UPS VIETNAM FACTSHEET

FOUNDED 28 August 1907, in Seattle, Washington, USA

ESTABLISHED IN VIETNAM 1994

WORLD HEADQUARTERS Atlanta, GA., USA

ASIA PACIFIC HEADQUARTERS Singapore

UPS VIETNAM COUNTRY OFFICE: 18A Cong Hoa, Ward 12, Tan Binh District, Ho Chi Minh City

MANAGING DIRECTOR, UPS VIETNAM Russell Reed

WORLD WIDE WEB ADDRESS ups.com/vn

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 260 in Vietnam; 495,000 globally

OPERATING FACILITIES 5 (Ho Chi Minh Centre, Ha Noi Centre, Binh Duong Centre and TECS hub, ALS Hub)

POINTS OF ACCESS 5

DELIVERY FLEET 67 (vans, trucks and motorcyycles)

AIRPORTS SERVED 2 (Tan Son Nhat Airport, Ho Chi Minh City – SGN; Noi Bai Airport, Hanoi – HAN)

SERVICES

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

Contract Logistics
- Distribution
- Service Part Logistics
- IOR/EOR Service

Freight Forwarding
- International Airfreight
- Full Container Load
- Less-Than-Container Load
- Preferred LCL
- Ground Freight
- UPS Customs Brokerage
- UPS Temperature True®

Enhanced Services
- UPS Returns®
- Declared Value
- UPS Import Control™
- UPS Carbon Neutral
- UPS International Special Commodities
- Saturday Delivery
- International Customized Declared Value
- UPS My Choice®

Technology Solutions
- UPS Billing Data and Billing Analysis Tool
- UPS Internet Shipping
- WorldShip®
- UPS CampusShip®
- UPS Paperless® Invoice
- Quantum View®
- Flex® Global View
- UPS Calculate Time and Cost
- UPS Schedule a Pickup
- UPS Developer Kit
- UPS TradeAbility®
- UPS Marketplace Shipping

Information is cumulative as at Q4 2019. Last updated January 2020.
Integrated Solutions
- UPS Trade Direct<sup>®</sup> Air
- UPS Trade Direct<sup>®</sup> Ocean
- Sea-Air Service
- Supplier Management

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Key Highlights

2019
- Dec, 2019 - UPS Vietnam enhanced the pickup cutoff time to 4 provinces in the North (Thai Nguyen, Vinh Phuc, Hung Yen, Bac Giang) from 30 minutes to 60 minutes.

- 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 Vietnam.

- Nov, 2019 - UPS Vietnam extended Express Service to 5 provinces in the North (Bac Ninh, Bac Giang, Hung Yen, Hai Duong, Vinh Phuc).

- Mar 25, 2019 - UPS Vietnam expanded the service coverage of its Worldwide Express Freight service from existing 3 to a total 24 provinces in Vietnam as also the pallet dimensions and weight. Customers across these 24 provinces are now able to export and import urgent, heavy and palletized shipments with expanded dimensions and weight.

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.

- Jul 2, 2018 - UPS expanded its ocean Less-Than-Container Load (LCL) service, with the addition of direct sailings in 130 lanes. Enhancements offer customers direct connection from Hai Phong, Vietnam to major ports in Malaysia and Australia via UPS’s Ocean LCL services.

- 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.