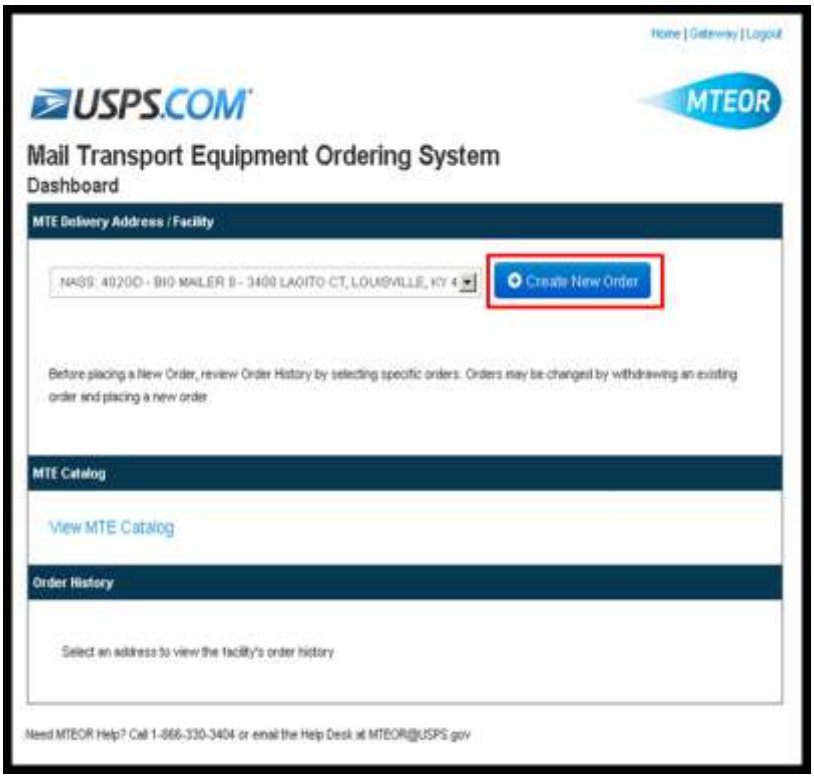
Order Manual

Introduction

The Mail Transport Equipment Ordering System (MTEOR) is a fast, reliable, and convenient place to order mail transport equipment (MTE) online. MTEOR allows users to place and change orders, check order status, and review order history. It is accessed through the Business Customer Gateway, or BCG, (http://gateway.usps.com).



The picture above shows the MTEOR Dashboard. This is the central point in MTEOR to view your order history, withdraw orders, and create new orders.

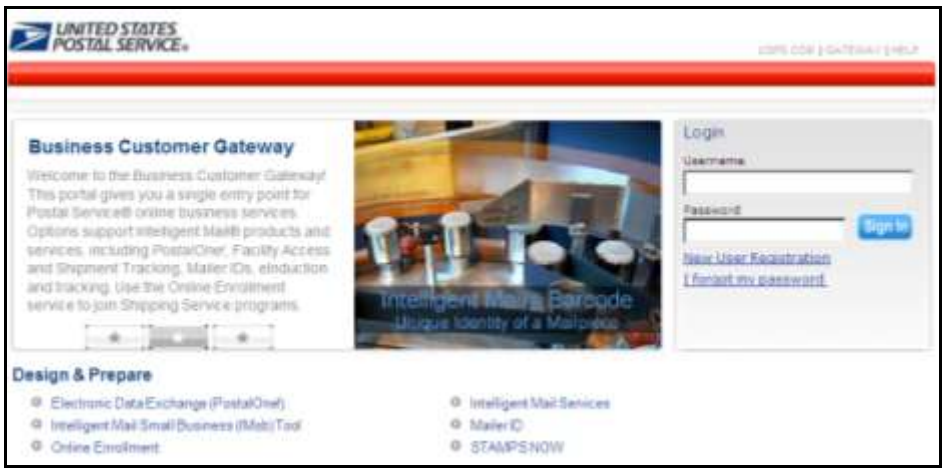
This Manual instructs you on:

- Accessing MTEOR
- Viewing Order History
- Placing Orders
- Replicating Orders
- Withdrawing Orders
- Backorder Process

Accessing MTEOR

Log into the Business Customer Gateway (http://gateway.usps.com).

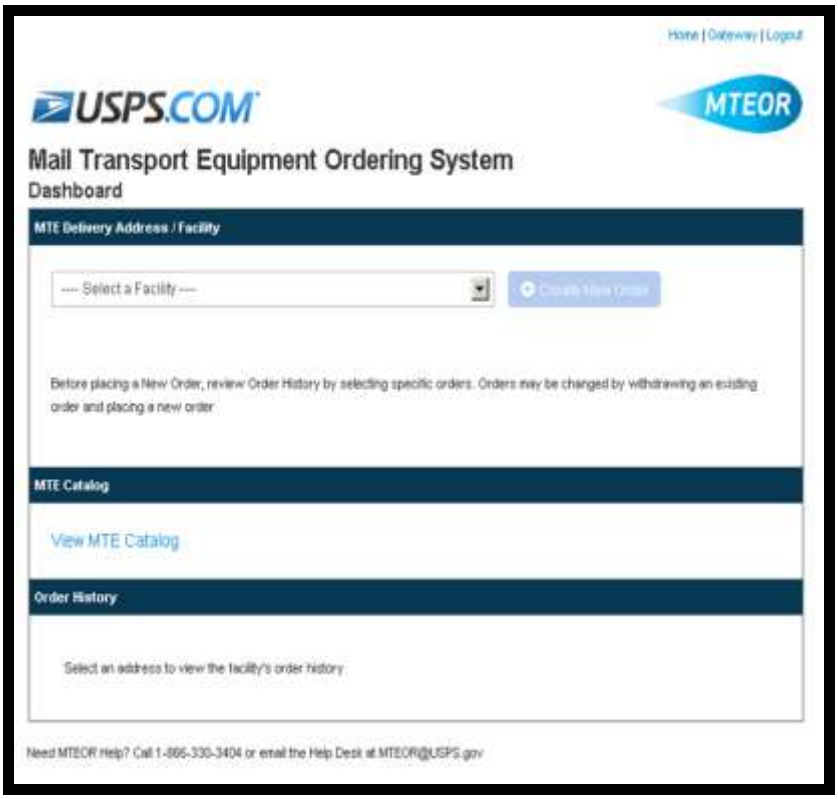
NOTE: For registration instructions, view "BCG Registration Instructions" available at https://ribbs.usps.gov/mteor.



Click on "Mail Transport Equipment Ordering System (MTEOR)" under Mail & Transport to add MTEOR has a business service.

