MTEOR Registration
Frequently Asked Questions

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REGISTRATION

1.0   CRIDs and NASS Codes

1.1   What is a CRID?

A CRID is a Customer Registration Identification number that is assigned through the Business Customer Gateway (BCG). 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 National Air and Surface System (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 delivery address.

1.4   Can I have access to more than one CRID in the BCG?

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

1.5   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 BCG.

1.6   How do I get a CRID?

BSAs need to call the Help Desk to get their CRIDs prior to registration. Additional users will receive CRIDs from their BSAs in order to register.

2.0   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 appears 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 information 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 BCG?

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.

3.0   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 BCG profile. 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 receives an email notification that a request was submitted. Once the BSA approves the request, users receive a confirmation email that access has been granted.

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

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

3.3   Can I add all my business locations in MTEOR?

No. Users may only register for the locations that are currently receiving MTE from MTESCs. If needed, the BSA can request the CRIDs for their locations from the Help Desk.

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

Yes. It is the responsibility of the BSA to identify additional users for each location. Each additional user must to register on the BCG to access MTEOR.

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

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

3.6   Will Postal Service employees have access to my account in MTEOR?

No. Postal Service employees do not have access to MTEOR.

3.7   I am seeing "CRID Error" on my MTEOR Dashboard and it does not let me place orders. How do I resolve this?

The error is likely due to a CRID that is not matched to a NASS code in MTESS. If the error showing looks like, "Error – CRID: ######## - Delivery Address Not Defined" you will need to remove the CRIDs that are showing up as errors from your MTEOR web service. To do this go to your BCG profile and remove the CRIDs. If you continue to have problems, contact the Help Desk for assistance.

If the error showing looks like, "Error – CRID: ######## - No Transportation Contract" or "Error – CRID: ######## - MTESS Catalog Not Defined", this issue needs to be escalated to the MTESS team immediately. Contact the Help Desk for assistance to resolve this issue.

PROFILE CHANGES

4.0   Company Profile or Location Changes

4.1   If my location changes, how do I update MTEOR?

The BSA is responsible for updating their company information. There are instructions that detail how to edit company profiles through the BCG. Mailers must also contact their BSN, to coordinate the changes in MTE Support System (MTESS). If the two systems (MTEOR and MTESS) are not in sync, you will not be able to place or receive MTE orders.

4.2   What is the process for changing the BSA for my company?

Changes to the BSA can be made through the BCG. If the BSA is still available, they can make the change through their BCG profile page by clicking on "Profile". If the BSA has left the company, you should contact the Help Desk at 866-330-3404 to make these changes.