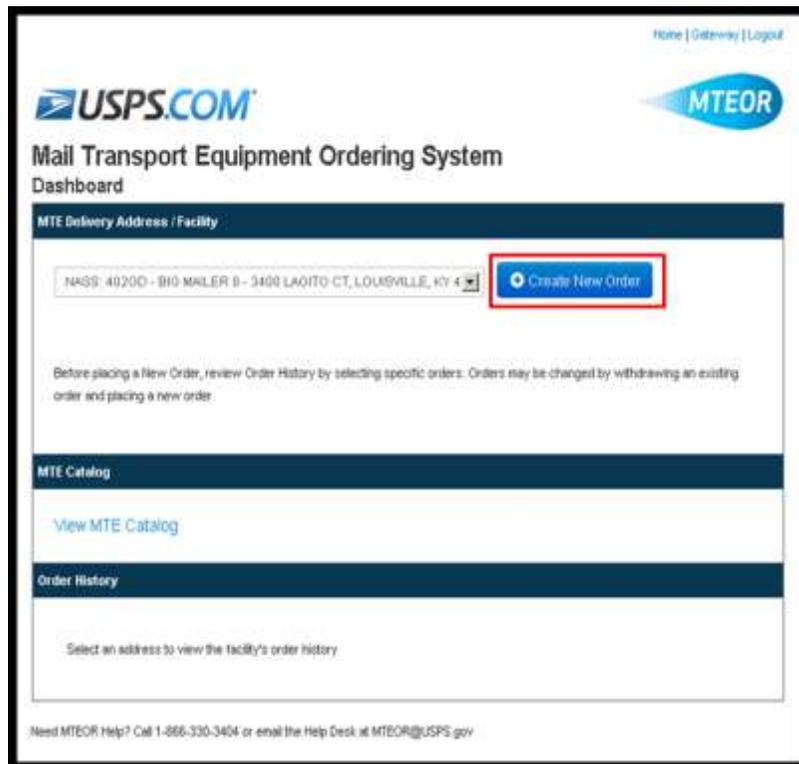




Order Manual

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.

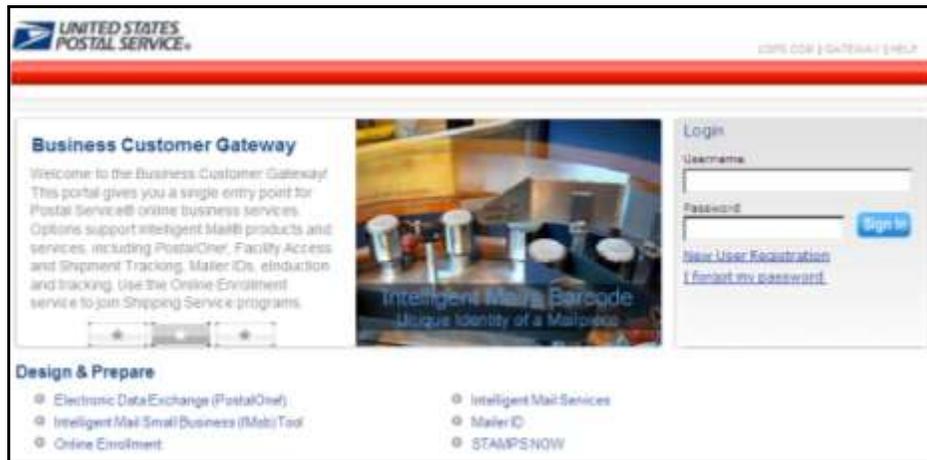
This Manual instructs you on:

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

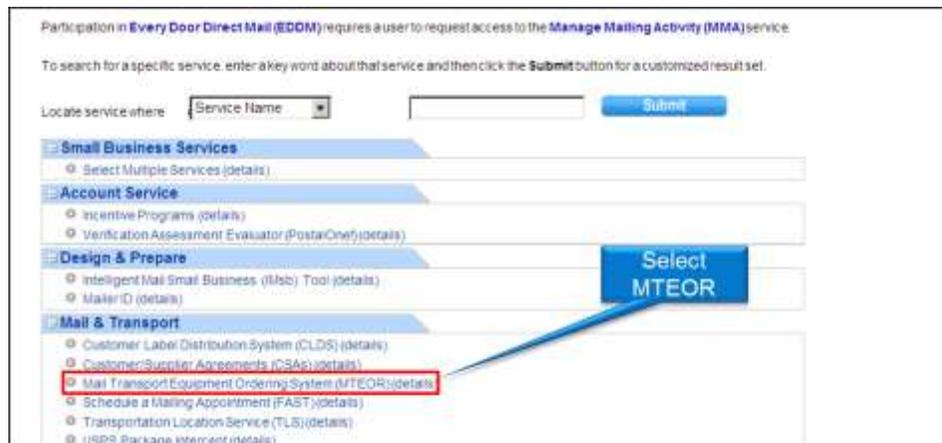
Accessing MTEOR

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>.

