



UPU International Bureau

Weltpoststrasse 4
3015 BERNE
SWITZERLAND

T +41 31 350 31 11
F +41 31 350 31 10
www.upu.int

Contact: Mr Abdellatif Meskine
T +41 31 350 31 70
abdellatif.meskine@upu.int

- Union member countries
 - Governmental authorities
 - Regulators
- Designated operators
- Restricted unions

Berne, 3 November 2021

Reference: 0405(DIRCAB.CAB)1138

Subject: List of addresses, heads and senior officials of postal entities – Official launch of the application

Dear Sir/Madam,

The UPU International Bureau has developed a new application for the list of addresses, heads and senior officials of postal entities (LAHSO). This new application will be officially launched on Wednesday, 10 November 2021 at 12.00 (CET).

The new application will be more dynamic and user friendly, making it easier for individuals who have been designated and accredited by their authorities to input and retrieve data. Indeed, the system relies on the assistance and engagement of the LAHSO contact points designated for each country.

A. Contact points and deputies

1 Roles

The International Bureau has collected the LAHSO contact points and deputies for each authority within each UPU member country. These individuals are responsible for ensuring that any changes to addresses, persons responsible, contact details, etc., are reflected in LAHSO. Contact points and their deputies are the only individuals authorized to input such changes in the provided interface, and will ensure that the published information is correct and up to date.

2 Form to be completed

The International Bureau is still waiting for contact point forms from some countries. Governmental authorities, regulators and designated operators are invited to complete this form to designate their contact points if they have not already done so.

/ Annex 1 contains practical information related to use of this form.

3 Notification or change of contact point and/or deputy

/ To designate or change their contact points, the authorities of UPU member countries are invited to complete the form provided in Annex 2. This form is available in English and French only and can be downloaded from the UPU website (www.upu.int/en/Members-Centre/List-of-addresses). These forms, duly completed and

signed by the Head of International Relations or the Director/Secretary General of the authority concerned, are to be sent back to the International Bureau, preferably by e-mail (addresslist@upu.int).

At this stage, the restricted unions are asked not to submit the contact point form, but rather to continue to send any updates concerning their organization to addresslist@upu.int. They are asked to indicate the changes using highlighting or the track changes function, so that the International Bureau team can make the necessary updates on their behalf in LAHSO.

B. Official notification concerning authorities and high-level positions

An official notification letter addressed to the Director General of the UPU International Bureau is required for any changes involving the name of the authority or high-level positions. Such positions include the following: Minister, Deputy Minister, Secretary of State, Under-Secretary of State, Permanent Secretary/Secretary General, Deputy Permanent Secretary/Secretary General, Chair of the Regulatory Board, Chair of the Board of Directors, Chief Executive Officer, Director General, Assistant Director General, and Deputy Director General.

The official notification letter must be sent by the contact point or by a senior official on the list of addresses of the authority in question. The letter must include the date(s) of the change(s) and be sent to the following e-mail addresses: dgoffice@upu.int and addresslist@upu.int.

The letter may also be sent via post to:

UPU International Bureau
Weltpoststrasse 4
3015 BERNE
SWITZERLAND

Without official notification, any such changes cannot be made in the system.

C. Consultation of the address list

The UPU International Bureau has ensured that contact points and their deputies have access to the address list, as well as any individuals who had access to the former list and who have connected in recent months.

Access is given to postal entity staff and not to external stakeholders.

Contact points and their deputies can request access for additional staff members. Such requests should be sent to addresslist@upu.int, indicating the full name, title and e-mail address of the individual concerned.

D. Access to the LAHSO application

The LAHSO application is available at lahso.upu.int and is compatible with the Google Chrome and Mozilla Firefox web browsers.

Users can access LAHSO through the account they use to log in to the UPU website. Special access rights have been given to authorized individuals (contact points and their deputies) to allow them to perform updates in addition to simply viewing the list.

Therefore, registration on the UPU website is necessary to access the database. For anyone who is not yet a registered user, a short guide on how to register for a UPU account (user name and password) is available on the UPU website at www.upu.int/en/Contact-us/IT-support.

As of 11 November 2021, it will no longer be possible to consult the previous version of the address list, and access rights for that list will no longer be valid.

E. Guides

Two user guides have been prepared for the new application:

- Operational Data Editor Guide – for contact points and their deputies;
- Report Viewer Guide – for individuals with consultation rights only.

These two guides are available online: lahso.upu.int/help/Content/Home.htm.

F. Contacts

For any questions or issues:

- of a technical nature, requests should be sent to the support platform at support.upu.int (more information about this platform is available at www.upu.int/en/Contact-us/IT-support);
- concerning content and use, requests should be sent to addresslist@upu.int.

I wish to thank all UPU member countries and the restricted unions for their commitment to the UPU, and in particular for their efforts to ensure the success of this new address list system.

Yours faithfully,

(Signed)

Pascal Clivaz
Deputy Director General