MTEOR Dashboard

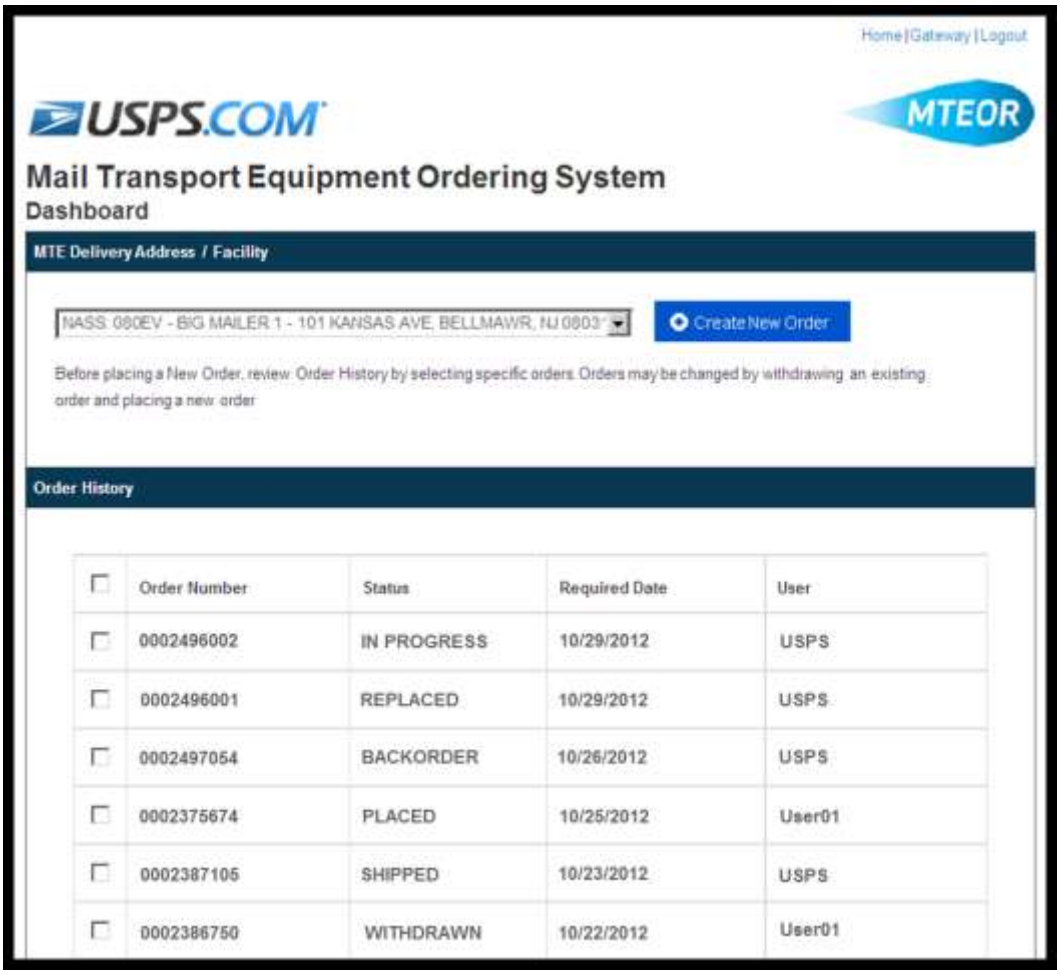
The MTEOR Dashboard is where orders are placed, changed, and reviewed. The dashboard is comprised of three sections: MTE Delivery Address/Facility, MTE Catalog, and Order History.



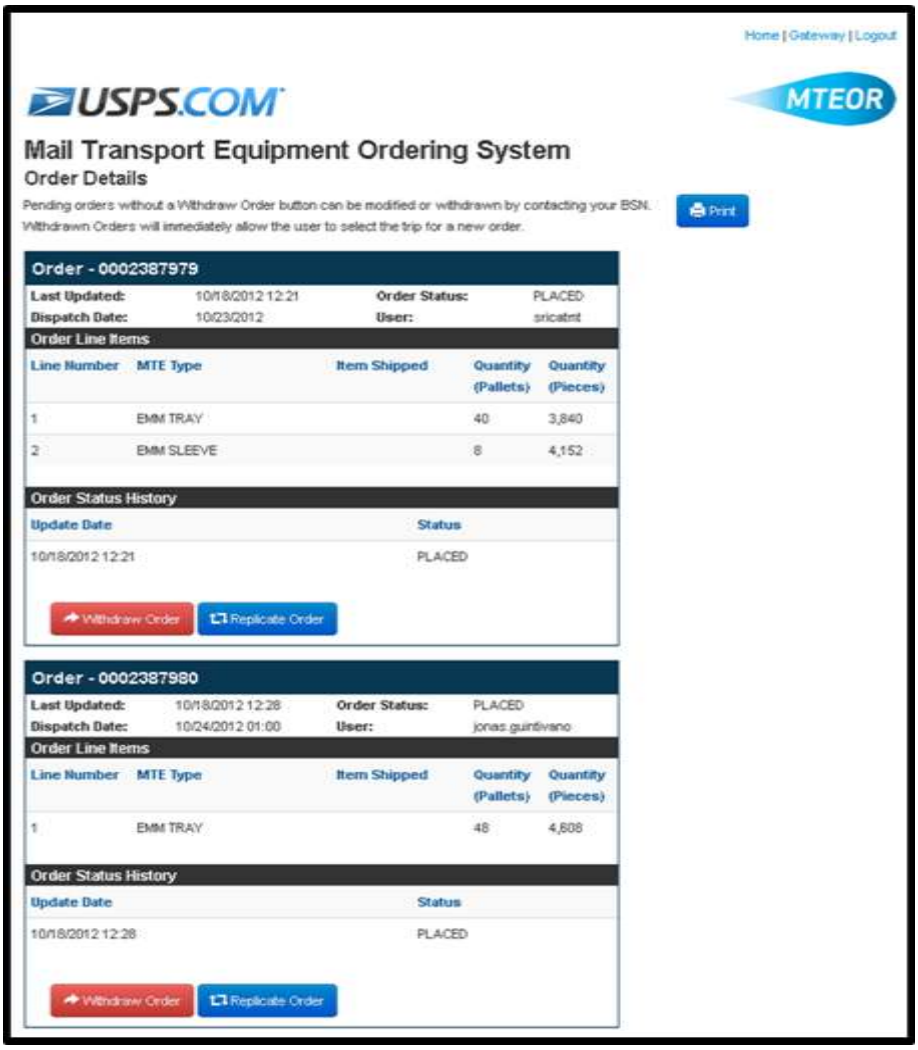
Under MTE Delivery Address/Facility choose the location for which to place, change, or review orders. If there are questions about the types of MTE available to order through MTEOR, you may reference the MTE Catalog. One or several orders may be reviewed in Order History.