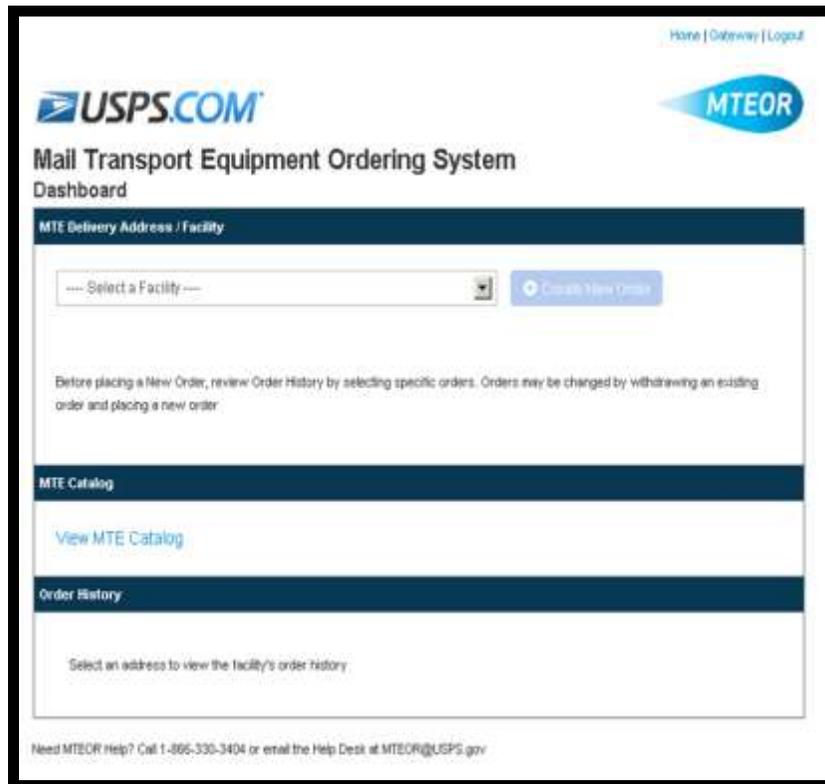


Click on “Mail Transport Equipment Ordering System (MTEOR)” under Mail & Transport to add MTEOR has a business service.



MTEOR Dashboard

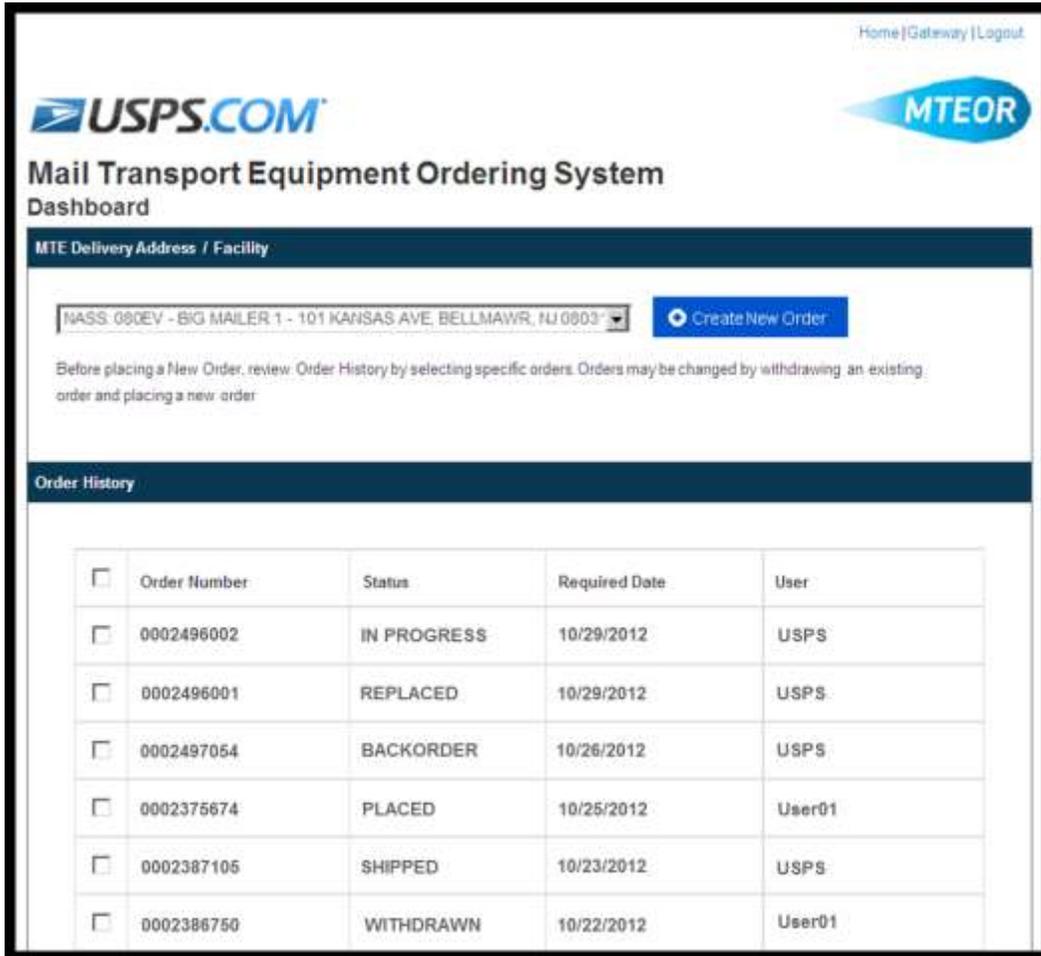
The MTEOR Dashboard is where orders are placed, changed, and reviewed. The dashboard is comprised of three sections: MTE Delivery Address/Facility, MTE Catalog, and Order History.



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.



Home | Gateway | Logout

Mail Transport Equipment Ordering System Dashboard

MTE Delivery Address / Facility

MASS: 080EV - BIG MAILER 1 - 101 KANSAS AVE. BELLMAWR, NJ 0803 [Create New Order](#)

Before placing a New Order, review Order History by selecting specific orders. Orders may be changed by withdrawing an existing order and placing a new order.

