MTEOR Frequently Asked Questions

GENERAL 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 and pouches, trays, 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 a fast, reliable, and convenient place for Mailers to order MTE, check order status, and review order history. MTEOR can be accessed through the Business Customer Gateway (BCG) at http://gateway.usps.com.

1.3   When will MTEOR be implemented?

Phase 1 of MTEOR launched September 5, 2012, for Mailers currently receiving MTE from a MTE Service Center, or MTESC. Phase 2 of MTEOR begins in 2013 for Postal Service Plants and other Mailers. Until Phase 2, Postal Plants and Mailers should continue to follow existing processes for receiving MTE.

1.4   What is an MTESC?

An MTESC is a Mail Transport Equipment Service Center. There are 15 MTESCs located throughout the United States. These centers serve to process like MTE in pallet quantity and redistribute it to Postal Service Plants and Mailers.

1.5   Who will have access?

At this time, MTEOR is only available for Mailers currently receiving MTE from an MTESC. Postal Service employees will not have access to MTEOR.

1.6   Why is the Postal Service implementing MTEOR?

The Postal Service launched MTEOR in response to Mailers' request for an updated process to order MTE. MTEOR provides a standardized and centralized process for placing orders for all Mailers and help to better track MTE inventory to reduce the existing MTE leakage problem.

2.0   Roles and Access

2.1   What are the major roles within the MTEOR application and MTE ordering process?

The major roles within the MTE ordering process and MTEOR include:

- *Mailer 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 orders, check order history, and withdraw orders 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 BSA that have access to MTEOR to place orders, check order history, and withdraw orders on behalf of their company.

- *USPS Business Service Network (BSN) Representative* – postal employee who serves as the main point of contact for Mailers in the event of delivery problems, damaged goods, etc. BSNs work closely with Order Managers to help coordinate orders and mitigate issues.

- *USPS Order Managers* – Postal Service Quality Specialists who oversee order placement. Order Managers are needed to ensure the efficient operation of MTE delivery. Order Managers review all orders before they are processed.

2.2   What is a BSA and how are they 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.

The following graphic depicts the relationship between the BSA and his/her locations. Each Location is assigned a specific CRID which is matched to a specific NASS Code. The location identifier required is dependent on the system (BCG, MTEOR, or MTESS).
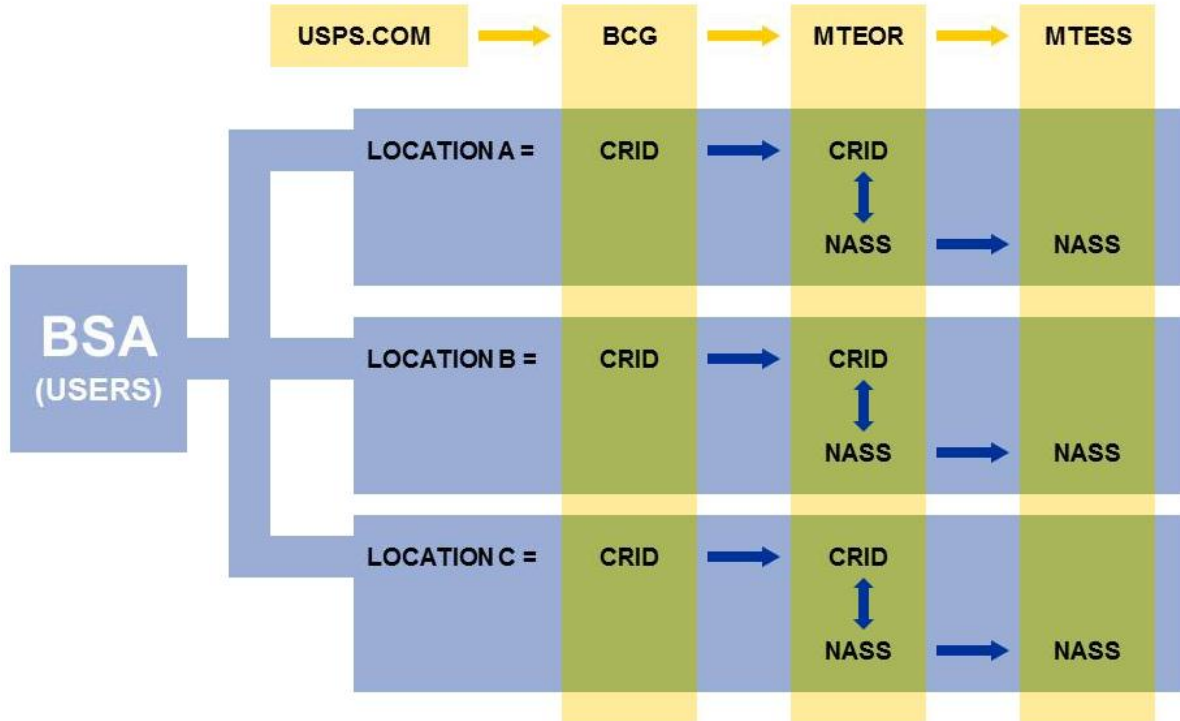
2.3   Can a BSA designate a back-up to order for them in their absence?

A BSA may set up additional users for their company to order 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 orders?

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

2.5   How do users get access to the MTEOR application?

Mailers access MTEOR directly through the BCG (http://gateway.usps.com). They must first register for a BCG profile, and then add MTEOR as a web service. Users can request the specific CRID to use during registration from their BSA or by calling the Help Desk at 866-330-3404. MTEOR Registration instruction is available on the MTEOR webpage (http://ribbs.usps.gov/mteor).

2.6   Who is responsible for letting the Postal Service know if the business moves or a BSA changes roles?

The BSA is responsible for updating the company profile in the BCG. 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.

3.0   Connectivity Issues

3.1   What is the process if MTEOR is down and I need to order equipment?

Contact your BSN to place your orders.

3.2   What is the process to order MTE if I do not have internet access?

Contact your BSN to work out an arrangement. Mailers must have an active internet connection to receive MTE from an MTESC.

3.3   When will scheduled maintenance of MTEOR take place? Will I have access during this time?

The BCG maintenance window is on Sundays from 4-8AM Central Standard Time. System maintenance occurs 5 times a year and is announced by the BCG 10 business days in advance. Mailers may sign up for the Domestic Mail Manual Advisory and receive notifications there.