UPS CHINA FACTSHEET

FOUNDED 28 August 1907, in Seattle, Washington, USA

ESTABLISHED IN CHINA 1988

WORLD HEADQUARTERS Atlanta, Ga., USA

ASIA PACIFIC HEADQUARTERS Singapore

PRESIDENT, UPS CHINA Michelle Ho

VICE PRESIDENT, EXPRESS AND AIR OPERATIONS, UPS CHINA Doug Taylor

VICE PRESIDENT, FREIGHT FORWARDING, UPS CHINA Michael Gu

WORLD WIDE WEB ADDRESS www.ups.com/cn

UPS CHINA HEADQUARTERS
7/F Sino Agri-Investment Tower, No.58 Yao Yuan Road, Pudong District, Shanghai, 200125, China

GLOBAL VOLUME & REVENUE
2019 REVENUE US$74 billion
2019 GLOBAL DELIVERY VOLUME 5.5 billion packages and documents
DAILY GLOBAL DELIVERY VOLUME 21.9 million packages and documents
DAILY U.S. AIR VOLUME 3.5 million packages and documents
DAILY INTERNATIONAL VOLUME 3.2 million packages and documents

EMPLEYEEs Over 6,400 in China; 495,000 globally

OPERATING FACILITIES 95 (admin offices, distribution centres, field stocking locations, package centres, hubs, terminals, warehouses, healthcare facilities, active and inactive CL sites)

POINTS OF ACCESS 102 (Customer Centres – 51; OiBC (Office in Business Center) – 14; University Alliances – 11; Fengchao locker locations – 26)

DELIVERY FLEET 737 (package vans, trucks E-trikes and EV cars)

AIRPORTS SERVED 2 (Shanghai International Hub – PVG; Shenzhen Asia Pacific Hub – SZX)

UPS FLIGHTS 168 weekly flights connecting China to the U.S., Europe and across Asia

SERVICES
Small Package
• UPS Worldwide Express Plus®
• UPS Worldwide Express®
• UPS Worldwide Express Saver®
• UPS Worldwide Express Freight®
• UPS Worldwide Express Freight®
• UPS Worldwide Expedited®
• UPS WorldEase®

Integrated Solutions
• UPS Trade Direct® Air
• UPS Trade Direct® Ocean
• Sea-Air

Contract Logistics
• Distribution
• Service Part Logistics

Freight Forwarding
• UPS Air Freight Premium Direct®
• UPS Air Freight Direct®
• UPS Air Freight Consolidated®
• Full Container
• Less-Than-Container Load
• Preferred LCL
• Ground
• China EU Rail Solution
• UPS Customs Brokerage
• UPS Temperature True®

Enhanced Services
• UPS Returns®
• UPS Paperless® Invoice
• Declared Value
• UPS FTZ Facilitator®
• UPS Import Control™
• UPS Carbon Neutral
• UPS Broker of Choice®
• UPS Capital®
• Saturday Delivery
• Direct Delivery Only

Technology Solutions
• UPS Billing Center and Billing Analysis Tool
• ups.com shipping
• UPS TradeAbility®
• WorldShip®
• UPS CampusShip®
• UPS Paperless® Invoice
• Quantum View®
• UPS Mobile™
• UPS WeChat
• UPS Calculate Time and Cost
• UPS Schedule a Pickup
• UPS Developer Kit
• UPS Marketplace shipping
• Flex Global View
• My Choice
Recent Highlights

2019

- Nov 13, 2019 – UPS announced a series of service enhancements that will benefit up to 1.4 million postal codes across 41 countries and territories in the Asia Pacific region, opening opportunities for businesses to develop more resilient supply chain strategies as they look within the region for growth. The enhancements include day-definite guarantee with one day faster transit time for UPS Worldwide Expedited service within Asia, improved geographic reach of UPS Worldwide Express® services, reduced transit time by one day for various Asian markets and expansion of UPS Marketplace Shipping to 10 additional markets.

- Nov 1, 2019 – UPS has appointed Michelle Ho (何嘉美) as the new President of UPS China, succeeding Harld Peters. A UPS veteran with 26 years of logistics experience, Ho will spearhead UPS’s small package and strategic business planning operations in China.

- Sep 16, 2019 — UPS expanded its services to cover more cities in Shandong province including Dezhou, Liaocheng, Heze, Jining, Tai’an, Laiwu, Linyi, Rizhao and Zaozhuang. The export transit time shipping from these cities to global destinations was shortened by up to three business days.