Order History

<input type="checkbox"/>	Order Number	Status	Required Date	User
<input type="checkbox"/>	0002496002	IN PROGRESS	10/29/2012	USPS
<input type="checkbox"/>	0002496001	REPLACED	10/29/2012	USPS
<input type="checkbox"/>	0002497054	BACKORDER	10/26/2012	USPS
<input type="checkbox"/>	0002375674	PLACED	10/25/2012	User01
<input type="checkbox"/>	0002387105	SHIPPED	10/23/2012	USPS
<input type="checkbox"/>	0002386750	WITHDRAWN	10/22/2012	User01

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.

[Home](#) | [Gateway](#) | [Logout](#)

Mail Transport Equipment Ordering System

Order Details

Pending orders without a Withdraw Order button can be modified or withdrawn by contacting your BSN. Withdrawn Orders will immediately allow the user to select the trip for a new order.

Order - 0002387979

Last Updated:	10/18/2012 12:21	Order Status:	PLACED
Dispatch Date:	10/23/2012	User:	sricatnt

Order Line Items

Line Number	MTE Type	Item Shipped	Quantity (Pallets)	Quantity (Pieces)
1	EMM TRAY		40	3,840
2	EMM SLEEVE		8	4,152

Order Status History

Update Date	Status
10/18/2012 12:21	PLACED

Withdraw Order
Replicate Order

Order - 0002387980

Last Updated:	10/18/2012 12:28	Order Status:	PLACED
Dispatch Date:	10/24/2012 01:00	User:	jonas.guintivano

Order Line Items

Line Number	MTE Type	Item Shipped	Quantity (Pallets)	Quantity (Pieces)
1	EMM TRAY		48	4,608

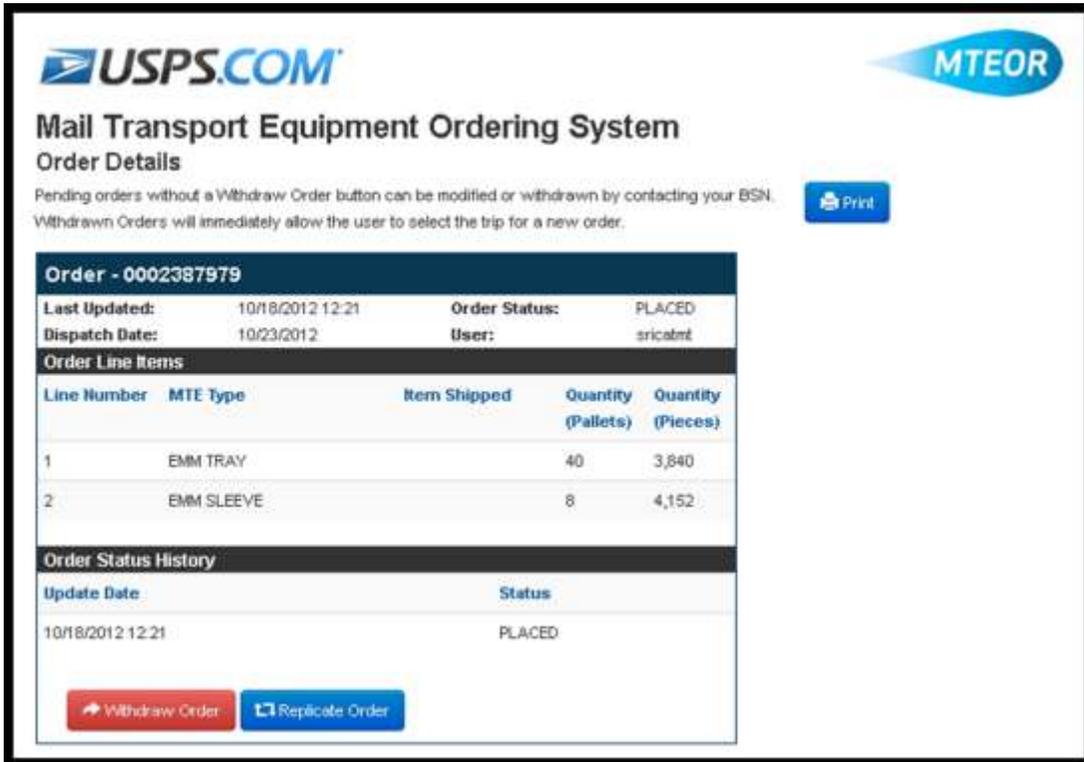
Order Status History

Update Date	Status
10/18/2012 12:28	PLACED

Withdraw Order
Replicate Order

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.



The screenshot shows the USPS.COM MTEOR interface. At the top left is the USPS.COM logo, and at the top right is the MTEOR logo. The main heading is "Mail Transport Equipment Ordering System" followed by "Order Details". Below this, there is a note: "Pending orders without a Withdraw Order button can be modified or withdrawn by contacting your BSN. Withdrawn Orders will immediately allow the user to select the trip for a new order." To the right of this note is a "Print" button.

