



UPS ASIA PACIFIC REGION FACTSHEET

FOUNDED 28 August 1907, in Seattle, Washington, USA

ESTABLISHED IN ASIA PACIFIC 1988

WORLD HEADQUARTERS Atlanta, Ga., USA

ASIA PACIFIC HEADQUARTERS Singapore

UPS ASIA PACIFIC PRESIDENT Ross McCullough

WORLD WIDE WEB ADDRESS www.ups.com

UPS ASIA PACIFIC REGION OFFICE UPS House 22 Changi South Avenue 2 Singapore 486064

GLOBAL VOLUME & REVENUE

2017 REVENUE US\$66 billion

2017 DELIVERY VOLUME 5.1 billion packages and documents

DAILY DELIVERY VOLUME 20 million packages and documents

DAILY U.S. AIR VOLUME 2.9 million packages and documents

DAILY INTERNATIONAL VOLUME 3.1 million packages and documents

EMPLOYEES 13,413 in Asia Pacific; more than 454,000 globally

ASIA PACIFIC AREAS SERVED 41 countries & territories

ASIA PACIFIC POINTS OF ACCESS More than 3,900 points of access including UPS Express, MBEs (Mail Box Etc.), customer centers, authorized shipping outlets and alliances

OPERATING FACILITIES 346(admin offices, package centers, hubs, gateway offices, distribution centers and warehouses, healthcare facilities, active and inactive CL sites)

ASIA PACIFIC DELIVERY FLEET 1,891 (package vans, trucks, trailers and vans and motorcycles)

WEEKLY FLIGHTS

INTRA-ASIA PACIFIC 192

INTERNATIONAL 142

AIRPORTS SERVED

INTRA-ASIA PACIFIC 19 (Shanghai – PVG; Shenzhen – SZX; Qingdao – TAO;; Zhengzhou – CGO; Hong Kong – HKG; Penang – PEN; Kuala Lumpur – KUL; Clark – CRK; Cebu – CEB; Osaka – KIX; Tokyo – NRT; Incheon – ICN; Singapore – SIN; Jakarta – CGK; Taipei – TPE; Bangkok – BKK; Sydney – SYD; Guam – GUM; and Ho Chi Minh City – SGN)

INTERNATIONAL 395

ASIA PACIFIC AIR HUBS Shanghai, Shenzhen, Hong Kong

BROKERAGE OPERATIONS Australia, China, Hong Kong, Indonesia, Japan, Korea, Macau, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand and Vietnam

SERVICES

Small Package

- UPS Worldwide Express Plus®
- UPS Worldwide Express®
- UPS Worldwide Express Saver®
- UPS Worldwide Express FreightSM
- UPS Worldwide Expedited®
- UPS Domestic Service

Integrated Solutions

- UPS Trade Direct® Air
- UPS Trade Direct® Ocean
- Supplier Management
- Sea-Air

Contract Logistics

- Distribution
- Service Part Logistics

Freight Forwarding

- UPS Air Freight Direct®
- UPS Air Freight Consolidated®
- Full Container
- Less-Than-Container Load
- Preferred LCL
- Ground
- UPS Customs Brokerage
- UPS Temperature True®

Enhanced Services

- UPS Returns®
- UPS Paperless® Invoice
- UPS FTZ Facilitator®
- UPS Import Control™
- UPS Carbon Neutral
- UPS Broker of Choice®
- UPS Capital®
- International High Value Waivers
- UPS International Dangerous Goods (IDG)
- UPS International Special Commodities (ISC)
- UPS WorldEase®
- Saturday Pick-up/Delivery

Technology Solutions

- UPS Billing Center Lite and Billing Analysis Tool
- UPS Internet Shipping
- UPS TradeAbility®
- WorldShip®
- UPS CampusShip®
- UPS Paperless® Invoice
- Quantum View®
- Flex® Global View
- UPS Mobile™
- UPS Calculate Time and Cost
- UPS Schedule a Pickup
- UPS Developer Kit

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Key Highlights

2018:

- June 12, 2018 – UPS introduced new alternative delivery locations at easy-to-access sites across Hong Kong, offering greater flexibility for cross-border e-commerce deliveries. The newly announced pickup locations give the rapidly-growing number of online shoppers in Hong Kong flexibility to pick up their packages from designated EF Lockers or S.F. Stores.
- June 7, 2018 – UPS expanded its ocean Less-Than-Container Load (LCL) service by adding 130 new trade lanes. The origin and destination countries cover most of the globe, including ports in Asia, Latin America, Africa, Europe, U.S. the Caribbean and the Middle East.
- May 23, 2018 – UPS launched a new Full Container Load (FCL) rail service between Hong Kong and Duisburg, Germany. The service leverages on UPS's existing China-to-Europe rail service to better connect businesses that are trading between these two regions.
- May 16, 2018 – UPS Korea expanded its international facility at Incheon International Airport to over 770 square meters of warehouse space. The added capacity serves the increased needs of businesses in Korea, providing long-term storage, and shipment consolidation services to store and manage high-value goods.