In the Order History section, you will see three days of past orders and 20 days of future orders. You will also see the current status for those orders, the dispatch date, as well as the date and user that last modified the order.

MTEOR Orders have six statuses: Placed, In Progress, Backorder, Replaced, Shipped, and Withdrawn.

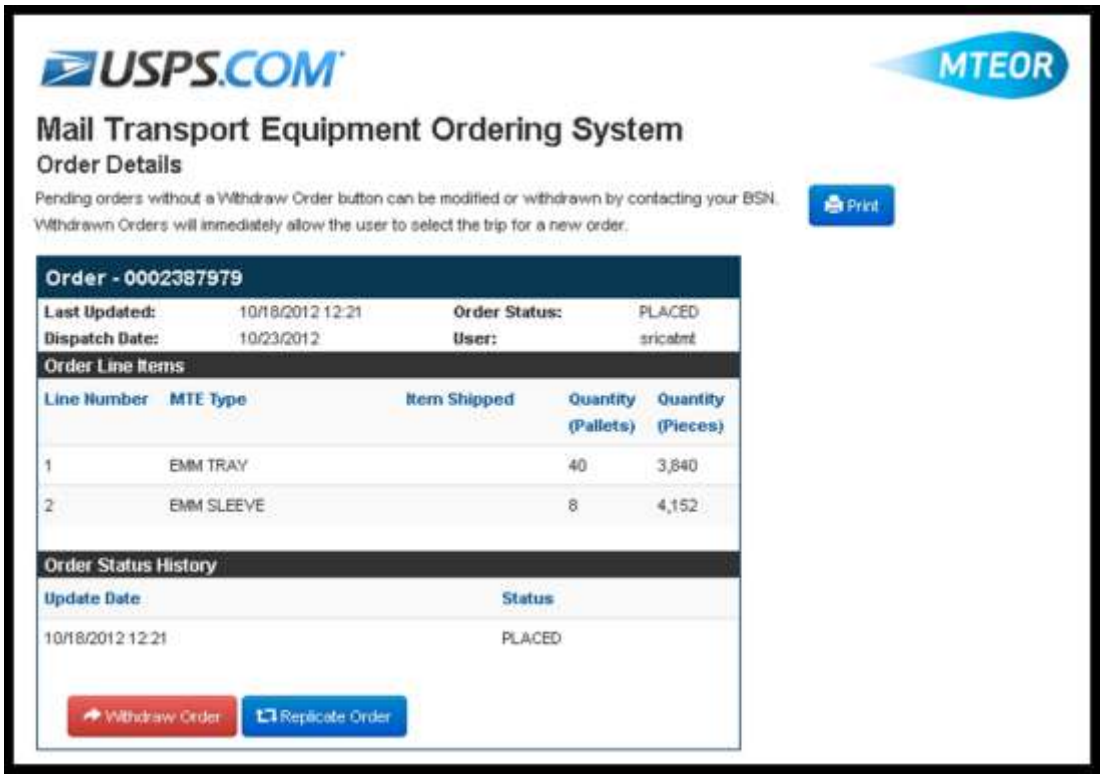


To view order details, click the checkboxes to the left of the orders that you would like to review and click “View Details”. You can review multiple orders at the same time.



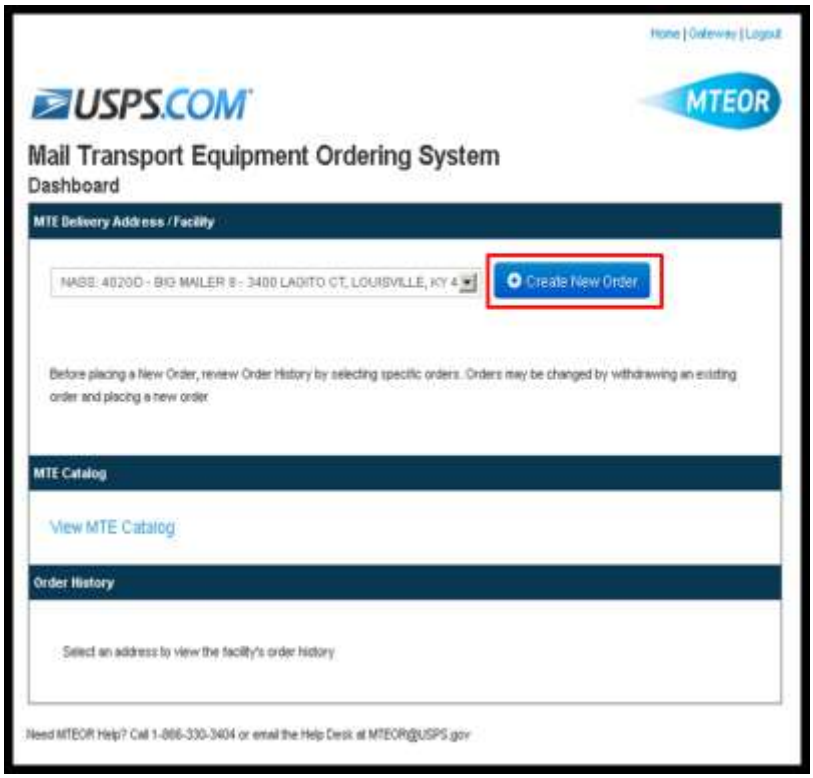
Order Details include the order number, order status, date of last update, delivery date, and the items being shipped. Shipping dates and times for orders that depart the MTESCs after scheduled operating hours will not show up in MTEOR until the next business day.

From the Order Details page, you can also "Withdraw Orders" and "Replicate Orders". If the "Withdraw" button is not available, contact your BSN for assistance. The "Replicate Order" button will not be available for orders that are currently in "Backorder" status.



Creating a New Order

To create a new order, select the delivery location from the MTEOR Dashboard and click "Create New Order".

