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## MTEOR Ordering Frequently Asked Questions

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## EQUIPMENT

### 1.0 Equipment / Inventory

#### 1.1 How does the Postal Service determine how much Mail Transport Equipment (MTE) my location(s) should have?

Using information from our business mail acceptance processes, the Postal Service is able to calculate an approximate quantity of MTE, by type, to meet equipment needs. Mailers are permitted to hold the quantity of empty MTE required for up to two weeks of their mail production.

#### 1.2 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.

#### 1.3 Is there a limit to how much MTE I can order?

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

#### 1.4 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.

## ORDERING

### 2.0 Placing an Order

#### 2.1 How do I place MTE orders in MTEOR?

Log into the MTEOR application 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 Order”
- Verify that the point of contact and telephone number is correct
- Use the transportation 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-schedule 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
- The order is complete once a “Success!” message appears

#### 2.2 Does MTEOR let me know if I am ordering too much for a trailer?

Yes. 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.

### 2.3 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 three days in the past and 20 days in the future.

### 2.4 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.

<b>Order Entry and Withdraw Schedule</b>	
<b>Orders must be Entered or Withdrawn in MTEOR by:</b>	<b>For Shipments to be Dispatched on:</b>
<b>Monday</b>	<b>Thursday</b>
<b>Tuesday</b>	<b>Friday/Saturday</b>
<b>Wednesday</b>	<b>Sunday/Monday</b>
<b>Thursday</b>	<b>Tuesday</b>
<b>Friday</b>	<b>Wednesday</b>
<p><b>If a Reoccurring Order occurs on a holiday or you require an Emergency Order, please contact your BSN to help schedule your order.</b></p> <p><b>**Emergency Orders must be requested at least 24 hours in advance of delivery.</b></p>	

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

Not all MTESSCs will provide transportation on holidays. For these locations, Standing (Recurring) Orders will be withdrawn by MTESS and will not be sourced. Place a new order to replace the withdrawn standing order for a day where the MTESSC will provide transportation. Work with your BSN and Order Manager to plan for your MTE needs around holidays.

If the order is already withdrawn, place a new order on an available day, if it is needed. Use the schedule below to place your new order. If assistance is needed to withdraw the order contact your BSN to arrange a replacement order. Contact your BSN for assistance if you are unsure if your MTESSC is closed on holidays.

#### 2013 Federal Holidays

<b>Holiday</b>	<b>Date</b>	<b>Cutoff Day</b>
New Year's Day	Tuesday January 1	Wednesday December 26
Martin Luther King, Jr. Day	Monday January 21	Tuesday January 15
President's Day	Monday February 18	Tuesday February 12
Memorial Day	Monday May 27	Tuesday May 21
Independence Day	Thursday July 4	Friday June 28
Labor Day	Monday September 2	Tuesday August 27
Columbus Day	Monday October 14	Tuesday October 8
Veteran's Day	Monday November 11	Tuesday November 5
Thanksgiving Day	Thursday November 28	Friday November 22
Christmas Day	Wednesday December 25	Thursday December 19

## 2.6 Is there a section which allows me to choose substitutions?

No, this function is not available at this time.

## 2.7 Can I replicate my orders in MTEOR?

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.

After you select "Replicate", you are taken to a transportation screen. Order details are listed at the top of the transportation screen, while transportation options are listed below. At the bottom of the screen, click on the desired dispatch date and then select transportation from the section labeled "Available Transportation Options". Then, click "Next". Review your order in the Postal Store then click "Checkout". On the next screen, click "Place My Order" to finalize your order. The order is complete once a "Success!" message appears.

## 3.0 Changing an Existing 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 Can I make a one-time change to a Standing (Recurring) Order in MTEOR?

Yes. In the MTEOR application Standing Orders appear as single instances that occur on the same day each week. If an instance needs to be changed (i.e. because it falls on a holiday or your MTE needs changed just for a day) that instance can be withdrawn and replaced with a new order.

### 3.3 What is the process if I input my orders incorrectly?

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.