- Apr 11, 2018 – Now into its sixth year, UPS launched the Pulse of the Online Shopper™ Study on retail and e-commerce trends. The research commissioned by UPS revealed enduring constants as well as emerging trends that are changing consumer behavior and preferences across China, Hong Kong and Japan. The importance of giving consumers choices, such as expedited shipping options, where to return purchases and alternative delivery locations, will help retailers stay competitive and grow their businesses.
- Apr 1, 2018 – UPS Korea enhanced its services in selected postal codes in four cities – Gyeongsan, Ulsan, Gwangju, Jeonju/ Iksan – offering a one-day faster transit time, giving of Korean businesses greater connectivity to the major markets of Europe, USA and the rest of Asia.
- Feb 26, 2018 – UPS expanded its Worldwide Express™ package service to provide an earlier delivery option for customers more than 400 new postal locations in provide early delivery in Asia, including selected areas in Indonesia, Singapore and South Korea
- Feb 8, 2018 – UPS announced the introduction of UPS Worldwide Express Freight™ Midday, in selected areas in Australia, Hong Kong, Japan, Malaysia, South Korea, Taiwan and Thailand. The service offers a committed delivery time of 12 p.m. or 2 p.m. from all 71 origin countries to 35 key destination countries that represent over two-thirds of global GDP.
- Feb 1, 2018 - UPS ordered 14 Boeing 747-8 cargo jets and four new Boeing 767 aircraft to provide additional capacity in response to accelerating demand for the company's air services. All of the new jets will be delivered by the end of 2022, adding more than 9 million pounds of cargo capacity and providing the critical link for customers and markets around the world.

2017

- Dec 18, 2017 – UPS renews its appointment as the “Chinese Men’s Basketball Professional League Official Logistics and Express Delivery Sponsor” from 2017 to 2019. Sponsoring the Chinese Basketball Association (CBA) reflects UPS’s multi-year investment and growth plan to expand its geographical presence in support of China’s globalization push and economic modernization.
- Nov 14, 2017 – UPS China was awarded the General Certified Enterprise (GCE) certification under China’s Authorized Economic Operator (AEO) scheme in Guangzhou, Beijing, Tianjin, Xi’an, Qingdao, Dalian, Zhengzhou, Chengdu and Xiamen. The certification recognizes UPS’s commitment to ensuring a secure and compliant supply chain for export shipments from China.
- Nov 8, 2017 – UPS Taiwan enhanced services in more than 500 postal codes across 19 districts in Taoyuan and Southern New Taipei City. The enhancements include extended pick-up times for export shipments, allowing businesses greater control over export shipments.
- Oct 10, 2017 – UPS announced it has substantially upped its investment in the Chinese market by enhancing its services across 20 cities to better serve the manufacturers and exporters that will be powering the country’s growth.
- Oct 4, 2017 - UPS Vietnam enhanced services in 10 provinces as part of its long-term strategy to provide local small and medium-sized companies greater access to global trade. Businesses benefit from reduced transit times for export and import shipments moving within Asia, and improved shipment times from Europe. In addition, the cut-off times for shipment pick-ups were extended by up to three hours.

- Sep 27, 2017 – UPS and SF Holding, the parent company of SF Express, announced the approval of their planned joint venture by China's Ministry of Commerce. Customers in China seeking an economical solution for less urgent shipments can opt for Global Reach Plus, the new joint venture deferred express product that features the full visibility and reliability of a premium express service.
- Sep 11, 2017 – UPS Korea enhanced its intra-Asia network to improve delivery times for import shipments to Korean consumers and businesses in more than 4,500 postal codes. Customers based in Seoul will benefit from improved transit time from major Asia Pacific cities by up to 4 hours; Customers in Busan will benefit from improved transit from major Asia Pacific cities by up to one day.
- Aug 3, 2017 – UPS announced the expansion of alcohol shipment destinations across its global network that permits the import of all three categories of alcohol – wine, beer, and spirits. In Asia Pacific, UPS now ships alcohol to businesses and consumers in 10 destinations including China, Hong Kong, Japan, Korea, New Zealand, Philippines, Singapore, Taiwan, Thailand, and Macau.
- Jun 13, 2017 – UPS Vietnam enhanced its export services across nine Northern provinces to support local businesses as they pursue greater cross-border trade. Businesses will benefit from greater flexibility with extended cut-off time for export shipment pick-ups by up to three hours.
- May 26, 2017 – UPS and SF Holding, the parent company of SF Express, announced plans to establish a joint venture and collaborate to develop and provide international delivery services initially from China to the US, with expansion plans for other destinations. Through this agreement the parties will leverage their complementary networks, service portfolios, technologies and logistics expertise to provide competitive benefits to Chinese businesses who trade internationally.
- May 18, 2017 – UPS Thailand expanded its services across six provinces in the Greater Bangkok region and three provinces in the Ayutthaya region. Businesses in these areas benefit from extended collection cut-off times by up to 6.5 hours, faster transit times by up to two days and time-definite early morning delivery to Hong Kong with UPS Worldwide Express™ Service.
- Mar 28, 2017 – UPS added six stations to its Preferred full and less-than-container load multimodal rail service between Europe and China. The stations in Changsha, Chongqing, Suzhou and Wuhan in China as well as Duisburg, Germany and Warsaw, Poland give customers moving goods on the world's largest trade lane more options to reduce supply chain costs and better balance cost/time-in-transit requirements.
- Mar 8, 2017 – UPS Korea relocated its service center from Dongsan-dong to Docksan-dong to strengthen its capabilities to better serve customers. The larger facility of more than 10,000 square feet will increase UPS's capacity to handle greater volume and allow customers to benefit from later cut-off times for shipment pick-up, providing greater flexibility for businesses to process late shipments.