- Aug 1, 2019 — UPS released the 2019 UPS Pulse of the Online Shopper™ study. In its seventh year, the study aims to unlock additional knowledge and insights into the buying habits and expectations of consumers across China, Asia Pacific, Europe, and the Americas. This year’s Asia Pacific study features for the first time, insights into the buying habits of business purchasers.

- Jul 17, 2019 — UPS released the 2019 UPS industrial Buying Dynamics Asia Pacific Study, highlighting UPS’s strategic insights into the industrial manufacturing segment. This study can be used by large multinational companies or local SMEs to better understand the purchasing habits of B2B buyers in the Asia-Pacific region, thereby improving their service quality both online and offline, enhancing customer satisfaction and realizing business growth in China and other markets in the region.

- Jul 9, 2019 — UPS completed the following as part of its strategy to bolster economic development in Asia:
  - **Shenzhen Asia Pacific Air Hub upgrades** increase the hub’s processing capacity by nearly 50 percent in preparation for volume gains in the coming three years. These enhancements improve both reliability and quality of service provided to UPS customers in Asia. The hub owns houses separate sorting and handling facilities for express and cargo shipments, on-site customs office and processing – including China Inspection and Quarantine (CIQ) clearance for import commodities – and a dedicated 150,000 square meter ramp with 13 aircraft parking positions. Self-operated aircraft ground-handling provides UPS, as a logistics integrator, with greater control over the 86 weekly UPS flights in and out from the hub.
  - **Improved the geographic reach of UPS Worldwide Express® services**, offering international shipping with time-definite deliveries in Australia, Hong Kong, Japan, Singapore, and South Korea.
- **Extended pick-up times by up to five hours** for export shipments from Japan, Taiwan, and South Korea, widening production windows and giving businesses additional time to fulfill customer orders.

- **Strengthened supply chain flexibility** with Saturday pick-up services in the U.S. enabling import shipments destined for eight markets in Asia – including China – to be delivered 1 day earlier than before.

- Jul 1, 2019 — UPS improved delivery of import packages served by UPS Worldwide Express Saver™ and UPS Worldwide Expedited® from Europe and Asia Pacific to most postal areas of Shanghai by one business day. Customers can now receive import shipments and replenish stock faster leading to enhanced consumer satisfaction and more efficient delivery for urgent packages.

- In the first half of 2019, UPS enhanced and broadened its services to reach parts of 10 cities located in Shanxi, Henan, Shandong, Jiangsu, Zhejiang and Guangdong provinces. Transit times to the U.S., Europe and Asia were shortened by up to one business day and cut-off times were extended by up to four hours.

- May 13, 2019 — UPS shortened transit time for shipments using UPS Worldwide Expedited from East China to major areas of Japan by one business day. As an optimal choice for non-urgent shipments, a more competitive transit time enables customers to place their products into the market faster at a more economical price.

- Mar 19, 2019 — UPS launched the UPS eFulfillment program, offering small- and medium-sized businesses worldwide streamlined fulfillment and shipping services to consumers in the U.S. and Canada. The solution supports purchases and orders from 21 different marketplaces and web stores, including eBay, Wal-Mart, Etsy and Amazon, including Prime. The new platform augments UPS’s suite of custom e-commerce solutions designed to support small and medium-sized businesses.

2018

- Oct 12, 2018 — UPS introduced UPS My Choice to 13 markets in the Asia Pacific, including Australia, China, Japan, Malaysia, the Philippines, Singapore, South Korea, Taiwan, Thailand and Vietnam. Customers will have access to e-mail and text notifications that a delivery is on its way, a day before delivery alert and a delivery notification. In countries and territories where technology allows delivery change options, users can route packages to another address, opt to hold the delivery or reschedule for delivery on another day.

- Oct 10, 2018 — UPS enhanced services across eight cities in China as part of its multi-year plan. The enhancements in Zhongshan, Zhuhai, Jiangmen, Quanzhou, Jiaxing, Wenzhou, Shaoxing, Nantong are focused on fulfilling the growing needs of export manufacturers in second and third tier cities.

- Apr 11, 2018 — As more shoppers in Asia buy online, their rising expectations amidst a fiercely competitive retailer landscape is driving increased demand for free shipping, expedited deliveries, and customer-centric return policies to be offered as the standard, according to the UPS Pulse of the Online Shopper™ Study. Now in its sixth year, the research commissioned by UPS revealed enduring constants as well as emerging trends that are changing consumer behaviour and preferences across China, Hong Kong and Japan, as well as the United States, Canada, Mexico, Europe and Brazil. The results have been categorized into three areas – Constants, Movers and Emerges.
• Feb 8, 2018 – UPS announced the introduction of UPS Worldwide Express Freight™ Midday, an extension of the current UPS Worldwide Express Freight service, offering a commit 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.

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