



## UPS SINGAPORE FACTSHEET

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

**ESTABLISHED IN SINGAPORE** 1988

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

**ASIA PACIFIC HEADQUARTERS** Singapore

**MANAGING DIRECTOR, UPS SINGAPORE** Lim Tze Hsien

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

### UPS SINGAPORE COUNTRY OFFICE

UPS (S) Pte Ltd.

31 ALPS Avenue #07-00, Singapore 498784

### 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** 680 in Singapore; more than 528,000 globally

**OPERATING FACILITIES:** 5 (UPS House, CIAS Cargo Terminal, Airport Logistics Park of Singapore (ALPS), UE TechPark (Pandan Crescent) and KLV Senoko (leased by Seagate))

**POINTS OF ACCESS** 4 (UPS Customer Centre at Changi South Avenue 2; 3 authorized Shipping Outlets at Nam Ming Commercial & Stationery, iPlan Pte Ltd and Happibox Pte Ltd for cash-paying customers only)

**DELIVERY FLEET** 71 (vans, trucks, and motorcycles)

**AIRPORTS SERVED** 1 (Changi Airport, Singapore – SIN)

**UPS FLIGHTS** 15 weekly flights to and from Changi Airport, Singapore (SIN)

### SERVICES

#### Small Package

- UPS Worldwide Express Plus<sup>®</sup>
- UPS Worldwide Express<sup>®</sup>
- UPS Worldwide Express Saver<sup>®</sup>
- UPS Worldwide Express Freight<sup>®</sup>
- UPS Worldwide Express Freight<sup>®</sup> Midday
- UPS Worldwide Expedited<sup>®</sup>
- UPS WorldEase<sup>®</sup>

#### Integrated Solutions

- UPS Trade Direct<sup>®</sup> Air

#### Contract Logistics

- Distribution
- Service Part Logistics

#### Freight Forwarding

- UPS Air Freight Direct<sup>®</sup>
- UPS Air Freight Consolidated<sup>®</sup>
- Full Container
- Less-Than-Container Load
- Preferred LCL
- Ground
- UPS Customs Brokerage
- UPS Temperature True<sup>®</sup>

#### Enhanced Services

- UPS Returns<sup>®</sup>
- UPS Paperless<sup>®</sup> Invoice
- Declared Value
- UPS FTZ Facilitator<sup>®</sup>
- UPS Import Control<sup>SM</sup>
- UPS Carbon Neutral
- UPS Broker of Choice<sup>®</sup>
- UPS Capital<sup>®</sup>
- UPS International Dangerous Goods (IDG)
- UPS International Special Commodities

#### Technology Solutions

- UPS Billing Center and Billing Analysis Tool
- UPS Internet Shipping
- UPS TradeAbility<sup>®</sup>
- WorldShip<sup>®</sup>
- UPS CampusShip<sup>®</sup>
- UPS Paperless<sup>®</sup> Invoice
- Quantum View<sup>®</sup>
- Flex<sup>®</sup> Global View
- UPS Mobile<sup>TM</sup>
- UPS Calculate Time and Cost
- UPS Schedule a Pickup



- UPS Trade Direct® Ocean
- Supplier Management
- Sea-Air

- Saturday Delivery

- 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.

### 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 Singapore.
- 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.
- Jan 21, 2019 – UPS expanded its UPS Worldwide Express® service with guaranteed delivery by 2pm to over 51,000 new postal areas island-wide. Customers located in the Central, East and North-East areas of Singapore will now be able to replenish inventory quicker, improve end-customer satisfaction and meet urgent delivery requirements with this additional service option.

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