The order information is as follows:

- Order - 0002387979**
- Last Updated:** 10/18/2012 12:21
- Dispatch Date:** 10/23/2012
- Order Status:** PLACED
- User:** sricabnt

The "Order Line Items" table is shown below:

Line Number	MTE Type	Item Shipped	Quantity (Pallets)	Quantity (Pieces)
1	EMM TRAY		40	3,840
2	EMM SLEEVE		8	4,152

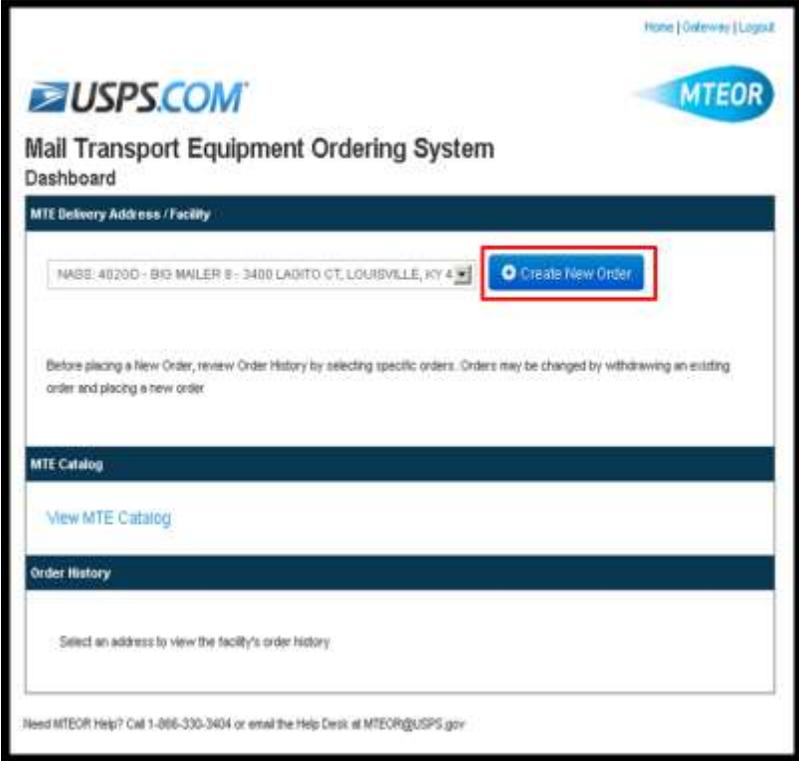
The "Order Status History" table is shown below:

Update Date	Status
10/18/2012 12:21	PLACED

At the bottom of the order details, there are two buttons: "Withdraw Order" (red) and "Replicate Order" (blue).

Creating a New Order

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



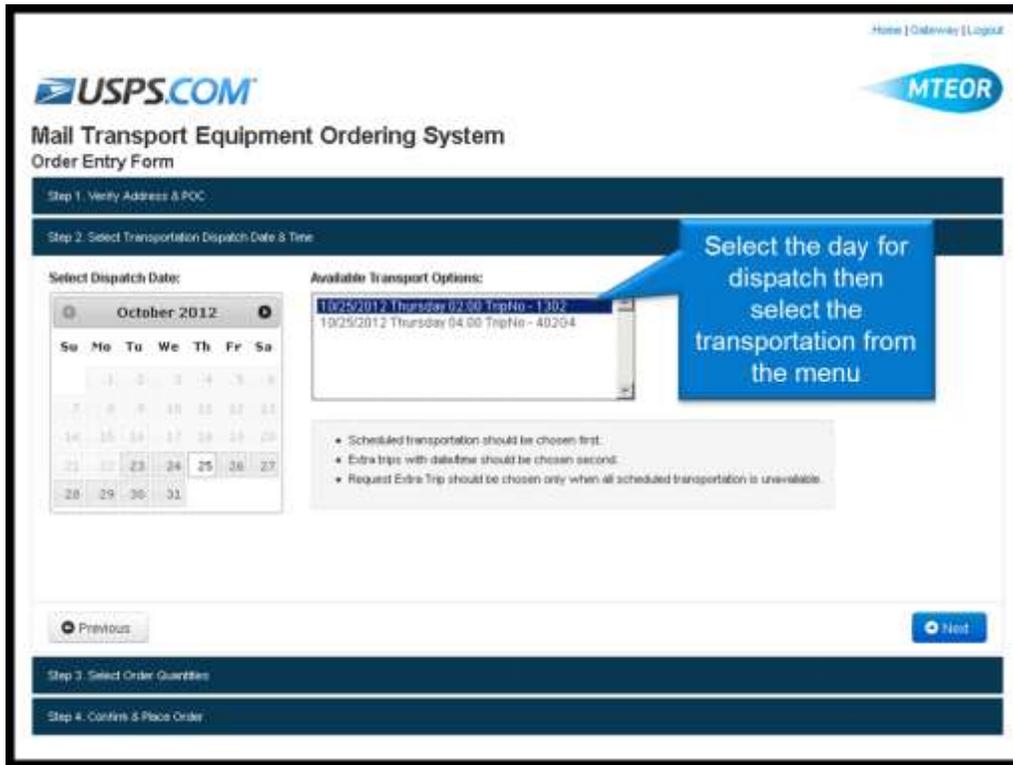
The screenshot displays the USPS MTEOR (Mail Transport Equipment Ordering System) Dashboard. At the top left is the USPS.COM logo, and at the top right is the MTEOR logo. The page title is "Mail Transport Equipment Ordering System Dashboard". Below the title is a section for "MTE Delivery Address / Facility" containing a dropdown menu with the selected address "NABE: 4020D - BIG MAILER B - 3400 LADITO CT, LOUISVILLE, KY 4" and a blue "Create New Order" button highlighted with a red rectangle. Below this is a text block: "Before placing a New Order, review Order History by selecting specific orders. Orders may be changed by withdrawing an existing order and placing a new order." Further down are sections for "MTE Catalog" with a "View MTE Catalog" link, and "Order History" with a prompt "Select an address to view the facility's order history". At the bottom, there is a footer: "Need MTEOR Help? Call 1-866-330-3404 or email the Help Desk at MTEOR@USPS.gov".

