



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](https://www.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

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 298 in Malaysia; more than 528,000 globally

OPERATING FACILITIES 8

POINTS OF ACCESS 217 comprising MBE and GDEX outlets

DELIVERY FLEET 51 vans, trucks and motorcycles)

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

UPS FLIGHTS 20 weekly flights 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[®]

Contract Logistics

- Distribution
- Service Part Logistics

Freight Forwarding

- UPS Air Freight Direct[®]
- UPS Air Freight Consolidated[®]
- Full Container
- Less-Than-Container Load
- Preferred LCL

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

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[™]



Integrated Solutions

- UPS Trade Direct® Air
- UPS Trade Direct® Ocean
- Sea-Air
- Ground
- UPS Customs Brokerage
- UPS Temperature True®
- Commodities
- Saturday Delivery
- UPS Calculate Time and Cost
- UPS Schedule a Pickup
- UPS Developer Kit
- UPS My Choice™

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Key Highlights

2020

- June 1, 2020 – UPS marked World Environment Day by matching the carbon offsets of all packages shipped via its carbon neutral program during the month of June. UPS's carbon neutral program began in 2010 and has offset more than 60 million packages annually for customers, equal to more than 100,000 metric tonnes of carbon offset each year.

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.
- 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.

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