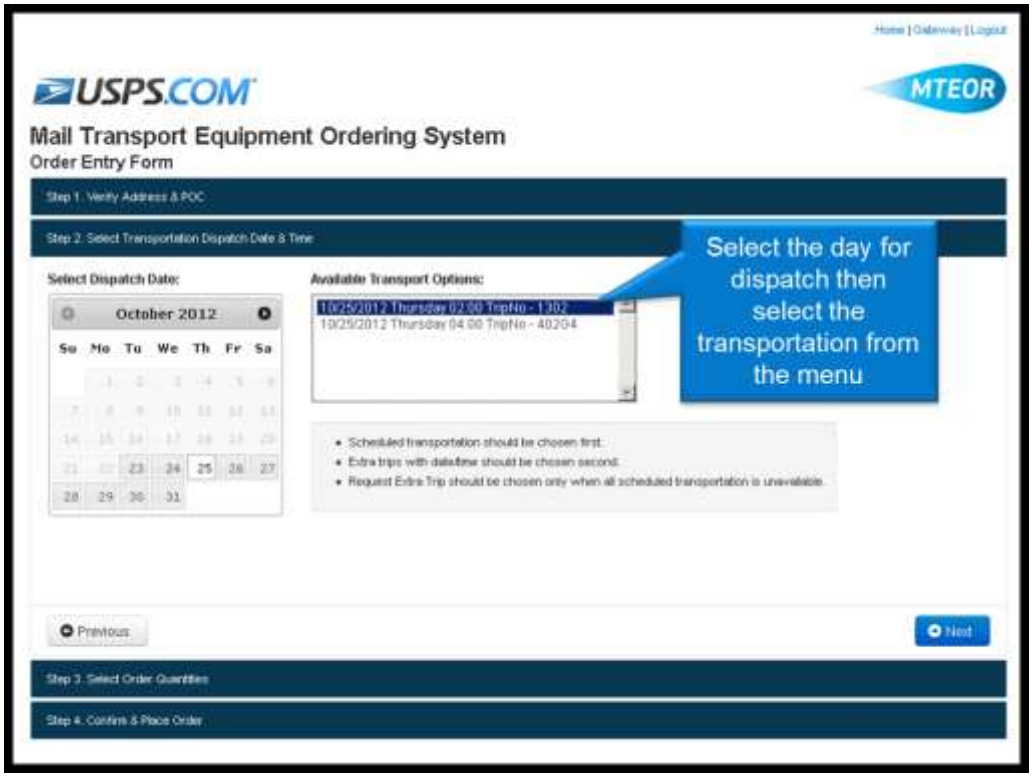


You will be taken to the Order Entry Form to complete your order. Verify your delivery address, verify the point of contact name and phone number, and then click "Next".

Select your desired dispatch date and time. Select the dispatch date from the calendar and then select available transport options. You **must** select a delivery date and time. MTEOR will not allow you to place an order in the system without it. Available transportation options appear in MTEOR as follows:

- **Scheduled trips** will appear as the first available transportation option
- Once all the schedule trips have been used, **non-scheduled trips** will appear
- After all the non-scheduled orders have been used, Mailers may request **extra trips**

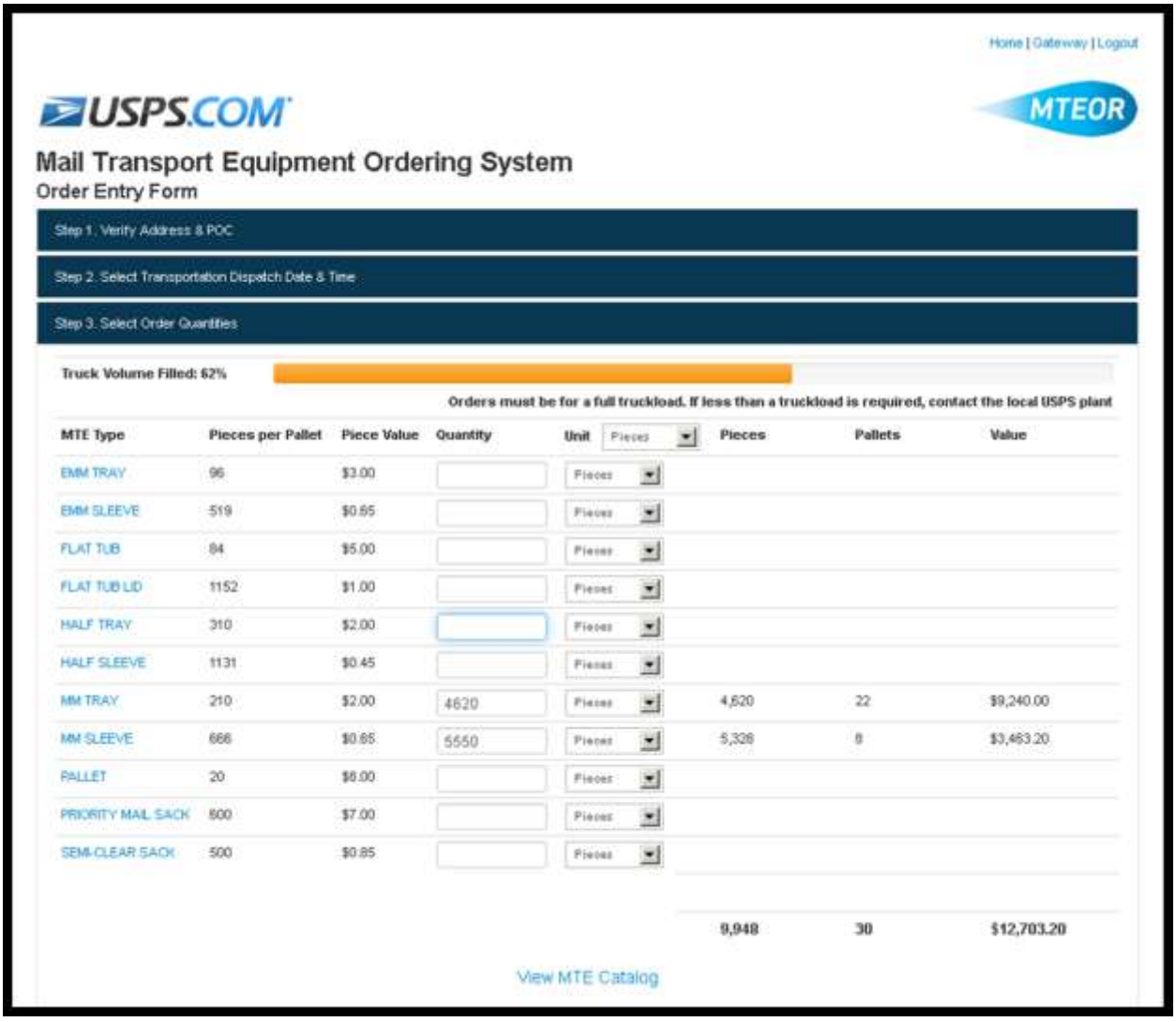
After choosing your transportation, click "Next".



Now, select your MTE type and quantity using the form. You can place orders by the number of pieces or the number of pallets needed. When completing the order using the number of pieces, MTEOR will automatically round the order to the closest number of pallets.

