

United States Postal Service

§ 227.3

(1) Responding to customer inquiries and complaints regarding postal products and services.

(2) Developing, with the Communications Department, programs to inform the public on mailing programs, procedures, and policies.

(3) Tracking service problems and identifying trends to resolve operating programs.

[52 FR 46999, Dec. 11, 1987, as amended at 54 FR 29709, July 14, 1989]

§ 226.5 Associate Postmaster General (International).

(a) *General.* The Associate Postmaster General (International) is responsible for directing activities designed to increase international postal business, and for the relationship with foreign postal administrations.

(b) *International Postal Affairs Department.* The International Postal Affairs Department reports to the Associate Postmaster General (International) and is responsible for:

(1) Representing the United States in the Universal Postal Union (UPU) and the Postal Union of the Americas and Spain (PUAS).

(2) Providing liaison with all foreign postal administrations.

(3) Negotiating bilateral and multilateral postal treaties and agreements with foreign governments.

(4) Providing policy guidance on all aspects of international postal affairs.

[54 FR 29709, July 14, 1989]

PART 227—HEADQUARTERS RELATED FIELD UNITS

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227.1 General.

227.2 Inspection Service.

227.3 Procurement and Supply Department.

227.4 Engineering and Technical Support Department.

227.5 Employee Relations Department.

227.6 Training and Development Department.

227.7 Information Resource Management Department.

227.8 Operations Systems and Performance Department.

227.9 General Counsel.

227.10 Controller Department.

227.11 Philatelic and Retail Services Department.

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§ 227.1 General.

Headquarters Related Field Units are typically single function organizations that report directly to Headquarters and serve the entire Postal Service.

[52 FR 47000, Dec. 11, 1987, as amended at 54 FR 29709, July 14, 1989]

§ 227.2 Inspection Service.

(a) *General.* The Inspection Service is divided into regional and divisional entities.

(b) *Inspection Service—Region.* The Inspection Service at the regional level is responsible for:

(1) Protecting the mails, enforcement of Postal laws, facility and employee security, and internal auditing.

(2) Managing the accomplishment of national programs and policies.

(3) Coordinating with other law enforcement organizations on security, audit, and other law enforcement matters.

(c) *Inspection Service—Division.* The Inspection Service at the division level is responsible for all inspection and investigation activities within the division area served.

[52 FR 47000, Dec. 11, 1987, as amended at 54 FR 29709, July 14, 1989]

§ 227.3 Procurement and Supply Department.

(a) *Materiel Distribution Centers.* There are two materiel distribution centers, one at Somerville, New Jersey, and one at Topeka, Kansas. Materiel Distribution Centers are responsible for:

(1) Procuring, storing, and issuing basic supplies for use in all postal facilities.

(2) Arranging for the transportation of supplies to facilities.

(b) *Mail Equipment Shop.* The Mail Equipment Shop, located in Washington, DC, is responsible for:

(1) Manufacturing mail bags, sacks, and pouches.

(2) Manufacturing locks and keys.

(3) Manufacturing hardware items used for mail security and for customer service lobby equipment.

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