UPSSINGAPOREFACTSHEET

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

ESTABLISHEDINSINGAPORE 1988

WORLDHEADQUARTERS Atlanta, Ga., USA

ASIA PACIFIC HEADQUARTERS Singapore

MANAGINGDIRECTOR, UPS SINGAPORE Lim Tze Hsien

WORLD WIDEWEBADDRESS ups.com/sq

UPSSINGAPORECOUNTRYOFFICE
UPS (S) Pte Ltd.
31 ALPS Avenue #07-00, Singapore 498784

GLOBALVOLUME&REVENUE

2019REVENUE US$61 billion

2019GLOBALENIVERYVOLUME 5.5 billion packages and documents

DAILYGLOBALENIVERYVOLUME 21.9 million packages and documents

DAILY U.S. AIRVOLUME 3.5 million packages and documents

DAILYINTERNATIONALVOLUME 3.2 million packages and documents

EMPLOYEES 696 in Singapore; more than 481,000 globally

OPERATING FACILITIES: 5 (UPS House, CIAS Cargo Terminal, Airport Logistics Park of Singapore (ALPS), UE TechPark (Pandan Crescent) and KLW Senoko (leased by Seagate)

POINTS OF ACCESS 4 (UPS Customer Centre at Changi South Avenue 2; 3 authorized Shipping Outlets at Nam Ming Commercial & Stationery, IPLAN Pte Ltd and Happibox Pte Ltd for cash-paying customers only

DELIVERY FLEET 70

AIRPORTS SERVED 1 (Changi Airport, Singapore – SIN)

UPSFLEIGHTS 16 weekly flights to and from Changi Airport, Singapore (SIN)

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

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
- Declared Value
- UPS FTZ Facilitator®
- UPS Import ControlTM
- UPS Carbon Neutral
- UPS Broker of Choice®
- UPS Capital®
- UPS International Dangerous Goods (IDG)
- UPS International Special Commodities

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

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 Singapore.

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

- 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 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 fulfil 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.

- 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.

- Jan 21, 2019 – UPS expanded its UPS Worldwide Express® service with guaranteed delivery by 2pm to over 51,000 new postal areas island-wide. Customers located in the Central, East and North-East areas of Singapore will now be able to replenish inventory quicker, improve
end-customer satisfaction and meet urgent delivery requirements with this additional service option.

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.

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