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

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 260 in Vietnam; more than 481,000 globally

OPERATING FACILITIES 4 (Ho Chi Minh Centre, Ha Noi Centre and Binh Duong Centre, TECS hub)

POINTS OF ACCESS 4

DELIVERY FLEET 67 (vans, trucks and motorcycles)

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®

Integrated Solutions

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

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 My Choice
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.

2017

- Oct 4, 2017 - UPS Vietnam announced enhancement services in 10 provinces - Ba Ria Vung Tau, Binh Dinh, Binh Duong, Binh Phuoc, Dong Nai, Quang Ngai, Quang Nam, Tay Ninh, Thua Thien Hue, Tien Giang. Businesses will benefit from reduced transit times for export and import shipments moving within Asia, and improved shipment times from Europe. In addition, the cut-off times for pick-up have been extended by up to three hours. This service enhancement is part of UPS’s long-term strategy to provide local small-and-medium businesses with greater access to global trade.

- Jun 13, 2017 – UPS Vietnam announced the enhancement of its export services across nine northern provinces to support local businesses as they pursue greater cross-border trade. Businesses will benefit from greater flexibility with extended cut-off time for export shipment pick-ups by up to three hours in Bac Giang, Bac Ninh, Hai Phong, Hung Yen, Nam Dinh, Ninh Binh, Phu Tho, Thai Binh and Vinh Phuc.