

For further information, contact the Secretary, United States International Trade Commission, 500 E Street SW., Washington, DC 20436. Phone, 202-205-2000. Internet, [www.usitc.gov](http://www.usitc.gov).

## UNITED STATES POSTAL SERVICE

475 L'Enfant Plaza SW., Washington, DC 20260-0010  
Phone, 202-268-2000. Internet, [www.usps.gov](http://www.usps.gov).

### *Board of Governors:*

Chairman of the Board	JAMES C. MILLER III
Vice Chairman of the Board	ALAN C. KESSLER
Secretary of the Board	WENDY A. HOCKING
Inspector General	DAVID C. WILLIAMS
Governors	CAROLYN LEWIS GALLAGHER, JOHN S. GARDNER, LOUIS J. GIULIANO, (4 VACANCIES)
Postmaster General, Chief Executive Officer	JOHN E. POTTER
Deputy Postmaster General and Chief Operating Officer	PATRICK R. DONAHOE

### *Management:*

Postmaster General, Chief Executive Officer	JOHN E. POTTER
Vice President, Strategic Planning	LINDA A. KINGSLEY
Deputy Postmaster General	PATRICK R. DONAHOE
Executive Vice President, Chief Marketing Officer	ANITA J. BIZZOTO
Chief Postal Inspector	LEE HEATH
Chief Financial Officer and Executive Vice President	RICHARD J. STRASSER, JR.
Senior Vice President, Government Relations	TOM DAY
Executive Vice President, Chief Human Resources Officer	ANTHONY VEGLIANTE
Senior Vice President, Intelligent Mail and Address Quality	CHARLES E. BRAVO
Senior Vice President, General Counsel	MARY ANNE GIBBONS
Senior Vice President, Operations	WILLIAM GALLIGAN

### *Area Operations:*

Vice President, Eastern Area	ALEXANDER LAZAROFF
Vice President, Great Lakes Area	JO ANN FEINDT
Vice President, New York Metro Area	DAVID L. SOLOMON
Vice President, Northeast Area	MEGAN BRENNAN
Vice President, Pacific Area	AL INIGUEZ
Vice President, Southeast Area	WILLIAM J. BROWN
Vice President, Southwest Area	GEORGE L. LOPEZ
Vice President, Western Area	SYLVESTER BLACK
Capital Metro Operations Manager	JERRY LANE

[For the United States Postal Service statement of organization, see the *Code of Federal Regulations*, Title 39, Part 221]

*The United States Postal Service provides mail processing and delivery services to individuals and businesses within the United States. The Service is committed to serving customers through the development of efficient mail-handling systems and*

*operates its own planning and engineering programs. It also protects the mails from loss or theft and apprehends those who violate postal laws.*

The Postal Service was created as an independent establishment of the executive branch by the Postal Reorganization Act (39 U.S.C. 101 *et seq.*), approved August 12, 1970. The present United States Postal Service commenced operations on July 1, 1971.

The Postal Service has approximately 705,000 career employees and handles about 212 billion pieces of mail annually. The chief executive officer of the Postal Service, the Postmaster General, is appointed by the nine Governors of the Postal Service, who are appointed by the President with the advice and consent of the Senate for overlapping 9-year terms. The Governors and the Postmaster General appoint the Deputy Postmaster General, and these 11 people constitute the Board of Governors.

In addition to the national headquarters, there are area and district offices supervising more than 37,000 post offices, branches, stations, and community post offices throughout the United States.

**Activities**

In order to expand and improve service to the public, the Postal Service is engaged in customer cooperation activities, including the development of programs for both the general public and major customers. The Consumer Advocate, a postal ombudsman, represents the interest of the individual

