UPS HONG KONG FACTSHEET

FOUNDED 28 August 1907, in Seattle, Washington, USA

ESTABLISHED IN HONG KONG 1988

WORLD HEADQUARTERS Atlanta, Ga., USA

ASIA PACIFIC HEADQUARTERS Singapore

MANAGING DIRECTOR, UPS HONG KONG AND MACAU Lauren Zhao

WORLD WIDE WEB ADDRESS ups.com/hk

UPS HONG KONG OFFICE
UPS Parcel Delivery Service Ltd, UPS Administration Office,
36/F, 9 Wing Hong Street, Cheung Sha Wan, Kowloon, Hong Kong

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

EMPLOYEES 865 in Hong Kong; 495,000 globally

OPERATING FACILITIES 12

POINTS OF ACCESS 1,083

DELIVERY FLEET 162 vehicles (182 vehicles including cross-border trucks)

AIRPORTS SERVED 1 (Hong Kong International Airport – HKIA)

UPS FLIGHTS 60 weekly flights to and from Hong Kong International Airport (HKIA) using B747s and B767s

Information is cumulative as at Q4 2019. Last updated January 2020.
SERVICES

Small Package
- UPS Worldwide Express Plus®
- UPS Worldwide Express
- UPS Worldwide Express Saver®
- UPS Worldwide Express Freight®
- UPS Worldwide Express Freight® Midday
- UPS Worldwide Expedited®
- UPS WorldEase®

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®
- EU Rail service

Enhanced Services
- UPS Returns®
- UPS Paperless® Invoice
- Declared Value
- UPS FTZ Facilitator®
- UPS Import ControlTM
- UPS Carbon Neutral
- UPS Broker of Choice®
- UPS Capital Insurance Brokers Limited
- UPS International Dangerous Goods (IDG)
- UPS International Special Commodities
- Saturday Delivery

Technology Solutions
- UPS Billing Center and Billing Analysis Tool
- UPS Internet Shipping
- UPS TradeAbility®
- WorldShip®
- UPS CampusShip®
- UPS Paperless® Invoice
- Quantum View®
- Flex® Global View
- UPS MobileTM
- UPS Calculate Time and Cost
- UPS Schedule a Pickup
- UPS Developer Kit
- Application Program Interface (API)
- Marketable Label
- UPS Signature Tracking
- UPS My Choice®
- UPS Access Point™
- UPS Marketplace Shipping

PUBLIC RELATIONS CONTACT

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Key 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, including Hong Kong.

- Aug 1, 2019 — UPS released the findings of its 2019 UPS Pulse of the Online Shopper study™ study which tracks the online buying habits and expectations of consumers across Asia Pacific including Hong Kong, as well as Europe and the Americas. The 2019 Asia Pacific study featured, for the first time, the buying habits of business purchasers.

- 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.

- Mar 5, 2019 – UPS launched Saturday shipments from the U.S. to key international markets, including Hong Kong, Japan, Korea, Malaysia, Singapore, Taiwan and Thailand. Orders can now
be processed in the U.S. on Sunday and delivered to Asian destinations one day faster than before – boosting the prospects of local businesses that import products from the United States.

- Feb 26, 2019 – UPS deployed its larger capacity aircraft, Boeing 747-8s, to service major trade routes connecting Hong Kong and Europe, via UPS’s European air hub in Cologne, Germany. The deployment increases aircraft capacity by 19 percent, on four weekly direct flights, and enhances UPS’s competitive offerings to accelerate the growth between Hong Kong and Europe, including a best-in-class service commitment with one-day time-in-transit for delivery by 9am or 12pm to major Europe cities.

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.

- Jun 12, 2018 – UPS introduced new alternate 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.

- May 23, 2018 – UPS launched a new Full Container Load (FCL) 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.

- 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 behaviour and preferences across China, Hong Kong and Japan. The importance of giving consumers choices, such as expedited shipping options, where to return purchases and alternate delivery locations, will help retailers stay competitive and grow their businesses.

- Feb 5, 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 aircraft will be added to the existing fleet and no existing aircraft are being replaced.