
MTEOR Registration Frequently Asked Questions

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1 CRIDs and NASS Codes

1.1 What is a CRID?

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

1.2 What is a NASS code?

NASS stands for National Air and Surface System. A NASS code is a unique code that is used to identify a Mailer's physical location. NASS codes are used for transportation delivery points.

1.3 What is the relationship between CRIDs, NASS codes, and locations?

Each CRID is matched to one NASS code which is matched to a single address.

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

Yes. If you are responsible for placing MTE orders for more than one location, then you will need to add each CRID to your Business Customer Gateway profile. **For Phase 1, CRIDs will be given to BSA for each of their locations. It is the BSA's responsibility to ensure additional users register for the appropriate CRIDs.**

1.5 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.

1.6 Where can I see the CRID of a location for which I requested a service?

You can see the CRID of the location for which you requested a service on the "Request Status" page on the Business Customer Gateway.

1.7 How do I get a CRID?

BSAs will be sent CRIDs for each of their locations by the U.S. Postal Service prior to registration. Additional users will receive CRIDs from their BSAs in order to register.

2 BCG Registration

2.1 How do I register on the BCG?

Users should go to <https://gateway.usps.com>. Once on the site click "New User Registration". A new screen will appear that says, "Create your USPS.com Business Account." Select "Business" under account type and follow the prompts to fill in the required user information. After all of the fields are filled in read the BCG privacy policy. Then click "Create Account." For BCG registration info, refer to MTEOR page on RIBBS: <http://ribbs.usps.gov/mteor>.

2.2 How long does it take to register for the Business Customer Gateway?

The registration process takes only a few minutes, and access is instantaneous.

2.3 Why do I use the CRID of a location when trying to add a location to my profile, instead of my company name or address?

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.

3 MTEOR Registration

3.1 When can I register for MTEOR?

Mailers that are a part of Phase 1 can add MTEOR as a business service to their existing Business Customer Gateway profile beginning August 27, 2012. The designated BSA must use the assigned CRIDs to register and accept the BSA agreement before allowing other users to join.

When general MTEOR users register, the BSA will receive an email notification that a request was submitted. Once the BSA approves the request, users will receive a confirmation email that access has been granted.

3.2 How long will it take to receive a confirmation email from MTEOR after I register?

BSAs will instantaneously receive a confirmation email after registering. Additional users must receive approval from a BSA, who have 25 days to approve user requests.

3.3 Can I add all my business locations in MTEOR?

No. Users can only register for the locations that are currently receiving MTE from MTESCs. These CRIDs will be provided to the BSA for each location on August 27, 2012.

3.4 Can there be more than one person authorized to order MTE per Mailer location?

Yes. It is the responsibility of the BSA to identify additional users for each location. Each additional user will have to register on the Business Customer Gateway to access MTEOR.

3.5 If I am already a MTESC customer, do I need to register for MTEOR?

Yes. Mailers must register for MTEOR through the Business Customer Gateway (<http://gateway.usps.com>). When adding MTEOR as a business service, MTEOR users must use the CRID assigned to their NASS code and location.

3.6 If I am already a MTESC customer, how do I get access to MTEOR?

If you currently receive direct delivery of MTE from an MTESC, you are already able to access to MTEOR. You will need to use the correct CRID we have assigned your company to complete the registration. If you do not have this information, you may contact the MTEOR Help Desk at mteor@usps.gov.

If you wish to receive direct delivery of MTE from an MTESC, you must be able to accept a full truckload of MTE each week. You may contact the MTEOR Help Desk at mteor@usps.gov to start the application process. It may take up to 60 days to go through the application process. Once approved, you will receive an email from MTEOR with the registration information. Mailers must register for MTEOR through the Business Customer

Gateway (<http://gateway.usps.com>). When adding MTEOR as a business service, MTEOR users must use the CRID assigned to their NASS code and location.

3.7 Will U.S. Postal Service employees have access to my account in MTEOR?

U.S. Postal Service employees will not have access to MTEOR.

4 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>.