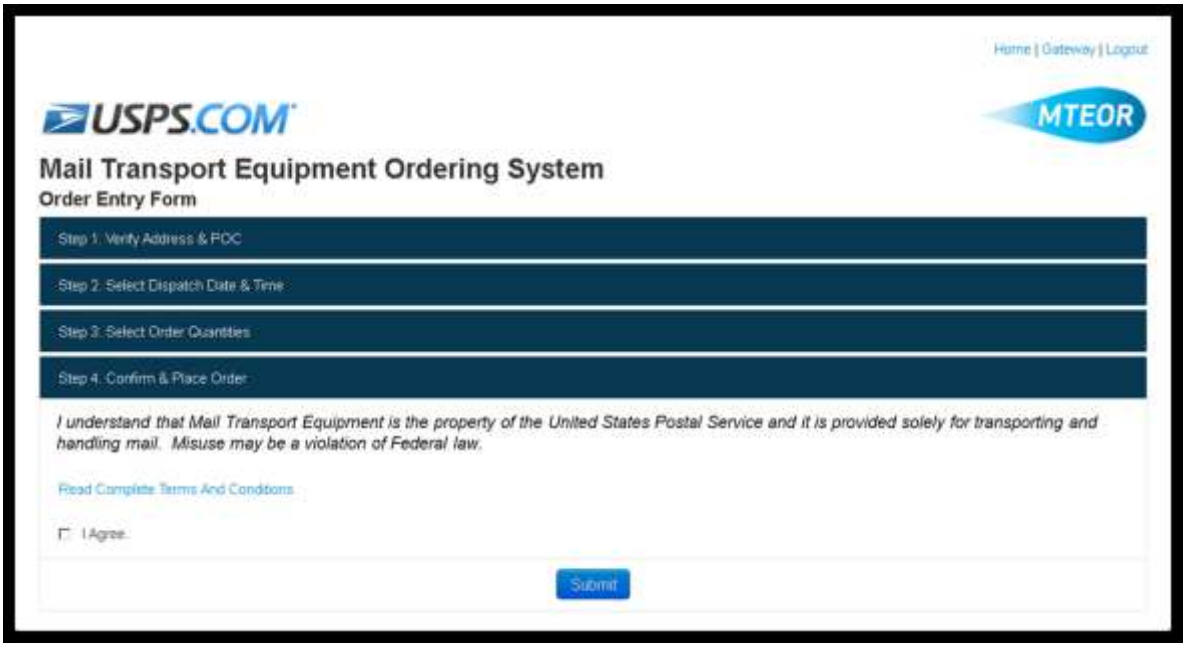
MTEOR will calculate the truck volume using the bar under "Step 3: Select Order Quantities". The bar will turn from red to green as you place your order. An order must reach 100% in order to complete the order in MTEOR.

Click "Next" to continue.

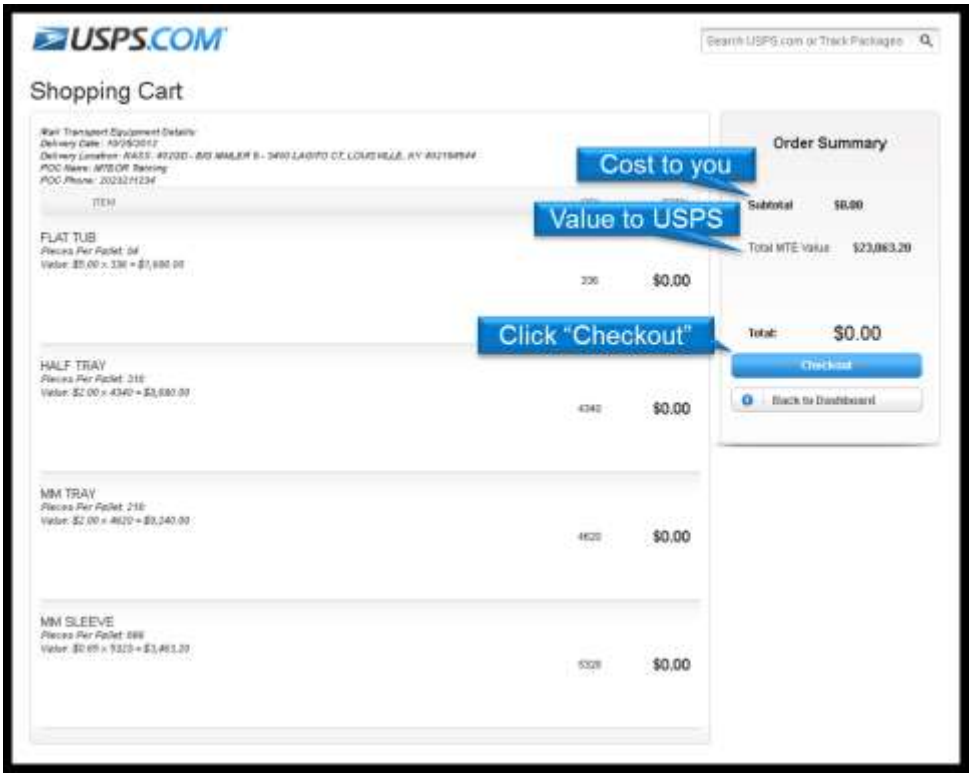


NOTE: For a list of available MTE types, view the MTE Catalog. A link to the MTE Catalog is located at the bottom of the Order Entry Form.

To confirm and place your order, select the checkbox next to “I Agree” and then click “Submit”.

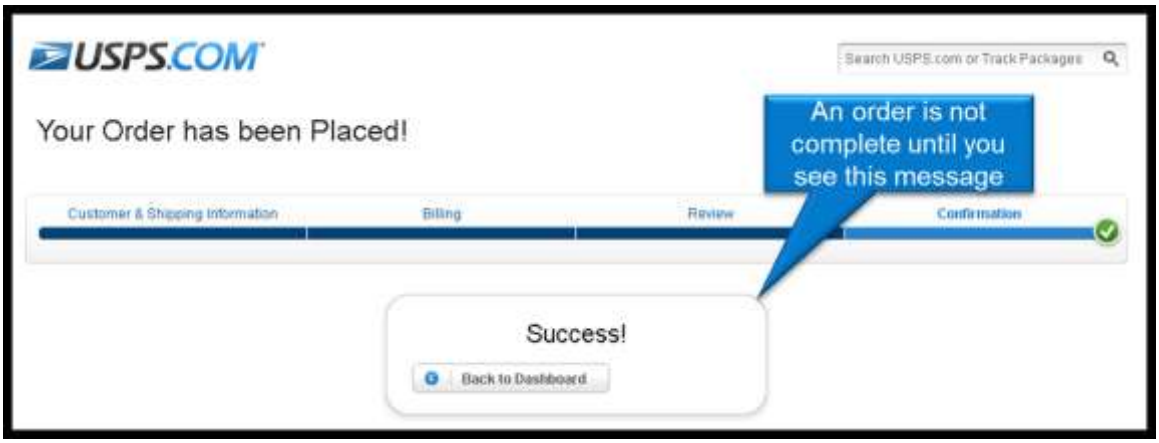


You will be taken to the Postal Store website to checkout and complete the order. Click “Checkout” to go to the next screen.



