



## UPS ASIA PACIFIC REGION FACTSHEET

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

**ESTABLISHED IN ASIA PACIFIC** 1988

**WORLD HEADQUARTERS** Atlanta, Ga., USA

**ASIA PACIFIC HEADQUARTERS** Singapore

**UPS ASIA PACIFIC PRESIDENT** Ross McCullough

**WORLD WIDE WEB ADDRESS** [www.ups.com](http://www.ups.com)

**UPS ASIA PACIFIC REGION OFFICE** UPS House 22 Changi South Avenue 2 Singapore 486064

### GLOBAL VOLUME & REVENUE

**2019 REVENUE** US\$74 billion

**2019 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** 13,092 in Asia Pacific; 528,000 globally

**ASIA PACIFIC AREAS SERVED** 41 countries & territories

**ASIA PACIFIC POINTS OF ACCESS** More than 2,979 points of access including UPS Express, MBEs (Mail Box Etc.), customer centers, authorized shipping outlets, lockers and alliances

**OPERATING FACILITIES** 254 (admin offices, package centers, hubs, gateway offices, distribution centers and warehouses, healthcare facilities, active and inactive CL sites)

**ASIA PACIFIC DELIVERY FLEET** 1,676 (package vans, trucks, trailers, motorcycles and alternative fuel vehicles)

### WEEKLY FLIGHTS

**INTRA-ASIA PACIFIC** 168

**INTERNATIONAL** 144

### AIRPORTS SERVED

**INTRA-ASIA PACIFIC** 17 (Shanghai – PVG; Shenzhen – SZX; Zhengzhou – CGO; Hong Kong – HKG; Penang – PEN; Kuala Lumpur – KUL; Clark – CRK; Cebu – CEB; Osaka – KIX; Tokyo – NRT; Incheon – ICN; Singapore – SIN; Jakarta – CGK; Taipei – TPE; Bangkok – BKK; Sydney – SYD; and Guam – GUM;)

**INTERNATIONAL** 415

**ASIA PACIFIC AIR HUBS** Shanghai, Shenzhen, Hong Kong

Information is cumulative as at Q2 2020. Last updated July 2020.

**BROKERAGE OPERATIONS** Australia, China, Hong Kong, Indonesia, Japan, Korea, Macau, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand and Vietnam

## SERVICES

### Small Package

- UPS Worldwide Express Plus®
- UPS Worldwide Express®
- UPS Worldwide Express Saver®
- UPS Worldwide Express Freight™
- UPS Worldwide Expedited®
- UPS Domestic Service

### 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
- Ground
- UPS Customs Brokerage
- UPS Temperature True®

### Enhanced Services

- UPS Returns®
- UPS Paperless® Invoice
- UPS FTZ Facilitator®
- UPS Import Control™
- UPS Carbon Neutral
- UPS Broker of Choice®
- UPS Capital®
- International High Value Waivers
- UPS International Dangerous Goods (IDG)
- UPS International Special Commodities (ISC)
- UPS WorldEase®
- Saturday Pick-up/Delivery

### Technology Solutions

- UPS Billing Center Lite 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.
- Mar 16, 2020 – UPS announced its freight forwarding operation at Changi Airport, Singapore, has received IATA CEIV Pharma Certification for pharmaceutical logistics. The certification is the first for UPS in Asia Pacific, adds to UPS's value proposition and is an affirmation of the high standards of handling and transportation that UPS's customers in the healthcare and life sciences sector have come to rely on for their high-value shipments.
- 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.
- 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.
- June 3, 2019 – UPS shortened transit time and improved services in several areas of Zhejiang Jiangsu and Guangdong provinces. Additionally, service was extended to areas of Huizhou, Guangdong province, and in areas of Zhengzhou, Henan province. UPS Worldwide Expedited®, which serves exported freight from East China to Japan, shortened time in transit by up to two days in these areas.
- May 28, 2019 – UPS improved transit time for global imports to the cities of Yashio, Misato and Koshigaya in Saitama, and Kunitachi and Fuchu cities in Tokyo by one business day, while export

shipments from the cities of Chiryu and Obu in Aichi will also arrive to destinations worldwide one business day earlier than before.

- March 19, 2019 - UPS launched the UPS eFulfillment program in China, Hong Kong, Japan, Korea, the Philippines and Thailand, 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.
- March 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.
- February 26, 2019 – UPS deployed its larger capacity aircraft, Boeing 747-8s, to service major trade routes connecting Hong Kong and Europe, via UPS's European air hub in Cologne, Germany. The deployment increases aircraft capacity by 19 percent, on four weekly direct flights, and enhances UPS's competitive offerings to accelerate the growth between Hong Kong and Europe, including a best-in-class service commitment with one-day time-in-transit for delivery by 9am or 12pm to major Europe cities.
- January 31, 2019 - UPS expanded its services to seven new postal areas of Zhejiang province including Jinhua, as well as to several postal areas of Shandong province including Binzhou and Dongying. Customers in these areas will be able to get their products out to the market faster by one day.
- January 21, 2019 – UPS improved transit time by one day for inbound shipments to the cities of Misato, Yashio and Koshi-gaya, in Saitama Prefecture, Japan, to provide local businesses with better connectivity to global markets