



POSTAL NEWS

FOR IMMEDIATE RELEASE
Oct. 12, 2012

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usps.com/news
Release No. 12-115



The U.S. Postal Service Speaks Your Language *Spanish and Simplified Chinese Enhancements to usps.com*

WASHINGTON — New Spanish and Simplified Chinese language interface options are now available on usps.com at customer registration (sign-in), and when shopping for stamps, supplies and more at usps.com/shop.

The Spanish and Simplified Chinese enhancements announced today build on the current multilingual platform that customers use to locate Post Offices, place their mail on hold, schedule a package pickup or redelivery, look up a ZIP Code and use the popular track and confirm tool.

Starting today, multilingual customers also can register, select and save a language preference on the home page of usps.com. Once the language is selected, all future usps.com visits and emails will be in the user's preferred language.

"Adding more multilingual options on usps.com is testimony to our commitment to continually improve the customer's online experience and supports our growth in the world of digital access," said [Kelly Sigmon](#), vice president, Channel Access for the U.S. Postal Service. "At usps.com, we are everywhere our customers are — providing more choices and making it easier to do business in a language they prefer."

The most commonly used online tools were made available in Spanish and Simplified Chinese during the October 2011 first phase of multilingual enhancements on usps.com. Since that time, the [Post Office At Your Fingertips](#) has welcomed more than 238,000 visitors who viewed usps.com in Spanish and another 60,000 who viewed the website in Chinese.

Today that access is coupled with even more multilingual options making usps.com easier to navigate in Spanish and Simplified Chinese, providing a broader gateway for customers to experience usps.com in their preferred language.

To learn more about the new Spanish and Simplified Chinese options, [click here](#) to view a video of usps.com in Spanish, and [here](#) to view the video showing the website in Simplified Chinese.

Offering the ability to conduct postal business online in the language of your choice is one more way the United States Postal Service is speaking your language.

The Postal Service receives no tax dollars for operating expenses and relies on the sale of postage, products and services to fund its operations.

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Please Note: For broadcast quality video and audio, photo stills and other media resources, visit the USPS Newsroom at <http://about.usps.com/news/welcome.htm>.

For reporters interested in speaking with a regional Postal Service public relations professional, please go to <http://about.usps.com/news/media-contacts/usps-local-media-contacts.pdf>.

A self-supporting government enterprise, the U.S. Postal Service is the only delivery service that reaches every address in the nation — 151 million residences, businesses and Post Office™ Boxes. The Postal Service™ receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. With 32,000 retail locations and the most frequently visited website in the federal government, *usps.com*®, the Postal Service has annual revenue of more than \$65 billion and delivers nearly 40 percent of the world's mail. If it were a private sector company, the U.S. Postal Service would rank 35th in the 2011 Fortune 500. In 2011, Oxford Strategic Consulting ranked the U.S. Postal Service number one in overall service performance of the posts in the top 20 wealthiest nations in the world. *Black Enterprise* and *Hispanic Business* magazines ranked the Postal Service as a leader in workforce diversity. The Postal Service has been named the Most Trusted Government Agency for six years and the sixth Most Trusted Business in the nation by the Ponemon Institute.

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