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”.



Home | Gateway | Logout

Mail Transport Equipment Ordering System

Order Entry Form

Step 1. Verify Address & POC

Step 2. Select Transportation Dispatch Date & Time

Select Dispatch Date:

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Available Transport Options:

- 10/25/2012 Thursday 02:00 TripNo - 1302
- 10/25/2012 Thursday 04:00 TripNo - 40204

Select the day for dispatch then select the transportation from the menu

- Scheduled transportation should be chosen first.
- Extra trips with date/time should be chosen second.
- Request Extra Trip should be chosen only when all scheduled transportation is unavailable.

Previous Next

Step 3. Select Order Quantities

Step 4. Confirm & Place Order

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.

USPS.COM MTEOR

Mail Transport Equipment Ordering System

Order Entry Form

Step 1. Verify Address & POC

Step 2. Select Transportation Dispatch Date & Time

Step 3. Select Order Quantities

Truck Volume Filled: 62%

Orders must be for a full truckload. If less than a truckload is required, contact the local USPS plant

MTE Type	Pieces per Pallet	Piece Value	Quantity	Unit	Pieces	Pallets	Value	
EMM TRAY	96	\$3.00	<input type="text"/>	Pieces				
EMM SLEEVE	519	\$0.85	<input type="text"/>	Pieces				
FLAT TUB	84	\$5.00	<input type="text"/>	Pieces				
FLAT TUB LID	1152	\$1.00	<input type="text"/>	Pieces				
HALF TRAY	310	\$2.00	<input type="text"/>	Pieces				
HALF SLEEVE	1131	\$0.45	<input type="text"/>	Pieces				
MM TRAY	210	\$2.00	4620	Pieces	4,620	22	\$9,240.00	
MM SLEEVE	666	\$0.85	5550	Pieces	5,308	8	\$3,463.20	
PALLET	20	\$6.00	<input type="text"/>	Pieces				
PRIORITY MAIL SACK	800	\$7.00	<input type="text"/>	Pieces				
SEMI-CLEAR SACK	500	\$0.85	<input type="text"/>	Pieces				
						9,948	30	\$12,703.20

[View MTE Catalog](#)

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”.

Home | Gateway | Logout

USPS.COM **MTEOR**

Mail Transport Equipment Ordering System

Order Entry Form

Step 1: Verify Address & POC

Step 2: Select Dispatch Date & Time

Step 3: Select Order Quantities

Step 4: Confirm & Place Order

I understand that Mail Transport Equipment is the property of the United States Postal Service and it is provided solely for transporting and handling mail. Misuse may be a violation of Federal law.

[Read Complete Terms And Conditions](#)

I Agree

Submit

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

USPS.COM Search USPS.com or Track Packages

Shopping Cart

Mail Transport Equipment Details
Delivery Date: 10/25/2012
Delivery Location: WASS - #2200 - 80 MILLER B - 3400 LAHWY CT, LOUISVILLE, KY 40218994
POC Name: MTEOR Rating
POC Phone: 2023211234

ITEM	Quantity	Unit Price	Total Price
FLAT TUB Pieces Per Pallet: 54 Value: \$5.00 x 336 = \$1,680.00	236	\$0.00	\$0.00
HALF TRAY Pieces Per Pallet: 310 Value: \$2.00 x 4340 = \$8,680.00	4340	\$0.00	\$0.00
MM TRAY Pieces Per Pallet: 210 Value: \$2.00 x 4020 = \$8,040.00	4020	\$0.00	\$0.00
MM SLEEVE Pieces Per Pallet: 688 Value: \$0.65 x 5209 = \$3,481.25	5209	\$0.00	\$0.00

Order Summary

Subtotal: \$0.00
Total MTE Value: \$23,063.20
Total: \$0.00

Checkout

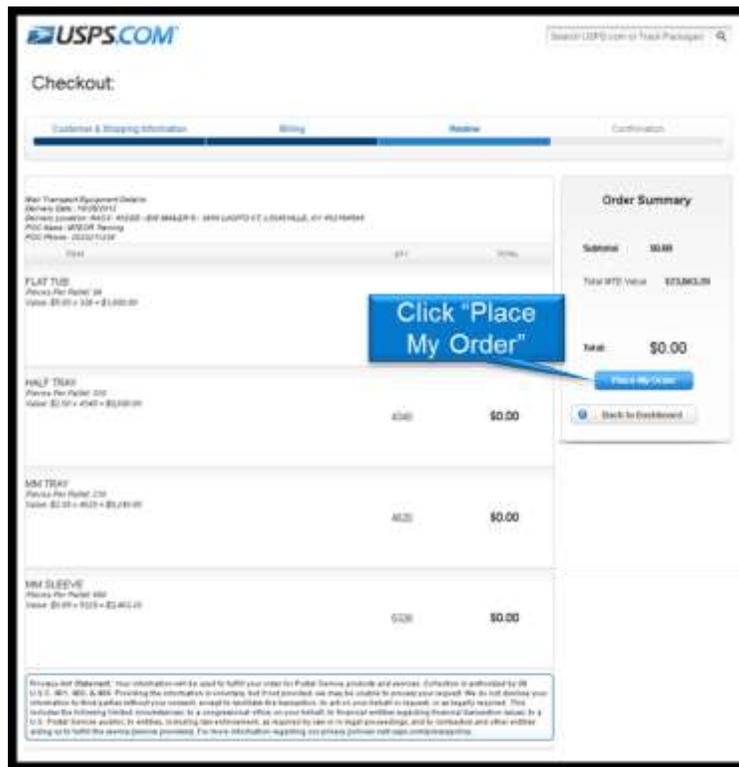
[Back to Dashboard](#)

Cost to you

Value to USPS

Click "Checkout"

Click “Place My Order” to finalize your order.

