
MTEOR Standing Requests For Local Mailers Frequently Asked Questions

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1.0 MTEOR Requests Overview

1.1 What is a one-time request?

Existing Functionality: A one-time request is a single request that is created by a Local Mailer for an individual need. One-time requests have request numbers starting with “R.”

1.2 What is a standing request template?

New Functionality: A standing request template allows user to create recurring MTE requests on a weekly basis. Standing request templates have template numbers starting “T” with different day codes.

1.3 What is a standing request?

New Functionality: A standing request is displayed on Local Mailer’s dashboard as a single request generated by a standing request template.

2.0 Standing Request Process

2.1 How long are standing request templates valid for?

A standing request template must last for at least 30 days and cannot exceed 90 days from the current date of request. Mailer will receive an email notification 14 days prior to the expiration date.

2.2 What happens to the standing request template after it is approved?

An approved standing request template will automatically generates individual requests by day and load and appear under the “Plant Requests History” tab on the Mailer’s MTEOR Dashboard and under the “Open Mailer Requests” tab on the Plant MTEOR Dashboard. Standing requests are processed the same way as one-time requests by Postal Plants.

2.3 How often can standing request templates be modified?

Local Mailers can modify an approved standing request templates at any point during the 90-day period. Local Mailers can modify standing request templates as many times as necessary, but each modification requires the Postal Plant to approve the change.

2.4 How often can standing request templates be deactivated?

Standing request templates can only be deactivated one time. Local Mailers can deactivate an approved standing request templates at any point during the 90-day period.

2.5 Can changes be made to standing request templates after they are approved?

Local Mailers can modify or deactivate approved standing request templates at any point during the 90-day period. Once a change is made the approved standing request template goes back to the Postal Plant for approval and shows in “Pending” status. No more individual requests will be generated until the template is approved. Once a Postal Plant approves a standing request template, they cannot make any changes.

2.6 What happens to the standing request template when it’s denied?

Denied requests will stay on the MTEOR Dashboard on the “Standing Request Templates” tab for 30 days. Mailers must adjust requested preference (quantity of MTE, days, loads and date range) and create a new standing request template for approval or create one-time requests for MTE.

2.7 Will Mailer's be notified when standing request templates are expired?

For approved standing request templates, Mailers will receive a reminder email 14 days prior to the template's expiration date. Mailers can either modify the template's start and end dates or do nothing to let the template expire.

2.8 Will Mailer's be notified when standing request templates are approved?

Mailers will not receive automatic notifications when standing requests templates are approved. Mailers need to check the MTEOR Dashboard regularly for updates.

2.9 Can Mailers remove a standing request template?

Mailers can deactivate a standing request template only after it has been approved. Mailers can withdraw individual requests once they are generated if they no longer need that equipment. When a Mailer deactivates a standing request template, all open requests associated with that template will be placed in "withdrawn" status.

3.0 Tools and Resources

3.1 Who should I contact for questions or more information?

You can contact your BSN or call the Help Desk at 866-330-3404. MTEOR Tools and Resources are also available on the MTEOR webpage at <https://ribbs.usps.gov/mteor>.