



UPS TAIWAN FACTSHEET

FOUNDED 28 August 1907, in Seattle, Washington, USA

ESTABLISHED IN TAIWAN 1988

WORLD HEADQUARTERS Atlanta, Ga., USA

ASIA PACIFIC HEADQUARTERS Singapore

UPS TAIWAN OFFICE

UPS International Inc., Taiwan Branch, 2F, 361 Ta Nan Road, Shih Lin District, Taipei 11161, Taiwan

TRANS PACIFIC HUB to No. 31 Export Gate, Taipei Air Cargo Terminal, CKS Airport, P.O. Box 073, 10-1, Hangchin North Rd, Dayuan, Taoyuan City, Taiwan

MANAGING DIRECTOR, UPS TAIWAN Sam Hung

WORLD WIDE WEB ADDRESS ups.com/tw/en

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 More than 860 in Taiwan; more than 528,000 worldwide

BROKERAGE OPERATIONS & OPERATING FACILITIES 14 (1 hub, 8 service centers, 4 LG warehouses and 1 Forwarding office)

POINTS OF ACCESS 1,145 (UPS Service Centres, I-BOX e-lockers and FamilyMart convenience store outlets islandwide)

DELIVERY FLEET 128 (motorcycles, vans and feeder vehicles)

AIRPORTS SERVED 1 (Taiwan Taoyuan International Airport – TPE)

UPS FLIGHTS 22 weekly flights to and from Taiwan Taoyuan International Airport (TPE)

SEAPORTS SERVED 2 (Keelung Seaport and Kaohsiung Seaport)



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
- UPS Trade Direct® Ocean
- Supplier Management
- Sea-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
- UPS Customs Brokerage
- UPS Temperature True®

Enhanced Services

- UPS Returns®
- UPS Paperless® Invoice
- Declared Value
- UPS FTZ Facilitator®
- UPS Import ControlSM
- UPS Carbon Neutral
- UPS Broker of Choice®
- UPS Capital®
- UPS International Dangerous Goods (IDG)
- UPS International Special Commodities
- Saturday Delivery

Technology Solutions

- 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
- UPS Schedule a Pickup
- UPS Developer Kit
- UPS My Choice™
- UPS Marketplace Shipping

PUBLIC RELATIONS CONTACT

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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.
- May 27, 2020 - To help fight the global spread of the coronavirus, UPS Taiwan helped the New Taipei City Government ship thousands of pieces of Taiwan-made personal protective equipment (PPE) to its sister cities of Cincinnati in the United States, and Starnberg in Germany, as well as to New York City.
- Feb 25, 2020 – UPS announced a new USD 1.5 million logistics center in Nankan, Taoyuan. Known as NK2, the 145,000 square-foot facility provides services for both bonded and non-bonded carriers with a total of over 3,800 pallet positions and 3,000 shelving locations, increasing UPS's total storage capacity in Taiwan by more than 30%.

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 Taiwan.

- Aug 1, 2019 — UPS released the findings of its 2019 UPS Pulse of the Online Shopper study™ 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 21, 2019 - UPS launched the UPS eFulfillment program, offering small- and medium-sized businesses worldwide streamlined fulfillment and shipping services to consumers in the U.S. and Canada. The solution supports purchases and orders from 21 different marketplaces and web stores, including eBay, Wal-Mart, Etsy and Amazon, including Prime. The new platform augments UPS's suite of custom e-commerce solutions designed to support small and medium-sized businesses.
- Mar 5, 2019 – UPS launched Saturday shipments from the U.S. to key international markets, including Taiwan. Orders can now be processed in the U.S. on Sunday and delivered to Korean destinations one day faster than before – boosting the prospects of local businesses that import products from the United States

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