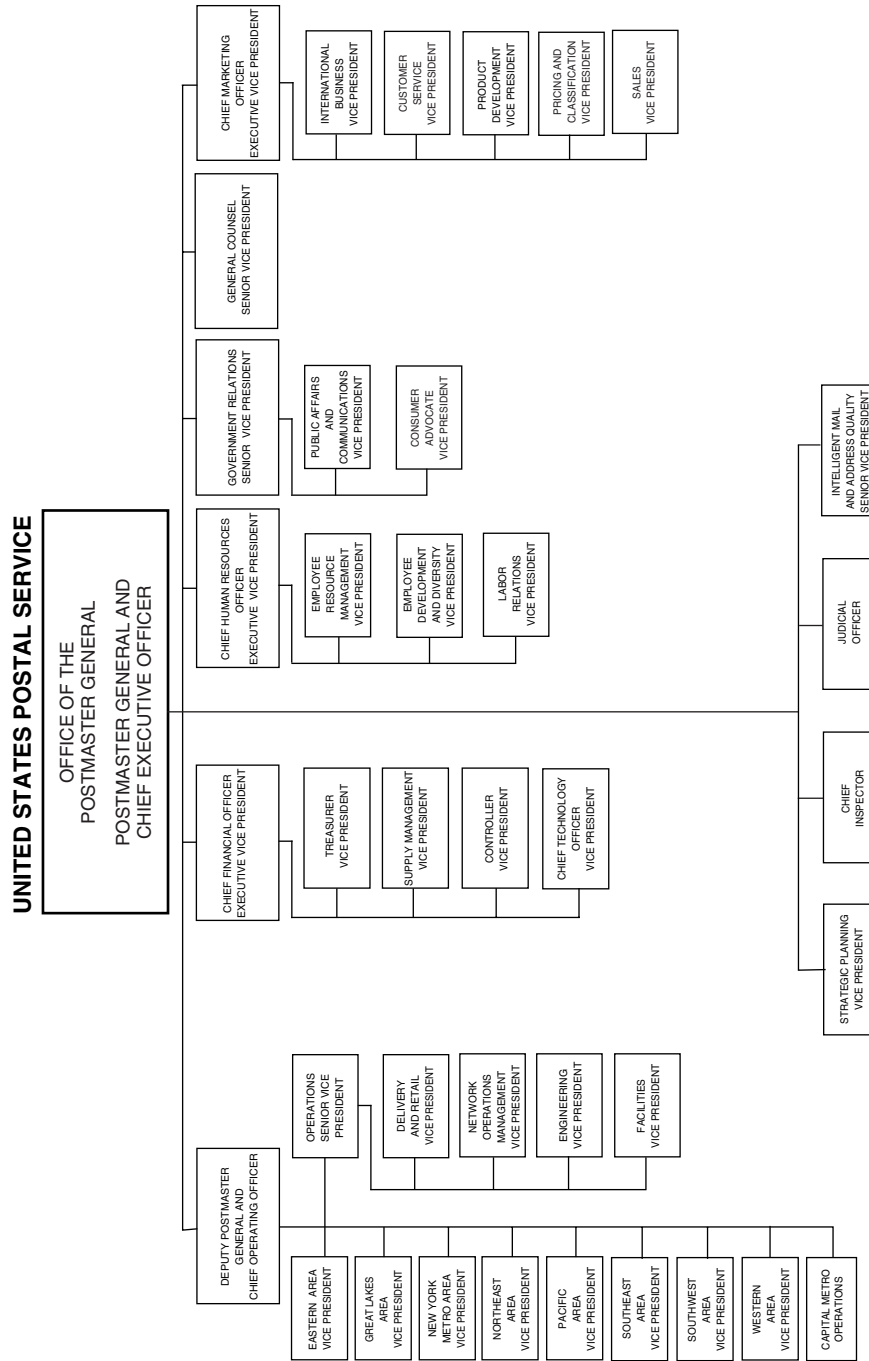
mail customer in matters involving the Postal Service by bringing complaints and suggestions to the attention of top postal management and solving the problems of individual customers. To provide postal services responsive to public needs, the Postal Service operates its own planning, research, engineering, real estate, and procurement programs specially adapted to postal requirements, and maintains close ties with international postal organizations.

The Postal Service is the only Federal agency whose employment policies are governed by a process of collective bargaining under the National Labor Relations Act. Labor contract negotiations, affecting all bargaining unit personnel, as well as personnel matters involving employees not covered by collective bargaining agreements, are administered by Labor Relations or Human Resources.

The U.S. Postal Inspection Service is the Federal law enforcement agency which has jurisdiction in criminal matters affecting the integrity and security of the mail. Postal Inspectors enforce more than 200 Federal statutes involving mail fraud, mail bombs, child pornography, illegal drugs, mail theft, and other postal crimes, as well as being responsible for the protection of all postal employees. Information on the Postal Inspection Service is available on the Internet at [www.usps.gov/postalinspectors](http://www.usps.gov/postalinspectors).