### 3.4 What is the process if I have a last minute change to my order? Who do I contact?

Call your BSN to make a change to an order after it has been sourced. The BSN will then contact the Order Manager to coordinate the change.

## 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. Trips in MTEOR are set up to meet the 1 hour gap between dispatches.

### 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 Standing (Recurring) Orders

### 5.1 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.

### 5.2 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.

### 5.3 How do Standing (Recurring) Orders appear in MTEOR?

Standing Orders appear as single instances that occur on the same day each week. Standing (Recurring) Orders appear as single instances of an order. This feature enables you to adjust these orders prior to sourcing based on your needs.

### 5.4 Can I place an order for a trip that already has a Standing (Recurring) Order?

No. You are not able to place a new order for transportation already associated with an order. To change that order, you must withdraw the existing order and create a new order for that transportation dispatch day and time. Once you withdraw the order, the transportation that was assigned for that order becomes immediately available for other orders you may place.

## 6.0 Emergency Orders

### 6.1 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.

### 6.2 Will Emergency Orders show up in my Order History?

Yes. Once the Emergency Order is placed, the order will appear immediately in MTEOR.

## 7.0 Withdrawing an Order

### 7.1 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.

### 7.2 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.).

### 7.3 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.

### 7.4 Will I see who withdrew the order in MTEOR?

Yes. The MTEOR Dashboard uses several “user” designations to describe the progress of an order and the user responsible for placing or making order changes. The order details denote when the order was withdrawn and the reason for withdrawal. In the Order History, 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

#### 7.5 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.

#### 7.6 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.

## 8.0 Backorder

### 8.1 What is “Backorder” Status?

Backorder status 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” Status 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. Both the original order and the replacement order will show in the MTEOR Dashboard. 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.

### 8.2 How can I tell if an order is no longer in “Backorder” Status?

All of your orders placed in MTEOR appear in your Order History. Orders will stay in “Backorder” Status for up to four days. You can reference your order by the order number and date placed. Once an order can be sourced it changes from “Backorder” Status to “Replaced” Status. If the order is “Replaced”, it will appear as a new order in your MTEOR Dashboard as “Placed (Replacement for Order: #####)”, If the order is not “Replaced” within four days, it will be “Withdrawn” from MTEOR.

### 8.3 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.

#### 8.4 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"/>				

#### 8.5 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.

#### 8.6 If my order is missing a portion of the load will I receive the remaining percentage?

No. If an order is sourced at 75% due to a lack of MTE, the missing 20% of MTE must be reordered when a full load is needed.

#### 8.7 If an item is unable to be sourced and I still need it, who do I contact?

Contact your BSN for assistance.



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## RECEIVING AND REPORTING MTE

### 9.0 Receiving and Returning MTE

#### 9.1 Am I able to see when the trailers have been dispatched from the MTEESC 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 MTEESC hours of operation will show on MTEOR the following business day.

#### 9.2 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.

#### 9.3 Am I allowed to redirect deliveries to another address?

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

#### 9.4 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.

#### 9.5 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](mailto:HQMTE@usps.gov) or calling 866-330-3404.

### 10.0 Reporting

#### 10.1 Does MTEOR generate reports? How do I monitor my ordering activity?

MTEOR does not currently contain reports. You may print off orders from the MTEOR Dashboard, which displays past orders up to three days. Reports are being developed for release in the near future.

#### 10.2 Will MTESS email order status notifications continue?

No. You may check the status of each of your orders in real-time through MTEOR at any time.

## ORDER ISSUES

### 11.0 Order Issues

#### 11.1 Who should I contact for questions related to MTE ordering?

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

#### 11.2 What if no users at my company are available to place MTEOR orders?

Since a BSA can approve as many additional users as necessary, this should not be an issue.

#### 11.3 Who should I contact if there is a problem with an order?

The BSN is your first point of contact in case of an order issue. If the issue requires additional assistance from an Order Manager, the BSN will work with the Order Manager to reach a solution.

#### 11.4 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>.