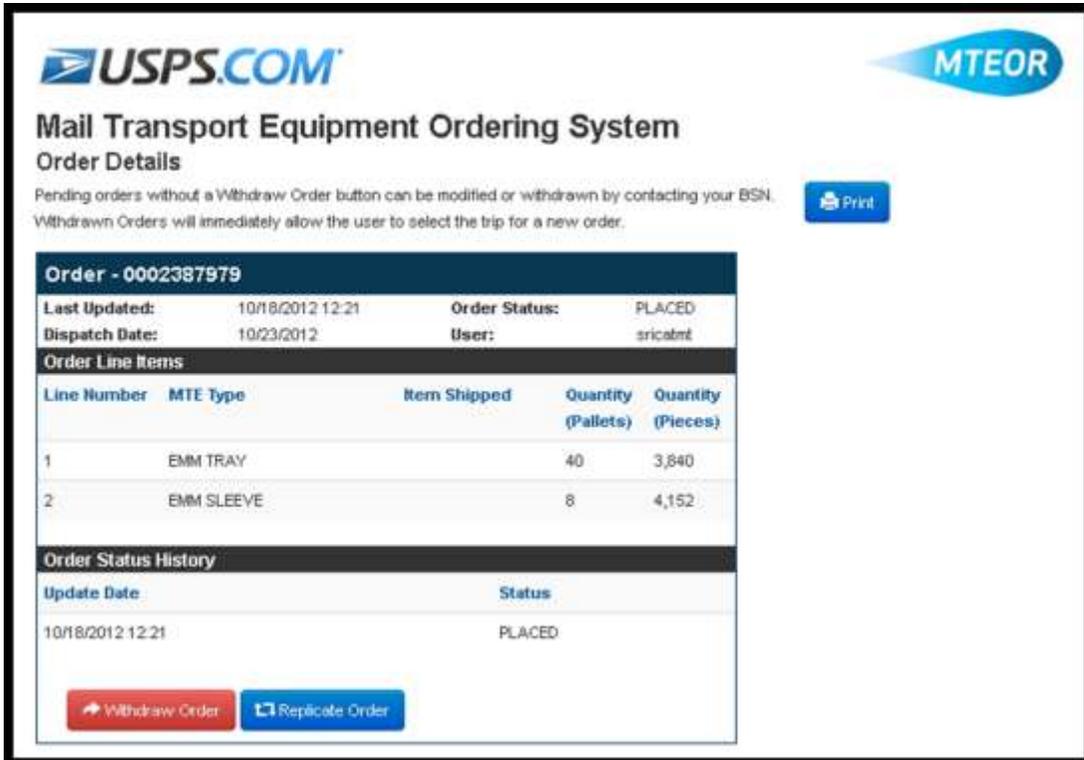


Your order is not complete until you see the “Success!” message. To go back to your MTEOR Dashboard, click “Back to Dashboard”.



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.



USPS.COM **MTEOR**

Mail Transport Equipment Ordering System

Order Details

Pending orders without a Withdraw Order button can be modified or withdrawn by contacting your BSN. Print
 Withdrawn Orders will immediately allow the user to select the trip for a new order.

Order - 0002387979

Last Updated:	10/18/2012 12:21	Order Status:	PLACED
Dispatch Date:	10/23/2012	User:	sricabnt

Order Line Items

Line Number	MTE Type	Item Shipped	Quantity (Pallets)	Quantity (Pieces)
1	EMM TRAY		40	3,840
2	EMM SLEEVE		8	4,152

Order Status History

Update Date	Status
10/18/2012 12:21	PLACED

Withdraw Order
Replicate Order

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.