**Postal Inspection Service—United States Postal Service**

Division	Address	Telephone
Atlanta	P.O. Box 16489, Atlanta, GA 30321-0489	404-608-4500
Boston	495 Summer St., Boston, MA 02210-2214	617-556-4400
Charlotte	2901 Scott Futrell Dr., Charlotte, NC 28228-3000	704-329-9120
Chicago	Fl. 6, 433 W. Harrison St., Chicago, IL 60669-2201	312-983-7900
Denver	Suite 900, 1745 Stout St., Denver, CO 80202-3034	303-313-5320
Detroit	P.O. Box 330119, Detroit, MI 48232-6119	313-226-8184
Fort Worth	14800 Trinity Blvd., Fort Worth, TX 76161-2929	817-359-2700
Houston	650 N. Sam Houston Pkwy, Houston, TX 77251-1276	713-238-4400
Los Angeles	P.O. Box 2000, Pasadena, CA 91102-2000	626-405-1200
Miami	6th Fl., 3400 Lakeside Dr., Miramar, FL 33027-3242	954-436-7200
New Jersey/Caribbean	P.O. Box 509, Newark, NJ 07101-0509	973-693-5400
New York	P.O. Box 555, New York, NY 10116-0555	212-330-3844
Philadelphia	Rm. 400, 2970 Market St., Philadelphia, PA 19101-9000	215-895-8450
Pittsburgh	Rm. 2101, 1001 California Ave., Pittsburgh, PA 15290-9000	412-359-7900
San Francisco	P.O. Box 882528, San Francisco, CA 94188-2528	415-778-5800
Seattle	P.O. Box 400, Seattle, WA 98111-4000	206-442-6300



**Postal Inspection Service—United States Postal Service—Continued**

Division	Address	Telephone
St. Louis .....	1106 Walnut St., St. Louis, MO 63199-2201 .....	314-539-9300
Washington, DC .....	Suite 200, 10500 Little Patuxent Pkwy., Columbia, MD 21044-3509 .....	410-715-7700

**Sources of Information**

**Consumer Information** For general information, call 800-275-8777 (800-ASK-USPS) 24 hours a day. Express Mail, Priority Mail, and Package Support Line, 800-222-1811. Information on past and present schemes used to defraud the public is available through Congressional and Public Affairs, Postal Inspection Service. Phone, 202-268-5400.

**Contracts and Small Business Activities** Contact Supplier Diversity. Phone, 202-268-4633.

**Employment** General information about jobs such as clerk, letter carrier, etc., including information about programs for veterans, may be obtained by contacting the nearest post office.

Individuals interested in working at Postal Headquarters in Washington, DC, may obtain information by calling the U.S. Postal Service information hotline. Phone, 800-562-8777 (800-JOB-USPS). Current vacancy announcements are also listed in the Postal Service Web site, at [www.usps.gov/employment](http://www.usps.gov/employment).

Information about Postal Inspector employment may be obtained from the Office of Recruitment. Phone, 301-983-7400.

**Inspector General** The Office of Inspector General maintains a toll-free hotline as a means for individuals to report activities involving fraud, waste, or mismanagement. Phone, 888-877-7644 (888-USPS-OIG). Fax, 703-248-

2259. Complaints may be sent by mail to the United States Postal Service, Office of Inspector General Hotline, 10th Floor, 1735 North Lynn Street, Arlington, VA 22209-2020. Publicly available documents and information on the Office of Inspector General and some Freedom of Information Act documents are available electronically through the Internet at [www.uspsoidg.gov](http://www.uspsoidg.gov).

**Philatelic Sales** Contact Stamp Fulfillment Services, Kansas City, MO 64179-1009. Phone, 800-782-6724 (800-STAMP-24).

**Publications** Pamphlets on mailability, postage rates and fees, and many other topics may be obtained free of charge from the nearest post office.

Most postal regulations are contained in Postal Service manuals covering domestic mail, international mail, postal operations, administrative support, employee and labor relations, financial management, and procurement. These manuals and other publications including the *National Five-Digit ZIP Code and Post Office Directory* (Publication 65) may be purchased from the Superintendent of Documents, Government Printing Office, Washington, DC 20402-0001. The *National Five-Digit ZIP Code and Post Office Directory* is also available through local post offices.

**Reading Rooms** Located on the 11th Floor North, Library. Phone, 202-268-2900.

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