UPS JAPAN FACTSHEET

FOUNDED August 28, 1907, in Seattle, Washington, USA

ESTABLISHED IN JAPAN 1990

WORLD HEADQUARTERS Atlanta, Ga., USA

ASIA PACIFIC HEADQUARTERS Singapore

REPRESENTATIVE DIRECTOR AND PRESIDENT, UPS JAPAN Daryl Tay

WORLD WIDE WEB ADDRESS ups.com/jp/en

JAPAN COUNTRY OFFICE
UPS Japan Co., Ltd.
MS Shibaura Building 13F, 4-13-23, Shibaura, Minato-ku, Tokyo 108-0023

UPS Supply Chain Solutions (Japan), Co., Ltd.
Vort Shibaura WaterFront, 4-12-31 Shibaura, Minato-ku, Tokyo 108-0023

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 Approximately 900 in Japan; 495,000 globally

OPERATING FACILITIES 62 (admin offices, package pickup and delivery centers, distribution centers, field stocking locations, container freight stations, gateways, customs brokerage offices and contract logistics agent sites)

POINTS OF ACCESS 17 (MBE stores, PAKMAIL counters, Navy Exchange counters, and UPS Express Centers)

AIRPORTS SERVED 2 (Narita International Airport – NRT; Kansai International Airport – KIX)

UPS FLIGHTS 28 weekly flights from Narita International Airport (NRT) and Kansai International Airport (KIX) using B767
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 World Easy®

Integrated Solutions
- UPS Trade Direct Air
- UPS Trade Direct Ocean

Contract Logistics
- Distribution
- Service Parts Logistics

Freight Forwarding
- UPS Air Freight Premium Direct®
- UPS Air Freight Direct®
- UPS Air Freight Consolidated®
- Full Container Load
- Less-Than-Container Load
- Preferred LCL
- UPS Customs Brokerage

Enhanced Services
- UPS Returns
- UPS Paperless Invoice
- Declared Value
- UPS FTZ Facilitator
- UPS Import Control™
- UPS Carbon Neutral
- UPS Broker of Choice®
- UPS International Dangerous Goods (IDG)
- UPS International Special Commodities (ISC)
- Saturday Delivery

Technology Solutions
- UPS Billing Data 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
- UPS My Choice®

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.

- Jul 17, 2019 — UPS released the 2019 UPS industrial Buying Dynamics Asia Pacific Study, which highlighted UPS's strategic insights into the industrial manufacturing segment. This study allows large multinational companies or local SMEs to better understand the purchasing habits of B2B buyers in Japan and the Asia-Pacific region, providing insights for improving service quality both online and offline.

- Jul 9, 2019 — UPS completed the following as part of its strategy to bolster economic development in Asia:
  - **Shenzhen Asia Pacific Air Hub upgrades** increased 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 metre 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 to be delivered 1 day earlier than before.

  - May 28, 2019 – UPS improved transit time for global imports to the cities of Yashio, Misato and Koshigaya in Saitama, and Kunitachi and Fuchu cities in Tokyo by one business day, while export shipments from the cities of Chiryu and Obu in Aichi will also arrive to destinations worldwide one business day earlier than before.

  - Mar 14, 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.

  - Jan 21, 2019 – UPS improved transit time by one day for inbound shipments to the cities of Misato, Yashio and Koshigaya, in Saitama Prefecture, Japan, to provide local businesses with better connectivity to global markets

**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.

- 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 9, 2018 – UPS improved transit time by one day for inbound shipments to selected areas in Ichikawa City, Japan, allowing local businesses to respond more quickly to customer demand

- 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.