



## UPS JAPAN FACTSHEET

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

**ESTABLISHED IN JAPAN** 1990

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

**ASIA PACIFIC HEADQUARTERS** Singapore

**REPRESENTATIVE DIRECTOR AND PRESIDENT, UPS JAPAN** Daryl Tay

**WORLD WIDE WEB ADDRESS** [ups.com/jp/en](https://www.ups.com/jp/en)

### **JAPAN COUNTRY OFFICE**

UPS Japan Co., Ltd.

MS Shibaura Building 13F, 4-13-23, Shibaura, Minato-ku, Tokyo 108-0023

UPS Supply Chain Solutions (Japan), Co., Ltd.

Vort Shibaura WaterFront, 4-12-31 Shibaura, Minato-ku, Tokyo 108-0023

### **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** Approximately 900 in Japan; more than 528,000 globally

**OPERATING FACILITIES** 60 (admin offices, package pickup and delivery centers, distribution centers, field stocking locations, container freight stations, gateways, customs brokerage offices and contract logistics agent sites)

**POINTS OF ACCESS** 10 (MBE stores, Navy Exchange counters, and UPS Express Centers)

**AIRPORTS SERVED** 2 (Narita International Airport – NRT; Kansai International Airport – KIX)

**UPS FLIGHTS** 28 weekly flights from Narita International Airport (NRT) and Kansai International Airport (KIX) using B767



## 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 World Ease®

### Integrated Solutions

- UPS Trade Direct Air
- UPS Trade Direct Ocean

### Contract Logistics

- Distribution
- Service Parts Logistics

### Freight Forwarding

- UPS Air Freight Premium Direct®
- UPS Air Freight Direct®
- UPS Air Freight Consolidated®
- Full Container Load
- Less-Than-Container Load
- Preferred LCL
- UPS Customs Brokerage

### 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 Commodities (ISC)
- 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®

## 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.

### 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.
- 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 Japan and 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.
- 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.
- Mar 14, 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.
- Jan 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