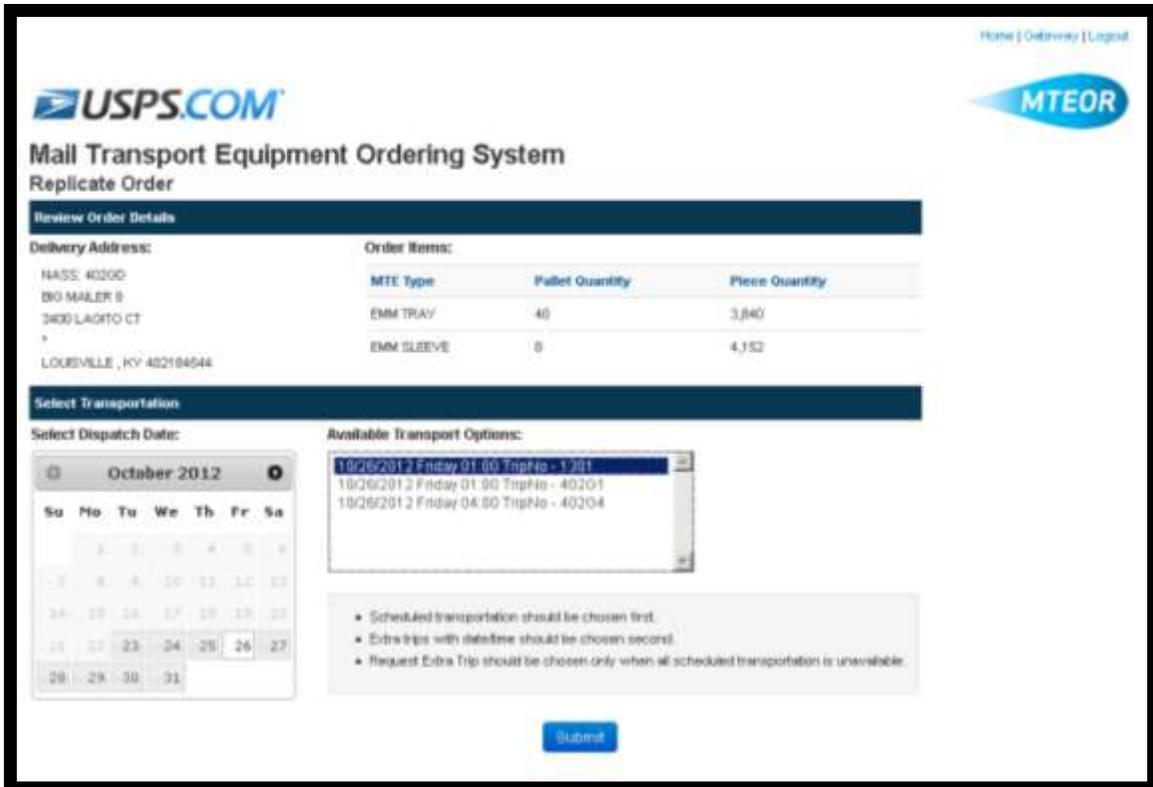
Order - 0002387973				
Last Updated:	10/18/2012 12:42	Order Status:	WITHDRAWN	
Dispatch Date:	10/04/2012 01:00	User:	USPS	
Order Line Items				
Line Number	MTE Type	Item Shipped	Quantity (Pallets)	Quantity (Pieces)
1	EMM TRAY		2	192
2	EMM SLEEVE		1	519
3	FLAT TUB		6	504
4	FLAT TUB LID		1	1,152
5	HALF 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			
<input type="button" value="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.



USPS.COM MTEOR

Mail Transport Equipment Ordering System

Replicate Order

Review Order Details

Delivery Address:
NASE 40200
80 MALER B
3400 LAOTO CT
LOUISVILLE, KY 402184544

Order Items:

MTE Type	Pallet Quantity	Piece Quantity
EMM TRAY	40	3,840
EMM SLEEVE	0	4,152

Select Transportation

Select Dispatch Date:

October 2012

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Available Transport Options:

- 10/26/2012 Friday 01:00 TripNo - 1201
- 10/26/2012 Friday 01:00 TripNo - 40201
- 10/26/2012 Friday 04:00 TripNo - 40204

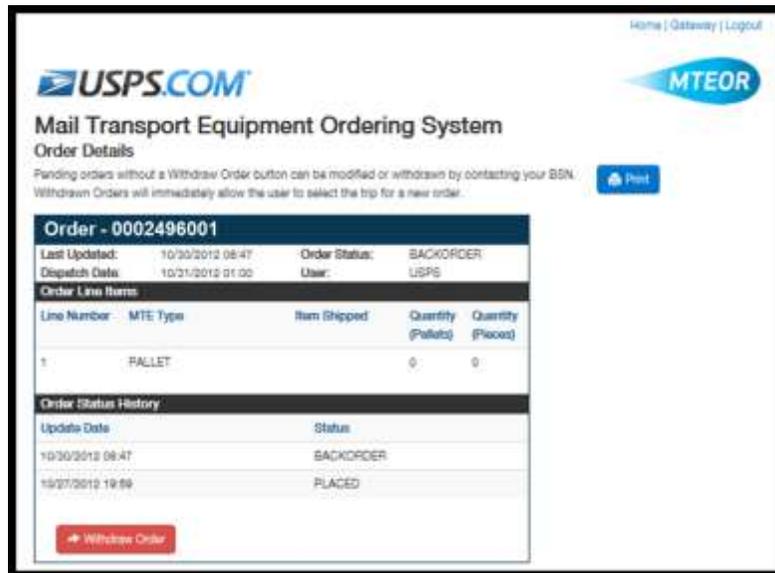
- Scheduled transportation should be chosen first.
- Extra trips with deadline should be chosen second.
- Request Extra Trip should be chosen only when all scheduled transportation is unavailable.

Submit

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.



Home | Gateway | Logout

USPS.COM **MTEOR**

Mail Transport Equipment Ordering System

Order Details

Pending orders without a Withdraw Order button can be modified or withdrawn by contacting your BSN. Withdrawn Orders will immediately allow the user to select the trip for a new order. [Print](#)

Order - 0002496001

Last Updated:	10/30/2012 08:47	Order Status:	BACKORDER
Dispatch Date:	10/31/2012 01:00	User:	USPS

Order Line Items

Line Number	MTE Type	Item Shipped	Quantity (Pallets)	Quantity (Pieces)
1	PALLET		0	0