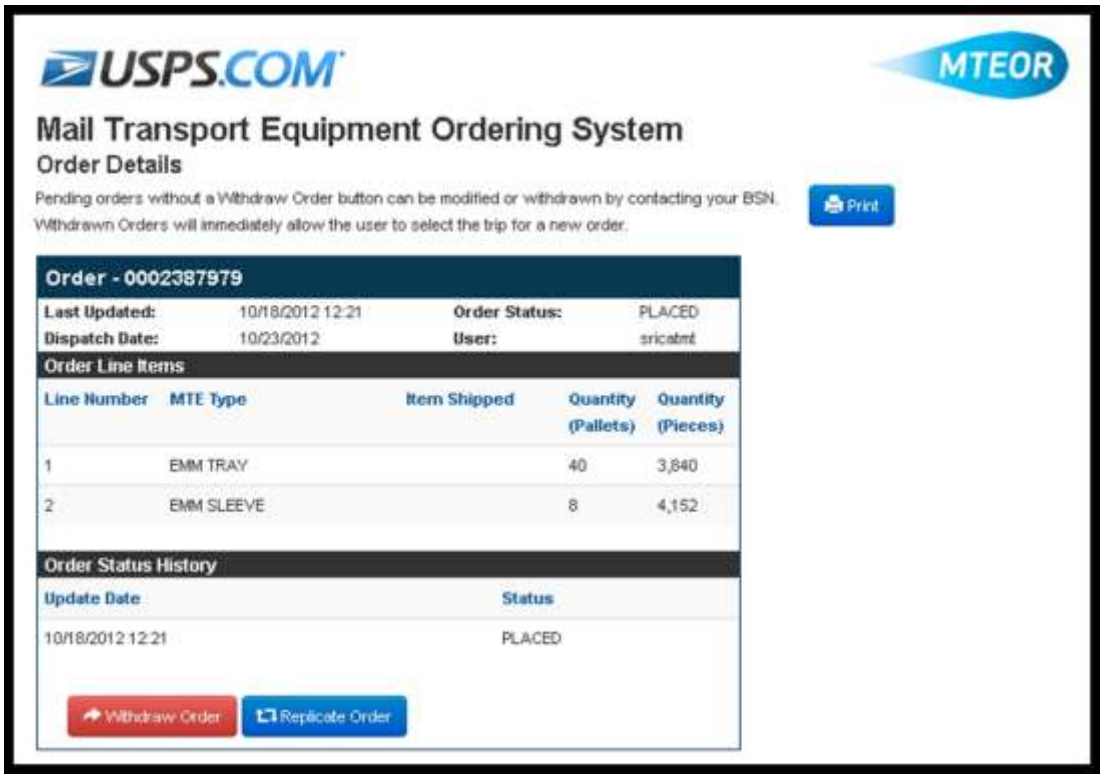
Click “Place My Order” to finalize your order.

Your order is not complete until you see the “Success!” message. To go back to your MTEOR Dashboard, click “Back to Dashboard”.



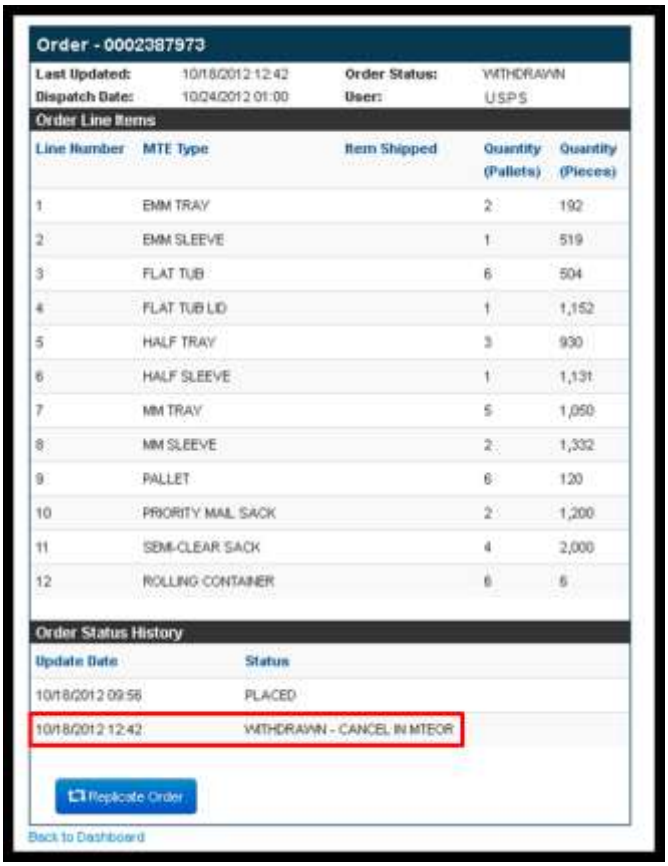
Withdraw an Order

You may withdraw an order before it has shipped from the MTEOR Dashboard, select your MTE Delivery Address/Facility from the dropdown menu. Scroll down to order history and choose orders to view by selecting the checkbox next to each order on the right. Then click, "View Details". To withdraw an order, select the "Withdraw Order" button. If the "Withdraw" button is not available, contact your BSN for assistance.



Once the order is withdrawn a popup window will appear asking if you are certain you want to withdraw the order. Click "Ok" to withdraw the order. Once you do this the order will appear as "Withdrawn" in your order history.

In addition, once the order is withdrawn you will be able to see the date the order was withdrawn and reason why the order was withdrawn.



