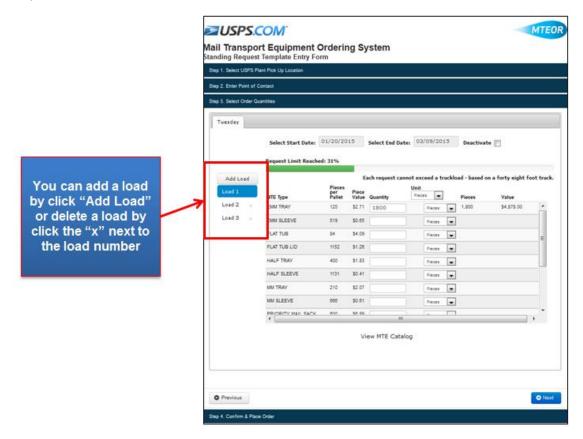




Once you click "Edit", you will be directed to this page to edit your point of contact information.

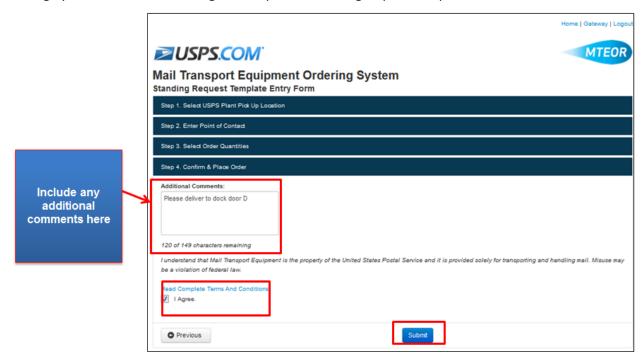


Make any change on the request dates, days, loads and MTE type and quantity for your standing requests.

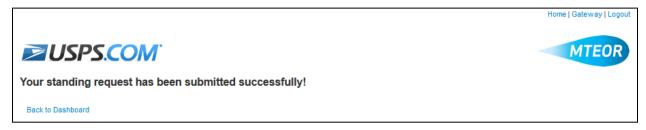




Change your comments according to the updated standing request template.



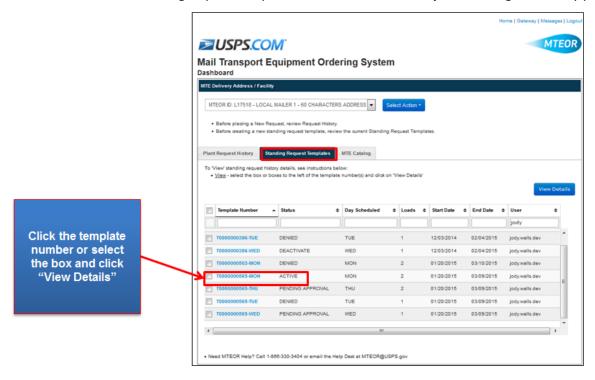
Once a modified standing request template has been submitted, it shows on your MTEOR Dashboard in a "Pending Approval" status and goes back to the Postal plant for review.



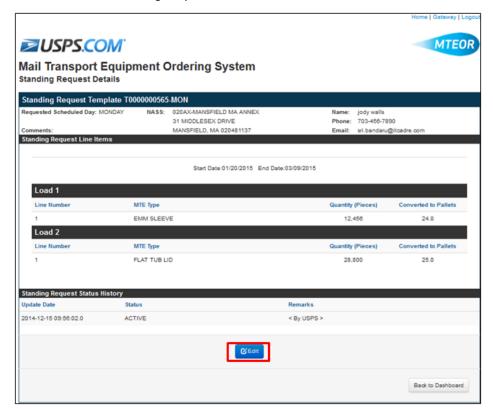


Deactivate a Standing Request Template

You can deactivate a standing request template in "Active" status at any time during the 90-day period.

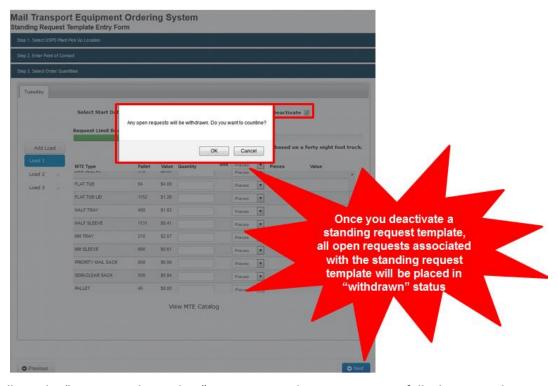


Click the "Edit" button in the Standing Request Details screen.