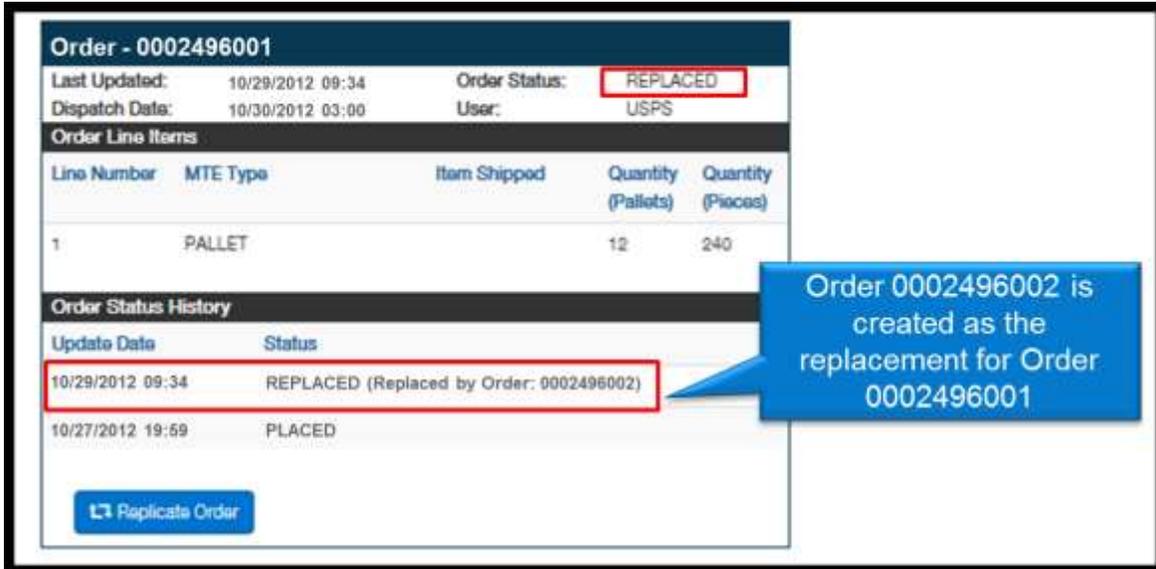
Order Status History

Update Date	Status
10/30/2012 08:47	BACKORDER
10/27/2012 19:59	PLACED

[Withdraw Order](#)

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.



Order - 0002496001

Last Updated: 10/29/2012 09:34 Order Status: **REPLACED**
 Dispatch Date: 10/30/2012 03:00 User: USPS

Line Number	MTE Type	Item Shipped	Quantity (Pallets)	Quantity (Pieces)
1	PALLET		12	240

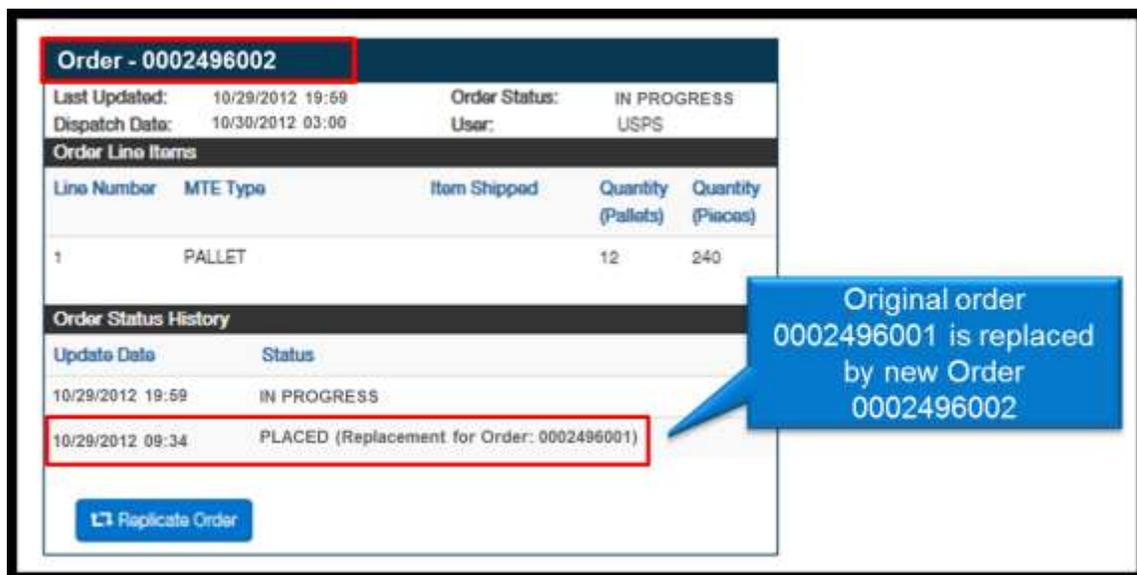
Order Status History

Update Date	Status
10/29/2012 09:34	REPLACED (Replaced by Order: 0002496002)
10/27/2012 19:59	PLACED

[Replicate Order](#)

Order 0002496002 is created as the replacement for Order 0002496001

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.



Order - 0002496002

Last Updated: 10/29/2012 19:59 Order Status: IN PROGRESS
 Dispatch Date: 10/30/2012 03:00 User: USPS

Line Number	MTE Type	Item Shipped	Quantity (Pallets)	Quantity (Pieces)
1	PALLET		12	240

Order Status History

Update Date	Status
10/29/2012 19:59	IN PROGRESS
10/29/2012 09:34	PLACED (Replacement for Order: 0002496001)

[Replicate Order](#)

Original order 0002496001 is replaced by new Order 0002496002

Orders will ship if they fill at least 75% or more of the trailer. If the MTEOR 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
<p>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.</p>	

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>