

The US Postal Service developed several tools to help you prepare and transition to MTEOR when it launches in early September 2012. This series of bulletins is to keep you up-to-date with the latest MTEOR news including registration information, key facts, tips to use during the transition, and answers to your questions. Keeping you informed and aware is important for us to ensure a smooth transition.

*Please continue to read these bulletins to receive all the exciting news before we launch in September!*

### **Upcoming Events for Mailers**

- **August 24**  
MTEOR Info Session #1 for Mailers
- **August 27**  
MTEOR Registration Opens for BSAs
- **September 5**  
MTEOR Info Session #2 for Mailers  
MTEOR Launches

### **MTEOR Training**

Prior to the MTEOR implementation on September 5, information sessions will be conducted to provide you with an overview to the new system. You will have the option to attend one of two webinars.

- **MTEOR Information Session for Mailers – Option #1:** August 24 at 1 pm ET  
To Access: <https://usps.webex.com/usps/onstage/g.php?t=a&d=990401380>
- **MTEOR Information Session for Mailers – Option #2:** September 5 at 1 pm ET  
To Access : <https://usps.webex.com/usps/onstage/g.php?t=a&d=998994220>

The webinar will be recorded and available after the session. We will be sending out calendar notices soon, but make sure to **mark your calendars now!**

### **MTEOR is coming to RIBBS**

The MTEOR page is on RIBBS (<http://ribbs.usps.com/mteor>) and will contain helpful information about the application! You will find the support materials including:

- MTEOR Overview Presentation
- Registration Guides and How To's
- FAQs
- Glossary

This will be your central resource for the latest MTEOR information and tools. New materials will continue to be posted as we get closer to the launch date, so check back often! **Bookmark the site today:** <http://ribbs.usps.com/mteor>

## Roles and Responsibilities

With the implementation of MTEOR only a few weeks away, it is important to note the integral roles involved and how they may change after the launch.

| Role  | Description   | MTEOR Role  |
|---|---|---|
| <b>Business Service Administrator (BSA) (Customers)</b>     | The person authorized to determine who can access a business service on behalf of the Mailer. BSAs can only be granted this role if they are authorized by their company.               | <ul style="list-style-type: none"> <li>• Designates additional MTEOR users to place orders on behalf of their location</li> <li>• Ensures that orders follow MTEOR policy for the proper ordering, use, care, and timely return of MTE</li> <li>• Maintains an up-to-date profile and keeps contacts current</li> </ul> |
| <b>General MTEOR User (Customers)</b>                       | General MTEOR users are approved by the BSA and have access to MTEOR to place orders, check order history, and withdraw orders on behalf of their company                               | <ul style="list-style-type: none"> <li>• Place MTE orders</li> <li>• Review order status</li> <li>• Withdraw MTE orders</li> </ul>  |
| <b>Business Service Network (BSN) Representative (USPS)</b> | Serves as the point of contact for customer and industry contacts   | <ul style="list-style-type: none"> <li>• Mitigates issues, such as delivery problems, or damaged goods, by working closely with Order Managers</li> <li>• Interfaces with customers to ensure orders are established and reasonable</li> <li>• Reinforces education and awareness of MTEOR with Mailers</li> </ul>      |
| <b>Order Manager (USPS)</b>                                 | Oversees order fulfillment and ensures efficient operation of MTE delivery  | <ul style="list-style-type: none"> <li>• Approves orders from Mailers submitted through MTEOR</li> <li>• Works with BSN Representatives to place Recurring and Emergency Orders for Mailers</li> </ul>  |
| <b>Ordering Customers (USPS)</b>                            | Field employees designated to have Mail Transport Equipment Support System (MTESS) access and have been placing one time orders, regular orders, in MTESS for Postal Plants and Mailers | <ul style="list-style-type: none"> <li>• Currently places One-Time orders for Mailers <i>(this will change for Mailers moving to MTEOR after September 5, 2012)</i></li> <li>• Serves as a point of contact for Mailers</li> <li>• Reinforces education and awareness of MTEOR with Mailers</li> </ul>                  |

## **REMINDER: Your Preparation Checklist**

Review the following checklist to ensure that you are prepared for the MTEOR launch on September 5<sup>th</sup>.

- ✓ Continue to monitor your email for MTEOR updates
- ✓ Bookmark <http://ribbs.usps.com/mteor>
- ✓ Register on the Business Customer Gateway
- ✓ Register for MTEOR beginning August 27 – **open for BSAs only**
- ✓ Identify additional MTE orderers for your location
- ✓ Ensure additional MTE orderers register on the Business Customer Gateway and add MTEOR as a service beginning September 5
- ✓ Mark your calendars for one of the MTEOR information sessions

### **Did You Know?**

- U.S. Postal Service spends **over \$120 million annually** purchasing MTE
- Help us keep MTE in circulation and reduce unnecessary costs by returning and reporting MTE
  - Return MTE to a MTE SC
  - Call the MTE Hotline at 866-330-3404
  - E-Mail at [HQMTE@usps.gov](mailto:HQMTE@usps.gov)

***Don't Forget!*** Check out the new MTEOR webpage at <http://ribbs.usps.com/mteor>!

***Questions? E-mail us at [MTEOR@usps.gov](mailto:MTEOR@usps.gov)***