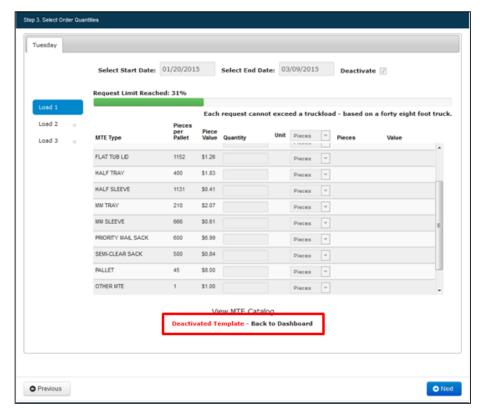




In step 3, check the "Deactivate" box and confirm you want to cancel the standing request template in the pop-up window.



You will see the "Deactivated Template" message in red once you successfully deactivated your standing request template. Deactivated templates will remain on your MTEOR Dashboard for 30 days.

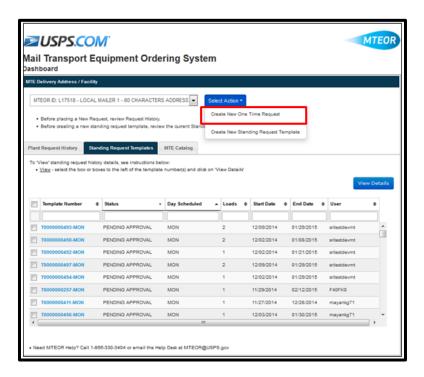




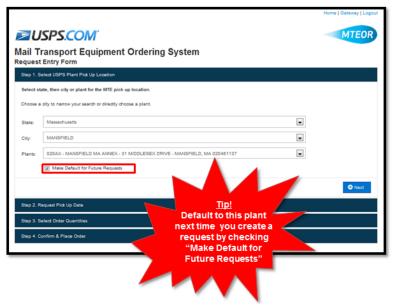
Create One-Time Requests

You can also create one-time requests for additional MTE or if you do not reoccurring MTE on a weekly basis. From the MTEOR Dashboard, click "Select Action", and then select "Create New One Time Request".

If there are questions about the types of MTE available to request through MTEOR, you may reference the MTE Catalog.



On the Request Entry Form, select the **State**, **City**, and **Plant** of the 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".





Then, select your desired pick up date. The plant will later have 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".



Next, 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.



You should include any additional comments, notes, or requests for the plant in the **Additional Requests** box on the next page.

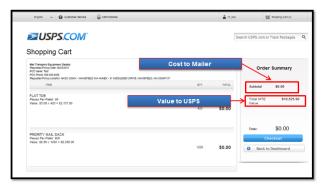


Additionally, you should read the Terms and Conditions and select the checkbox next to "I Agree". Once all of this information has been complete, hit "Submit".

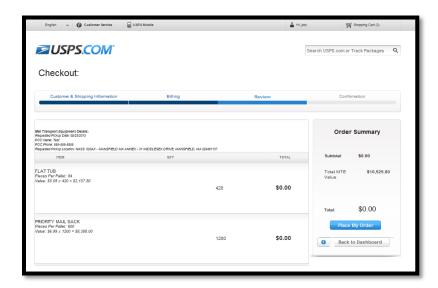




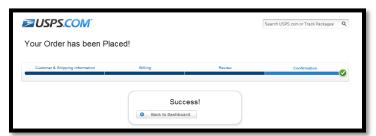
You will be taken to the Postal Store website to checkout and complete the request. **These steps are required to complete the order**. Click "Checkout" to go to the next screen.



Click "Place My Order" to finalize your request.



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

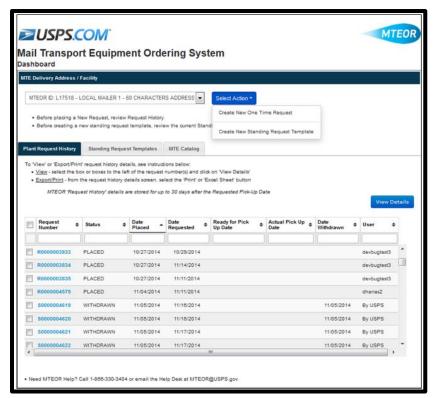




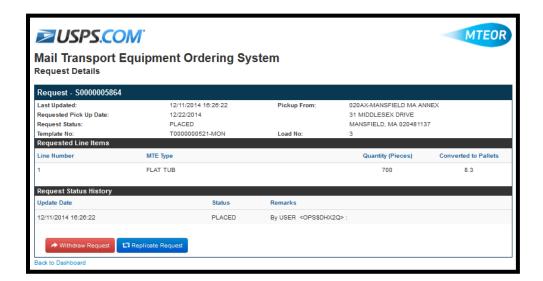
Prepare to Pick Up MTE

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.)



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 window.