Order - 0002387973

Last Updated:	10/18/2012 12:42	Order Status:	WITHDRAWN
Dispatch Date:	10/24/2012 01:00	User:	USPS

Order Line Items

Line Number	MTE Type	Item Shipped	Quantity (Pallets)	Quantity (Pieces)
1	EMM TRAY		2	192
2	EMM SLEEVE		1	519
3	FLAT TUB		6	504
4	FLAT TUB LID		1	1,152
5	HALF TRAY		3	930
6	HALF SLEEVE		1	1,131
7	MM TRAY		5	1,050
8	MM SLEEVE		2	1,332
9	PALLET		6	120
10	PRIORITY MAIL SACK		2	1,200
11	SEMI-CLEAR SACK		4	2,000
12	ROLLING CONTAINER		6	6

Order Status History

Update Date	Status
10/18/2012 09:56	PLACED
10/18/2012 12:42	WITHDRAWN - CANCEL IN MTEOR

Replicate Order

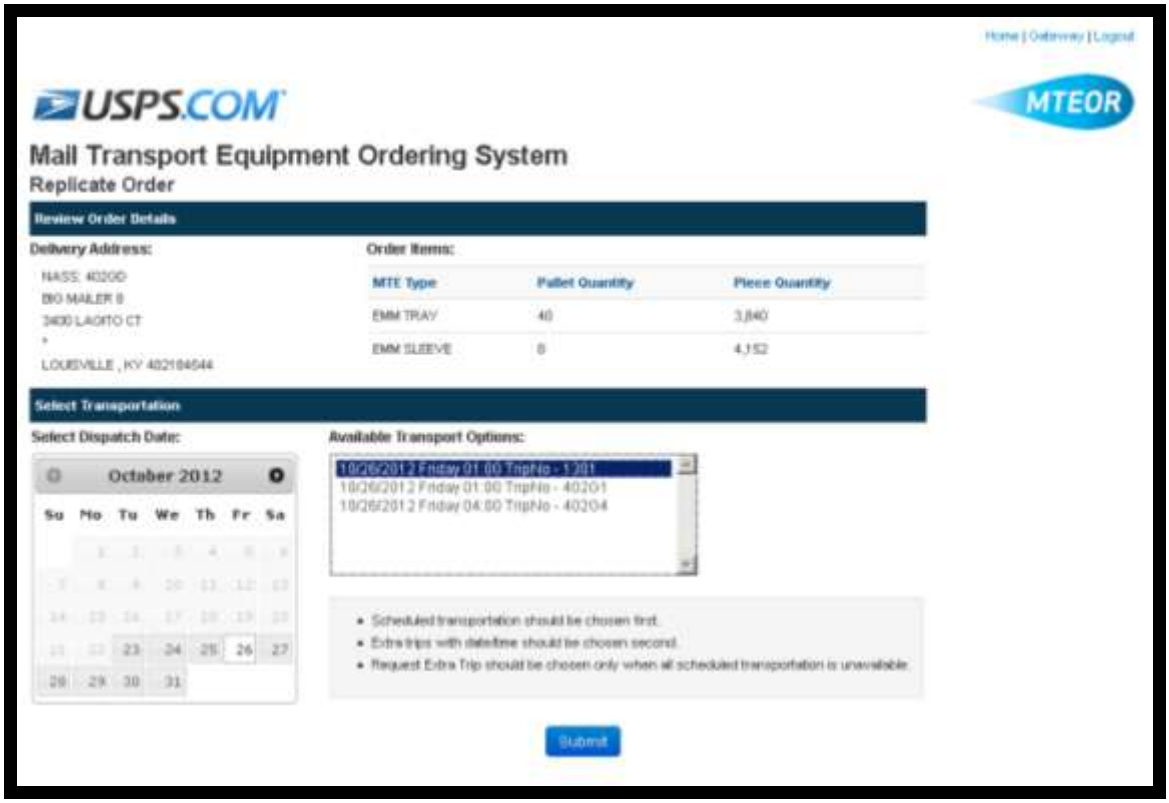
Back to Dashboard

The following are the reasons an order may be withdrawn from MTEOR:

Cancel Empty Trailer	Does Not Meet Customer Order 75% Fill
Holiday Adjustment	Replaced with Emergency Order
Incorrect Input	Customer Request
Insufficient Stock	Standing Transfer Order Template from on IMOS
Not Authorized for Item Classification on OPCM	Transportation Issue on TRMC
Local Order Fulfillment	Transportation Issue
Cancel in MTEOR	Trailer Redirect
Not Enough Inventory	Weather
Inactive NASS Code	

Replicate an Order

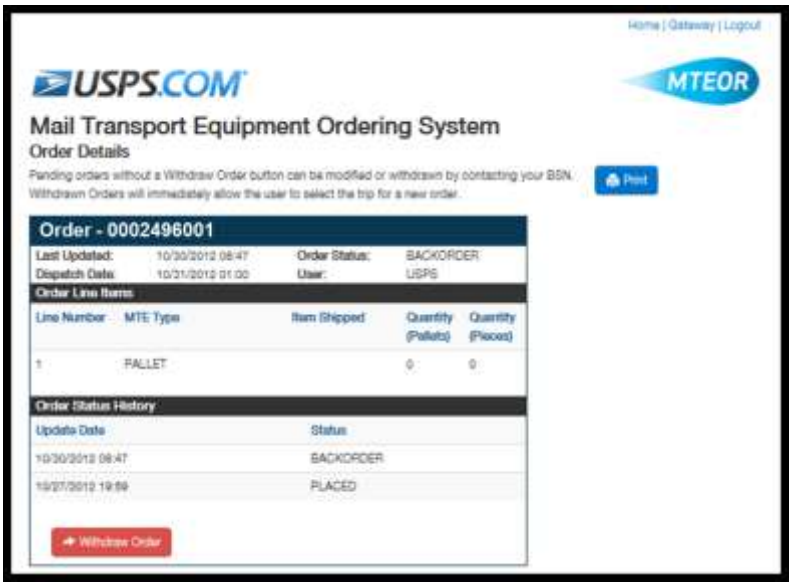
From the MTEOR Dashboard select your MTE Delivery Address/Facility from the dropdown menu. Scroll down to order history and choose orders to view by selecting the checkbox next to each order on the right. Then click, “View Details”. To reorder the same equipment as a previous order click “Replicate Order”. Once you do this, your order details will automatically be replicated and you will need to select transportation for your order.



To replicate an order, proceed as you would with creating a new order. Once you select transportation, click “Submit”. The order will then need to be reviewed in the USPS Shopping Cart and Checkout. The order is finalized only when a “Success!” screen appears.

