
Frequently Asked Questions

Mailer MTEOR Enhancements Webinar – December 11, 2012

1.0 Equipment

1.1 How do I order rolling stock?

If you ordered rolling stock prior to the launch of MTEOR (September 5, 2012), you should be able to order rolling stock through MTEOR. If you experience an issue ordering rolling stock, please contact your BSN for assistance.

If you require rolling stock but did not order it prior to the MTEOR launch, you will need to work with your local Postal Plant. If the local Postal Plant feels it is advantageous to receive mail in rolling stock and they have excess rolling stock on hand, they can enter into an agreement with the Mailer to provide them rolling stock. The rolling stock must be kept in a closed loop between the Mailer and the local Postal Plant.

1.2 We have a problem getting slide label pockets from the USPS to replace the defective ones on the sacks and flat trays that we receive. How can I order these pockets?

For these items you will need to contact the Material Distribution Center (MDC) in Topeka, Kansas. The MDC is responsible for providing replacements for defective label pockets. You can contact the MDC at:

Material Distribution Center
US Postal Service
500 SW Gary Ormsby Drive
Topeka KS 66624-9998
Telephone: 800-273-1509
FAX: 651-406-5583

This information is also available on the MTEOR website at: <http://ribbs.usps.gov/mteor>.

1.3 Are plastic pallets coming available?

Yes. However, this does not mean that you should contact your BSN to request plastic pallets. This year, we have pro-actively planned to meet your MTE needs and ordered enough equipment to meet your demand. This includes both wooden and plastic pallets. As the inventory of plastic pallets builds, Mailers orders will be changed by MTEOR to provide plastic instead of wood. No action is needed from the Mailer.

We also have a large number of wooden pallets that must also be used. If you have defective wood pallets, please send them back to your local MTESCs so we can plan for replacing them. Our long-term goal is to provide solely plastic pallets by late next year.