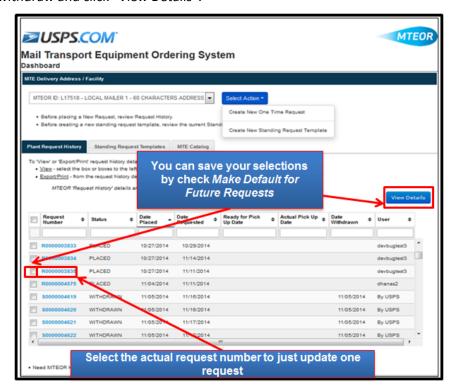


Withdraw a Request

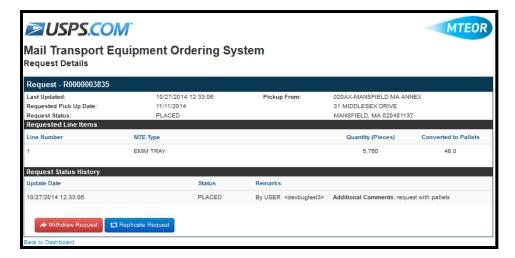
If you decide you no longer need the requested MTE, you can withdraw the order at any point. Reasons for withdrawing the request include:

- You no longer need the MTE
- 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(s) is open, click the red "Withdraw" button. After confirming this action, your request will be withdrawn.

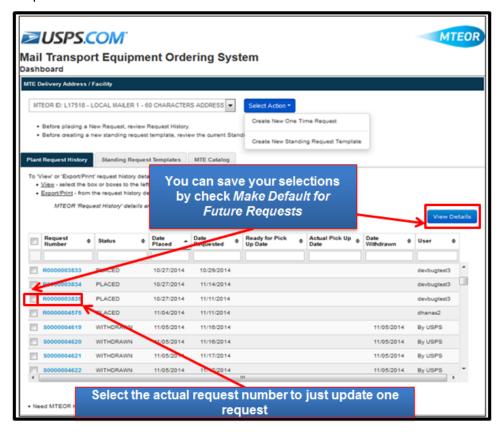




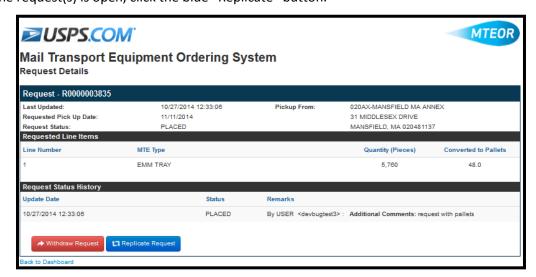
Replicating a Request

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".



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





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.

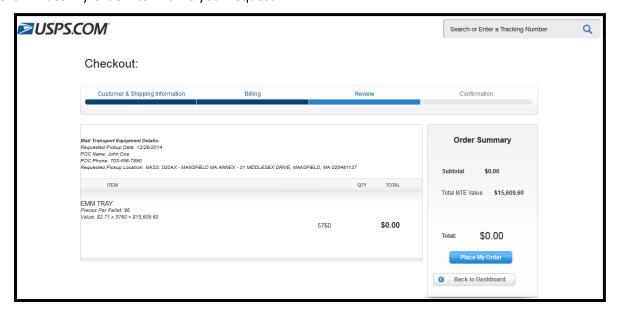
(Note: "Other MTE" comments are not automatically included and will need to be copied over by selecting "Copy Previous Comments." The comments can be edited after you copy them over if necessary.)

Then, hit "Submit"

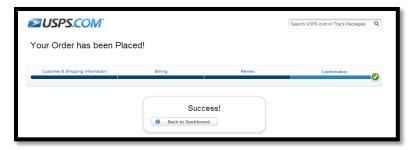


You will be taken to the Postal Store website to checkout and complete the request. **These steps are required to complete the order**. Click "Checkout" to go to the next screen.

Click "Place My Order" to finalize your request.



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





Tools and Resources

Additional MTEOR tools and resources can be found on the MTEOR webpage, https://ribbs.usps.gov/mteor. There you can find:

MTEOR Access Information

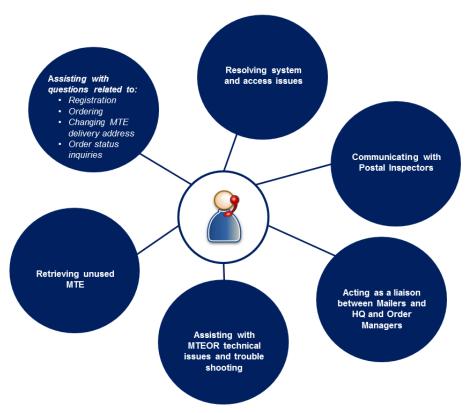
- MTEOR Registration for BSAs Instructions for how to register as the BSA for MTEOR
- MTEOR Registration for General Users Instructions for how to register for MTEOR

MTEOR Tools and Resources

- MTEOR FAQs Frequently Asked Questions related to MTEOR and roles in the MTE process
- MTE Photo List Print out a reference of the MTE types available in MTEOR
- MTEOR Bulletin Archive View past MTEOR Bulletins

MTEOR Help Desk

In addition to supporting the new Mailer registration, 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).