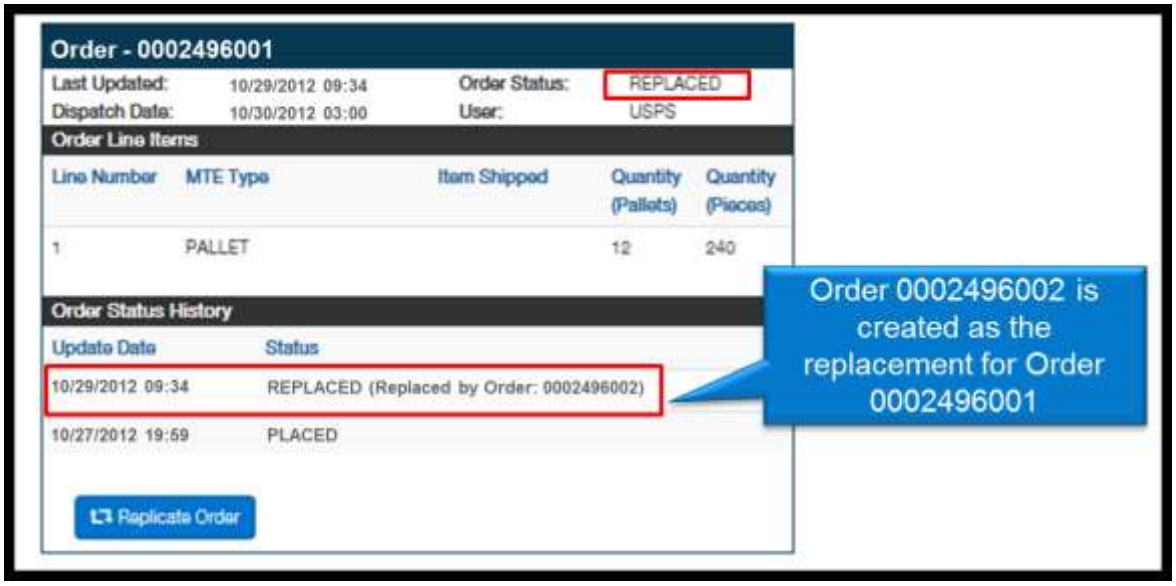
Backorder

If an order cannot be filled on the original sourcing date, it will be placed in "Backorder" status. The order will remain in the "Backorder" status for a maximum of four days, as we attempt to fill your order. If the order cannot be filled within the four day period, it will be withdrawn from MTEOR.

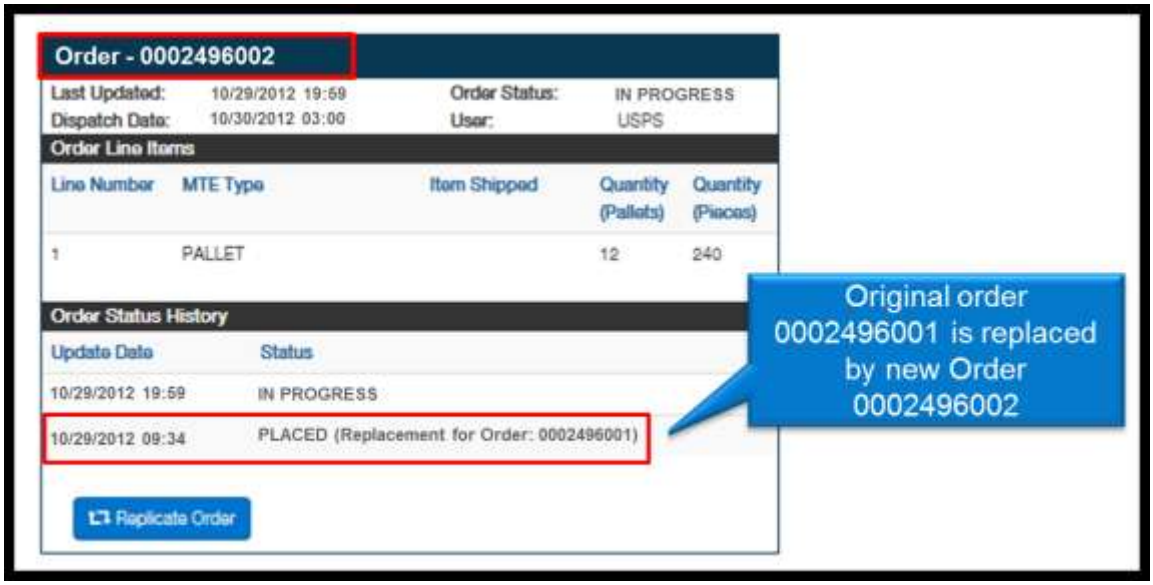


Once the order can be filled, MTEOR will replace the original order and the order status will change from "Backorder" to "Replaced". The "Replaced" order will contain the MTE requested from the original order. If the original dispatch date and time have not passed, the original transportation will be assigned to the "Replaced" order. If the original dispatch date and time have passed, new transportation will be assigned to the "Replaced" order and will be displayed in the order details.

In the example shown below, pallets were requested for Order 0002496001, but were unavailable at the time of the original sourcing date. The order was then placed in "Backorder" status. Once the pallets became available the order was replaced with Order 0002496002, an identical order.



The dispatch date did not pass and is used in the new order as displayed below. Both the original order and replacement order will appear on the MTEOR Dashboard.



Orders will ship if they fill at least 75% or more of the trailer. If the MTESC is unable to fill the order and you still require the item that was unable to be sourced, contact your BSN for assistance.

NOTE: Orders cannot be replicated if they are in "Backorder" status.

Order and Holiday Schedule

When selecting transportation for an order or withdrawing an order, refer to the Order Entry and Withdraw Schedule below to ensure you place orders with correct time required for delivery.

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

Federal holidays may cause minor disturbances to the order schedule if your MTESC does not provide transportation on a given holiday. In an effort to mitigate order disruptions, orders can no longer be scheduled on major holidays, such as Thanksgiving and Christmas, through MTEOR. If you try to place a new one-time order on these holidays no transportation will be available for that day.

Some MTESCs will offer transportation on holidays, such as Martin Luther King Day, while some do not. You must work with your BSN to determine if your MTESC is operating on a specific holiday. If no transportation is available that day, you will need to reschedule or place a new order for needed MTE.

If a Standing (Recurring) Order is scheduled to deliver on a holiday, it will only source if the MTESC is providing transportation during that holiday. If there is no transportation provided on that specific holiday, Standing Orders will be withdrawn from MTEOR. You will need to reschedule or place a new order for your MTE needs. MTESC holiday schedules are subject to change, work with your BSN to plan for MTE delivery around holidays.

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

- **BCG Overview –** Comprehensive overview of the BCG from registration through editing your user profile
- **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 Mailer Overview Presentation** – Overview of MTEOR capabilities and features
- **MTEOR FAQs** – Frequently Asked Questions related to MTEOR and roles involved in the MTE process
- **MTE Photo List –** Print out a reference of the MTE types available in MTEOR
- **MTE Order Aid & Schedule** – Print out a quick reference sheet for how and when to place MTE order
- **MTEOR Bulletin Archive** – View past MTEOR Bulletins

For Additional Information

Email: MTEOR@usps.gov

Call: 866-330-3404

Visit: https://ribbs.usps.gov/mteor