UPS MALAYSIA FACTSHEET

FOUNDED 28 August 1907, in Seattle, Washington, USA

ESTABLISHED IN MALAYSIA 1988

WORLD HEADQUARTERS Atlanta, Ga., USA

ASIA PACIFIC HEADQUARTERS Singapore

GENERAL MANAGER, UPS MALAYSIA Lim Tze Hsien

WORLD WIDE WEB ADDRESS ups.com/my

UPS MALAYSIA COUNTRY OFFICE
United Parcel Service (M) Sdn Bhd
No. 21 Jalan Tiang U8/93, Seksyen U8, Bukit Jelutong Industrial Park, 40150 Shah Alam, Selangor, Malaysia

GLOBAL VOLUME & REVENUE
2018 REVENUE US$72 billion
2018 DELIVERY VOLUME 5.2 billion packages and documents
DAILY DELIVERY VOLUME 20.7 million packages and documents
DAILY U.S. AIR VOLUME 3 million packages and documents
DAILY INTERNATIONAL VOLUME 3.2 million packages and documents

EMPLOYEES 360 in Malaysia; more than 481,000 globally

POINTS OF ACCESS 10 UPS offices; 95 MBE outlets

DELIVERY FLEET 59 (vans, trucks and motorcycles)

AIRPORTS SERVED 2 (Kuala Lumpur International Airport – KUL; Penang International Airport – PEN)

UPS FLIGHTS 20 weekly flight segments to and from Kuala Lumpur International Airport (KUL) and Penang International Airport (PEN)

SERVICES

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

Integrated Solutions

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

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

Technology Solutions
• PDF Invoice / 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

Information is cumulative as at Q1 2019. Last updated February 2019.
Key Highlights

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 27, 2018 – UPS enhanced its services in over 43 towns in Peninsular Malaysia, and bolstered its retail access points to almost 180 nationwide. The enhancements allow for small businesses located away from major cities to be better connected to compete in international markets.

- 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.

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