



UPS VIETNAM FACTSHEET

FOUNDED 28 August 1907, in Seattle, Washington, USA

ESTABLISHED IN VIETNAM 1994

WORLD HEADQUARTERS Atlanta, GA., USA

ASIA PACIFIC HEADQUARTERS Singapore

UPS VIETNAM COUNTRY OFFICE:

18A Cong Hoa, Ward 12, Tan Binh District, Ho Chi Minh City

MANAGING DIRECTOR, UPS VIETNAM Russell Reed

WORLD WIDE WEB ADDRESS ups.com/vn

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 301 in Vietnam; more than 528,000 globally

OPERATING FACILITIES 10 (Ho Chi Minh Centre, Ha Noi Centre, Binh Duong Centre, TECS hub, ALS Hub, Ho Chi Minh SCS Office, Ha Noi SCS Office, CL HAN Office, SGN Gateway Office, HAN Gateway Office)

POINTS OF ACCESS 10

DELIVERY FLEET 66 (vans, trucks and motorcycles)

AIRPORTS SERVED 2 (Tan Son Nhat Airport, Ho Chi Minh City – SGN; Noi Bai Airport, Hanoi – HAN)

SERVICES

Small Package

- UPS Worldwide Express Freight™
- UPS Worldwide Express Freight™ Midday
- UPS Worldwide Express Plus®
- UPS Worldwide Express®
- UPS Worldwide Express Saver®
- UPS Worldwide Expedited®
- UPS WorldEase®

Contract Logistics

- Distribution
- Service Part Logistics
- IOR/EOR Service

Freight Forwarding

- International Airfreight
- Full Container Load
- Less-Than-Container Load
- Preferred LCL
- Ground Freight
- UPS Customs Brokerage
- UPS Temperature True®

Enhanced Services

- UPS Returns®
- Declared Value
- UPS Import Control™
- UPS Carbon Neutral
- UPS International Special Commodities
- Saturday Delivery
- International Customized Declared Value
- UPS My Choice®

Technology Solutions

- UPS Billing Data and Billing Analysis Tool
- UPS Internet Shipping
- WorldShip®
- UPS CampusShip®
- UPS Paperless® Invoice
- Quantum View®
- Flex® Global View
- UPS Calculate Time and Cost
- UPS Schedule a Pickup
- UPS Developer Kit
- UPS TradeAbility®
- UPS Marketplace Shipping



- UPS E-fulfilment

Integrated Solutions

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

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Key Highlights

2020

- Sep 15, 2020 – UPS launched its inaugural “Browntail” flights into Ho Chi Minh City and Hanoi. The flights improve transit times from key Asia Pacific and Europe origins and increase capacity to support customers’ growing demands. Urgent shipments from China, Hong Kong, Japan, South Korea, Malaysia, Philippines, Singapore and Taiwan can now be delivered in as fast as one day; while shipments from Australia, Great Britain, Germany, Italy, Spain and France can now be delivered in as fast as two days.
- 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, 2020 – UPS launched a new feature for My Choice – ‘Delivery Change to Another Address’, which gives customers control over where and when their packages arrive. It allows customers to change the delivery address within the package’s destination city to prevent missed deliveries.
- Apr, 2020 – UPS offered new service enhancements for Import Express in the South (Binh Duong, Dong Nai, Long An) with delivery time by 2pm.
- Apr, 2020 - UPS Vietnam extended service to Nghe An province (Central Vietnam).

2019

- Dec, 2019 - UPS Vietnam enhanced the pickup cutoff time to 6 provinces in the North (Thai Nguyen, Vinh Phuc, Hung Yen, Bac Giang, Bac Ninh, Hai Duong) by 60 minutes.
- 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 Vietnam.
- Nov, 2019 - UPS Vietnam extended Express Service to 5 provinces in the North (Bac Ninh, Bac Giang, Hung Yen, Hai Duong, Vinh Phuc).



- Mar 25, 2019 - UPS Vietnam expanded the service coverage of its Worldwide Express Freight service from existing 3 to a total 24 provinces in Vietnam as also the pallet dimensions and weight. Customers across these 24 provinces are now able to export and import urgent, heavy and palletized shipments with expanded dimensions and weight.